City of Gilroy

Request for Proposal (RFP)

for

**Enterprise Resource Planning (ERP) System
and Implementation Services**

All Proposals Must Be Submitted To:

Gilroy City Hall
7351 Rosanna Street
Gilroy, CA 95020
(408) 846-0500

Issue Date:
February 12, 2019

Deadline for Proposal Submissions:
Date: March 22, 2019
Time: 2:00 PM PT

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1 RFP Overview

1.1 Purpose of RFP

The City of Gilroy (City) has issued this Request for Proposal (RFP) to solicit responses from qualified firms (Proposers) offering proven, integrated solutions to replace the City's current Sungard – Pentamation - FinancePlus Enterprise Resource Planning (ERP) system, specifically in the areas of Finance, HR, Payroll, and Utility Billing. While Sungard also provides Community Development software, the City is releasing a separate procurement for Land Management System (LMS) software.

The City seeks a qualified Proposer who can demonstrate organizational, functional, and technical capabilities, as well as the experience, expertise, and qualifications necessary to provide and support a fully integrated and proven ERP solution to include both implementation and ongoing maintenance and support.

Note that the City is open to either an on-premises or SaaS solution.

1.2 Project Objectives

With this RFP, the City intends to replace its existing ERP system with a proven, commercial-off-the-shelf (COTS) ERP system. The City's goal is to take advantage of a modern ERP system that is designed around best practices allowing the City to streamline and improve processes that result in timely, accurate, and easy-to-access information. More specifically, the new ERP system should meet the following objectives:

- ◆ Consolidate information, link processes and functions, and eliminate separate departmental spreadsheets/Access databases in favor of a single system that integrates the City's financial and non-financial applications through a common database
- ◆ Streamline business processes to take advantage of best practices through automation, integration, and workflows
- ◆ Provide a user-friendly and intuitive user interface to promote system use and productivity
- ◆ Eliminate the need for redundant data entry
- ◆ Eliminate the need for manual input when preparing the annual budget and financial statements
- ◆ Improve and/or provide necessary reports and reporting capabilities, and access to data through inquiry or drilldown capabilities
- ◆ Provide interface capabilities with third-party systems

In addition to the functionality identified above, the City is seeking a Proposer to provide professional services (e.g. best practices guidance, data conversion, system configuration, training, testing, project management, interface, etc.) that will help ensure a successful implementation in a timely and professional manner.

1.3 Procurement Schedule

Table 1 identifies the procurement schedule.

Table 1. Procurement Schedule

Procurement Event	Date/Time
City Issues RFP	February 15, 2019
Intent to Bid Due	February 22, 2019
Deadline for Proposer Questions	February 22, 2019 – 2:00 PM PT
City Provides Responses to Questions	March 1, 2019
Deadline for Proposal Submissions	March 22, 2019 – 2:00 PM PT
City Completes Administrative Evaluations	March 29, 2019
City Completes Detailed Evaluations	April 12, 2019
Short-Listed Vendors Notified & Proof-of-Capabilities (POC) Packets Issued	April 19, 2019
Proof of Capabilities Demonstration(s)	May 2019
Intent to Award	June 2019
Negotiations	July 2019
Council Approves/Signs Contract	August 2019

The City reserves the right, at its sole discretion, to adjust the procurement schedule as it deems necessary.

As identified in Table 1, short-listed Proposers will be required to participate in a proof-of-capabilities (POC) demonstration to allow staff to fully understand the proposed solution. The POC will be a scripted demonstration using scripts and scenarios developed by the City (and provided to short-listed Proposers ahead of time) to evaluate product functionality rather than a generic demonstration of the product.

Note that Proposers must be prepared to invest the time and resources in the POC demonstration to be successful in this procurement.

1.4 RFP Coordinator

All communications concerning this RFP must be submitted via email to the RFP Coordinator identified below:

Jimmy Forbis, Finance Director
Jimmy.Forbis@ci.gilroy.ca.us

The RFP Coordinator will be the sole point of contact for this RFP.

Proposer contact with anyone else in the City is expressly forbidden and may result in disqualification of the Proposer's bid. Further, any oral communications will be considered unofficial and non-binding on the City. Proposers should rely only on written statements issued by the RFP Coordinator.

1.5 RFP Amendment and Cancellation

The City reserves the unilateral right to amend this RFP in writing at any time. The City also reserves the right to cancel or reissue the RFP at its sole discretion. If an amendment is issued, notification shall be provided to all Proposers who submit an Intent to Bid (see Section 1.7). In addition, any amendments will also be posted on the City's website at: https://www.cityofgilroy.org/Bids.aspx

1.6 RFP Questions

Questions concerning this RFP should be submitted via e-mail to the RFP Coordinator prior to the Deadline for Proposer Questions identified in Section 1.3. Proposer questions should clearly identify the relevant section of the RFP and page number(s) related to the question being asked. The questions submitted and the City's responses shall be posted on the City's website identified in Section 1.5 and sent directly to all Proposers who submit an Intent to Bid (see Section 1.7).

1.7 Intent to Bid

Each Proposer planning to submit a proposal should email the RFP Coordinator indicating their intent to bid. The email should include:

- ◆ Proposer company name, address, and telephone number
- ◆ Statement declaring Proposer's intent to respond to this RFP
- ◆ Name, address, telephone, email, and title of Proposer main contact

The Intent to Bid must be submitted by the date indicated in Section 1.3.

Note that submission of the Intent to Bid email does not bind Proposers to submitting a proposal. However, submission of an Intent to Bid will ensure that Proposers receive any RFP addendums and question and answer sets.

1.8 Proposal Submittal

Proposals are to be received by the City no later than the date and time indicated in Section 1.3. Proposers assume the risk of the method of delivery selected. The City assumes no responsibility for delays caused by any delivery service. Postmarks will not be accepted as proof of receipt. Emailed proposals will not be accepted. A Proposer's failure to submit a proposal as required before the deadline may cause the proposal to be disqualified.

Proposers must submit in a sealed package:

- ◆ One (1) bound paper copy clearly marked "Master Copy."
- ◆ One (1) electronic copy (a single .pdf file containing all submitted material), plus an electronic file of Appendix C – Pricing in MS Excel format on a USB drive. In the event of a discrepancy between the electronic version and hard copy, the response in the hard copy (Master) will prevail.

The proposal package shall be mailed, couriered, or hand delivered to the City at:

Gilroy City Hall
Attention: Jimmy Forbis, Finance Director
7351 Rosanna Street
Gilroy, CA 95020
(408) 846-0500

The package should be clearly labeled with the following:

Confidential
Proposal for Enterprise Resource Planning (ERP) System and Implementation Services
Proposal Due Date and Time
Proposer Name
Proposer Address
Proposer Phone Number

2 City Overview

The City of Gilroy is the "Garlic Capital of the World," and hosts a Garlic Festival every July. The community is known for its peaceful residential environment, its award-winning parks, golf course, and recreation programs, as well as its "urban forest," for which the City has won Tree City USA awards annually since 1979.

A variety of superior community facilities and resources have placed Gilroy high in recent surveys that have attempted to measure the quality of life in Bay Area cities. Major community facilities unveiled in the last decade include St. Louise Regional Hospital along U.S. 101, Wheeler Manor (senior residence), and an expanded Senior Center complex at Sixth and Hanna streets. The Gilroy library is also newly refurbished and computerized. Gavilan Community College in Gilroy is known for the beauty of its campus, as set in the foothills surrounding the City.

Gilroy, with a population estimate of 58,000 as of 2017, is situated in South Santa Clara County at the crossing of U.S. Highway 101 and State Highway 152. The 1.5 square mile rectangle known as The Old Quad, was laid out in the mid-1800's, and served as the City's original city limits from its incorporation in 1870 until the first annexation in 1948.

Gilroy, a charter city, is a center of government activity for the region. The Gilroy City Council is made up of seven members with four-year terms, including a separately elected mayor, who can serve any number of terms.

The City is comprised of the following departments/divisions:

- ◆ City Attorney - The City Attorney's Office fulfills the functions identified in Gilroy City Charter Section 804. "City Attorney: Powers and Duties." The City Attorney shall have the power and be required to:

    a) Represent and advise the Council and all City officers in all matters of law pertaining to their offices;
    b) Represent and appear for the City in any or all actions and proceedings in which the City is concerned or is a party, and represent and appear for any City officer or employee or former City officer or employee in any or all actions and proceedings in which any such City officer or employee is concerned or is a party, for any action arising out of his employment or by reason of his official capacity;
    c) Attend all meetings of the Council and give advice or opinion in writing whenever requested to do so by the Council or by any of the boards or officers of the City;
    d) Approve the form of all bonds given to and all contracts made by the City, endorsing approval thereon in writing;
    e) Prepare all proposed ordinances, contracts and other legal instruments;
    f) Prosecute on behalf of the City all cases for violation of the Charter, City ordinances and other City laws and regulations;
    g) Perform such other legal duties consistent with this Charter as may be required of the City Attorney by the Council; and
    h) Upon vacating the office, surrender to the City Attorney's successor all books, papers, files and documents pertaining to the City's affairs.

- ◆ City Clerk - The City Clerk of the City of Gilroy serves as a liaison between the public and the City Council and is the local official who administers democratic processes such as elections, local legislative actions, and access to city record, and ensuring transparency to the public. City Clerks follow federal, state, and local statutes including the Public Records Act, the Political Reform Act, and the Brown Act (open meeting laws). Before and after the City Council takes action, the

City Clerk's Office ensures that actions are in compliance with all statutes and regulations and that all actions are properly executed, recorded, and archived.

◆ Community Development Department - The Community Development Department is committed to working with the public, development community, and non-profits to enhance the quality of life in our community; promote safe, attractive, and sustainable development; and facilitate development projects that meet the City's objectives. Economic development is a key component of the Community Development Department's team that works across divisions and departments to update codes and policies and streamline commercial and industrial development. The Community Development Department also works in conjunction with the Gilroy Economic Development Corporation to facilitate new and expanding commercial and industrial projects in Gilroy.

◆ Finance Department - The Finance Department is responsible for providing timely and accurate financial information to City management, the City Council, and the public, and administering the City's assets in a prudent and responsible manner. The Information Technology (IT) Division of the Finance Department provides high quality technology-based services in a cost-effective manner to facilitate the City's mission of service to the community by working cooperatively with staff to identify technological needs and develop, evaluate, recommend, and implement technological solutions required to achieve the City's objectives including the maintenance of network infrastructure, telecommunications, and application software systems.

◆ Fire Department - The City's three fire stations are staffed around the clock and provide services to a population of over 50,000 residents. This geographical area covers over 16 square miles and includes residential, commercial, retail, agriculture, wildland, and industrial. In 2017, crews responded to 5,412 calls for service.

◆ Human Resources - The Human Resources Department works jointly as a strategic partner with all City departments. It has the primary role of supporting the City of Gilroy by providing services related to human resources management to more than 245 full-time employees and the many part-time employees of the City.

◆ Police - Public safety is a top priority in Gilroy. We endeavor to foster community partnerships with residents, schools, community-based organizations, and businesses. Together, we work to reduce crime and make Gilroy a great place to live, work, and play. The City of Gilroy Police Department has 105 staff which consists of 65 sworn officers and 40 professional staff. Staff are deployed in the following areas of the department: Administration, Anti-Crime Team, Communications 911, Crime Analysis, Detectives, Neighborhood Resource Unit, and the Records Unit.

◆ Public Works Department - The Public Works Department is driven by the following:

a) Vision - Enhancing quality of life through excellent service, dedication, and organizational commitment.

b) Mission - We are dedicated to integrity and fiscally responsible stewardship of the environment and public infrastructure through excellent and efficient customer service.

c) Purpose - Designs, builds and maintains the City's water, wastewater, storm drain, street, sidewalk, park, landscape, urban forest, and related infrastructure.

The department is also responsible for managing various City facilities including buildings, building systems, parking lots, and shelters, as well as the entire fleet for the City of Gilroy. The department prepares and coordinates the capital budget for facilities and the capital and maintenance budgets for all City infrastructure. Public Works reviews new developments to

ensure that all new public infrastructure is in compliance with City, State, and Federal codes, regulations, and standards. The department also oversees the capital budget and operation of the South County Regional Wastewater Authority (SCRWA). SCRWA treats the wastewater for the Cities of Gilroy and Morgan Hill and produces recycled water for South Santa Clara County.

◆ Recreation Department - The Recreation Department is proud to provide quality and affordable classes, programs, and special events to meet the recreational needs of local children, youth, adults, seniors, and families. Recreation staff has been working hard to plan fun filled programs such as aquatics, cultural arts, early childhood recreation, health and fitness, parks and facility reservations, non-traditional recreation, sports leagues, senior services, and volunteer opportunities.

3   Environment

In order to help Proposers prepare their RFP responses, this section documents the existing ERP, the potential interfaces to the new ERP, the City's current technology standards, and key metrics pertaining to financial and human resources operations.

3.1 Existing ERP System

The City currently uses Sungard – Pentamation, FinancePlus to support Financial and HR/Payroll operations for its approximately 250 employees with approximately 100 active users. This system was originally purchased and implemented by the City in 1998. Below is a list of the functional components of the current software.

- ◆ General Ledger
- ◆ Budget
- ◆ Accounts Receivable
- ◆ Purchasing & Inventory
- ◆ Fixed Assets
- ◆ Payroll
- ◆ Employee Time Card
- ◆ Cash Receipts
- ◆ Payment Card Processing
- ◆ Customer Facing Web Interface
- ◆ Custom Data Reporting Custom
- ◆ Modification Support Document
- ◆ Document Imaging
- ◆ Utility Billing (Customer Information Management)

While Sungard also provides Community Development software, the City is releasing a separate procurement for Land Management System (LMS) software.

3.2 Integration with Other Systems

Table 2 identifies the proposed interfaces with the new ERP. The City's objective is to remove or minimize the need for manual intervention.

Table 2. Proposed Interface Detail

Application	Purpose	Freq.	Notes
Land Management System (LMS) – TBD	Send cash receipt information from the new LMS to the new ERP.	Daily	The City is in the process of procuring a new LMS.
Target Solutions	Send training and certification information from Target Solutions to new ERP.	As Needed	N/A
CrewSense	Send Fire Department employee information from the new ERP to the new staff scheduling application.	Weekly	The City is in the process of procuring CrewSense.
ACTIVENET (Recreation)	Send cash receipt information from ACTIVENET to the new ERP.	Daily	At some point in the future, the City may replace ACTIVENET.
WhenToWork	Send Recreation Department employee information from the new ERP to WhenToWork.	Weekly	N/A
Wells Fargo Bank	Send payroll data, warrant data (Positive Pay), accounts payable data, and bank reconciliation data from new ERP to Wells Fargo. Send bank reconciliation data from Wells Fargo to the new ERP.	Payroll – Bi Weekly Warrant , AP and Bank Rec - Daily	Payroll is now run once a month; will be going to bi-weekly upon implementation of new ERP.
HdL	Send cash receipt information from HdL to the new ERP.	Daily	The City is in the process of procuring HdL.
Computerized Maintenance Management System (CMMS) - TBD	Send work order data (expense, time and attendance, etc.) from the new CMMS to the new ERP. Send purchase order data the new from ERP to the CMMS.	Daily	The City is in the process of looking at CityWorks or Cartegraph. This would apply to work orders outside of Utility Billing.
Petro Vend	Send cash receipt information (internal and external) from Petro Vend to the new ERP.	Daily	N/A
Procore	Send base capital project information from new ERP to Procore. Send capital project information (expense data, time reporting, etc.) from Procore to the new ERP.	Daily	N/A
NeoGov	Send applicant data from NeoGov to the new ERP.	As Needed	N/A
CalPERS	Send retirement, health enrollment, and deferred compensation data from the new ERP to CalPERS.	Bi-Weekly	N/A
Internal Revenue Service (IRS)	Send 1099 and 1095 (ACA) data from the new ERP to the IRS.	Annually	N/A

Application	Purpose	Freq.	Notes
CA Employment Development Department (EDD)	Send the following data from the new ERP to EDD: -Tax Return Data -Wage Report Data -Payroll Tax Deposit Data	Quarterly/ Annually	N/A
Social Security Administration (SSA)	Send W2 data from new ERP to SSA.	Yearly	N/A
Third-Party Insurance Providers	Send updated benefit selection data from new ERP to insurance providers.	As Needed	N/A
InfoSend	Send utility bills from the new ERP to InfoSend.	Weekly	N/A
Laserfiche	Send documents from new ERP to Laserfiche.	As Needed	N/A
MySeniorCenter	Signup/Administration Software	Daily	N/A

3.3 Technology Standards

Table 3 identifies the City's current technology standards. The proposed system should be compatible with the existing technical environment or accessible from it. Proposers will be required to confirm conformance to these requirements or clearly articulate proposed alternatives.

Table 3. Technology Standards

Technology	Current Standard
Database(s)	Microsoft SQL Server 2012, 2014
Server OS	Microsoft Windows Server 2012 R2
Desktop OS	Windows 7 (current), plan for Win 10 next year
Server Hardware	HP DL 380 G9 Servers
Desktop Hardware	HP EliteDesk 8300, plan for EliteDesk 800 G4 next year
Laptop Hardware	HP ProBook G3
Mobile Hardware	Apple iPad, Microsoft Surface Pro, Apple iPhone
Browsers	IE, Edge, Chrome, Firefox
Email Server/Client	Exchange 2007, Outlook 2010 Plan for Exchange Upgrade or O365 next year
Virtual Environment	VMware 5.5
Storage Area Network	HP VSA (SAN)
Active Directory	Microsoft Windows AD (2008)
VPN	Palo Alto Global Protect
Scanners	Fujitsu FI-6670 or similar, Sharp MFP
Printers	Sharp MFP (MX-3141, 4141, 5151, etc.)

Internet
    • Bandwidth
    • Redundancy
	100 MB, Plan to upgrade to 1 GB.
	No redundant connection currently; will likely implement at same time as 1 GB upgrade.

3.4 Key Metrics

Table 4 provides information regarding key metrics pertaining to financial and human resource operations.

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Table 4. Key Metrics

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Functional Area	Volume/Statistics	Frequency (if applicable)
Human Resources		
Recruitments	75-90	Annually
MOUs	4	N/A
FTEs	278	N/A
PTEs	60-100 (summer)	N/A
Position Classifications	172	N/A
Employee Action Forms (e.g. new hire, pay changes, employee separation, misc. pay assignments and status, etc.)	1117 (FY 18/19)	300 per quarter
Finance		
Purchase Orders	932	Annually
Invoices	460	Monthly
Journal Entries	51/150	Monthly/year-end
Funds	130	Total (not all are currently used)
Miscellaneous Bills	300 AP checks	Monthly
Bank Accounts	19	N/A
Payroll Checks Issued	3,990/ 370	Direct Deposit/ Check Annually
Capital Projects	45	N/A
Vendors (Active)	3,031	N/A
Business Licenses	3,500	Annually
Utility Billing		
Accounts	15,000 (13,000 residential/ 2,000 commercial)	N/A
Paper Bills	12,809	Monthly
Electronic Bills	3,955	Monthly
Electronic Payments	6,000	Monthly
# of Meters	15,000 (9,000 are AMI)	N/A
Service Orders	350	Monthly
Billing Routes	9 (plus hydrant meters)	N/A
General		
Total FinancePLUS Users (Citywide)	291 (this includes 35 power users)	N/A

4 ERP System Requirements

4.1 Required Modules

The City is seeking a highly integrated system that can serve as many of the City's various department needs as possible. Mandatory solution modules must include the following functionality:

- ◆ Finance
  - o General Ledger/Accounting
  - o Budgeting
  - o Vendor Management
  - o Procurement/Purchasing
  - o Contract Management
  - o Accounts Payable
  - o Payroll Processing
  - o Fixed Assets/Inventory
  - o Accounts Receivable/Miscellaneous Billing
  - o Cash Receipts (Cashiering)
  - o Grant Management
  - o Project Management
- ◆ Human Resources
  - o Position Control
  - o Employee Master File
  - o Benefit Administration
  - o Leave Administration
  - o Training and Certifications
  - o Personnel Actions
  - o Employee Self-Service
  - o Pay Administration
  - o Time and Attendance
  - o Separation/Offboarding

◆ Utility Billing

    o General

    o Custom Account and Location Management

    o Rates and Fee Management

    o Meter Reading and Inventory

    o Billing Management

    o Financial Management

    o Delinquency Management

    o Service Order Management

    o Customer Self Service

◆ Optional

    o Onboarding

    o Performance Reviews

At a minimum, Proposers must propose a solution that includes the modules identified above.

4.2   Key Functionality

The City is interested in adopting modern, automated tools that support financial, human resource, and utility billing best practices. Key functionality in these areas would include, but not be limited to: dashboards, mobility, employee portal with electronic time reporting, vendor portal, workflow, inquiry/reporting, etc. The specific functionality required can be found in Appendix A - Requirements.

4.3   Implementation Timeline

The City is seeking guidance from the Proposers based on their experience for the recommended module phasing and timing. Proposers should clearly communicate all key assumptions along with their proposed schedule. The Proposer's recommended implementation timeline should be clearly articulated in their proposal response as described in Proposal Format and Content - Section 6 – Project Implementation.

4.4   Requirements and Response Codes

Proposers must respond to the ERP Requirements included in Appendix A – Requirements. Proposers are to respond to each of the requirements for the application(s) being proposed with one of the following response codes:

- Y – Meets Requirement
- N – Does Not Meet Requirement
- F – Planned for future release
- W/C – Workaround Proposed or Customization Needed to Meet Requirement
- T – Third-Party Solution to Meet Requirement

NOTE: Response Codes "Y" and "N" do not require written responses unless Proposers wish to present additional benefits or opportunities related to their solution and the requirement. However, <u>response codes "F", "W/C" and "T" do require written responses</u>. For these response codes, Proposers must describe how the requirement will be met and when.

5 Proposal Format and Content Requirements

5.1 General Instructions

Proposals should be prepared simply and economically, and provide a straightforward, concise description of the Proposer's company, qualifications, proposed solution, and capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content. <u>Glossy sales and marketing brochures are not to be included</u>.

Proposals must be organized consistent with the outline provided. Proposers should follow all prescribed formats and address all portions of the RFP set forth herein providing all information requested. Proposers may retype or duplicate any portion of this RFP for use in responding to the RFP, provided that the proposal clearly addresses all the City's information requirements.

5.2 Proposal Format and Content

Proposals should be structured, presented, and labeled in the following manner:

- ◆ Cover Letter
- ◆ Table of Contents
- ◆ Section 1 – Executive Summary
- ◆ Section 2 – Company Background
- ◆ Section 3 – Company Qualifications
- ◆ Section 4 – References
- ◆ Section 5 – Proposed Solution
- ◆ Section 6 – Project Implementation
- ◆ Section 7 – Ongoing Maintenance and Support Services
- ◆ Section 8 – Pricing
- ◆ Section 9 – Software Licensing and Maintenance Agreements

Proposals should be prepared on standard 8½ x 11 paper and be printed on both sides.

Failure to follow the specified format, to label the responses correctly, or to address all the subsections may, at the City's sole discretion, result in the rejection of the Proposal.

Cover Letter

The Cover Letter, which is to be no longer than three (3) pages (this page count excludes any provided exceptions), must include the following:

- ◆ Proposer's legal name and corporate structure, including state incorporated in.
- ◆ Proposer's primary contact to include name, title, address, phone, and email.
- ◆ The type of solution being proposed (on-premises or SaaS).
- ◆ Identification of subcontractors (if any) and scope of work to be performed by subcontractors.
- ◆ Identification of any pending litigation against the Proposer.
- ◆ Disclosure of any bankruptcy or insolvency proceedings in last ten (10) years.

◆ Statement indicating that the proposal remains valid for at least 120 days.

◆ Statement that the Proposer or any individual who will perform work for the Proposer is free of any conflict of interest (e.g., employment by the City).

◆ Statement of acknowledgement that the City's relevant legal requirements in Appendix - B and RFP Section 7 have been reviewed and accepted with or without exception. If exceptions are involved, those items requiring adjustment or modification must be identified and listed along with suggested modifications. If no exceptions are noted, the City will assume that the Proposer can perform all tasks and services without reservation or qualification to the contract and are willing to comply with all requirements included.

◆ Signature of a company officer empowered to bind the Proposer to the provisions of this RFP and any contract awarded pursuant to it.

Table of Contents

All sections should be identified, and pages are to be consecutively numbered.

Section 1 – Executive Summary

In this section, Proposers must provide a brief and concise synopsis of Proposer's solution and a description of the Proposer's credentials to deliver the services sought under the RFP. The Executive Summary must be no longer than three (3) pages.

Section 2 – Company Background

In this section, Proposers must provide a description of company's background/history to include:

◆ Timeline, including company and product evolution, mergers, acquisitions, etc.

◆ Location of headquarters, technical support, field offices, and office location that would service the City; and the total number of company employees

◆ Annual company revenues and profit for the last three company fiscal years

The Company Background section must be no longer than three (3) pages.

Section 3 – Company Qualifications

In this section, Proposers must provide company qualifications and experience in implementing solutions similar in size and scope to what the City is seeking:

◆ Describe the Proposer's familiarity with public sector ERP systems and associated business processes, and specific experience with the requirements of municipalities.

◆ Identify Proposers existing client base including the number of existing clients using the version/release of the software being proposed. Specifically identify experience with similar sized California agencies.

The Company Qualifications section must be no longer than three (3) pages.

Section 4 - References

In this section, Proposers must provide five (5) references with at least three (3) of the references for systems that have been implemented in the last five (5) years. References should be from municipalities of similar size and complexity to the City and be specific to the software version/release being proposed

For each reference, provide the following:

◆ Reference name and contact information (name, title, address, phone, and email).

◆ Brief project description, including identifying the software version, type of solution (SaaS or on-premesis) modules, and interfaces implemented.

◆ Implementation timeline and Go-Live date.

The References section must be no longer than five (5) pages.

Section 5 - Proposed Solution

In this section, Proposers must identify the proposed solution. The City is open to receiving proposals for either on-premises or SaaS (HTML5) solutions. If the Proposer has different solutions types for the same software, separate pricing must be included for each solution type (see Appendix C – Price Sheets for more information).

Proposals must describe the proposed solution in relation to the following:

◆ 5.1 – Solution Overview

- Name and origin of solution
- Solution type (on premises or SaaS)
- Database platform description
- Release history and current release being proposed
- Proposed modules, including identification of whether each module is included or "optional"
- Identification of which modules are included in the total cost versus which are proposed at an additional cost
- Processes for updating the system with new releases (SaaS solutions)
- Proposed tools for City staff to update the system with patches and new releases, as well as descriptions of the processes used to update and/or patch the system (on-premises solutions)
- Hardware, software, and database specifications required for the proposed solution – include all server and/or client specifications (on premises solutions)
- Mobile capabilities of the proposed modules, including any restrictions, such as mobile platform (iOS and Android)

◆ 5.2 – Application Integration/Interface

- Describe how the Proposer would develop, implement, and manage the interfaces pertaining to the City applications identified in RFP Section 3 and Appendix A – Section 5.4.
- Describe APIs and web-services available to pull and push data:

  o Are the APIs secured and encrypted?
  o Describe the programming language(s) that interface with the APIs.

- Describe Proposer's approach to implementing the required interfaces, including:

  o Whether any interface is excluded and explanation of why it is excluded
  o Description of each interface/integration type (manual file transfer, or real-time, live interface)

◆ 5.3 – Data Storage and Backup (<u>SaaS solutions only</u>)

- Describe approach to data storage
- Describe data backup process

- Describe the network bandwidth required between the City and hosting facilities
- Describe what options are available for dedicated bandwidth (if available)
- Describe scalability options for computing power (CPU, RAM, and storage)

◆ 5.4 – Data Access and Security (<u>SaaS solutions only</u>)

- Describe how data access is managed
- Describe the environment (single or multi-tenant)
- If a multi-tenant environment, how is the data segregated?
- If a multi-tenant environment, how is security managed?

◆ 5.5 – Business Continuity and Disaster Recovery (<u>SaaS solution only</u>)

- Describe approach to business continuity and disaster recovery

◆ 5.6 – Service Level Agreements (SLA) (<u>SaaS solution only</u>)

- Describe supported SLA's (e.g. reliability, availability, performance, issues, requests, system response time, etc.)

◆ 5.7 – Transition (<u>SaaS solution only</u>)

- Describe the proposed exit strategy at contract completion, including how data will be made available to the City

◆ 5.8 – Provide a response to each item in Appendix A – Requirements

- The City will provide a copy of RFP Appendix A in MS Word. Proposers must use that file to address each requirement in Appendix A and present those pages following this heading.

Section 6 – Project Implementation

Describe project implementation in relation to the following:

◆ 6.1 – Project Organization

- Provide a project organization chart highlighting Proposer key staff who will be assigned to the project
- Provide bios for the Proposer key staff
- Providing a staffing matrix that identifies the specific roles/responsibilities to be filled by Proposer staff versus those to be filled by City staff. As part of this matrix, identify estimated level of effort for each staff person and when that person would be required (what part of the implementation)

◆ 6.2 – Project Management

- Describe project management methodology/approach
- Describe high-level roll-out approach, including order and timing of specific modules
- Provide a Project Schedule that identifies tasks, activities, dates, durations, resources, deliverables, and milestones
- Provide a Project Plan that describes your approach to Schedule Management, Cost Management, Scope Management, Communications Management, Issues Management, Risk Management, Change Management, etc.

◆ 6.3 –Implementation Specifics

- Data conversion – the City does not plan to convert any historical data. Describe any issues/concerns vendors might have regarding this approach.

- Describe training methodology/approach and how you ensure users are prepared to use the proposed solution. Include description of how you address different learning styles (classroom, online, hands-on, etc.), including a description of training materials to be used and timing. Identify alternatives to the train-the-trainer approach, and identify any related, additional costs in RFP Appendix C – Price Sheets.
- Describe testing methodology/approach, including the criteria, methods, and timing to ensure successful completion of user acceptance testing prior to go live. Identify the specific roles/responsibilities pertaining to City staff vs. Proposer staff. Identify alternatives to the City developing the UAT plan and related test scripts/use cases, and identify any related, additional costs in RFP Appendix C – Price Sheets.

The Project Implementation section must be no longer than 15 pages (excluding the Project Schedule).

Section 7 – Ongoing Maintenance and Support Services

Describe ongoing maintenance and support services in relation to the following:

- ◆ 7.1 – Help Desk
  - Help desk location(s), staffing, ticketing system utilized, processes, and procedures
  - Ticket prioritization, response time commitments, and escalation procedures
  - Support hours (in Pacific Time)
  - Number of help tickets per year and average resolution time by priority level

- ◆ 7.2 – System Monitoring
  - Describe how the system will be monitored and how and when the City will be informed of system performance issues, etc.

- ◆ 7.3 – Post-Implementation Evaluation Report (PIER)
  - Proposers must develop one PIER six months after the Finance implementation, one six months after the HR/payroll implementation, and one six months after the Utility Billing implementation. Describe how Proposer would support these PIER assessments, including the expected PIER content, how gaps in system utilization would be identified, and how those gaps would be addressed through additional training [minimum one full week (40 hours) of Proposer led, onsite training after each of the three implementations].

- ◆ 7.4 – Application Upgrades
  - For on-premises solutions:
    - o Identify the frequency of upgrades over the past two (2) years
  - For SaaS solutions:
    - o Identify the frequency of upgrades over the past two (2) years
    - o Identify the typical upgrade schedule
    - o Describe how upgrades would be performed
    - o Describe any downtime related to upgrades
    - o Describe how the City would be notified of such upgrades and how much lead time would be provided
    - o Describe the City's ability to delay, test, accept, and/or deny applying upgrades

- ◆ 7.5 – Change Management (post implementation)
  - Describe the post-implementation Change Management process

◆ 7.6 – User Groups/Conferences

- Identify if there are any solution user groups and/or user conferences including frequency and location of events, topics, etc.

The Ongoing Maintenance and Support section should be no longer than ten (10) pages.

Section 8 – Pricing

The City seeks a clear and comprehensive understanding of all costs associated with the software, implementation services, and ongoing maintenance of the proposed system.

To address pricing, the City will provide Proposers with a copy of RFP Appendix C – Price Sheets in MS Excel format. All pricing information must be included in Appendix C as requested.

All costs pertaining to the implementation and maintenance are to be itemized. The City will evaluate proposals based on the "Total Cost to Implement (TCI)" and the "Total Cost to Operate (TCO)." TCI will include all costs required for a successful implementation. The TCO will be calculated based on TCI plus five (5) years of annual maintenance or SaaS service fees.

The Proposer's <u>implementation pricing</u> must identify all costs required to include:

◆ Software Licensing Costs

◆ Implementation Services

- Project management
- Software configuration
- Data conversion and migration
- Interface development
- Training and documentation
- Testing
- Go-Live

◆ Travel

The Proposer's <u>ongoing maintenance and support/hosting pricing</u> should clearly identify the annual costs for five (5) years to include:

◆ Maintenance and Support

◆ Post Implementation Evaluation Report (PIER) and associated training (one after the Financial implementation, one after the HR/Payroll implementation, and one after the Utility Billing implementation)

Note that the City expects to sign two distinct contracts with the selected vendor – one for the implementation and one for ongoing operations and support/hosting both as described above.

Section 9 – Software Licensing and Maintenance Agreements

To address this section, Proposers must provide any software licensing, SaaS, maintenance, and/or 3rd party agreements that would be required to implement and use the Proposer's solution.

6   Proposal Evaluation

An Evaluation Committee will review all proposals. The evaluation will include, at least, an Administrative Review and a Detailed Review. The Administrative Review focus on conformance to stated specifications to eliminate any proposals that deviate substantially from the basic intent and/or fail to satisfy the mandatory requirements. Proposals that pass the Administrative Review will go through the Detailed Review.

Submitted proposals will be evaluated on the following criteria:

- ◆ Quality, clarity, and responsiveness of proposal
- ◆ Ability to meet the needs of the City
- ◆ Well thought out timeline and roadmap for "go live" that includes a phased approach (to be finalized during contract negotiations)
- ◆ Proven technical ability to design, install, and support the proposed system
- ◆ Demonstrated ability to work in a cooperative and collaborative manner with clients
- ◆ Anticipated value and price
- ◆ Perceived risk or lack thereof
- ◆ Company financial stability
- ◆ References
- ◆ Results of Proof-of-Capabilities (POC) sessions
- ◆ Ability to prepare and execute a contract in a timely manner
- ◆ Commitment to continually evolve the system to remain current with legal requirements, such as reporting, as well as operational best practices

The City reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for clarification with any or all Proposers. The purpose of any such discussions shall be to ensure full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by the City and, if held, shall be after the initial evaluation of proposals is complete. If clarifications are made because of such discussions, the Proposer shall put such clarifications in writing.

7   General Terms and Conditions

A.   Collusion

By submitting a response to the RFP, each Proposer represents and warrants that its response is genuine and not made in the interest of, or on behalf of, any person not named therein; that the Proposer has not directly induced or solicited any other person to submit a sham response or any other person to refrain from submitting a response; and that the Proposer has not in any manner sought collusion to secure any improper advantage over any other person submitting a response.

B.   Gratuities

No person will offer, give, or agree to give, any City employee or its representatives any gratuity, discount, or offer of employment in connection with the award of contract by the City.

C.   Required Review and Waiver of Protests

Proposers should carefully review this RFP and all appendices, including but not limited to the City Standard Agreement for Services (RFP Appendix B), for comments, questions, defects, objections, or any other matter requiring clarification or correction (collectively called "comments"). Comments concerning RFP objections must be made in writing and received by the City no later than the "Deadline for Proposer Questions" detailed in Table 1 – Procurement Schedule. This will allow issuance of any necessary amendments and help prevent the opening of defective Information upon which contract award could not be made.

Protests based on any objection will be considered waived and invalid if these faults have not been brought to the attention of the City, in writing, by the Deadline for Proposer Questions.

D.   Nondiscrimination

No person will be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in the City's contracted programs or activities on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by federal or California State Constitutional or statutory law; nor will they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with the City or in the employment practices of the City's contractors. Accordingly, all Proposers entering into contracts with the City will, upon request, be required to show proof of such nondiscrimination and to post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

E.   Proposal Preparation Costs

The Proposer is responsible for any and all costs associated with the preparation, submittal, and presentation of any proposal.

F.   Proposal Withdrawal

To withdraw a proposal, the Proposer must submit a written request, signed by an authorized representative, to the RFP Coordinator identified in Section 1.4. After withdrawing a previously submitted proposal, the Proposer may submit another proposal at any time up to the deadline for submitting proposals.

G. Proposal Errors

Proposers are liable for all errors or omissions contained in their proposals. Proposers will not be allowed to alter proposal documents after the deadline for submitting a proposal. The City, at its discretion, has the right to accept or reject a proposal in part or whole due to errors and/or omissions of the response.

H. Incorrect Proposal Information

If the City determines that a Proposer has provided, for consideration in the evaluation process or contract negotiations, incorrect information which the Proposer knew or should have known was materially incorrect, that proposal may be determined non-responsive, and the proposal may be rejected at the sole discretion of City.

I. Prohibition of Proposer Terms and Conditions

A Proposer may not submit the Proposer's own contract terms and conditions in a response to this RFP. If a proposal contains such terms and conditions, the City, at its sole discretion, may determine the proposal to be a nonresponsive counter-offer, and the proposal may be rejected.

J. Assignment and Subcontracting

The Contractor may not subcontract, transfer, or assign any portion of the contract without prior, written approval from the City. Each subcontractor must be approved in writing by the City. The substitution of one subcontractor for another may be made only at the discretion of the City and with prior, written approval from the City.

Notwithstanding the use of approved subcontractors, the Proposer, if awarded a contract under this RFP, will be the prime contractor and will be responsible for all work performed and will be responsible for all costs to subcontractors for services provided by the Proposer. The Proposer is prohibited from performing any work associated with this RFP or using contractors for any service associated with this RFP offshore (outside the United States).

K. Right to Refuse Personnel

The City reserves the right to refuse, at its sole discretion, any subcontractors or any personnel provided by the prime contractor or its subcontractors. The City reserves the right to interview and approve all Proposer staff members. Proposer's staff may be subject to the City's background and drug testing processes at any time.

L. Proposal of Additional Services

If a Proposer indicates an offer of services in addition to those required by and described in this RFP, these additional services may be added to the contract before contract signing at the sole discretion of the City.

M. Licensure

Before a contract pursuant to this RFP is signed, the Proposer must hold all necessary, applicable business and professional licenses. The City may require Proposers to submit evidence of proper licensure.

N.   Business License

All businesses operating in the City of Gilroy are required to register for a Business License Tax Certificate. Any business, whether located in or outside Gilroy, but coming into the City to conduct business, is required to register.

O.   Conflict of Interest and Proposal Restrictions

By submitting a response to the RFP, the Proposer certifies that no amount will be paid directly or indirectly to an employee or official of the City as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the procurement under this RFP.

Notwithstanding this restriction, nothing in this RFP will be construed to prohibit another governmental entity from making a proposal, being considered for award, or being awarded a contract under this RFP.

Any individual, company, or other entity involved in assisting the City in the development, formulation, or drafting of this RFP or its scope of services will be considered to have been given information that would afford an unfair advantage over other Proposers, and said individual, company, or other entity may not submit a proposal in response to this RFP.

P.   Contract Negotiations

After a review of the information and completion of the demonstration and proof-of-capabilities (POC), the City intends to enter into contract negotiations with the selected Proposer. These negotiations could include all aspects of services and fees. If a contract is not finalized in a reasonable period of time, the City will open negotiations with the next ranked Proposer.

Q.   Execution of Contract

If the selected Proposer does not execute a contract with the City within fifteen (15) business days after notification of selection, the City may give notice to that service provider of the City's intent to select from the remaining Proposers or to call for new Information, whichever the City deems appropriate.

R.   Right of Rejection

The City reserves the right, at its sole discretion, to reject any and all proposals or to cancel this RFP in its entirety.

Any proposal received which does not meet the requirements of this RFP may be considered nonresponsive and the proposal may be rejected. Proposers must comply with all the terms of this RFP and all applicable State laws and regulations. The City may reject any proposal that does not comply with all the terms, conditions, and performance requirements of this RFP.

Proposers may not restrict the rights of the City or otherwise qualify their proposals. If a Proposer does so, the City may determine the proposal to be a nonresponsive counter-offer, and the proposal may be rejected.

The City reserves the right, at its sole discretion, to waive variances in technical proposals provided such action is in the best interest of the City. Where the City waives minor variances in proposals, such waiver does not modify the RFP requirements or excuse the Proposer from full compliance with the RFP. Notwithstanding any minor variance, the City may hold any Proposer to strict compliance with the RFP.

S.   Disclosure of Proposal Contents

All proposals and other materials submitted in response to this RFP procurement process become the property of the City. Selection or rejection of a proposal does not affect this right. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process. Upon the completion of the evaluation of proposals, the proposals and associated materials will be open for review by the public to the extent allowed by the California Public Records Act (CPRA), (Government Code Section 6250-6270 and 6275-6276.48) and City of Gilroy Open Government Ordinance (OGO). By submitting a proposal, the Proposer acknowledges and accepts that the contents of the proposal and associated documents will become open to public inspection.

T.   Proprietary Information

The master copy of each proposal will be retained for official files and will become public record after the award of a contract unless the proposal or specific parts of the proposal can be shown to be exempt by law (Government code §6276). Each Proposer may clearly label part of a proposal as "CONFIDENTIAL" if the Proposer thereby agrees to indemnify and defend the City for honoring such a designation. The failure to so label any information that is released by the City will constitute a complete waiver of all claims for damages caused by any release of the information.

U.   Severability

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the City and Proposers will be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

V.   RFP and Proposal Incorporated into Final Contract

Relevant portions of this RFP and the successful proposal will be incorporated into the final contract.

W.   Proposal Amendment

The City will not accept any amendments, revisions, or alterations to proposals after the deadline for proposal submittal unless such is formally requested, in writing, by the City.

X.   Consultant Participation

The City reserves the right to share with any consultant of its choosing this RFP and proposal responses to secure a second opinion. The City may also invite said consultant to participate in the Proposal Evaluation process.

Y.   Warranty

The selected Proposer will warrant that the proposed software will conform in all material respects to the requirements and specifications as stated in this RFP and subsequent proof-of-capabilities. Further, the requirements as stated in this RFP will become part of the selected software proposer's license and the Proposer will warrant to the requirements. The selected proposer must warrant that the content of its proposal accurately reflects the software's capability to satisfy the functional/technological requirements as included in this RFP. Furthermore, the warranty, at a minimum, should be valid for the duration of the implementation and until final acceptance (as will be defined during the negotiation process) of all application modules included in the implementation.

Z.   Rights of the City

The City reserves the right to:

◆   Make the selection based on its sole discretion

◆   Reject any and all proposals

◆   Issue subsequent Requests for Proposals

◆   Postpone opening proposals, if necessary, for any reason

◆   Remedy errors in the Request for Proposal process

◆   Approve or disapprove the use of particular subcontractors

◆   Negotiate with any, all, or none of the Proposers

◆   Select other than the lowest offer

◆   Waive informalities and irregularities in the proposals

◆   Enter into an agreement with another Proposer in the event the originally selected Proposer defaults or fails to execute an agreement with the City

An agreement will not be binding or valid with the City unless and until it is approved by the City Council and executed by authorized representatives of the City and of the Proposer.

8   Appendix A – Requirements

See separate Word document.

9   Appendix B – City Standard Agreement for Services

See separate PDF document. This agreement is specific to the Implementation.

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10 Appendix C – Price Sheets

See separate Excel document.