Bid Opening for the City of Collegedale, TN

Request for Proposal for:
Software and Implementation Services for a City-Wide Integrated Software System

Deadline for Proposals:
Monday, July 1, 2013 by Noon
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Introduction

The City of Collegedale, Tennessee is issuing the Request for Proposal (RFP) for the purpose of soliciting vendor proposals for an integrated city-wide software system (the system) to serve the current and projected needs of the City.

The City intends to seek the best solution, based on the representative criteria contained in this RFP, for its needs. The successful vendor(s) will seek to establish a turnkey, integrated hardware/software environment for the City, which will satisfy the specifications contained in this RFP, bringing to bear whatever vendor resources are required from the areas of computer systems hardware, software, technical training, conversion, maintenance, and services support. The application software and hardware configuration should comply with the minimum specifications as outlined in this RFP.

Description of Project

The City is contemplating a conversion to a new integrated accounting and other city software systems. The software should include functionality for general ledger, budgeting, financial reporting, accounts payable, accounts receivable to include utility billing, fixed assets, purchasing, payroll, human resources, time and attendance, bank reconciliation, court case management, public safety, work orders, and online citizen services.

As part of the project, the vendor must establish and implement a training program for City users to teach the skills and knowledge necessary to effectively use the technology being proposed. The vendor will also be required to provide ongoing technical support and documentation to implement system updates as they become available. Further, the vendor must indicate in the proposal the total cost to perform data conversion services and a detailed description of the conversion services proposed including programming. It is the vendor’s responsibility to obtain the necessary information from the City to provide the conversion services.

Proposal Submission

To be considered during the evaluation of proposals, vendors are required to submit all requested information including pricing detail by module. Pricing should include all costs related to the software, required hardware, conversion of existing data, installation, training, final implementation, recurring fees, and any other costs. Any vendor who chooses to submit a proposal by combining various software packages must submit a single proposal detailing the responsible vendor for each module as well as assuming the final responsibility for ensuring smooth integration of all software presented. Every topic
and question listed in this request for proposal must be addressed.

The total project cost is a major factor in the decision process but not the only consideration. Other decision factors are the vendor’s identification and understanding of the City’s requirements; experience and qualifications of key vendor implementation support personnel; and track record in providing quality customer support.

**General Scope of Work**

The City is looking for a vendor who has the ability and the product that can accommodate its business needs for the next decade or longer. It is the intent of this RFP to maximize efficiencies by procuring an integrated system that can function as an ‘off the shelf’ product which incorporates best practices but provides the option for the City to change the configuration of processes if there is a future business or legal requirement without changes to the source code. The system must allow all City departments to be able to access information through a centralized integrated database.

The City desires to contract with a single vendor for all hardware and software and hardware/software maintenance, installation, conversion and support. The City reserves the right to award the system to any one offerer or a combination of offerers. In addition, the City reserves the right to purchase any personal computers needed from an alternate vendor.

One original and five (5) copies of the proposal will be accepted until **Monday, June 17, 2013 by noon**. Proposals submitted must be binding for no less that ninety (90) days after the date received. The City will select the proposal that, in its opinion, is in the best interest of the City. The City reserves the right to reject any or all proposals or portions of a proposal. The City also reserves the right to waive minor technicalities in the proposal. The City not only reserves the right at the sole discretion of the City to reject any or all proposals and to waive technicalities, but also reserves the right of evaluation and the right to determine the methodology for evaluation of the proposals to determine the best proposal. In addition, to accept the proposal (or proposals) deemed to be in the best interest of the City, i.e., the most qualified proposal will not necessarily be the proposal with the lowest cost. Further, the City reserves the right to accept a proposal (or proposals) for any or all items separately or together.

Vendor inquiries are to be directed to **Koren Sapp**. **One original and five (5) copies of the proposal clearly marked “Software and Implementation Services for City-Wide System”, signed by an officer of the company, are to be submitted and addressed on the outside as follows:**

City of Collegedale  
Attn: Koren Sapp  
4910 Swinyar Drive  
P.O. Box 1880  
Collegedale, TN 37315-1880
Proposals may also be hand-delivered to the above address by the date and time specified. It is the responsibility of the offerer to deliver the proposal in accordance with these instructions contained above and/or elsewhere in the RFP. Proposals dispatched, but not received by the City by proposal closing time, will be returned, after receipt, unopened to the offerer.

**Contract**- In addition to the completed proposal, a resulting contract may be required by the City, including but not limited to, written correspondence between the City and the vendor subsequent to the proposal submission, facsimiles, and product literature.

**Confidentiality of Documents**- Proposals shall be opened to avoid disclosure of contents to competing offerers and kept secret during the process of negotiation. However, all proposals that have been submitted shall be open for public inspection after contract award. Trade secrets and confidential information, as specified by the vendor, contained in the proposals shall not be open for public inspection.

**Contact with City Employees**- In order to ensure fair and objective evaluation, all questions related to this RFP should be addressed only to the person(s) so named in this RFP. Contact with any other City employee, except at the vendor pre-bid meeting, (if conducted), is expressly prohibited without prior consent of the person(s) so named herein. Vendors directly contacting other City employees will risk elimination of their proposal from further consideration.

**Calendar of Events**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proposal Closing Date/Time</td>
<td>7/1/2013 at Noon</td>
</tr>
<tr>
<td>Review Vendor Proposals</td>
<td>TBD</td>
</tr>
<tr>
<td>Conduct Demonstrations and/or On-Site Visits to Preview Proposed Software and Hardware Configuration</td>
<td>TBD</td>
</tr>
<tr>
<td>Contract Negotiations</td>
<td>TBD</td>
</tr>
<tr>
<td>Contract Awarded</td>
<td>7/1/2013</td>
</tr>
</tbody>
</table>

*Dates subject to change*
Response Format

The RFP Response must be organized in the following order:

Cover Letter

1.0 Executive Summary
2.0 Company Background
3.0 Information included from the General Proposal Instructions & Questionnaire
4.0 Application Software Specification Chart
5.0 Implementation
6.0 Support and Maintenance
7.0 Hardware Specifications
8.0 Cost Summary
9.0 Terms & Conditions

Additional Service Information for Appendices
1.0 Executive Summary

The Executive Summary should include a brief overview of the Proposal. It should be prepared in such a manner as to make it understandable to individuals not familiar with the terminology peculiar to a project of this type.

2.0 Company Background

The Company Background should provide vendor information including, but no limited to:

- Company Headquarters Information
- Complete list of products provided by the Vendor
- Total number of Employees (Include the chart below for Employee Breakdown)
- Number of Years in Public Sector Software
- Financial History
- Percentage of Public Sector clients
- Company Awards and Merits
- Software evolution and direction
- Company Management and Experience

List the number of staff members by primary responsibility:

Development
Support
Implementation
Marketing & Sales
Network Services
Accounting

3.0 Client References

Vendor must supply at least six (6) sites that are currently using a similar system requested by the City. Be sure to include the total population served by the government.
4.0 Application Software Specification Chart

Please answer the Application Specification Charts provided on Appendix A as thoroughly as possible. Please include cost information in the Cost Summary section of your RFP Response.

Application Software Specification Response Format- Please input an “X” in the appropriate column to the right of the feature/function statement. Further explanations should be provided in the comments column. Each row should have only one “X”. Blank rows will be scored as Not Available.

5.0 Implementation

The Vendor’s Implementation section should indicate information on all facets of the Implementation process. Please provide thorough information about the following:

- Project Management
  - Project Consulting Information
  - Vendor Project Manager Responsibilities
- Training
  - Training Methodology
  - Training Options
  - Training Requirements
  - Syllabus Information
- Data Conversion
  - Conversion Methods
  - Conversion Process
  - Data Extraction
  - Scheduling
  - Data Validation
- Timelines
  - Provide a sample Implementation Gantt Chart
- Vendor/Client Responsibilities
  - What is the City responsible for during Implementation?
  - What services does the Vendor supply?
- Change Management
6.0 Support

The Vendor should provide the following Support Information:

- **Support Options**
  - Does the Vendor provide a toll-free support number?
  - Does the Vendor provide Online Support?
  - Other options for support

- **Support Goals**
  - Please provide Response Times and Resolution Times to the following incident levels
    - Emergency
    - Critical
    - Standard Help Call

- **Problem Escalation Procedures**
  - How are incidents handled?
  - What tools do the Vendor Support Staff use?
  - What is the basic chain of command?

- **System Updates**
  - How are updates managed?
  - How often are updates released?
  - What is the typical downtime during an update?

7.0 Hardware Specifications

The Vendor is encouraged to recommend any enhancements to the minimum requirements stated below that will improve the overall performance and usability of the system.

Describe the following requirements of the proposed system:

- Server Details
- Operating System
- Network Environment
- Processor Information
- Size of Memory
- Hard Drive Arrays
- Available Disk Space
- Workstation Requirements
- Printer Compatibility
- Please provide all configuration options
- Who is responsible for hardware and system software maintenance?
If the hardware and system software is purchased from a third party vendor, who is responsible for hardware and system software support?

8.0 Cost Summary

Amounts should contain no taxes and include all transportation and delivery, FOB, Collegedale, Tennessee. All costs shall be in actual dollar-and-cent amounts, “Time and Material” quotation is not acceptable. Please provide best estimate for travel costs and other miscellaneous items. The City reserves the right to procure by other means and personal computers needed.

System Cost Certification
I hereby certify that I have read all items of the RFP and fully understand the requirements listed herein. I further certify that I am an authorized agent of the Offering Firm and may be held liable for any or all remedies that may become due to the City of Collegedale.

SOFTWARE VENDOR

Firm Submitting Proposal Address City State Zip Code

Signature Printed Name Title Date

HARDWARE VENDOR

Firm Submitting Proposal Address City State Zip Code

Signature Printed Name Title Date
9.0 Terms and Conditions

Hold Harmless
Vendor shall protect, indemnify, and hold the City harmless from and against any damage, cost, or liability for any injuries to persons or property arising from acts or omissions of the vendor, his employees, agents, or sub-contractors, howsoever caused.

Software Defects
Vendor shall properly correct all software defects for which the vendor is responsible, within a time period agreed upon by the City and the vendor.

Warranty
The vendor shall provide a minimum of a six-month warranty from the date of the installation. Vendor shall warranty that, during the minimum period, the system will be free of defects in material and workmanship.

Insurance
Certificates of insurance shall be addressed to the City. All insurance shall be in effect during the term of the contract. Vendor shall provide the following coverage:

- General liability, errors, and omission insurance not less than $1 million for bodily injury including accidental death, to any one person and aggregate. Property damage not less than $1 million for any one accident or aggregate.
- Vendor’s Protective Liability Damage Insurance in the same minimum coverage as under General Liability Insurance.
- Worker compensation insurance in accordance with provisions of the Labor Code of Tennessee.

Conversion
Electronic conversion of the City’s existing data is extremely important. Vendor must address the conversion methodology and disclose all related conversion costs in the cost summary.

Response Preparation Costs
The City will not pay any costs incurred by any vendor in the proposal preparation, printing, demonstration or negotiations process. All costs shall be borne by the proposing vendors within the exception of costs associated with any City personnel visits to Vendor offices or other client sites.
Representative Evaluation Criteria

The basis for the evaluation of proposals received is included, but not limited to, the following considerations:

1. Vendor’s performance record in meeting the requirements of their existing customers (users). Particular emphasis will be placed in the areas of customer support and the ability to meet the anticipated future needs of the City.

2. Amount and cost of vendor support that will be available for conversion, implementation, assistance, and on-going modifications.

3. Proven, existing application systems the vendor has available now for immediate implementation. The vendor’s capabilities in other systems areas will be treated as a positive factor.

4. Quality of application software manuals, or other documentation and training aids.

5. Ease and ability to train user personnel.

6. Adherence to the requested proposal format, which includes the thoroughness of the proposal as well as the format of the presentation.

7. Software and hardware maintenance, support and service capability.

8. The number, type and experience of vendor staff.

9. Proposer’s ability to support the total system solution, including installation, conversion, software, training, and hardware/software maintenance, and support.

10. Responsiveness to software requirements outlined in this RFP.
APPENDIX A- Application Software Specification Charts

Please input an “X” in the appropriate column to the right of the feature/function statement. Further explanations should be provided in the comments column. Each row should have only one “X”. Blank rows will be scored as Not Available.