

# **REQUEST FOR PROPOSALS**

**Software, Implementation & Ongoing Maintenance Services**

**for an**

**ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM**

**for the**

**City of Roseville, MN**



**RELEASE DATE: 9/2/2022**

**DATE DUE: 9/30/2022**

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# 1.0 RFP Introduction

## 1.1 Introduction

The City of Roseville (the “City”) is soliciting proposals from qualified firms who specialize in local government software to provide a full range of Enterprise Resource Planning (“ERP”) applications that include software, conversion and implementation services, initial and ongoing training, technical support, compliance with State and Federal mandated requirements and ongoing enhancements.

Ideally, the City would like to acquire these software modules as one integrated solution from a single vendor (the “Vendor”). The City expects to achieve substantial gains in productivity, efficiency and accuracy through the implementation of a new ERP system. In addition, the City seeks to minimize internal support costs by utilizing up-to-date technology. The City believes it has a responsibility to its citizens to stay current with technology and to offer e-government services to our residents and businesses. By procuring an integrated ERP system, The City seeks to position itself as a leading-edge local governmental entity utilizing innovative technology to deliver better service to our constituents.

The City will evaluate all “cloud” or “hosted” environment options. Please supply software and services pricing with all these options in mind. Please include a detailed list of all recommended hardware (routers e.g.) and 3<sup>rd</sup> Party software (Citrix, VPN e.g.) requirements. Also include a budget estimate for these hardware and Third Party software components. The City reserves the right to procure these components on its own if it decides upon a hosted solution.

## 1.2 Project Summary

The City of Roseville, incorporated in 1948, is located in Western Ramsey County, with an estimated 2021 population of 35,566. The City is located 15 minutes north of both downtown Minneapolis and downtown St. Paul. Each year the City employs over 247 full-employees (including part-time/seasonal positions) that provide a full range of services, including police and fire protection; construction and maintenance of streets, and other infrastructure; and recreational activities and cultural events. The City also operates 5 enterprises: water, sewer, storm water, street light utilities and one golf course, Roseville Cedarholm Golf Course. The City also operates the Roseville Economic and Development Authority.

The City has been operating on a legacy system that lacks certain features that are now standard in any state-of-the art system. It is the City’s intention that the selected Vendor shall provide project management, technical installation expertise, training and consulting to help alleviate employee stress and speed employee acceptance and usage of the new system.

<b><i>Background Summary</i></b>	
Population	35,566
Number of FT employees	247
General Fund budget	\$19 M
Entity-wide budget	\$58.6 M
Number of concurrent utility billing system users	2-5
Number of concurrent financial/HR/payroll system users	3-7

The City seeks to implement an off-the shelf system with minimum customization. Applications to be quoted are;

- General Ledger
- Budgeting and Budget Forecasting
- Accounts Payable
- 1099 Reporting
- Vendor Setup
- Purchasing/Requisitions
- Contract Management
- Project/Grant Accounting
- Fixed Assets
- Payroll
- Payroll – Import time-entry data (batch)
- Automated Timesheets
- Human Resources
- HR - Online Employee Self-Service (including time-entry)
- HR - Online Open Enrollment
- HR - Online Applicant Tracking
- Central Cashiering Management
- Utility Billing
- Utility Billing – Lockbox Import or Payment Scanning (by batch) Import
- Public access to online UB Payments, Inquiry and e-Statements
- Miscellaneous Accounts Receivable
- Quick Select Reporting Dashboard
- Permits
- Work Flow System
- Separate Entity Reporting
- Ability to easily create robust ad hoc reports

The City is interested in learning more about other product offerings that proposers feel the City might be interested in but not specifically in the scope of this proposal. For those product offerings, please provide a short description of what is available from your firm.

The City anticipates having two sets of users: concurrent and named. Concurrent users are those who utilize the system and will be completing a few, to many transactions daily. Named users are users who have access to the system and utilize it actively requiring excessive hours of access. The number of both types of users varies depending on the system and accounting cycle.

<b>System</b>	<b>Concurrent Users</b>	<b>Named Users</b>
Financial System	41	8
Utility Billing System	5*	2
HR/Payroll System	4**	2

\* In addition, the City has approximately 10,385 customers/owners who will need access to self-service.

\*\* In addition, the City has approximately 247 full-time employees who will need access to self-service.

The majority of usage occurs between 8:00 a.m. and 5:00 p.m., Monday through Friday. There will, however, be times throughout the year when weekend and evening access is required. The vendor should specifically indicate if there are times when the system cannot be accessed.

Proposers should evaluate the following list of required interfaces. If the interface cost does not include all of the following interfaces, proposers must be very specific about which are not included and provide a detailed explanation of how that functionality will be performed. Proposals that do not include software for all scope options should include effort and cost necessary to interface to the systems included in scope options that are not proposed.

Proposers should also list other software interfaces that are allowable and identify the file format they support.

### Recreation

<b>Database/System:</b>	Active Net, version 7.01.0896 or newer
<b>Purpose of Interface:</b>	The City uses Active Net software for parks and recreation scheduling and payment collection. Payments collected in that system must be loaded into the general ledger on a regular schedule.

### Receipting Systems

<b>Database/System:</b>	Square
<b>Purpose of Interface:</b>	To receipt payments from the public at the Skating Center and load them into our general ledger on a regular schedule.
<b>Database/System:</b>	Converge
<b>Purpose of Interface:</b>	Credit card payments received for utility billing

### Building Permits and Licensing

<b>Database/System:</b>	ACCELA
<b>Purpose of Interface:</b>	The City uses ACCELLA software for building and zoning permits and various licenses. Payments collected in that system must be loaded into the general ledger on a regular schedule.

### Human Resources

<b>Database/System:</b>	NEOGOV
<b>Purpose of Interface:</b>	This is used as an applicant tracking system and serves as the hiring and on-boarding system.
<b>Database/System:</b>	BSwift
<b>Purpose of Interface:</b>	This is used as the benefit administration system; employees enroll in benefits, track benefits, qualify for life events, enter beneficiary changes and see cost of benefits here.

### Automatic Meter Reading

<b>Database/System:</b>	Neptune 360
<b>Purpose of Interface:</b>	AMR is the communication from the meter giving us the consumption information. The information is read from the meter with a handheld device via radio frequency. The data is uploaded onto the handheld from the utility billing system and once the readings are completed that information is downloaded back onto the utility billing system on a regular schedule.

### Document Management System

<b>Database/System:</b>	Laserfiche
<b>Purpose of Interface:</b>	The city uses Laserfiche document management system. The expected interface will allow documents to be stored in the document management system and viewed through the ERP system. Documents uploaded through the ERP system will be stored in the document management system.

### Other Import / Export

<b>Database/System:</b>	Various
<b>Purpose of Interface:</b>	Import / Export Upload data from an Excel spreadsheet or Access database into Payroll, Financial and Special Assessment systems. Export of utility data for statement printing Import of US Bank purchasing card information

### 1.3 System Scope

The City is seeking proposals for integrated ERP system that will include software implementation services ongoing training and technical support. Ideally a single vendor will provide this integrated solution for all systems. Below is the timetable that has been set for this project.

<b>Procurement Schedule</b>	
September 2, 2022	RFP released
September 23, 2022	Last day to accept questions and requests for clarification on the RFP - 4:00 PM (Central)
September 26, 2022	Answers to submitted questions provided by 4:00 PM (Central)
September 30, 2022	Proposals due – 4:00 PM (Central)
October 14, 2022	Up to three proposers elevated and notified for software demonstrations
October 17, 2022 through October 21, 2022	Software demonstrations
October 24, 2022	Elevate and notify semifinalist proposers
Week of October 24, 2022	Discovery sessions completed (1 day per elevated proposer)
November 5, 2022	Complete contract negotiations and Statement of Work (SOW)
December 5, 2022	Award of contract by City Council
January 2, 2023	Implementation Begins (tentative go-live date 12/31/23)

### 1.4 Inquiries

Inquiries concerning this procurement including questions related to technical issues are to be directed to:

Joshua Kent  
 Assistant Finance Director  
 City of Roseville  
 2660 Civic Center Drive  
 Roseville, MN 55113  
 Email: [joshua.kent@cityofroseville.com](mailto:joshua.kent@cityofroseville.com)  
 Phone: 651-792-7031

All questions concerning the RFP must reference the RFP page number, section heading and paragraph. Please state the question as concisely as possible. All questions regarding this RFP must be received via email no later than 11:00 AM on September 23, 2022.

Proposers are directed specifically to not contact any other the staff other than specified personnel identified above for any purpose. Unauthorized contact of any personnel may be cause for rejection of the proposer's RFP response.

## 1.5 Required System Functions

The City has defined its general computing requirements. These are listed in Part V of this RFP. In addition Part V contains a detailed listing of system functions that are required in the new system. Please note that some of the requirements are mandatory.

## 1.6 Selection Process

At its discretion the City may require proposers at their own costs to provide demonstrations. These demonstrations provide an opportunity for the proposers to clarify the proposal for the City. The City will schedule any such demonstrations. Representatives of the City may choose to visit a public sector client reference to observe the applications in an actual working environment.

The City may request clarification and conduct discussions with any Proposer who submits a proposal.

The award/negotiation sequence will be based on a selection methodology established by the City. Once the proposals are opened a committee selected by the City will evaluate each proposal taking into consideration the criteria and methodology stipulated in this RFP. The City will be the sole judge in evaluation considerations and may make an award to the bidder(s) who submit the proposal judged by the City to be most advantageous. A recommendation as to the proposal that is believed to be in the best interest of the City as determined by the evaluation committee will be presented to the City Council.

*All proposals submitted shall be valid for a period of one-hundred twenty (120) calendar days from the date of the proposal opening. No proposal may be withdrawn during this 120 day period.*



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## 2.0 Response Requirements and Conditions

### 2.1 Proposal Response Instructions

The Proposal must be **received no later than 4:00 PM (C.D.T.) on September 30, 2022** at the following address:

Joshua Kent  
Assistant Finance Director  
City of Roseville  
2660 Civic Center Drive  
Roseville, MN 55113

Proposals must be submitted in sealed packages with the following information clearly marked on the outside of each package:

- Name of responder
- Project title: **City of Roseville ERP Proposal**

Failure to comply with the requirements of this RFP may result in disqualification.

Electronic and facsimile bids will not be considered. Proposers shall have sole responsibility for delivery of bids on time and to the proper location. Proposals received subsequent to the time and date specified above will not be considered.

Proposers are required to submit **seven (7)** hard copies of the proposal together with one (1) electronic copy of the proposal.

The RFP and data submitted to the City are governed by the Minnesota Government Data Practices Act (the "Data Practices Act"). Upon submission, all proposals shall be classified pursuant to the Data Practices Act. In the event that a proposer desires to claim portions of its proposal exempt from disclosure, it is incumbent upon the proposer to clearly identify those portions with the word "Confidential" printed on the top right hand corner of each page for which such privilege is claimed. Examples of potentially confidential materials include trade secret information and selected business information. Each page shall be clearly marked and readily separable from the proposal in order to facilitate public inspection of the non-confidential portion of the proposal. The City will consider a proposer's request for exemptions from disclosure; however, the City is governed by and must make any data classification determination based upon the Data Practices Act and other applicable laws. A statement by a bidder that submitted data are copyrighted or otherwise protected does not prevent public access to the data contained in the bid.

## **2.2 Rejection of Proposals**

The City reserves the right to reject any and all proposals received in response to this proposal offering, and to waive any informality or irregularities in this proposal offering. The award of a contract shall be at the sole discretion of the City of Roseville, Minnesota. The award will be made to the responsible proposer whose proposal is determined to be the most advantageous to the City, taking into consideration the evaluation factors set forth in this proposal package. The City may make the award without further discussion of the Proposals submitted. Therefore, the proposal should be submitted initially on the most favorable terms, which the proposer can propose with respect to price, product, service, and technical capability. The contents of the proposal of the selected proposer will become the basis for the City's and the Vendor's contractual obligations when the award is made.

## **2.3 Withdrawal of Proposals**

- Proposals may not be withdrawn for a period of 120 days after the time set for the bid opening.
- Proposals may be withdrawn prior to the proposal due date and time. Such requests must be in writing.

## **2.4 Proposal Costs**

Those submitting proposals do so entirely at their sole cost and expense. There is no expressed or implied obligation by the City to reimburse any individual or firm for any costs incurred in preparing or submitting proposals providing additional information when requested by the City or for participating in any selection interviews or product demonstrations.

## **2.5 Local State and Federal Compliance Requirements**

Proposers shall comply with all local, state and federal ordinances, statutes, regulations, directives and orders as applicable to this bid and subsequent contract(s) including but not limited to:

- Equal Employment Opportunity (EEO) in compliance with Executive Order 11246 as amended and applicable to this contract.
- Occupational Safety and Health Act (OSHA) as applicable to this contract.

## **2.6 Insurance**

Successful bidder shall not commence work under the contract until proof of all required insurance has been submitted to City and approved by City.

**General Liability**

The Vendor shall at all times during the term of any contract carry, maintain, and keep in full force and effect, a policy or policies of Commercial General Liability Insurance, with minimum limits of one million dollars (\$1,000,000) for each occurrence and two million dollars (\$2,000,000) general aggregate for bodily injury, death, loss or property damage for products or completed operations and any and all other activities undertaken by the Vendor in the performance of any contract.

**Professional Liability**

The Vendor shall at all times during the term of any contract, carry, maintain, and keep in full force and effect a policy or policies of professional liability insurance with a minimum limit of one million dollars (\$1,000,000) per claim and aggregate for errors and/or omissions of the Vendor in the performance of any contract.

**Automobile Liability**

Vendor shall at all times during the term of any contract obtain, maintain, and keep in full force and effect, a policy or policies of Automobile Liability Insurance, with minimum of one million dollars (\$1,000,000) per claim and occurrence and two million dollars (\$2,000,000) in the aggregate for bodily injuries or death of one person and five hundred thousand dollars (\$500,000) for property damage arising from one incident.

**Worker's Compensation**

The Vendor agrees to maintain in force at all times during the performance of work under any contract worker's compensation insurance as required by the law. The Vendor shall require any subcontractor similarly to provide such compensation insurance for their respective employees.

**Primary Coverage**

The insurance provided by the Vendor shall be primary to any coverage available to the City. The insurance policies (other than workers compensation and professional liability) shall include provisions for waiver of subrogation.

**Indemnification**

Vendor agrees to accept all responsibility for loss or damage to any person or entity, including City, and to indemnify, hold harmless, and release the City, its Mayor, Councilmembers, officers, agents, and employees, from and against any actions, claims, damages, liabilities, disabilities, or expenses, that may be asserted by any person or entity, including the Vendor, that arise out of, pertain to, or relate to Vendor's performance or obligations under any contract. The Vendor agrees to provide a complete defense for any claim or action brought against the City based upon a claim relating to Vendor's performance or obligations under any contract. The Vendor's defense, indemnification and hold harmless obligations under this Section apply whether or not there is concurrent negligence on City's part, but to the extent required by law, excluding liability due to City's conduct. City shall have the right to select its legal counsel at Vendor's expense, subject to Vendor's approval, which shall not be unreasonably withheld. This indemnification obligation is not limited in any way by any limitation on the amount or type of damages or compensation payable to or for the Vendor or its agents under workers' compensation acts, disability benefits acts, or other employee benefit acts.

## 3.0 Proposal Format and Instructions

### 3.1 Proposal Format

In order to facilitate the analysis of responses to this RFP proposers are required to prepare their proposals in accordance with the instructions outlined in this section. Proposers should be sure they have received the EXCEL spreadsheet containing the technical requirements.

The City may make such investigations it deems necessary to determine the ability of the bidder to perform the work proposed. Conditional proposals will not be accepted.

If revisions become necessary to the RFP, the City will provide addenda to all proposers who have received the RFP. All addenda issued by the City must be so noted on any proposals that are submitted to the City. Proposers shall contact the City to ascertain whether any addenda have been issued. Failure to do so could result in a proposal being deemed non-responsive to the RFP.

Proposals should be prepared as simply as possible and provide a straightforward concise description of the bidder's capabilities to satisfy the requirements of the RFP. Emphasis should be on accuracy, completeness and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections:

Proposal Section	Section Number
Transmittal Letter and Executive Summary	3.2
Project Approach and Software Solution	3.3
Implementation Methodology	3.4
Company Background and History	3.5
Key Proposed Personnel and Team Organization	3.6
Project Roles and Responsibilities	3.7
Project Schedule	3.8
Data Conversion Plan	3.9
Software Hosting	3.10
Quality Assurance Plan	3.11
Deliverable Dictionary	3.12
Sub-Contracting	3.13
References	3.14
Site Visit References	3.15
Responses to Narrative Questions	3.16
Exceptions to Terms and Conditions	3.17
Price Proposal	3.18

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

### **3.2 Transmittal Letter and Executive Summary**

The Proposal should contain the Transmittal Letter and Executive Summary. The Transmittal Letter shall be signed by an authorized representative of the company such as the owner, partner, or in the case of a corporation, the President, Vice President, Secretary, or other corporate officer(s).

The Transmittal Letter must provide the Proposer's primary contact information, including the following:

1. Name of the Proposer representative
2. Title
3. Name of company
4. Address
5. Telephone number
6. E-mail address and
7. Signature of authorized officer of the firm

The Transmittal Letter shall be printed on the Proposer's letterhead.

A signature on the Transmittal Letter hereby provides the City acknowledgement and acceptance of the "Conditions" and the execution of same during the discharge of any succeeding contract. It shall be clearly understood that by submitting a Proposal in response to this solicitation, a Proposer shall be deemed to have accepted all specifications, terms, and general conditions and requirements set forth in these specifications, terms, general conditions, and requirements unless otherwise clearly noted and explained in this RFP.

The Executive Summary should provide a brief summary of the Proposal contents, emphasizing any unique aspects or strengths of the Proposal. The Executive Summary may be incorporated as part of the Transmittal Letter.

### **3.3 Project Approach and Software Solution**

The Proposal should include a description of the proposed approach for providing the services described in Section 1.2 Scope of Work. This section must also include a summary description of the capabilities for each functional in narrative format. The purpose of this summary is so that the City has a high-level understanding of the proposed solution. The narrative should be written for an audience of the end-user community.

Marketing materials should not be submitted on the proposed functionality.

Proposers shall describe any assumptions made in Proposals in detail. These should include any assumptions related to the current City technical environment, staffing, project management approach, and City resources available during implementation and support phases.

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### **3.4 Implementation Methodology**

The Proposal should include a comprehensive description of the proposed implementation methodology for the Project. The description should include how the Proposer has developed this methodology to both incorporate lessons learned from past experiences as well as to meet the needs described in Section 1.2.

The City has identified a tentative anticipated go-live date for core financials functionality of December 31, 2023. As part of the third tab of the Proposal, Vendors shall include a proposed Project schedule.

Proposers should also include a sample Project Plan as part of the third tab.

### **3.5 Company Background and History**

The Proposal should include a comprehensive narrative history of the firm, including the development of its experience in providing services similar to those described in Section 1.2. The following points should be addressed in the Proposal.

1. Total number of employees
2. Office locations
3. Total number of active clients
4. Total number of active government clients
5. Total number of active city government clients
6. Total years offering government ERP systems
7. Largest active government installation including population
8. Smallest active government installation including population and
9. Other products offered by company

If a partnership with third-party companies is a part of a Proposal, the company background and history shall be provided for all third-party companies. It is expected that all of the points above shall be addressed for each company involved in a Proposal, prime or third-party.

### **3.6 Key Proposed Personnel and Team Organization**

The Proposal should include the resumes of the proposed Project personnel as well as the structure of the proposed Selected Vendor Project Team. The resumes and structures shall be provided for the implementation team as well as the personnel involved in live operation and ongoing support and maintenance.

Resumes shall be specific to the actual personnel to be assigned to this Project for all primary roles. Resumes shall include the following information:

1. Name and title
2. Role on the project
3. Description of project roles and responsibilities
4. Home office location
5. Listing of past projects where resource implemented the proposed product
6. Listing of past projects where resource implemented other software products
7. Educational background
8. Professional registrations and memberships and
9. Additional relevant information

The City is interested in personnel that hold certifications from the Project Management Institute. Resumes should include any PMP or CAPM certifications held.

The City reserves the right to require background checks be conducted on any individual conducting work as either an employee of the Vendor, or on the Vendor's behalf.

### **3.7 Project Roles and Responsibilities**

The Proposal should include the proposed resource levels for the City Implementation Project Team and Selected Vendor Project Teams.

Proposers shall provide resource hour estimates by system module for each of the project activities.

### **3.8 Project Schedule**

The Proposal should include the proposed Project schedule including major milestones, activities, and timing of deliverables. The Project schedule shall be in a Gantt chart format developed in Microsoft Project.

### **3.9 Data Conversion Plan**

The Proposal should include the proposed Data Conversion Plan that will ensure the City's desired data is transferred to the new system. The Plan shall include estimated work levels as well as roles and responsibilities related to data conversion, for both the City and the Selected Vendor, organized by module.

### **3.10 Software Hosting**

The Proposal shall include a full description of the Proposer's technical and operational capabilities for software hosting.

The Proposer shall include the following information in addition to this description:

1. Where are the data center and storage facilities?
2. Total number of active clients currently served by hosted solutions provided by your company.
3. How many years has your company provided hosted solutions?
4. How are hosted software applications deployed for use by numerous customers?
5. What availability and response time do you guarantee?
6. How many instances of unplanned outages have any of your customers experienced within the past five (5) years?
7. What is your process for notification of standard maintenance and down-time?

The Proposer shall provide relevant documentation related to any recent certifications related to their hosting technical and operation capabilities.

### **3.11 Quality Assurance Plan**

The Proposal should include the proposed Quality Assurance Plan. This Plan should be based on the Proposer's standard approach for achieving quality assurance.

### 3.12 Deliverables Dictionary

The Proposal should include a listing of the key Project deliverables that includes a brief explanation of the deliverables, and any pertinent information and connection to other deliverables.

As part of the eleventh tab, Proposals should also identify the ownership of each Project deliverable. Ownership should be identified using the roles described in the following table. The resource hours should be appropriate based on the roles identified for each Project deliverable.

Deliverables Ownership Roles

Role	Summary
Lead	The party ultimately responsible for the development of the deliverable.
Assist	The party provides active assistance in development of the deliverable.
Participate	The party provides passive assistance in the development of the deliverable.
Owns	The party is solely responsible for the development of the deliverable.
Share	Both parties share equal responsibility for the development of the deliverable.
None	The party has no role in the development of the deliverable.

### 3.13 Sub-Contracting

The Proposal should identify any of the required services that are proposed to be sub-contracted, if any. For each of these services the following should be provided:

1. Summary of service
2. Reasons for sub-contracting
3. Proposed sub-contractor
4. Detailed sub-contractor responsibilities
5. Sub-contractor name
6. Sub-contractor location
7. Sub-contractor experience
8. Previous use of sub-contractor and
9. Any additional relevant information

### 3.14 References

The Proposal should identify the Proposer's references for the Project. Proposers shall provide at least five (5) City government clients with whom the Proposer has worked during the past three (3) years that are of similar size and complexity to the City. References shall be from City governments that have been live with the current software version for a minimum of two (2) years.



In the event the Proposer cannot provide the required five references, Proposer may substitute other organizations to ensure five (5) total references are provided. Proposers shall indicate how these substitute references deviate from the requested characteristics.

If possible, the City prefers references that utilized the same Project manager as will be recommended for this Project. This section of the RFP response should also include an affirmative statement that the Proposer grants its consent for the City to contact the Proposer's references for purposes of evaluating the Proposer for this Project and acknowledges that any information obtained from the Proposer's references will not be disclosed to the Proposer.

This should also include the name and contact information of three (3) former clients that have elected to leave the Proposer. The Proposer should describe why the client left, and what steps the Proposer has taken to correct the issues that resulted in the client's departure.

### **3.15 Site Visit References**

The Proposal should include the contact information for three (3) similarly-sized City governments with which the City may conduct site visits.

### **3.16 Response to Narrative Questions**

The Proposal should include the Proposer's response to the following narrative questions. The total tab length shall not exceed ten pages.

1. Based on information provided in this RFP and experience in working with other cities, what is the Proposer's perspective on the most significant risks to this Project and how do you plan to mitigate these risks?
2. What is your process for monitoring, escalating, and resolving issues that will arise during the Project?
3. How do you propose to keep the Project on task?
4. Provide a clear description of Project management responsibilities between the City and the Selected Vendor.
5. What is the earliest you can begin implementation after contract signing?
6. Please describe your organization's recommended approach toward retention of legacy financial, budget, revenue, and payroll data. Please describe what options are available / supported within your proposed solution. Also, please provide any relevant references of organizations that have successfully addressed legacy data with your solution.
7. What other system modules or products would the Proposer recommend?
8. Describe how your system can support the use of a central address file in the City. Such an address file would both be used as an information source for the ERP system and be updated by transactions completed in the ERP system.
9. Describe how your software solution can support the annual process of reviewing capital projects to determine which expenditures should be capitalized, which should be operating expense and which should remain as work-in-progress.
10. Describe how your software product can allow workflow routines to be configured to limit the number of approvals needed for like items. There is a desire from the City to approve certain repetitive purchases by batch.
11. What strategic decisions or direction is your firm taking or making related to the product being proposed today?
12. What is the name and current release number of the product being proposed?
13. When will the next release be available?

14. How long does the typical implementation of the product being proposed take for an organization of similar size to the City?
15. Does your firm complete the implementations of the product being proposed or is this effort outsourced?
16. What other applications will the product being proposed integrate with or have integrated with in the past?
17. What sets your firm's product being proposed apart from your firm's competitors?
18. Can the product being proposed be deployed in a decentralized or centralized manner?

### 3.17 Exceptions to Terms and Conditions

The Proposal should include any exception the Proposer takes to the terms and conditions set forth in this RFP. Proposer should identify the areas where they feel the requested service or product is not available, deviates from the specific requests, or is deemed to be an unwise or unwarranted approach. The Proposer will describe exceptions to the RFP and identify their impact to the City, including, but not limited to, workarounds, reductions in performance, capacity, flexibility, accuracy, and ultimately cost and value. The City reserves the right to disallow exceptions it finds are not in the best interests of the City. Any and all exceptions to the requirements of this RFP must be identified and fully explained in the submitted Proposal. It is the City's intention to be made aware of, and accept, any exceptions to terms or conditions prior to contract negotiations.

### 3.18 Price Proposal

The Price Proposal shall consist of a detailed breakout of fees and services being provided.

## 4.0 Technical Specifications

Requirements defined in this section contain the overall general functions of the City desired integrated software applications. These requirements underlie the detailed checklist of technical requirements contained in the second half of Part IV. Together these two sections define a system that will provide a high level of flexibility in meeting the City current and future computing requirements. Please address each as it relates to your company and applications.

- 4-1 **PROCESSING ENVIRONMENT:** A preferred or specific hardware platform will not be specified in an effort to obtain the widest range of software solutions to meet the City information processing needs. If your system cannot meet these requirements please note the deficiencies.
- 4-2 **DATABASE:** The database design should allow for a wide range of drill-down capabilities. Table and column names should be intuitively labeled and linked columns should be consistently named. *Systems with flat, ISAM, COBOL or MS-Access based files will not be considered.* If your system cannot meet these requirements please note the deficiencies.
- 4-3 **REAL-TIME MODE:** Applications are expected to run in real-time mode. Systems that use temporary holding areas will not be considered. Historical transactions will be used to drive reporting and interaction among systems. The system should support an unlimited number of years of history with no performance degradation as history grows. If your system cannot meet these requirements please note the deficiencies.

- 4-4 **LOGIN:** Identify whether system uses Active Directory for a singular sign on and provide detailed audit trails required by the City internal and external auditors. Call out if your system requires dual authentication for sign-in capabilities, and if so what applications it works with. If your system cannot meet these requirements please note the deficiencies.
- 4-5 **TABLES:** Dynamic tables must be used where applicable to preclude repetitive entry for validity checking and to eliminate program code changes when rules are changed or added.
- 4-6 **WORK FLOW:** The system should provide work flow capabilities in **all** applications, with user-defined business rules, processes and securities. It should allow for an unlimited number of steps/approvals/notifications on any single work flow. If your system cannot meet these requirements please note the deficiencies.
- 4-7 **SECURITY:** Security must be detailed and provide several levels, including application, processes, menus and **every** field. In addition to individual user securities, the system should also allow for easy grouping of users to minimize security set-up. If your system cannot meet these requirements please note the deficiencies.
- 4-8 **SUPPORT:** The selected vendor(s) must be able to provide timely and adequate telephone support during City normal business hours. Vendor(s) support must deal with issues related to adjunct third-party software. Vendors will also deal with database issues that preclude their products' functionality. The City intends to rely solely on the application vendor(s) as its support source. Please note your average response time and your methodology for prioritizing calls. If your system cannot meet these requirements please note the deficiencies.
- 4-9 **HARDWARE:** Proposals are for software only. Please list all hardware requirements. The City intends to acquire, implement and maintain its own hardware and network.

## 5.0 Technical Requirements and Conditions

Proposers have been sent an Excel spreadsheet in addition to the RFP. The Excel spreadsheet contains an itemized list of technical requirements listed by software module. Responses to these requirements should be submitted as explained in section 3-1; *Responses to Technical Requirements*.

## 6.0 Evaluations

- 6-1 EVALUATION METHOD:** 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 City will evaluate all proposals deemed responsive to this RFP by a committee selected by the City. The initial evaluation will consider only the qualifications and demonstrated experience of each respondent. Following the evaluation committee's analysis of the written proposals and discussions the responses will be ranked to establish the highest score. Proposers may be asked to provide onsite demonstrations. Discussions and negotiations may take place with the short list of proposers to ensure clarification and to obtain a best and final offer. The award will be based upon the proposal that is determined to be the most advantageous to the City. The scoring of RFP's will be decided using the weighted percentages shown in the following table;

Criteria	Description	Weight
Functional & Technical	This criterion considers both the qualifications of the personnel proposed to provide the services solicited by this RFP and the products that are proposed to be used in performing the services solicited by this RFP. In evaluating the Proposer's products, the City will consider the business benefits and the business process improvements as a result of implementing the Proposer's products.	40%
Approach	This criterion considers the Proposer's understanding of the scope of work and the quality and clarity of the Proposer's written methodology and description of the proposed approach to accomplish the work.	20%
Experience	This criterion considers (1) the Proposer's past performance on any City contracts, (2) the results of reference checks, and (3) the Proposer's experience in providing the services solicited by this RFP as set forth in the Proposer's response.	20%
Cost	This criterion considers the price of the services solicited by this RFP. Proposers will be evaluated on their pricing scheme as well as on their price in comparison to the other Proposers.	20%

**6-2 SELECTION CRITERIA:** The intention of the City is to procure functionally complete, cost effective and integrated software applications. The criteria that will be used to evaluate proposals may include, but are not limited to the following:

- Quality clarity and responsiveness of proposal in conformance with instructions condition and format contained herein
- Technical requirements
- Timeliness and professionalism of on-going support
- Demonstrated performance of proposed system elsewhere in the public sector
- Implementation strategy and timelines
- Quality of training
- On-going training
- Customer support
- Cost and quality of software and implementation services
- Cost of on-going maintenance
- Reference checks including possible visits to client sites
- Ability to provide an integrated all-in-one system that includes the most modules

