City of Plymouth, Minnesota

Request for Proposal

For Enterprise Resource Planning Software and Services

Issue Date: August 30th, 2024

Closing Date: September 30th, 2024 4:00pm CST

Pre-Proposal Meeting

September 11th, 2024 at 11:00 am CST

Join the meeting now

Meeting ID: 286 491 315 087

Passcode: 2BqyRu

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Proposal submission

Proposal due date:	Submit to hfinn@plymouthmn.gov by September 30, 2024, at 4:00pm CST

Submit to Plymouth: **Digital format** of one technical proposal, including the following files:

- **Attachment A – ERP Software and Services - Bidder Forms.docx**
- **Attachment B – ERP Software and Services - Pricing Forms.xlsx**
- **Attachment C – ERP Software and Services - ERP Functional Requirements.xlsx**
- **Attachment D – ERP Software and Services – Sample Statement of Work Terms.xlsx**

An electronic version of the proposal and all attachments in the required format noted in the prior paragraph are to be submitted by the proposal due date. The City is not responsible for electronic submissions not received by the deadline.

RFP clarifications and questions

Effective immediately upon release of this request for proposal (RFP), and until notice of contract award, all official communications from bidders regarding the requirements of this RFP shall be directed via email to Heidi Finn at hfinn@plymouthmn.gov.

Questions should reference the RFP number and title, the section of the RFP to which the questions pertain, and all contact information for the person submitting the questions. Heidi Finn or designee shall distribute all official changes, modifications, and 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 bidders relying on other information do so at their own risk. If any person contemplating submitting a proposal is in doubt as to the true meaning of any part of this RFP, they may submit a written request to Heidi Finn (email above), for an interpretation thereof. The person submitting the request will be responsible for its prompt delivery.

1.   Anticipated timeline overview

Listed below are specific and estimated dates and times of actions related to this 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	August 30th, 2024
Bidder pre-proposal meeting	September 11th, 2024
Deadline for clarification questions	September 12th, 2024
Plymouth responds to bidder RFP clarification questions	September 18th, 2024
Bidder proposals due	September 30th, 2024
Demonstrations of software (subject to change and will vary based on the number of responsive bidders)	October 2024
Contract negotiations and award	November 2024
Estimated start date of contract	January 2025

2.   Introduction

2.1   Definitions

The following definitions are used in the RFP:

- **Bidder** means a firm, company, or organization responding to the RFP document to provide services to implement the software described in the RFP.
- **Business days** mean Monday through Friday, 8 a.m. to 5 p.m. local time in Minnesota, 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 city and issued to the bidder that alters the scope of the work to be performed by the bidder, schedule changes regarding the performance of the work, increases or decreases the bidder's compensation, or any other change to the contract.
- **Client or** City means City of Plymouth, MN.
- **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 city and the bidder evidencing the terms and conditions related to the project. The contract includes the proposal, 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, the execution of the contract.
- **Core/required functionality** means the software functionality that the City intends to implement as part of this project.
- **Optional/expanded modules** means the software functionality that the City desires to implement as part of this project, as part of the ERP, or a separate best of breed solution, however, it is not required for this project.

- **ERP application software** means the software solution for which the successful bidder will be responsible for providing software integration and implementation services.
- **Holdback** means the payment amounts held back by the City from each deliverable's charges.
- **Key staff** means the 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/third-party interface** means an interface or integration with outside agencies or organizations.
- **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 source code or object code, or City security information.
- **Plante & Moran, PLLC** is the City's software as a service (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 permitted its use hereunder.
- **Price** means charges, costs, rates, and/or fees charged in United States dollars for the services under this contract.
- **Project** means the 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 the law. Proprietary information includes, but is not limited to, information protected by copyright, patent, trademark, or trade secret laws.
- **Software/System** means the software application, including third-party software applications that are intended to be implemented by the City.
- **Software as a service (SaaS)** means the software bidder's supported and managed software solution provided as a remote service to the client. The software implementer will work with the software bidder 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 bidder** 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 interfaces** define where the City has identified an integration is needed.
- **System requirements** mean functional and technical requirements for the software solution chosen by the City. These system requirements and the software bidder's response form are available in the attached **Attachment C – ERP Software and Services– ERP Functional Requirements.xlsx.**

2.2   Plymouth and project background

The City of Plymouth is the 7th largest city in the state of Minnesota with a population of approximately 81,000. The City is located 10 miles northwest of Minneapolis. The City features strong schools, extensive trails and parks, and multiple bodies of water for recreation.

The City currently runs Tyler New World for finance, human resources, and utility billing. The New World system has been in place for approximately fifteen years and the City desires to implement a modern integrated ERP solution or solutions with increased functionality, reporting, automation, and access to real-time data and integration. Additionally, several other systems are used to provide support for business processes, which are detailed in the current application environment table below. It is the City's intent to procure a software solution or solutions that meets the long-term business needs of the City. During the selection process, the City may decide to purchase one or multiple solutions to satisfy the needs of the City. The City hired Plante Moran to provide advisory services for the selection of the new enterprise software solution(s) proposed. The full scope is explained in Section 4: Scope of Services.

2.3   Current application environment

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

Current application	Application notes/description	Likely future of system? *
AdobeSign	Electronic signatures for digital documents requiring Board approval/signature	M
Apex	Used for utility bill/letter generation and printing	C/I
ArcGIS	GIS mapping software	I
Benefit carrier websites	City has 11 benefits carriers (WEX (FSA), NCPERS (life insurance), New York Life (Short-Term &Long Term Disability), VEBA (HRA), etc.)	I
Bluebeam	Electronic plan review software	C/I
BS&A	Permitting/community development solution used for building and planning, payments, inspections, and special assessments	C/I
CardPointe	Parks & Recreation online payment processing platform	I
Chase Bank	Credit card activity for permits	I
ClearGov	Recently implemented budget book solution to replace Questica.	C/I
CobbleStone	Contract management software used for tracking maintenance agreements and software renewals	C/I
FDM Software	Fire Department's time entry/scheduling, record management, and computer-aided dispatch (CAD) solution (will replace FireManager)	C/I
FIS	Used to upload payment files that didn't go through PSN	C/I
InvoiceCloud	Credit card payment processing platform	C/I
Itron	Import meter readings	I
Laserfische	Digital document management solution (vendor invoices, supporting documentation, contracts, HR/payroll items, and others). Laserfiche will be replaced by the ERP where appropriate, however, it will most likely remain to manage other non-ERP related documents.	R/C/I

Current application	Application notes/description	Likely future of system? *
Leases software	Reporting for leased equipment	R
ManagerPlus	Fleet Management system	C/I
Microsoft Excel	Manual tracking and reporting for various activities across the organization	R
myHR	Employee self-service portal used primarily for leave requests	R
NEOGOV	Recruitment, applicant tracking, and onboarding	C/I
OpenGov (formerly Cartegraph)	Asset and work order management system	I
Payment Service Network (PSN)	Online payment processing platform	C/I
QuestCDN	Online portal for competitive bidding	C/I
RecTrac	Parks and recreation management solution including point of sale	I
SeeClickFix	System that routes Citizen questions or issues to City Departments including move in/out requests from customers (forms)	M
Tyler Technologies New World	Core ERP system used for key financial and human resources activities	R
US Bank	Online portal for credit card transactions	C/I
VCS (Visual Computer Solutions)	Police Department's time entry and scheduling system	C/I

2.4 Current technical environment

As part of the proposal process, bidders will be required to submit significant technical details about the proposed solution. Any potential conflicts with the City's current technical environment must be noted in the Technical and Bidder Hosting Requirements Form in **Attachment A – ERP Software and Services – Bidder Forms.docx**.

- Bandwidth: Metro Ethernet, 900 Mbps

- Remote access and/or VPN used: IPsec technology
- Active directory: Microsoft Active Directory, Microsoft Azure Entra ID

2.5   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	~81,000
Form of government	City
Jurisdictional area (Square Miles)	35 sq miles
Number of departments	~10
Number of cost centers	~180 programs
Budget (general fund)	$54,000,000
Budget (all funds)	$125,000,000
Total staff (full time: 1FTE)	~350
Total staff (part time: 0.5 FTE)	~400 seasonal / ~350 election judges
Number of IT users	~10
Current ERP users	~120
Future ERP basic users (only use time entry, employee self-service, etc.)	~650 total ~120 power users, remainder time cards only
Power users: Finance	~10
Power users: HR	~10
Power users: UB	~5

Metric	Current
General ledger/bank reconciliation	
Current chart of accounts structure:	Fund
Chart segment one name/account mask	Department
Chart segment two name/account mask	Division
Chart segment three name/account mask	Program
Chart segment four name/account mask	GL Code
Chart segment five name/account mask	Sub GL Code
Chart segment six name/account mask	Project (Optional 8 digit code)
Fiscal year end	December 31
Number of funds	~79
Number of department codes	~10
Number of expense accounts	~288
Number of revenue accounts	~170
Number of project numbers	~1,130
Number of bank accounts	~14
Budgeting	
Position control?	Yes
Budget frequency	Biennial
Number of funds budgeted	~20
Fixed/capital assets	
Number of capitalized fixed assets	9,500
Fixed asset tagging?	No

Metric	Current
Fixed asset capitalization threshold	Individual cost of more than $5,000 and an estimated useful life in excess of one year
Project/grant accounting	
Do projects/grants cross funds?	Potentially
Do projects/grants cross departments?	Potentially
Purchasing/contract management	
Use of NIGP/commodity codes?	No
Number of requisitions per month	No
Number of purchase orders per month	~150–175
Number of vendors in purchasing system	~7,500
Accounts payable	
Number of invoices input annually	~16,000
Frequency of check/EFT runs	Weekly
Check signature method	Electronic
Payment types supported	Check/EFT
Number of 1099s processed annually	~550
Cash receipting	
Receipting model (centralized or decentralized)	Decentralized
Number of cash registers/POS terminals	~25 total (3 within scope of the ERP)
Human resources	
Number of permanent employees	~305
Number of part-time/seasonal employees	400 part-time / 350 election judges
Utility Billing	
Number of accounts	~23,000
Billing cycles	3 (1 commercial, 2 residential)
Frequency of billing	Comm monthly, res bi-monthly

2.6   Expected scope of system(s)/solution(s)

The scope of the Project is to replace legacy system applications with enterprise technology spanning multiple service areas. Bidders are expected to provide the solution(s) and implementation services to include configuration, testing, conversion, training, reporting, stakeholder change management, and coordinate all communications throughout the Project. In addition, the resulting Project implementation is expected to deploy "best practices" of the latest application release.

The Successful Bidder shall plan and lead the Project and report to a City-defined steering committee, meeting key deliverables as described in this section, along with directing a City team who will be assigned to work as internal team leads and subject matter experts throughout the enterprise technology implementation. It is expected that the Successful Bidder will also plan and support culture change management efforts, including team/employee training and knowledge transfer to ensure the City team will be able to fully support the on-going functionality/technologies identified in this RFP.

Bidder's must respond to one of the scope options listed below. Proposers responding to Option 1: Core ERP are encouraged to partner with another vendor to provide the expanded module functionality, but the City will also consider proposals that are just Human Resources/Payroll/Time and Attendance, and/or Utility Billing solutions (Scope Options 2 and 3). The City expects best-of-breed solutions to integrate with the core modules and will expect evidence of prior integrations achieved with previous client ERP systems.

The City is only considering a SaaS/vendor hosted solution. On-premise proposals will not be considered.

Proposals with multiple partners will be evaluated on their approach to integrate the core and expanded scopes using modern system integration capabilities available in SaaS platform architectures.

Proposals containing multiple software solutions should complete a separate response to the Technical Requirements in Attachment C all proposed solutions.

2.7   Software scope Option 1: *Core ERP*

- Financials
  - o   Accounts payable
  - o   Accounts receivable and miscellaneous billing
  - o   Bank reconciliation

- o Budgeting

- o Contract management

- o Financial reporting

- o Fixed assets

- o General ledger

- o Grant management

- o Project Accounting

- o Purchasing

- Human resources/Payroll/Time Entry

  - o Employee benefits management

  - o Employee and manager self service

  - o Employee records

  - o Performance management

  - o Personnel actions

  - o Position control, classification, and compensation

  - o Payroll

  - o Time entry

- Optional application software:

  - o Utility Billing (optional)

    - Account management

    - Billing

    - Customer portal

    - Delinquency

    - Device management

    - Payment and cash receipting

    - Rates

    - Service orders

  - o Cash receipting (optional)

  - o Inventory management (optional)

- o HR (optional)
    - ▪ Recruitment
    - ▪ Learning management
    - ▪ Offboarding
    - ▪ Onboarding

2.8   **Software scope Option 2:** *Human Resources/Payroll/Time Entry only*

- Human resources/Payroll/Time Entry
    - o Employee benefits management
    - o Employee and manager self service
    - o Employee records
    - o Performance management
    - o Personnel actions
    - o Position control, classification, and compensation
    - o Payroll
    - o Time entry
    - o Recruitment (optional)
    - o Learning management (optional)
    - o Offboarding (optional)
    - o Onboarding (optional)

2.9   **Software scope Option 3:** *Utility Billing only*

- o Utility Billing
    - ▪ Account management
    - ▪ Billing
    - ▪ Customer portal
    - ▪ Delinquency
    - ▪ Device management
    - ▪ Payment and cash receipting
    - ▪ Rates
    - ▪ Service orders

2.10   Services scope (for all software scope options above)

- **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/upgrades
    - Testing
    - Training services
    - Change management
    - Knowledge transfer to staff
    - System documentation development
    - Deployment (dedicated servers, shared environment, etc.)
    - Ongoing support and maintenance services
    - Ongoing cloud hosting services

2.11   Overall evaluation process

Responses to this RFP will be evaluated by an RFP Selection Committee consisting of various process owners within the City. The City's intent is to acquire the solution or solutions 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 bidder decision:

2.11.1   **Minimum criteria:** As part of the bidder'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 bidder's response from further consideration:

Minimum criteria checklist
☐ **Minimum client software installations** Software bidder and/or integrator combined must have provided software for at least three public sector organizations of similar size and complexity within the past five years.
☐ **RFP response timeliness** RFP response is submitted by the due date and time.
☐ **Response authorization** The RFP response is signed by an authorized company officer.
☐ **Response completeness** The bidder complied with all instructions in the RFP and responded to all items requested with sufficient detail, allowing for the proposal to be properly evaluated. Any deficiencies in this regard will be determined at the sole discretion of the City to be either a defect that will be waived or that the proposal can be sufficiently modified to meet the requirements of the RFP.

2.11.2   **Round 2 evaluation:** For those bidders 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 and support data integrations
Implementation approach, timeline, staffing, etc.
One-time and ongoing cost
Technical components including security, hosting, ease of administration, and ongoing support of the solution
General bidder capabilities, including number and size of comparable municipal references, financial stability, fit, completeness of response, and quality of proposal response

2.11.3   **Round 3 evaluation:** The top bidders 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 bidders.

☐ Bidder demonstrations to include module/functionality demonstrations, technical demonstrations, service presentations, and other due diligence.

☐ Reference checking with comparable entities using the bidder's product.

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

Round 3 evaluation criteria
Ability to meet functional requirements and support data integrations
Implementation approach, timeline, staffing, etc.
One-time and ongoing cost
Technical components including security, hosting, ease of administration, and ongoing support of the solution
General bidder capabilities, including number and size of comparable municipal references, financial stability, fit, completeness of response, and quality of proposal response

3.   Bidder and proposal response guidelines

3.1   Responder guidelines

3.1.1   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. It shall be the bidder's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date. The terms of the RFP and the bidder shall be determined by personal examination and by such other means as may be preferred, the conditions and requirements under which the agreement must be performed.

3.1.2   No ex parte communications during the competitive bidding period

To ensure the proper and fair evaluation of a response, the City prohibits ex parte communication (e.g., unsolicited) initiated by the proposed bidder to a City official or an employee evaluating or considering the responses prior to the time a formal decision has been made. Questions and other communication from bidders will be permissible until <Question Submission Deadline> at <Question Submission Deadline Time>. Any communication between the 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 in evaluation or any future solicitation.

3.1.3   Basis for award, evaluation criteria, and questions

The qualification of proposal responders on this project will be considered in making the award. The City is not obligated to accept any proposal if deemed not in the best interest of the City to do so. The City shall award to the qualified proposal responder based on fees submitted and responses to this RFP. 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 nonresponsive at any time during the solicitation if conditions change. 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.

3.1.4   Right to request additional information

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

3.1.5   Advertising

Bidder 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.

3.1.6   Advice of omission or misstatement

In the event it is evident to a bidder 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 bidder shall advise the contact identified on **page 2, Proposal submission** of such omission or misstatement.

3.1.7   Confidential information

The bidder understands that any material supplied to the City may be subject to public disclosure under the City's confidentiality act. Information contained in the bidder'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 bidder's proposal for the City's purposes. Confidentiality of the proposals will follow MN Statutes Chapter 13 Government Data Practices.

3.1.8   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.

3.1.9   Reserved rights

The City reserves the right to waive any irregularities; accept the whole, part of, or reject any or all proposals; and 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 bidders so that the City's best interests are served.

3.2   Proposal response guidelines

3.2.1   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.

3.2.2   Requirements for signing proposal

- Each bidder, by proposing, 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.

3.2.3   Tax exempt status

The City is exempt from paying sales taxes.

3.2.4   Trademarks

The City warrants that all trademarks that the City requests the bidder to affix to articles purchased are those owned by the City, and it is understood that the bidder shall not acquire or claim any rights, title, or interest therein, or use any of such trademarks on any articles produced for itself or anyone other than the City.

3.2.5   Proposal preparation costs

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

3.2.6   System design costs

The successful bidder 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.

3.2.7   Pricing eligibility period

All bidder proposals are required to be offered for a term not less than **180 calendar days** in duration. A proposal may not be modified, withdrawn, or canceled by the bidder during the 180-day period following the time and date designated for the receipt of proposals. It is the City's intent to procure that software solution(s) that meets the long-term criteria for the City. The City, during the selection process, may decide to purchase a subset of the proposal components with the initial contract. The City requires that bidders agree for a period of three years from the date of the proposal to honor software and services pricing established within the bidder's response for proposed components that are not included in the City's initial purchase. The price of the proposed components can only be increased by the bidder during such time by an amount equal to the annual CPI-U adjustment for the region or 3%, whichever is less.

3.2.8   Additional charges

No additional charges, other than those listed in **Attachment B – ERP Software and Services – Pricing Forms.xlsx**, 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 bidder travel charges.

3.2.9   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.

3.2.10   Rights to pertinent materials

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the bidders that are submitted as part of the proposal shall become the property of the 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.

3.2.1   Award of contract

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

3.2.2   Insurance requirements

The City will require the finalist bidder to retain insurance coverage in amounts and kinds to be negotiated with the finalist.

4.   Proposal response format

To facilitate the analysis of responses to this RFP, the bidder is required to prepare their proposals in accordance with the instructions outlined in this section. **Bidders 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.**

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 submitted to address the following items:

1.   Proposal response (see section 4.1.1)
2.   Attachment A – ERP Software and Services - Bidder Forms.docx (section 4.2)
3.   Attachment B – ERP Software and Services - Pricing Forms.xlsx (section 4.3)
4.   Attachment C – ERP Software and Services - ERP Functional Requirements.xlsx (section 4.4)

4.1   RFP response

This file should be limited to 20 pages describing the proposed solution beyond what is asked in **Attachment A – ERP Software and Services – Bidder Forms.docx**. For each section in the RFP, the bidder shall provide the section with their response using the section numbering of the RFP.

The RFP response should include the following sections:

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

4.1.1   Executive summary (section 1)

The bidder should provide a brief narrative, not to exceed two 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.

4.1.2   Application software (section 2)

The bidder is required to provide a general description of the application program product and how it will meet the requirements of this RFP. As part of the proposal process, bidders will be required to submit significant technical details about the proposed solution. Any potential conflicts with the City's current technical environment must be noted in this section.

The bidder is required to provide a general description of the application program product and how it will meet the 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 bidder's solution in the marketplace.
- Describe components of the solution that are industry standards versus being proprietary to the bidder.

For all third-party products:

- List all third-party products proposed.
- The reason that this product is a third-party product versus being part of the software bidder's solution.
- The extent to which this third-party product is integrated with the bidder's solution.

4.1.3   General implementation approach (section 3)

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.
- The City is aiming for a go-live timeframe that the Vendor recommends. Please provide a schedule that considers the City size, resources, and scope of solution to implement.
- Provide an overall description of the bidder project management approach toward this type of engagement and projected timing for major phases.
- 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 toward running parallel systems, if necessary.
- Any unique tools, techniques, or methods that you use should be described in this section.

4.1.4   Integrations and interfaces (section 4)

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 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.

In addition to the information provided in **Attachment B – ERP Software and Services - Pricing Forms.xlsx**, the following is required:

- Describe the extent to which the various modules are integrated versus being purchased separately and interfaced
- Describe your approach toward interfacing and integration with other solutions, including the 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 versions/releases of your software?

4.1.5   Organizational change management approach (section 5)

The City recognizes that a movement from the current environment to a new solution will require an active change management program. The bidder should clearly identify their approach toward organizational change management, including any unique approaches or tools that will be used.

4.1.6   Operational redesign approach (section 6)

With the deployment of a new application, the City wishes to take advantage of capabilities within the software that provide support for operational improvements. bidders are requested to describe their approach toward operational redesign including a 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 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.

4.2   Attachment A – ERP Software and Services - Bidder Forms.docx

This attachment will be used as a guided tool for bidders to answer specific questions about their software, methodology, approach, and more. Bidders are required to answer all questions in the forms. Failure to respond to all questions can result in disqualification of the entire proposal. The forms are as follows:

1. Company Background Form
2. Technical and Bidder Hosting Requirements Form
3. Project Management Approach Form
4. Report Development Form
5. Training Form
6. Staffing Plan Form
7. Ongoing Support Services Form
8. Client Reference Form
9. Other required forms and attachments:
    9.1. Proposal Signature Form
    9.2. Non-Collusion Affidavit
    9.3. Minimum Criteria
    9.4. Subscription and Maintenance Agreement

4.3   Attachment B – ERP Software and Services – Pricing Forms.xlsx

Please complete the pricing forms that have been provided in the associated Microsoft Excel pricing spreadsheet. It is the responsibility of the bidder to ensure the accuracy of the pricing provided as part of your response. Any errors in providing an accurate price response due to inaccuracies in the provided templates are the sole responsibility of the responding bidder. If there is not enough space to describe the pricing on these forms, please attach a separate pricing page and provide the pricing information in the same type of format so that it is easy to understand. The City requests a firm, fixed price for each of the components described below that are included on the attached Microsoft Excel pricing spreadsheet as separate tabs:

☐ Bidder checklist (including hosting/licensing model, travel and lodging costs, and discount)

☐ Proposal summary (no direct input required)

☐ Proposed scope

☐ Module information

☐ Software

☐ Implementation services

- Trainer services

- Data conversion services

- Integrations

- Modifications

- Other implementation services

- Optional

- Staffing by activity

One electronic copy of the cost proposal shall <u>be submitted in a separate file</u>. 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. Bidders shall provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is one-time, annual, or other.
- Bidders shall specify their proposed annual increase, if any, for ongoing costs.
- The bidder 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 proposal, the item should be noted as "no bid."
- Bidders shall provide all pricing alternatives in these cost sheets.
- Bidder shall provide prices in U.S. dollars.
- Bidder shall make clear the rationale and basis of calculation for all fees.
- Bidders shall show separate subtotals for the required elements of the proposed solution and any layers of optional elements.

In presenting software subscription fees, the bidder shall:

- Explain all factors that could affect subscription fees.

- Indicate which product versions, operating platform(s), and machine classes are included for each price.

- Indicate whether a product is for "server" or "client," as applicable.

- Make clear the extent of any implementation services that are included in the subscription fees (installation, configuration, training, etc.).

To the extent possible, bidders shall show any applicable discounts separately from the prices for products and services. The bidder 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.

4.4   Attachment C – ERP Software and Services – Requirements.xlsx

Bidders must use the **Attachment C – ERP Software and Services - Requirements.xlsx** (Microsoft Excel spreadsheet) to respond to the requirements of this RFP. 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, or passwords. Failure to adhere to this requirement can result in disqualification of the entire proposal.**

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

Bidders must replace cell G2 in the instructions tab with the bidder's **company name**, which will be repeated for each subsequent module.

The **Required Product(s)** column is to be used to specify what product (e.g., product name or software module) is proposed. Use the **comment** column to provide additional comments pertaining to your response for that item.

Bidders proposing a multi-product solution should complete a general and technical module specification response **only in one submission.** The City will assume that the general and technical specification response applies to other proposed scope areas unless a bidder responds otherwise.

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.

Bidders should review the requirements listed and respond with their availability within the bidder's proposed solution. The responses should be entered under the **Availability** column of each form as follows:

Y - Yes	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 - Reporting	Functionality is provided through reports generated using proposed reporting tools. **Any required costs for report creation that cannot be performed by users must be included in the pricing forms.**
T - Third party	Functionality is provided by a proposed third party (third party is defined as a separate software bidder from the primary software bidder). **The pricing of all third-party products that provide this functionality MUST be included in the cost proposal.**
M - Modifications	Functionality is provided through customization to the application, including the creation of a new workflow or the 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 pricing forms.**
F - Future	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N - Not available	Functionality is not provided.

4.5   Attachment D – ERP Software and Services – Sample Statement of Work Terms.doc

Bidders should review the sample statement of work terms listed in Attachment D and respond with any exceptions to the sample terms, as part of the bidder response.