**City of Panama City Beach, FL**



Request for Proposal

For ERP System Selection Project

PCB22-68

Issue Date: June 27, 2022

Closing Date: July 27, 2022 at 1:00pm CT

RFP documents available:

<https://www.pcbfl.gov/about-us/rfp-posts-list>

<https://www.demandstar.com/>

Pre-Proposal Meeting (Non-mandatory):

July 12, 2022

Time: Jul 12, 2022 02:00 PM Central Time (US and Canada)

Join Via Zoom:

https://us06web.zoom.us/j/82549183387?pwd=dW1YZXlOblVtaGFPNDh4aTBsMkdiZz09

Meeting ID: 825 4918 3387

Passcode: 664030

Find your local number: https://us06web.zoom.us/u/kchRehvVo9

Proposal Submission

|  |  |
| --- | --- |
| Proposal Due Date: | Submit to the City by July 27, 2022 by 1:00pm CT |
| Submit to City: | **Digital format** of 1 technical proposal and signed addenda, including the following files:* ERP System Selection Project - Specifications.xlsx
* ERP System Selection Project - Pricing Forms.xlsx
* ERP System Selection Project - Vendor Forms.docx
* ERP System Selection Project – Contract Terms and Conditions.docx

Electronic submissions will be electronically received through the Demand Star website. The City is not responsible for electronic submissions not received by the deadline due to technical failures of it’s or the proposer’s systems. **Alternative paper format** of one (1) original along with an electronic copy (USB flash drive preferred) may be delivered to the City Hall Office at the address below. Any sealed Bid submitted on paper must identify and clearly mark the Bid for **PCB22-68 RFP FOR ERP SYSTEM SELECTION PROJECT** on the package. Receipt of a Bid by any Panama City Beach Office, receptionist, or personnel other than the City Hall’s front desk does not constitute “receipt” as required by this solicitation. The time received at City Hall shall be conclusive as to the timeliness of receipt.* All paper Bids shall be sealed and delivered or mailed to: **City of Panama City Beach City Hall, ATTN: Purchasing Manager, 17007 Panama City Beach Parkway, Panama City Beach, FL 32413.**
 |

Important Notice:

Effective immediately upon release of this request for proposal (RFP), and until notice of contract award, all official communications from proposers regarding the requirements of this RFP shall be directed via email to:

Carrie Jagers – purchasing@pcbfl.gov

The City or designee, shall distribute all official changes, modifications, responses to questions or notices relating to the requirements of this RFP. Any other information of any kind from any other source shall not be considered official, and proposers relying on other information do so at their own risk.

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# **Anticipated Timeline Overview**

Listed below are specific and estimated dates and times of actions related to this request for proposal (RFP). The milestones with specific dates must be completed as indicated unless otherwise changed. If it is necessary to change any of the specific dates and times in the calendar of events listed below, an addendum to this RFP will be issued.

|  |  |
| --- | --- |
| **Milestone** | **Timeframe** |
| RFP issuance | June 27, 2022 |
| Vendor pre-proposal meeting | July 12, 2022 |
| Deadline to email questions, requests for clarifications | July 20, 2022 |
| The City provides responses for Vendor RFP clarification questions | July 22, 2022 |
| Vendor proposals due | July 27, 2022, 1:00pm CT |
| Demonstrations of software (subject to change and will vary based on the number of responsive vendors) | Mid-September through the end of October 2022  |
| Contract negotiations | November – December 2022 |
| Bid award at City Council Meeting | December 8th, 2022 |
| Estimated start date of contract | January 2023 |

# Introduction

## Overview

The City is interested in soliciting proposals from qualified providers of ERP software for municipalities whose product offering meets or exceeds current City requirements and whose complete product offering provides a robust solution set that will allow the City to continue to leverage this investment well into the future as the needs of the City grow and evolve.

## Definitions

The following definitions are used in the RFP:

* **Bidder, Vendor or Proposer** means a firm, company, or organization responding to the RFP document to provide services to implement the software described in the RFP.
* **Business Days** means Monday through Friday, 8 a.m. to 5 p.m. local time in the City of Panama City Beach, FL, excluding City holidays.
* **Business Function** means business functional areas such as finance, budget, procurement, human resources, and payroll.
* **Change Order** means a written document signed by the State, and issued to the Bidder, which alters the scope of the Work to be performed by the Bidder, changes of the schedule for performance of the Work, increases or decreases the Bidder’s compensation, or any other change to the Contract.
* **Client** or **City** means City of Panama City Beach, FL.
* **Completion** means fulfillment of all the Bidder’s obligations under the Contract.
* **Confidential Information** means information that may be exempt from disclosure to the public or other unauthorized persons under city, state or federal statutes and regulations. Confidential Information includes, but is not limited to, any information identifiable to an individual that relates to a natural person’s health, finances, education, business, use or receipt of governmental services, names, addresses, telephone numbers, email addresses, social security numbers, driver license numbers, financial profiles, credit card numbers, financial identifiers and any other identifying numbers, law enforcement records, City source code or object code, or City security information.
* **Configuration** means the use of application features to establish business rules in the application to meet the City’s business needs.
* **Contract** means the written agreement entered between the State and the Bidder evidencing the terms and conditions related to the Project. The Contract includes the Bidder-submitted Response, including executed bid/Response forms, pricing, specifications, and other attachments; Notice(s) to Proceed; and all Amendment(s) issued prior to and all Modifications (Change Orders) issued after execution of the Contract.
* Core/Required Functionality means the software functionality the City intends to implement as part of this project.
* Expanded/Optional Modules represents either a new module or an optional module that may be considered as part of this project.
* **ERP Application Software** means the software solution for which the successful Bidder will be responsible providing software integration and implementation services.
* **Holdback** means the payment amounts held back by the City from each deliverable’s charges.
* **Key Staff** means Bidder’s personnel or subcontractor staff whose experience, skills, abilities, or background make them uniquely valuable to the City and who are named as Key Staff in this Contract or a Statement of Work.
* Outside Agency/3rd Party Interface an interfaces or integration with an outside agencies or organization.
* **Personal Data** includes, but is not limited to, any information identifiable to an individual that relates to a natural person’s health, finances, education, business, use or receipt of governmental services, names, addresses, telephone numbers, email addresses, social security numbers, driver license numbers, financial profiles, credit card numbers, financial identifiers and any other identifying numbers, law enforcement records, City’s source code or object code, or City’s security information.
* **Plante & Moran, PLLC** is the City’s SaaS ERP Procurement Assistance consultant for the project.
* **Preexisting Material** means proprietary products, software, methods, devices, or the like delivered by the Contractor to fulfill its obligations under this Contract. Preexisting Material does not originate from this Contract but may be incorporated into or be required to properly support Deliverables under this Contract. Preexisting Material may be owned by the Contractor or a third party that has given permission for its use hereunder.
* **Price** means charges, costs, rates, and/or fees charged in United States dollars for the Services under this Contract.
* **Project** means City’s overall objective or endeavor of which this RFP document forms a part.
* **Proprietary Information** means information owned by the Contractor to which the Contractor claims a protectable interest under law. Proprietary Information includes, but is not limited to, information protected by copyright, patent, trademark, or trade secret laws.
* **Software** means the licensed software application, including third-party software applications that are intended to be implemented by the City.
* **Software as a Service (SaaS)** means the software vendor’s supported and managed software solution provided as a remote service to the client. The software implementer will work with the software vendor to implement the software solution chosen by the City.
* **Software Integrator** means the Bidder selected through this RFP process to implement the software solution chosen by the City.
* **Software Vendor** means the company providing the software to the City.
* **Subcontract** means any agreement, including purchase orders (other than one involving an employer/employee relationship), entered between the Bidder and a Subcontractor calling for services, labor, equipment, and/or materials required for the performance of the work required by the RFP document, including any modification thereto.
* **Subcontractor** means any individual, firm, partnership, corporation, joint venture, or other entity, other than an employee of the Bidder, which contracts with the Bidder or a Subcontractor to furnish services, labor, equipment, or materials required for the performance of the work required by this RFP document, including any modification thereto.
* **Supplies, Materials, and Equipment** as used herein shall include, without limitation, all items, tangible or intangible, to be incorporated in the work or otherwise delivered to the City hereunder.
* **System** means the fully installed, configured, and implemented software application(s), including any third-party software, necessary to meet the City’s requirements and defined work.
* System Interfaces defines where the City has identified an integration is needed.
* **System Requirements** means functional and technical requirements for the software solution chosen by the City. These system requirements and the software vendor’s response form are available in the attached **SaaS ERP System Integrator Services – Requirements.xlsx.**

## City and Project Background

The City is currently using H.T.E./NaviLine as their ERP system. This includes finance, payroll, and utility billing functionality. The City recently completed an IT Strategic Plan and identified replacing their ERP system as a major goal. The City is looking for a replacement system that provides increased functionality, a better user experience, and robust vendor support. In addition, the City wishes to replace and/or acquire a system to support additional functionality, including human resources, permitting, licensing, and code enforcement.

## Current Application Environment

| \*Legend for Current Applications |
| --- |
| Legend Code | Description |
| R | Replacement | City intends to replace this application with the selected solution. |
| C | Consider | City will consider replacing this application with the selected solution, based on the strength of the finalist Vendor offering and cost / benefit of the replacement module. |
| M | Maintain | City intends to retain the application, not replacing it through this effort. |
| I | Interface | City intends to keep the application and interface/integrate it with the selected solution. |
| \*C/I | Consider/Interface | City will consider replacing this application with the selected solution based on the strength of the finalist Vendor offering and cost/benefit of the replacement module. In the event the City maintains this application, it would require an interface to the ERP. Therefore, the vendor must provide interface experience and pricing for these applications.  |

| Current Application | Application Notes/Description | Departmental Owner | Likely Future of System? \* |
| --- | --- | --- | --- |
| ACOM Solutions | Check printing | Finance | R |
| American Express One AP | Vendor payments | Finance | R |
| ArcGIS | GIS | Building & Planning | I |
| Bluebeam | Plan review | Building & Planning | I |
| CityWorks | Enterprise Asset Management and Work Orders | Utility and Public Works | I |
| Clover | Point of Sale | Finance | I |
| CommunityPass | Parks & Rec Registration | Parks & Recreation | I |
| Excise | Online tax payments | Business Licensing | R |
| ExecuTime | Timekeeping | Human Resources | C/I |
| Granicus | Council agenda management | Administration | M |
| i Navigator | Utility bill printing | Utilities | R |
| iWorQ | Code enforcement, permitting, and planning | Building & Planning | R |
| Microsoft Excel | Accounts receivable, bank reconciliation, budget administration, grant reimbursements, and travel and expenses | Finance | R |
| MobileEyes | Fire inspection tracking | Fire Department | I |
| NaviLine | Financial Management | Finance | R |
| NaviLine | Payroll | Human Resources | R |
| NaviLine | Utility billing | Utilities | R |
| nCourt | Online business tax receipt payments | FInance | R |
| NeoGov | Applicant tracking | Human Resources | C/I |
| Paymentus | Online payments | Finance | C |
| PlanSource | Benefits administration | Human Resources | C/I |
| Sensus | Water meters | Utilities | I |
| Spiceworks | Ticket management | IT | M |
| Thomson Reuters Fixed Assets CS | Fixed Assets | Finance | C |
| Verified First | Background checks | Human Resources | M |
| Zywave | Safety training | Human Resources | M/I |

## Current Technical Environment

As part of the proposal process Vendors will be required to submit significant technical detail about the proposed solution detailed in Technical and Vendor Hosted/Cloud Information **–** [**Section 4.4**](#_Toc167348285) of this RFP.

## Other Planned City Initiatives

The City does not currently have any technology initiatives planned that will impact the scope of this project.

## Expected Scope of System Solution

The City requires responding vendors to propose a fully integrated ERP vendor-hosted/cloud solution, including software, hardware specifications, implementation and project management, and other technology services for the entire scope of the project that may or may not include components owned by the vendor. The City recognizes that this project will have a significant impact on its staff and is looking to minimize that impact insofar as possible. To the extent vendor is able, the City is looking for the vendor to conduct a thorough business analysis at the start of each module and to provide the City with a pre-configured system using its best practices and experience as a model. The City expects to review and test this pre-configured system, requesting minimal changes as required.

The following definitions should be considered relative to the scope list below:

* Core (required) - Components of the solution that are required to be fulfilled and proposed by responding vendors.
* Expanded (optional) - Components of the solution that may be optionally proposed by responding vendors but are not mandatory to include in the vendor's response. ERP vendors who cannot propose on expanded components are encouraged to partner with a vendor to meet the expanded scope.

Response options:

* Vendors who respond to Core/required scope listed below must fulfill all areas listed either with their own software or with a partner.
* Vendors can respond to expanded/optional modules with their own products or they may partner with other vendors to submit a proposal that meets the expanded software scope listed below. In addition, vendors who do not bid on the core modules may bid on one or more of the expanded scope options.

## Software Scope

Core/Required Application Software:

* + Accounts Payable
	+ Accounts Receivable
	+ Bank Reconciliation
	+ Budget
	+ Cash Receipting
	+ Contract Management
	+ Fixed Assets
	+ General Ledger
	+ Grant and Project Accounting
	+ Purchasing
	+ Treasury
	+ Core HR
	+ Employee Benefits
	+ Employee Self-Service
	+ Learning Management
	+ Offboarding
	+ Performance Management
	+ Personnel Actions
	+ Position Control
	+ Recruiting
	+ Succession Planning
	+ Utility Account Management
	+ Utility Billing
	+ Utility Customer Portal
	+ Utility Device Management
	+ Utility Service Orders
	+ Data Analytics
	+ Reporting
	+ Any other necessary software components to support the proposed Core Application Software solution

Expanded Application Software and Related Technologies:

* + Business Licensing
	+ Business Permits
	+ Code Enforcement
	+ Address Management
	+ Risk Management

## Services Scope

Required Services

* + Project Management
	+ Software Installation / Set-up
	+ Security Design and Configuration
	+ Business Design / Software Configuration
	+ Technical Design and Standards
	+ Data Conversion and Migration
	+ Business Analytics, Report and Form Development
	+ Integration and Interface Development
	+ Software Modifications
	+ Testing
	+ Training Services
	+ Change Management
	+ Knowledge Transfer to Staff
	+ System Documentation Development
	+ Deployment
	+ Ongoing Support and Maintenance Services
	+ Ongoing Hosting Services

Additional details and descriptions related to the specifics of the expected scope can be found in **Proposal Response Format – Section 4** in this RFP.

## Summary of Organization Metrics

A summary of organization metrics and standards is included below. These volumes and standards reflect actual and estimated amounts for the current environment.

| Metric | Current |
| --- | --- |
| Population | Approximately 15,000 |
| Form of Government | Council-City Manager |
| Jurisdictional Area (Square Miles) | 19.5 square miles |
| Residential Units | Approximately 8,000 Single and Multi-Family units and 12,000 Condominiums |
| Number of Departments | 19 |
| Budget (General Fund) | $48,896,734 |
| Budget (All Funds) | $172,029,344 |
| Total Staff (Full time: 1FTE) | 346 |
| Total Staff (Part time: 0.5 FTE) | 27 |
| Number of IT users | Approximately 380 |
| Number of ERP System Users - Total Current | 35 |
| Number of ERP System Users - Total Future | 60-70 |
| Number of Employees Per Area |
| Finance / Procurement | 7 |
| HR / Payroll | 3 |
| Utilities | 7 Billing |
| General Ledger/Bank Reconciliation |
| Current Chart of Accounts Structure: | 14 digits – 3 digit Fund Identifier, 4 digit organizational unit / department ID, 3 digit expenditure account code, 2 digit object / sub-object code, and 2 digit object budgetary detail |
| Chart Segment One Name/Account Mask | Fund Group – 3 |
| Chart Segment Two Name/Account Mask | Department Group – 4 |
| Chart Segment Three Name/Account Mask | Type of Fund – 3 |
| Future Chart of Accounts Structure: | To get in compliance with State regulations will need 17 digits - Rule 69I-51.0012, F.A.C. |
| Future Segment One | Same as current |
| Future Segment Two | Same as current |
| Future Segment Three | Same as current |
| Fiscal Year End | September 30th |
| Number of Funds | 16 plus 24 pooled cash |
| Number of Department Codes | 21 |
| Number of Expense and Revenue Accounts | 2176 |
| Number of Project numbers | 82 |
| Number of Manual Journal Entries (Monthly) | Approximately 100 |
| Number of Bank Accounts | 22 |
| Budgeting |
| Utilizes Position Control? | Partially |
| Budget Entry Model (Centralized or Decentralized): | Decentralized |
| Number of Approval Levels | 3 |
| Budget Frequency | Annual |
| Number of Funds Budgeted | 6 City + 3 smaller pension budgets |
| Fixed / Capital Assets |
| Number of Capitalized Fixed Assets | 3930 |
| Fixed asset tagging? | Yes |
| Fixed Asset Capitalization Threshold | $5,000 |
| Project / Grant Accounting |
| Do Projects/Grants Cross Funds? | Yes |
| Do Projects/Grants Cross Departments? | Yes |
| Purchasing / Contract Management |
| Use of NIGP/Commodity Codes? | Yes |
| Number of Requisitions per Month | 2-6 RFP / RFQ / ITB requests |
| Number of Purchase Orders per Month | Approximately 200 |
| Use of Inventory Item Codes? | No |
| Use of Item Ship to Locations | Yes |
| Average Frequency of Physical Inventories | Annually |
| Accounts Payable |
| Number of Vendors Maintained in Accounts Payable System | 9,250 including miscellaneous |
| Number of Invoices Input Annually | Approximately 22,000 |
| Frequency of Check/EFT Runs | Weekly + “one off” runs |
| Check Signature Method | Pre-encoded print driver with exceptions of certain funds to be signed manually |
| Payments Types Supported | V-card, check, ACH / EFT, wire transfer |
| Number of 1099s Processed Annually | 2021: 1582020: 115 |
| Cash Receipting |
| Receipting Model (Centralized or Decentralized) | Decentralized |
| Number of Cash Registers / POS Terminals | 22 |
| Human Resources / Payroll / T&A |
| Number of Permanent Employees | 346 |
| Number of Part-Time Employees | 27 |
| Number of Seasonal Employees | 47 |
| Number of Applicants (Annually) | Approximately 1,000+ |
| Payroll Frequency | Every 2 weeks, 26 runs per year |

## Overall Evaluation Process

Responses to this RFP will be evaluated by a committee consisting of various process owners within the City. The City’s intent is to acquire the solution that provides the best value to the City and meets or exceeds both the functional and technical requirements identified in this RFP.

The City will use the following process to reach a finalist Vendor decision:

### **Minimum Criteria:** As part of the Vendor's RFP response, the following minimum criteria must be met for a proposal to be considered for further evaluation. Failure to meet all criteria will automatically disqualify the Vendor's response from further consideration:

| **Minimum Criteria Checklist** |
| --- |
| □ | Minimum Client Software InstallationsMust have provided software for at least one previous municipality of similar size, complexity, and scope.  |
| □ | RFP ResponseRFP response is submitted by the due date and time. |
| □ | Response AuthorizationThe RFP response is signed by an authorized company officer. |
| □ | Response CompletenessVendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the City’s Purchasing Director to be either a defect that the Director will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP. |
| □ | Vendor Hosted / Cloud SolutionVendor responses must be vendor hosted and/or in the cloud. The City will not consider an on-premises proposal. |

### Round 2 Evaluation: For those Vendors whose proposals pass the minimum criteria, the following categories of criteria will be used to further evaluate the proposals in the following order of preference from high to low:

| Round 2 Evaluation Criteria |
| --- |
| Ability to meet functional requirements | 30 |
| Ability to meet technical requirements and ongoing support  | 30 |
| Implementation approach, plan and timeline | 30 |
| General Vendor requirements to include number and size of comparable municipal references, financial stability, completeness of response, and quality of proposal response | 10 |
| **Total** | 100 |

### Round 3 Evaluation: The top Vendors in the second-round evaluation will then proceed to an additional level of due diligence that may include the following activities:

* Follow-up questions and answers with the Vendors.
* Vendor demonstrations to include module/functionality demonstrations, technical demonstrations, service presentation, and other due diligence.
* Reference checking with comparable entities using the Vendor's product.

At any point in time during the third round of evaluation, a Vendor may be eliminated from further consideration. At the conclusion of the round three activities, the finalist Vendors will be evaluated on all information collected to date against the following criteria in order of preference:

| Round 3 Evaluation Criteria |
| --- |
| Ability to meet vendor functional requirements (including usability /user-friendly software) | **30** |
| Ability to meet vendor technical requirements (including cloud / vendor hosted benefits) and ongoing support | **30** |
| Cost (one-time and on-going) | **10** |
| Implementation requirements, plan and timeline | **30** |
| Total | **100** |

# Vendor Proposal Guidelines

## Intent

It is the intent of the City, through this request for proposal and the contract conditions contained herein, to establish, to the greatest possible extent, complete clarity regarding the requirements of both parties to the agreement resulting from this request for proposal.

Before submitting a proposal, the Vendor shall be thoroughly familiarized with all contract conditions referred to in this document and any addenda issued before the proposal submission date. The selected Vendor’s proposal and any additional documentation (e.g., including vendor questions and responses) provided by the Vendor during the solicitation process will be integrated into the final contract for services entered between the City and the selected Vendor. It shall be the Vendor's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date. The terms of the RFP and the Vendor shall determine by personal examination and by such other means as may be preferred, the conditions and requirements under which the agreement must be performed.

## Deadline for Proposals

Proposals must conform to the requirements set forth in the RFP. Proposals not conforming to these guidelines may be rejected as non-responsive.

Proposals must be submitted by the date specified in Section 1. Timeline Overview in this RFP.

Electronic submissions will be electronically received through the site specified in **Section 1. Timeline Overview** in this RFP.

Proposals received after the deadline will not be accepted. The City is not responsible for electronic submissions not received by the deadline due to technical failures of it’s or the proposer’s systems or delivery services.

The electronic proposals should also include the following files:

* ERP Software and Implementation Services - Specifications.xlsx
* ERP Software and Implementation Services - Pricing Forms.xlsx
* ERP Software and Implementation Services - Vendor Forms.docx

The Vendor technical proposal response shall include the completed specification worksheets and pricing worksheets that have been provided in Microsoft Excel. The City wishes to keep pricing information separate from the technical proposal. Pricing should be provided in the Pricing Forms released with this RFP and submitted as a separate sealed component of the vendors response.

## Preparation of Proposals

Proposals shall be prepared in accordance with the proposal response format, **provided in Section 4 Proposal Response Format**. Proposals not complying with this format may be considered non-responsive and may be removed from consideration on this basis.

## Requirements for Signing Proposal

* Each proposer, by making a proposal, represents that this document has been read and is fully understood.
* The proposal must be signed digitally by an individual authorized to legally bind the person, partnership, company, or corporation submitting the proposal.
* All manual signatures must have the name typed directly under the line of the signature.
* The above requirements apply to all RFP addenda.

## No Ex-Parte Communications during Competitive Bidding Period

To insure the proper and fair evaluation of a response, the City prohibits ex-parte communication (e.g., unsolicited) initiated by the proposed Vendor to a City official, City Council members, or an employee evaluating or considering the responses prior to the time a formal decision has been made. Questions and other communication from vendors will be permissible until 4:00 pm on the day specified as the deadline for questions. Any communication between responder and the City after the deadline for questions will be initiated by the appropriate City official or employee to obtain information or clarification needed to develop a proper and accurate evaluation of the response. Ex-parte communication may be grounds for disqualifying the offending responder from consideration or award of the solicitation then in evaluation, or any future solicitation.

## RFP Clarifications and Questions

If any person contemplating submitting a proposal is in doubt as to the true meaning of any part of this RFP, he/she may submit a written request to the City for an interpretation thereof. The person submitting the request will be responsible for its prompt delivery.

Any interpretation will be made only by an addendum. Failure on the part of the prospective proposal responder to receive a written interpretation before the submission deadline will not be grounds for withdrawal of proposal. Vendor will acknowledge receipt of each addendum issued by stating so in his/her proposal. No oral explanation or instruction of any kind or nature whatsoever given before the award of a contract to a Vendor shall be binding.

All inquiries regarding this proposal must be submitted to the site listed in **Section 1 – Timeline Overview**. Responses to questions will be posted to the bid site are also listed in **Section 1**.

## Vendor Pre-Proposal Meeting

A non-mandatory Vendor pre-proposal meeting will be held virtually on the date and time listed in **Section 1 – Timeline Overview.**

## Consideration of Proposals

In cases where an item requested is identified by a manufacturer's name, trade name, catalog number, or reference, it is understood that Vendor proposes to furnish the item so identified and does not propose to furnish an "equal" unless the proposed "equal" is pre-approved by the City through use of an addendum.

References to any of the above are intended to be descriptive but not restrictive and only indicate articles that will be satisfactory. Proposals on "equal" will be considered, provided that the Vendor states in his proposal exactly what he proposes to furnish, including sample, illustration, or other descriptive matter which will clearly indicate that character of the article covered by such proposal. The designated City representative hereby reserves the right to approve as an “equal”, or to reject as not being an “equal”, any article proposed which contains major or minor variations from specifications requirements, but which may comply substantially therewith.

## Basis for Award, Evaluation Criteria and Questions

The City Council shall award the contract to the lowest fully responsive and responsible bidder; provided, that the City Council may award the contract to a bidder other than the lowest bidder should it find that the lowest bidder does not offer the reliability, quality of service or product afforded by such other bidder. Where a bid other than the lowest bid is taken, the City Council shall state the reasons upon which such award was made. Failure to include in the proposal all information outlined herein may be cause for rejection of the proposal.

The City reserves the right to accept or reject any and all proposals, in whole or in part, that are deemed to be in the best interest of the City at its sole discretion.

A proposal may be considered non-responsive at any time during the solicitation if conditions change. If any conditions change, vendors will be notified via an addendum.

The City reserves the right to waive any informalities or irregularities in proposals.

The City reserves the right to negotiate separately the terms and conditions or all or any part of the proposals as deemed to be in the City’s best interest at its sole discretion.

Information and/or factors gathered during interviews, negotiations and any reference checks, and any other information or factors deemed relevant by the City, shall be utilized in the final award. The final award of a contract is subject to approval by the City Council.

## Advice of Omission or Misstatement

In the event it is evident to a Vendor responding to this RFP that the City has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding Vendor shall advise the contact identified in on **page 2, Proposal Submission** of such omission or misstatement.

## Confidential Information

Information contained in the Vendor’s proposal that is company confidential must be clearly identified in the proposal itself. The City will be free to use all information in the Vendor's proposal for the City’s purposes. Vendor proposals shall remain confidential until the City’s Selection Team makes its recommendation to City Council. The Vendor understands that any material supplied to the City may be subject to public disclosure under the State of Florida’s Government in the Sunshine Laws.

## Confidentiality Statement

Any information, including materials, drawings, designs, documentation, and other property or data, disclosed to the proposal responder shall not be used, reproduced, appropriated, or otherwise disseminated to anyone other than the City.

## Award of Contract

The Vendor shall be deemed as having been awarded a contract when the formal notice of acceptance of the Vendor’s proposal has been duly served upon the intended awardee by an authorized agent of the City. Note that the successful Vendor, at the time of contract execution, must be licensed to do business in the State of Florida.

## Tax Exempt Status

The City is exempt from paying sales taxes.

## Reserved Rights

The City reserves the right to waive any irregularities; accept the whole, part of, or reject any or all proposals; and to select the firm which, in the sole opinion of the City, best meets the City’s needs. The City also reserves the right to negotiate with potential Vendors so that the City’s best interests are served.

## Advertising

Vendor shall not advertise or publish the fact that the City has placed this order without prior written consent from the City, except as may be necessary to comply with a proper request for information from an authorized representative of a governmental unit or agency.

## Right to Request Additional Information

The City reserves the right to request any additional information that might be deemed necessary during the evaluation process.

## Right of Refusal

City reserves the right to refuse any or all proposals in their entirety, or to select certain equipment or software products from various Vendor proposals, based on the best interests of the City.

## Proposal Preparation Costs

The Vendor is responsible for any and all costs incurred by the Vendor or subcontractors in responding to this request for proposal.

## System Design Costs

The successful Vendor shall be responsible for all design, information gathering, and required programming to achieve a successful implementation. This cost must be included in the base proposal.

## Pricing Eligibility Period

All Vendor proposals are required to be offered for a term not less than 120 calendar days in duration. A proposal may not be modified, withdrawn or cancelled by Vendor during the 120-day time period following the time and date designated for the receipt of proposals. It is the City’s intent to procure that software solution that meets the long-term criteria for the City. The City, during the selection process, may decide to purchase a subset of the Vendor’s proposal components with the initial contract. The City requires that Vendors agree for a period of (3) years from the date of the Vendor’s proposal to honor software and services pricing established within the Vendor’s proposal response for Vendor proposed components which are not included in the City’s initial purchase. The price of the proposed components can only be increased by the Vendor during such time by an amount equal to the annual CPI-U adjustment for the region or 3%, whichever is less.

## Additional Charges

No additional charges, other than those listed on the price breakdown sheets, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to all sites, unpacking, setup, installation, operation, testing, cleanup, training and Vendor travel charges.

## Turnkey Solution

All prices quoted must include all hardware, equipment, software, and services necessary to make the system specified fully operational for the intent, function, and purposes stated herein. The City reserves the right to purchase hardware separately.

## Purchase Quantities

The City reserves the right to purchase any quantities of hardware or software items bid without altering the unit purchase price upon award and throughout the contract period.

## Rights to Pertinent Materials

All responses, inquires, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits and other documentation produced by the Vendors that are submitted as part of the proposal shall become the property of City upon receipt, a part of a public record upon opening, and will not be returned.

The City reserves the right to accept any proposal, to reject any or all proposals, to waive any irregularities in the proposal process and to accept any proposal in the best interest of the City.

## Insurance Requirements

The City will require the finalist Vendor to retain insurance coverage in amounts and kinds to be negotiated with the finalist. Please refer to the sample minimum contract terms and conditions in the vendor forms attachment to this RFP.

# Proposal Response Format

To facilitate the analysis of responses to this RFP, the Vendor is required to prepare their proposals in accordance with the instructions outlined in this section. Vendors must respond in full to all RFP sections and follow the RFP format (section numbering, etc.) in their response. Failure to follow these instructions may result in rejection.

For each question asked in the RFP, the proposer shall provide in their response, the question asked and their answer using the section numbering of the RFP.

Proposals shall be prepared to satisfy the requirements of the RFP. *EMPHASIS SHOULD BE CONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.* All parts, pages, figures, and tables should be numbered and labeled clearly. The proposal should be organized as follows:

| **Heading** | **Title** | **In addition to specified content, provide** |
| --- | --- | --- |
|  | Proposal Signature Form | **Form 5.1** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 1 | Executive Summary |  |
| 2 | Company Background | **Form 5.2** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 3 | Application Software |  |
| 4 | Technical and Vendor Hosted / Cloud Information | **Form 5.3** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 5 | Implementation Plan |  |
| 6 | Project Management Approach Form | **Form 5.4** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 7 | Report Development Form | **Form 5.5** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 8 | Training Form | **Form 5.6** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 9 | Staffing Plan  | **Form 5.7** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 10 | Ongoing Support Services  | **Form 5.8** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 11 | Functional System Requirements  | Excel spreadsheet addendum to this RFP – **ERP Selection Project – Specifications.xlsx** |
| 12 | Client References  | **Form 5.9** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 13 | Pricing Forms | **Form 5.10** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 14 | Conflict of Interest Statement | **Form 5.11** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 15 | Non-collusion Agreement | **Form 5.12** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 16 | E-verify Form | **Form 5.13** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 17 | Drug-free Workplace Form | **Form 5.14** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 18 | Public Entity Crimes Statement | **Form 5.15** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 19 | Sales Tax Exemption Addendum | **Form 5.16** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** |
| 20 | Subscription and Maintenance Agreements |   |
| 21 | Exceptions and Deviations  |  |
| 22 | Other Required Forms and Attachments |  |
| 23 | Addenda |  |
| Separate Sealed Document | Cost Proposal |

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

Costs for the Vendor’s proposed solution should be submitted on the proposal pricing forms provided in the included Microsoft Excel pricing spreadsheet. Costs should include the complete costs for the solution including travel and operating costs.

**Section references below (in parentheses) refer to the section numbers for your proposal submission.**

## Executive Summary (Section 1)

This part of the response to the RFP should be limited to a brief narrative not to exceed two (2) pages describing the proposed solution. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The executive summary should not include cost quotations.

## Company Background (Section 2)

Vendors must provide information about their company so that the City can evaluate the Vendor's stability and ability to support the commitments set forth in response to the RFP. In addition to providing responses to the following items, the Vendor must complete the Company Background Form 5.1 found in attachment **ERP Software and Implementation Services - Vendor Forms.docx** to this RFP,

to this RFP. Information that Vendors should provide in this section are as follows:

* The company's background including a brief description (e.g., past history, present status, future plans, company size, etc.) and organization charts.
* Audited financial information for the past TWO (2) completed fiscal years that includes income statements, balance sheets, and statement of cash flows.
* Privately held companies wishing to maintain confidential financial information must provide information detailing the company’s long-term stability. Please provide a current Dunn & Bradstreet report (D&B) as part of the Vendor proposal response.
* If the Vendor is proposing to use subcontractors on this project, provide a response to the Company Background Form for each subcontractor, Vendor relationship with that firm and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The City has the right to approve all sub-contractors of the Vendor at any time.

## Application Software (Section 3)

The Vendor is required to provide a general description of the application program product and how it will meet requirements of this RFP.

The Vendor is required to provide a general description of the application program product and how it will meet requirements of this RFP. This section must address, at a minimum, the following items:

* Describe your overall proposed technology solution.
* Describe the product direction for the company, including time frames.
* Describe unique aspects of the Vendor's solution in the marketplace.
* Describe components of the solution that are industry standards versus being proprietary to the Vendor.

For all Third-party products:

* List all third-party products proposed,
* Reason that this product is a third-party product versus being part of the software Vendor’s solution,
* Extent to which this third-party product is integrated with the Vendor’s solution.

## Technical and Vendor Hosted/Cloud Information

Please describe your vendor hosted model, including hosting, integration, minimum hardware requirements for computers, deployment model (dedicated servers, shared environment, etc.),

impact to and requirements of the City’s network and bandwidth, and any partners that may be involved in service delivery.

The Vendor must complete the **Technical and** Vendor Hosting / Cloud Form **5.3** which found in attachment **ERP Software and Implementation Services - Vendor Forms.docx**. The information will be used in the evaluation process. Vendors should identify where conflicts may exist between their solution and current technologies being used in the City as described in this RFP in **Section 2.4** **Current Application Environment**. Because the City is exploring vendor-hosted / cloud solutions, vendors should clearly define if their software product is a private or public vendor-hosted / cloud solution in the sections below.

## Implementation Plan (Section 5)

The Vendor is to provide an implementation plan in narrative format supported by an activity-level project plan (e.g., Microsoft Project, or Microsoft Excel work breakdown structure) that details the tasks and activities for implementation of the proposed solution. This implementation plan should include a narrative on the following elements using the subsection reference numbers below:

* Subsection 5.1: General Implementation Approach
* Subsection 5.2: Project Management Approach (as well as **Form 5.3** **Project Management Approach** and **Form 5.7 Staffing Approach** in attachment **ERP Software and Implementation Services - Vendor Forms.docx**)
* Subsection 5.3: Data Conversion and Migration Plan
* Subsection 5.4: Data Analytics, Report and Form Development (as well as **Form 5.5** in attachment **ERP Software and Implementation Services - Vendor Forms.docx**)
* Subsection 5.5: Integrations and Interfaces
* Subsection 5.6: Training (as well as **Form 5.6 Training** in attachment **ERP Software and Implementation Services - Vendor Forms.docx**)
* Subsection 5.7: Organizational Change Management Approach
* Subsection 5.8: Testing
* Subsection 5.9: Operational Redesign Approach
* Subsection 5.10: System Documentation and Manuals
* Subsection 5.11: Disaster Recovery Plan
* Subsection 5.12: Knowledge Transfer

The Vendor should include additional elements in the Vendor’s proposal response if the Vendor feels it may add value to the overall implementation.

It is expected that the Vendor will lead the efforts in each of the implementation areas described below unless stated otherwise. Further details on what is to be provided as part of the Vendors proposed implementation plan are included in the following subsections.

### General Implementation Approach (Subsection 5.1)

Provide a general overview of the implementation approach you plan to use for the City that includes addressing the following items:

* Provide a detailed work plan or schedule in a work breakdown structure format as part of the proposal response.
* Describe key differentiators of the approach as it relates to implementing a solution on time, within budget and with the ability to meet the needs of a diverse client like the City.
* Describe how you conclude on a preferred implementation phasing of software modules. What is your recommended approach for this implementation?
* Describe your approach towards running parallel systems, if necessary.

Any unique tools, techniques, or methods that you use should be described in this section.

### Project Management Approach (Subsection 5.2)

As part of any significant engagement, the City desires a project management approach based on the Project Management Institute’s *Project Management Body of Knowledge* (PMBOK). The City would expect responding Vendors to adhere to PMBOK standards as part of the project. The City expects the Vendor to provide project management resources leading to the successful deployment of the system.

Briefly describe the contents and approach of each of these components:

* Project management plan
* Resource management plan
* Quality management plan
* Scope management plan
* Risk management plan
* Budget management plan
* Change control plan
* Describe the approach to managing the project, such as a collaboration tool for document management

The project manager will work as a team member with City’s project management office (“PMO”). This project manager can be an employee of the Vendor or a partner of the Vendor. In either case, the costs for the project manager should be clearly denoted in the pricing section of this RFP.

In addition to providing responses to the following items, the Vendor must complete the Project Management Approach – Form 5.4, in attachment **ERP Software and Implementation Services - Vendor Forms.docx** and include it in this section of the response.

* Provide an overall description of the Vendor project management approach towards this type of engagement and projected timing for major phases.
* Provide a high-level work plan for achieving the successful deployment of your proposed system.

### Data Conversion and Migration (Subsection 5.3)

It is anticipated that data conversion will occur when migrating to the new application. The Vendor is expected to assist the City in the conversion of both electronic and manual data to the new system. It is expected that the City will be responsible for data extraction from current systems and data scrubbing and data pre-processing and that the Vendor will be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new ERP. Please provide pricing for data conversions in the associated Microsoft Excel pricing spreadsheet.

* Describe your general approach towards data conversion and how you would work with the City to conclude on the data structure for the new system including what should be converted, based on industry standards and best practices.
* Please describe your organization’s recommended approach toward retention of legacy data.

###  Data Analytics, Report and Form Development (Subsection 5.4)

For specific reporting requirements, it is anticipated that the Vendor will take the lead on developing any reports required as part of the initial deployment of the system. The Vendor is expected to provide specialized knowledge and information to City staff during the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc. In addition to providing responses to the following items, the Vendor must complete the Report Development **Form 5.5,** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** of this RFP and include it in this section of the response.

Provide information on your reporting approach including:

* A representative list of out-of-the-box reports
* Description of various methods of reporting including Business Intelligence
* Methods for the City to identify, specify, and develop required custom City reports during the implementation.

### Integrations and Interfaces (Subsection 5.5)

It is expected that information generally would need to be entered only once into the system. Modules within the system should be integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another unless that is the preference of the City. Existing City interfaces between core modules that may currently exist (e.g., AP posting to GL) or shadow systems that will likely be replaced are not included as they are assumed to be included in an integrated ERP System.

The Microsoft Excel pricing sheet contains a listing of current and/or desired application interfaces. Please provide pricing for interface development in the associated Microsoft Excel pricing spreadsheet.

In addition:

* Describe the extent to which the various modules are integrated together versus being purchased separately and interfaced
* Describe your approach towards interfacing and integration with other solutions including use of specific tools, methods and standards.
* Describe data exchange standards (e.g., XML, Web Services, or EDI) supported or provided by your product.
* As it pertains to the City’s current technical environment described previously, identify potential issues for integrating with specific technologies that are used within the City.
* If local customizations are made, do you provide any tools or assistance to easily incorporate customizations into new version/releases of your software?

The Microsoft Excel pricing spreadsheet contains a listing of desired City application interfaces and their likely need in a future integrated environment. Provide pricing for interfaces in the associated Microsoft Excel pricing spreadsheet and explain how the integration maps the data from the old system to the new system.

* Describe your approach to interfacing City applications listed with a migration plan of ‘interface’ in Section 2.4.
* Describe your approach and experience interfacing with any partners/third-party products in your proposal.

###  Training (Subsection 5.6)

In addition to providing responses to the following items, the Vendor must complete the Training **Form 5.6** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** of this RFP and include it in this section of the response.

The City would like to explore the following options for training:

* End User Training Approach:  All end-user and technical training will be performed through implementation and be performed by the Vendor. End user implementation training will be provided by the Vendor and include joint participation by the relevant City process owner team lead supporting the process area in the new software system.

Technical Implementation training will include training for City IT staff on the technologies required to support the new ERP system.

* Train the Trainer Approach: The Vendor will incorporate a “train the trainer” approach where only key City team leads will be trained through implementation on their modules and then they will train the remainder of City staff in their respective areas.
	+ Specify expected number of training documents to be created
	+ Specify responsibility of producing training materials, including both manuals, on-site help, and video support.

The Vendor should provide an overall description of the proposed training approach, including the following:

* Suggested timeframes in which training will be conducted
* The Vendor must list the nature, level, and amount of training to be provided for both options in each of the following areas:
	+ Technical training (e.g., programming, operations, etc.)
	+ User training
	+ Other staff (e.g., executive level administrative staff)
* Types of training documentation to be developed
* Opportunities for on-going training.

### Organizational Change Management Approach (Subsection 5.7)

The City recognizes that a movement from the current environment to a new solution will require an active change management program. The Vendor should clearly identify their approach towards Organizational Change Management including any unique approaches or tools that will be used.

### Testing (Subsection 5.8)

The Vendor should describe their recommended approach to the following types of testing that are anticipated to be performed on the project and the type of assistance they anticipate providing to the City related to such testing:

* System testing
* Integration testing
* Stress/performance testing
* User acceptance testing (UAT)

### Operational Redesign Approach (Subsection 5.9)

With the deployment of a new application, the City wishes to take advantage of capabilities within the software that provide support for operational improvements. Vendors are requested to describe their approach towards operational redesign including discussion on the optimal time in which to conduct redesign as it relates to implementation of the new software.

In addition, describe your organization’s capabilities to assist in a City-wide redesign of the chart of accounts to best leverage the capabilities of the system in order to meet the City’s overall financial tracking and reporting objectives.

### System Documentation and Manuals (Subsection 5.10)

The Vendor is expected to provide user manuals and online help for use by the City as part of the initial training and on-going operational support. Additionally, the Vendor is expected to provide technical documentation.

Describe what documentation (user guide, technical guide, training materials, etc.) is available on the system proposed and any related costs.

Describe what types of documentation you anticipate developing during the project.

### Disaster Recovery Plan (Subsection 5.11)

Please describe the services you provide around disaster recovery, if any, as part of your proposed solution.

### Knowledge Transfer (Subsection 5.12)

The Vendor should describe their process for ensuring that a transfer of knowledge occurs back to City staff such that staff can support and maintaining the application in the most proficient manner once the Vendor implementation engagement is complete.

Include:

* Methodologies to ensure that training has been successful and City staff know how to use the new system.
* Approach to ensuring that City personnel can operate, maintain, configure, and modify the new system, including operation of the testing tools, supporting infrastructure, and security.

## Functional System Requirements (Section 6)

Vendors will use the Microsoft Excel spreadsheet to provide responses to the requirements of this RFP must be provided in this section of the Vendor's response. Vendors must use **ERP Software and Implementation Services - Specifications.xlsx** addendum to this RFP and attach added explanation pages as necessary. Please include any costs associated with modifications in the Microsoft Excel pricing spreadsheet. **Please note: The response to these requirements must be submitted in the exact format with no additional macros, formulas, new columns, modifications, passwords. Failure to adhere to this requirement so can result in disqualification of the entire proposal.**

## Staffing Plan (Section 7)

In addition to providing responses to the following items, the Vendor must complete the Staffing Plan **Form – Section 5.7** in attachment **ERP Software and Implementation Services - Vendor Forms.docx** to this RFP and include it in this section of the response.

The Vendor must detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment, etc.). Include resumes for all personnel that will be assigned to the project. If the Vendor is using a subcontractor, include information on subcontracting staff being used and their specific role on the project.

Please provide an overall project organizational structure for City staff involvement during the project. Identify the roles and responsibilities of each component of this structure.

## Ongoing Support Services (Section 8)

In addition to providing responses to the following items, the Vendor must complete the Ongoing Support Services **Form** – Section 5.8 in attachment **ERP Software and Implementation Services - Vendor Forms.docx** to this RFP and include it in this section of the response.

Please specify the nature and conditions of any post-implementation support options including:

* Post-go live support that is included in the proposal response
* Onsite support (e.g., system tuning, application configuration, interface issues, report development, network optimization, user training and tips to optimize the user experience)
* Telephone support,
* Help Desk services (If there is a service level agreement for your help desk, provide a copy with your RFP response.) Specify days, hours and escalation options
* Toll-free support line
* Users groups
* Online knowledgebase (i.e. – how it is accesses, who updates it, etc.)

Describe your maintenance programs and options with associated pricing.

Describe and provide pricing for any “software as a service” (SaaS) model that you offer (where there is no up-front license fee, but instead a monthly charge which may include maintenance).

## Client References (Section 9)

The Vendor must provide at least **three** references from clients that are similar in size and complexity to the City. The City prefers that at least one reference is located in the state of Florida. The format for Vendor references is provided in **Client Reference** form (5.9) in the attachment **ERP Software and Implementation Services - Vendor Forms.docx**. In addition, the City requests a listing of all municipal clients, and at least one reference must be a vendor hosted / cloud deployment.

## Subscription and Maintenance Agreements (Section 10)

Sample subscription and maintenance agreements must be provided in this part of the Vendor's response for all components of the recommended solution. Indicate the basis on how subscription fees are determined.

* How are local customizations or configurations maintained when installing new releases of the Vendor’s software? Describe the level of support that the Vendor provides to the City for identifying, validating, and testing scripts related to the latest software release.

## Exceptions and Deviations (Section 11)

If the Vendor finds it impossible or impractical to adhere to any portion of these specifications and all attachments, it shall be so stated in its proposal, with all deviations grouped together in a separate section entitled, “exceptions/deviations from proposal requirements.” This section will be all-inclusive and will contain a definition statement of every objection or deviation with adherence to specific RFP sections. Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations, and the Vendor in submitting a proposal, will accept this stipulation without recourse.

## Other Required Forms and Attachments (Section 12)

Provide all forms in this section and **ERP Software and Implementation Services - Vendor Forms.docx**.

This section contains various forms that for submission with the Vendor’s proposal. The intent of providing such forms is to ensure comparability between proposals. Included in this section are the following forms:

* Proposal Signature Form
* Non-Collusion Affidavit
* Minimum Criteria

Included in attachment **ERP Software and Implementation Services - Vendor Forms.docx**:

* Company Background Form\*
* Technical and Vendor Requirements Form
* Project Management Approach Form
* Report Development Form
* Training Form
* Staffing Plan Form
* Ongoing Support Services Form
* Client Reference Form
* Pricing Forms
* For Vendors who are proposing a hosted solution, supply a copy of your Independent Service Auditor’s Opinion Letter from your most recent audit for SSAE 16 Type II.

\* If a vendor includes a sub-contractor in their proposal response, each sub-contractor must complete this form.

## Addenda (Section 13)

Include all original, signed copies of addenda in this section.

## Separate Sealed Cost Proposal

One (1) electronic copy of the cost proposal shall be submitted in a separate file, with the technical proposal. The electronic copy of the cost proposal response shall include the completed cost worksheets that have been provided in Microsoft Excel.

* The City will not consider time and materials pricing. Vendors shall provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is one-time, annual, or other.
* The Vendor shall provide price information for each separate component of the proposed solution, as well as the costs of any modifications necessary to fully comply with the RFP specifications.
* In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect.
* In the event the product or service is not being included in the Vendor proposal, the item should be noted as "no bid".
* Vendors shall provide all pricing alternatives in these cost sheets.
* Vendor shall provide prices in U.S. dollars.
* Vendor shall make clear the rationale and basis of calculation for all fees.

Vendors shall show separate subtotals for the required elements of the proposed solution, and for any layers of optional elements.

In presenting software subscription fees, the Vendor shall:

* Explain all factors that could affect subscription fees,
* Indicate which product versions, operating platform(s) are included for each price,
* Make clear the extent of any implementation services that are included in the subscription fees (installation, configuration, training, etc.)

To the extent possible, Vendors shall show any applicable discounts separately from the prices for products and services. The Vendor is encouraged to present alternatives to itemized costs and discounts, such as bundled pricing, if such pricing would be advantageous to the City.

The City reserves the right to pursue direct purchase of all items and services proposed, as well as to obtain independent financing.

#  Functional Requirements

## Introduction

The requirements in this section contain the desired functionality of the requested software solution.

Identified in the attached Excel spreadsheet **ERP Software and Implementation Services - Specifications.xlsx** are the requirements/specifications that must be addressed by the Vendor's proposal.

Vendors must replace cells G2 in the instructions tab with the Vendor’s Company Name which will be repeated for each subsequent module.

Requirements are prioritized into three categories:

* Required – essential features that the City must have in the future system
* Desired – features that may add value but are not essential
* Optional – features that are of interest, but is not necessary at this time or will be used in the future.

Vendors should review the specifications listed and respond with their availability within the Vendor’s proposed solution. The responses should be entered under the Availability column of each form as follows:

|  |  |
| --- | --- |
| Y | Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution. |
| R | Functionality is provided through reports generated using proposed Reporting Tools. |
| T | Functionality is provided by proposed third-party functionality (i.e., third-party is defined as a separate software Vendor from the primary software Vendor). The pricing of all third-party products that provide this functionality MUST be included in the cost proposal. |
| M | Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability. The pricing of all modifications identified in the functional requirements MUST be included in the cost proposal. |
| F | Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response. |
| N | Functionality is not provided |

Use the Cost column for “M” or “F” responses to estimate the cost to be incurred by the City to secure the specification, if necessary. Use the Comment column to provide additional comments pertaining to your response for that item.

The Required Product(s) column is to be used to specify what product (e.g., product name or software module) is proposed.

Vendors proposing a multi-product solution should complete a General and Technical module specification response for each product.

**Note:** The response to these requirements should be provided in the exact format as provided (e.g., no additional macros, formulas, additional columns, modifications, passwords, etc.). Failure to do so can result in disqualification of the entire proposal.

## Minimum Criteria

As noted in Section 4, of this RFP, proposed solutions MUST meet all the following requirements. Proposals not meeting these requirements will be rejected. Vendors should acknowledge acceptance of these terms and include the following checklist in their RFP response.

|  |  |
| --- | --- |
| **Minimum Criteria** | **Yes/No** |
| Minimum Client Software InstallationsMust have provided software for at least one previous municipality of similar size complexity, and scope. | **Choose an item.** |
| RFP ResponseRFP response is submitted by the due date and time. | **Choose an item.** |
| Response AuthorizationThe RFP response is signed by an authorized company officer. | **Choose an item.** |
| Response CompletenessVendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the City’s Purchasing Director to be either a defect that the Director will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP. | **Choose an item.** |
| Vendor Hosted / Cloud SolutionVendor responses must be vendor hosted and/or in the cloud. The City will not consider an on-premise proposal. | **Choose an item.** |