



Request for Proposals
For
**Enterprise Resource Planning
Software & Services
RFP # 143-10**

ISSUED BY THE PURCHASING OFFICE OF THE CITY OF MISSOURI CITY, TEXAS

Sealed proposals, subject to the terms and conditions of this Request for Proposals, for the above referenced will be received by the Purchasing Manager of the City of Missouri City, at City Hall, 1522 Texas Parkway, Missouri City, Texas 77489 until the bid opening time at which time the proposals will be opened and the name of the respondents publicly read in the Council Chambers on the second floor of City Hall. Responses received after the specified time will be returned unopened.

SUBMIT NO LATER THAN: 2 PM CT, October 11, 2010
MARK ENVELOPE: RFP # 143-11
DELIVER TO: Sealed Bid Box, Purchasing Office, 1522 Texas Parkway,
Missouri City, TX 77489

LEGAL NAME OF CONTRACTING COMPANY

CONTACT PERSON TITLE

TELEPHONE NUMBER FACSIMILE NUMBER E-MAIL ADDRESS

COMPLETE MAILING ADDRESS CITY/STATE ZIP

DO YOU ACCEPT MASTERCARD FOR PAYMENT OF INVOICES? _____

WHERE DID YOU LEARN ABOUT THIS SOLICITATION FROM? (check one)
 Newspaper Ad City Website ONVIA Demandstar Notice from the City Other

AUTHORIZED SIGNATURE

**SECTION I
GENERAL INFORMATION**

A. SCOPE

The City intends to contract with one (1) or more vendors to provide a comprehensive, fully integrated, public-sector Finance, Payroll and Human Resource information system. This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications. Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations.

B. INTRODUCTION

Vendors are requested to submit a proposal that meets all requirements contained herein. Proposals submitted shall be complete and include all costs associated with the proposal and shall be subject to negotiation by the City. All costs involved with preparing a proposal for submittal, including interview and travel expenses, are the responsibility of the proposal respondent.

In the event that it becomes necessary to revise any part of this RFP due to material issues raised during the submission period, an addendum, supplement or amendment to this RFP will be sent to all planholders of record.

All material submitted in response to this RFP solicitation becomes the property of the City of Missouri City and will not be returned to the respondent. The City reserves the right to use the ideas presented in any proposal of work. An award of the contract to a different respondent does not eliminate this right.

The City reserves the sole right to evaluate the proposals submitted, waive any irregularity therein, select and/or reject any and all responses.

C. PRE-PROPOSAL CONFERENCE

None.

D. INQUIRIES

All questions must be submitted prior to the Deadline for Questions as stated in Exhibit "A" to:

Charles Oberrender
Purchasing Manager
(281) 403-8626
charles@missouricitytx.gov

E. SUBMITTAL

Two (2) paper copies AND one (1) copy on CD of your proposal shall be submitted to the City on the opening date. Proposals shall be enclosed in sealed envelopes addressed:

Sealed Bid Box
City of Missouri City
Purchasing Office
1522 Texas Parkway
Missouri City, Texas 77489

The proposal name and number shall be printed or written on the outside of the shipping envelope. The City is not responsible for misdirected proposals that are not properly labeled. Electronic or faxed proposals will not be considered.

F. SELECTION

The proposals received will be evaluated. The evaluation criteria will be grouped into percentage factors as follows:

- 35% Product capability
- 15% Experience of the firm.
- 25% Cost
- 25% References

Once proposals have been submitted and evaluated, the City may conduct discussions with the offeror(s) whom the City determines to be reasonably qualified for the award of this contract. More than one firm may be awarded a contract. The City reserves the right to pick and choose the most advantageous combination of software from more than one provider.

To obtain the best offers, the City may request the submission of revisions after the proposals have been evaluated and before an award selection is made. The City will then determine which proposal is the most advantageous based on the evaluation criteria listed herein. The City anticipates negotiating a final proposal and contract with the firm submitting the most advantageous proposal. If negotiations are unsuccessful, the City reserves the right to negotiate end negotiations with that firm and proceed negotiations with the firm submitting the next most advantageous proposal.

G. TERM OF CONTRACT

A contract will be executed after Council makes its award. The initial contract term shall be for a one time acquisition of the software and implementation services as well as a term contract with renewal options for maintenance and support. The City of Missouri City reserves the right to terminate its contract with the contractor at any time during the term of the contract, without cause, with a written thirty (30) notice to terminate and pay the contractor for work performed to date.

SECTION II TERMS AND CONDITIONS

Note: These are the City's standard Terms and Conditions, and are used where applicable, and unless superseded by the specifications of this solicitation

A. GENERAL CONDITIONS

Proposal respondents are required to submit their proposals upon the following express conditions:

- Proposal respondents shall thoroughly examine the drawings, specifications, schedule, instructions and all other proposal documents, including the City's sample contract to insure understanding of the City's requirements and expectations under this RFP.
- Proposal respondents shall make investigations necessary to thoroughly inform themselves regarding plant and facilities for delivery of material and equipment as required by the proposal conditions. No plea of ignorance by the proposal respondent of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the proposal respondent to make the necessary examinations, or failure to fulfill in every detail the requirements of the contract documents, will be accepted as a basis for varying the requirements of the City or the compensation to the successful proposal respondent.
- Proposal respondents are advised that all City contracts are subject to all legal requirements provided for in the City Charter and/or applicable City ordinances, state or federal statutes. Any Proposal, after being opened, becomes subject to the Open Records Act, Article 6252-17a V.T.C.S.
- No officer and no employee of the City involved in the proposal analysis shall have a financial interest, direct or indirect, in any contract with the City, or shall be financially interested, directly or indirectly, in the sale to the City of any materials, supplies or service, except on behalf of the City as an officer or employee.
- The cost of the state and local sales tax shall not be included in the proposal. This contract is issued by an organization that qualifies for exemption pursuant to the provisions of Article 20.04 (F) of the Texas Limited Sales Excise and Use Tax Act as codified in Section 151.309 of the Texas Tax Code, as amended. The contractor performing this contract may be exempt from certain sales tax in the purchasing, renting or leasing of materials, supplies, equipment used or consumed in the performance of this contract by issuing to his supplier an exemption certificate complying with State Comptroller's administrative rules, including Rules 3.291 and 3.357, and by complying with applicable State law, including Chapter 351 of the Texas Tax Code. A signed Texas sales tax exemption certificate will be submitted to the successful contractor upon request.

B. DESCRIPTION OF SUPPLIES

A catalog reference or manufacturer's make and model used in describing an item shall serve as a strict specification, and any deviation from the specified make and model must be clearly stated in the proposal response as an alternate proposal. When proposing an alternate, the proposal respondents must supply relevant specification information, including brochures or spec sheets when appropriate. Alternate proposals are subject to the City's acceptance as an approved equal. The City shall be the sole judge of whether an item is an approved equal. Proposal respondents are required to state exactly what they intend to furnish, including any deviations to the specifications; otherwise they shall be required to furnish the items as specified and failure to do so will be considered a breach of contract.

C. REJECTION OF PROPOSALS

The City may reject a proposal if the proposal respondents misstate or conceal any material fact in the proposal or the proposal does not strictly conform to the law or to the requirements of the proposal specifications.

The City may reject any and all proposals whenever it is deemed in the best interest of the City to do so, and may reject any part of a proposal. The City may also waive any minor informalities or irregularities in any proposal, such as the failure to submit sufficient proposal copies, failure to submit literature or similar attachments, or business affiliation information.

The City determines that the proposal respondent is not qualified to carry out its contractual obligations.

D. MODIFICATIONS OR WITHDRAWALS OF PROPOSALS

Proposals may be modified or withdrawn any time prior to the time set for the proposal opening, but proposals may not be withdrawn after the time set for the proposal opening, unless approved by the City Council. Such withdrawal or modification must be in writing and must be received by the Purchasing Office prior to the time of the proposal opening.

E. CLARIFICATION OR OBJECTION TO PROPOSAL SPECIFICATIONS

If any person contemplating submitting a proposal for this contract has any objections or is in doubt as to the true meaning of the specifications, or other proposal documents or any part thereof, he/she may submit to the City on or before three days prior to the scheduled opening a request for clarification. All such requests for information shall be made in writing and the person submitting the request will be responsible for its prompt delivery. Any interpretation of the proposal, if made, will be made only by an Addendum issued by the Purchasing Manager. A copy of such Addendum will be delivered to each person receiving a set of specifications. The City will not be responsible for any other explanation or interpretation of the proposed proposal made or given prior to the award of the contract.

F. PRICING

Where there is an error in extension of price, the unit price shall govern.

G. ASSURANCE OF COMPLIANCE - EQUAL EMPLOYMENT OPPORTUNITY AND SMALL AND/OR MINORITY BUSINESS ADVOCACY REQUIREMENTS

It is the policy of the City of Missouri City that Small and/or Minority Enterprises shall have the maximum, practicable opportunity to participate in the performance of public contracts. Proposal respondents agrees that if this proposal is accepted, he/she will not engage in employment practices which have the effect of discriminating against employees or prospective employees because of race, color, religion, national origin, sex, age, handicap, or political belief or affiliation.

H. PAYMENT

Article 601(f) of the Vernon's Texas Civil Statutes, commonly known as the Prompt Payment Act, sets out required deadlines for payment of a government's obligations to its vendors, requirements for vendor's payments to their subcontractors, and penalties for failure to comply with the Act and exceptions to the Act.

Unless the City provides otherwise on the purchase order or contracts, the Act requires political subdivisions to pay all payments owned not later than 30 days after the goods and services are received, or the date the invoice is received, whichever is later. Interest automatically accrues at one percent (1%) per month. The Act also requires vendors to follow the same rules for payments to their subcontractors. Subcontractors must pay their suppliers, material men and servicemen, within 10 days of receipt of their payment.

When the City believes this is an error received from a vendor, it has until the 21st day after receipt to notify the vendor of the dispute. If resolved in favor of the City, the vendor must submit a new invoice and the City has 30 days to pay. If the dispute is resolved in favor of the vendor, interest is due from the original date of the invoice.

I. ESCALATION CLAUSE

Does not apply.

J. FREIGHT

All prices proposed for commodities or services shall include freight. Price is established as FOB Missouri City, Texas, inside delivery (where appropriate), driver unloads, prepaid and the freight costs included in the item proposed price. The City does not have a loading dock at any of its facilities. Deliveries will be accepted between 8 AM to 12 Noon, and 1 PM to 4 PM, Monday thru Friday, except holidays. The City will make no exception to this requirement.

K. VALIDITY OF PROPOSAL

The proposal submitted shall be valid for a period for up to ninety (90) days after the date of opening for negotiation, acceptance and award by the City.

L. STATEMENT OF FINANCIAL CONDITION AND BONDS

A statement of the financial condition of the proposing firm as reflected by the most recently prepared financial statement shall be submitted to the City upon request. The statement will be examined only if the bid is actively considered for award. Statements of Financial Condition may be considered public record and subject to the Texas Open Records Act.

The City may require the contractor to execute a performance bond with the City. Upon notice of award, the awarded vendor(s) shall provide, if the contract amount is \$100,000 or greater, a performance bond in the full amount of the contract. The performance bond is solely for the protection of the City; in the amount of the contract; and conditioned on the faithful performance of the work in accordance with the contract documents.

M. FISCAL FUNDING

If, for any reason, funds are not appropriated by the City to continue the contract, said contract shall become null and void on the last day of the then current funding period. After termination of the contract, contractor's services shall cease, and or any contractor owned equipment shall be removed by the contractor without penalty of any kind or form to the City of Missouri City. All charges and physical activity related to delivery, installation, removal and redelivery shall be the responsibility of the contractor.

N. FORCE MAJEURE

If by reason of Force Majeure, either party hereto shall be rendered unable to wholly or in part to carry out its obligations under this agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrences of the event or cause relied upon and the obligation of the party giving such notice so far as is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period and as such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

O. HOLD HARMLESS AGREEMENT

Contractor, the successful offeror, shall indemnify and hold the City of Missouri City harmless from all claims for personal injury, death and/or property damage resulting directly or indirectly from contractor's performance. Contractor shall procure and maintain, with respect to the subject matter of this proposal, appropriate insurance coverage including, as a minimum, public liability and property damage with adequate limits to cover contractor's liability as may arise directly or indirectly from work performed under terms of this proposal. Certification of such coverage must be provided to the City upon request.

P. REQUIREMENTS AND AUTHORITY OF THE CITY

This RFP does not commit the City of Missouri City to award a contract, pay any costs incurred in the preparation of the proposal to this request, or to procure or contract for services. The City of Missouri City reserves the right to accept or reject any or all proposals received as a result of this request, negotiate with any qualified source(s) or cancel, in part or entirely, this RFP, if it is in the best interest of the City of Missouri City to do so.

All work performed on behalf of the City of Missouri City becomes the property of the City of Missouri City including, but not limited to, hard copies, diskettes, CD's, DVD's, data bases, research, etc. All final reports prepared under the contract shall be the property of the City of Missouri City and may not be used or reproduced in any form without the explicit written permission of the City of Missouri City.

Q. OWNERSHIP OF STATEMENT OF QUALIFICATIONS AND PROPRIETARY INFORMATION

All materials submitted in response to this request become the property of the City of Missouri City. Selection or rejection of a proposal does not affect this right. All proposals submitted will be retained by the City of Missouri City and not returned to respondents. All proposal information may be subject to public view in accordance with Texas law.

Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within the proposal identified as such must be clearly marked and will be addressed in accordance with the Texas Public Information Act, Texas Government Code, Section 552.110 and applicable Opinions of the Texas Attorney General. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

**SECTION III
INSURANCE REQUIREMENTS**

A. POLICY REQUIREMENTS

A current certificate of insurance is required to be submitted to the Purchasing Office before the CITY will enter into a contract with a vendor. The certificate of insurance shall be an attachment to this Agreement as Exhibit "B". In addition, the CITY shall not enter into any separate indemnification or hold harmless agreements with the successful CONTRACTOR(s).

Prior to the approval of this contract by the CITY, CONTRACTOR shall furnish a completed insurance certificate to the Purchasing Office, which shall be completed by an agent authorized to bind the named underwriter(s) to the coverages, limits, and termination provisions shown thereon, and which shall furnish and contain all required information referenced or indicated thereon. ***CITY SHALL HAVE NO DUTY TO PAY OR PERFORM UNDER THIS CONTRACT UNTIL SUCH CERTIFICATE SHALL HAVE BEEN DELIVERED TO THE CITY***, and no officer or employee of the CITY shall have authority to waive this requirement.

B. INSURANCE COVERAGE REQUIRED

The CITY reserves the right to review the insurance requirements of this section during the effective period of the contract and to adjust insurance coverages and their limits when deemed necessary and prudent by CITY based upon changes in statutory law, court decisions, or the claims history of the industry as well as the CONTRACTOR.

TYPE & AMOUNT

- | | | |
|----|---|--|
| 1. | Commercial General (public) Liability insurance including coverage for the following: | Combined single limit for bodily injury and property damage of \$1,000,000 per occurrence or its equivalent. |
| | a. Premises operations | |
| | b. Independent contractors | |
| | c. Products/completed operations | |
| | d. Personal injury | |
| | e. Advertising injury | |
| | f. Contractual liability | |
| | g. Medical payments | |
| | h. Underground hazard* | |
| | i. Explosion and collapse hazard* | |
| | j. Liquor liability* | |
| | k. Fire legal liability* | |
| | l. City's property in Contractor's* care, custody, or control | |

* Optional, depending on the exposure of the contracted work.

- | | | |
|----|--|---|
| 2. | Comprehensive Automobile Liability insurance, including coverage for loading and unloading hazards, for: | Combined single limit for bodily injury and property damage of \$500,000 per occurrence or its equivalent |
| | a. Owned/leased vehicles | |
| | b. Non-owned vehicles | |
| | c. Hired vehicles | |

C. ADDITIONAL POLICY ENDORSEMENTS

CITY shall be entitled, upon request, to receive copies of the policies and all endorsements thereto and may make any reasonable request for deletion, revision, or modification of particular policy terms, conditions, limitations, or exclusions (except where policy provisions are established by law or regulation binding upon either of the parties hereto or the underwriter of any of such policies). Upon such request by CITY, CONTRACTOR shall exercise reasonable efforts to accomplish such changes in policy coverages, and shall pay the cost thereof.

D. REQUIRED PROVISIONS

CONTRACTOR agrees with the respect to the above required insurance, all insurance contracts and certificate(s) of insurance *will contain and state, in writing, on the certificate or its attachment, the following required provisions:*

- 1.) Name the City of Missouri City as an additional insured;

- 2.) Provide for immediate notice to City for cancellation, nonrenewal, or material change;
- 3.) Provide for notice to the CITY at the address shown below by first class mail;
- 4.) CONTRACTOR agrees to waive subrogation against the City of Missouri City, its officers, employees, and elected representatives for injuries, including death, property damage, or any other loss to the extent same may be covered by the proceeds of insurance;
- 5.) Provide that all provisions of this Agreement concerning liability, duty, and standard of care together with the indemnification provision, shall be underwritten by contractual liability coverage sufficient to include such obligations within applicable policies.

E. NOTICES

CONTRACTOR shall notify CITY in the event of any change in coverage and shall give such notices not less than 30 days prior to the change, which notice must be accompanied by a replacement CERTIFICATE OF INSURANCE.

All notices shall be given to CITY at the following address:

City of Missouri City
Purchasing Manager
Attn: Charles Oberrender
1522 Texas Parkway
Missouri City, Texas 77489
(281) 403-8612

Approval, disapproval, or failure to act by CITY regarding any insurance supplied by CONTRACTOR shall not relieve CONTRACTOR of full responsibility or liability for damages and accidents as set forth in this Agreement. Neither shall the bankruptcy, insolvency, or denial of liability by the insurance company exonerate CONTRACTOR from liability.

A current certificate of insurance is required to be submitted to the Purchasing Office before the City will enter into a contract with the successful proposer. Please review the following Insurance Requirements in this RFP package. In addition, the City shall not enter into any separate indemnification or hold harmless agreements with the successful contractor(s).

EXHIBIT A SPECIFICATIONS

I. INTRODUCTION

The City of Missouri City (“City”) seeks a proposal to provide a comprehensive, fully integrated, public-sector Finance, Payroll and Human Resource Information System. This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications. Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations.

A. ANTICIPATED TIMELINE

Listed below are projected dates and times of actions related to this RFP. These are estimated dates and the City reserves the right to change them without notice except for the proposal due date.

SELECTION PROCESS	TIMEFRAME
RFP Issuance	September 8, 2010
Deadline for Questions	October 1, 2010
Vendor Proposals Due	October 11, 2010
Notification of Demonstration Dates	Late October, 2010
Demonstrations of Software	November 2010 Thru February 2011
Selection of Vendor	February, 2011
Contract Negotiations & Award by City	February – March 2011

B. PROJECT GOALS AND BACKGROUND

The City is interested in an ERP Software Solution that will provide our citizens with the best services available with the resources provided.

The City’s Goals Include:

- Increase customer service levels and responsiveness
- Implement Best Practices through process review and re-design
- Increase citizen access to information and documentation
- Implement features that allow for greater staff efficiency and return on effort
- Decentralize business processes where appropriate
- Successfully migrate all data to open architecture software including RPG Data currently used through our Sungard HTE software
- Enter data once in a fully integrated solution to guard against clerical errors and data redundancy
- Select and implement a system that is intuitive and flexible to insure high utilization

**EXHIBIT A
SPECIFICATIONS**

- Deliver a system on-time and within budget that will serve the City well for 10 or more years

C. PARTIAL RESPONSE

The City feels strongly that it is in their best interest to select a fully integrated suite of applications from one vendor. However, a combination of applications from more than one vendor is not completely ruled out. Vendors submitting partial responses may still submit a proposal providing the information requested on the applications they offer. The partial responses will be considered to find the best fit for our needs and requirements to fulfill our responsibilities to our citizens.

II. CITY DEMOGRAPHICS AND STATISTICS

The City currently uses SUNGARD H.T.E. application software and some additional third party software. The following shows an estimated summary of key transaction and operating volumes.

TRANSACTION AND OPERATING VOLUMES		CURRENT
CITY		
City of Missouri City population		Approximately 70,000
City of Missouri City General Fund budget		\$31.1M
City of Missouri City All Funds budget		\$77.3M
Total number of City facility locations		5
Total number of computer system users		310
Number of concurrent financial system users		15
Number of concurrent human resource system users		4
Number of other system users		291
Number of system printers		72
Desktop Hardware		Intel Core 2 Duo
Desktop Operating System		Windows XP, Windows 07
E-mail System		Microsoft Exchange Server 07/Desktop 03
Internet Browser		Internet Explorer 7 or higher, Fire Fox, Mozilla
GENERAL LEDGER		
Fiscal year starts		July 1
Number of funds		31
Number of departments		7

**EXHIBIT A
SPECIFICATIONS**

TRANSACTION AND OPERATING VOLUMES		CURRENT
FIXED ASSETS		
Number of fixed assets		5,200
Fixed asset tagging capitalization threshold		\$5,000
PURCHASING		
Number of regular purchase orders (annually)		700
Number of purchasing/AP vendors		8,700
ACCOUNTS PAYABLE		
Number of accounts payable checks (monthly)		85
Frequency of accounts payable check runs		Bi-weekly
ACCOUNTS RECEIVABLE & GENERAL BILLING		
Number of Accounts Receivable statements mailed (monthly)		700
Number of transactions (monthly)		700
HUMAN RESOURCES AND PAYROLL		
Number of full-time employees		310
Number of part-time employees		10
Payroll frequency		Bi-weekly
WORK ORDERS		
Number of work orders (yearly) (software must support different types of work orders for different departments, ex: Public Works, Facilities Maint., Information Technology)		6,000

III. PROJECT DESCRIPTION

The City intends to contract with one (1) or more vendors to provide a comprehensive, fully integrated, public-sector Finance, Payroll and Human Resource information system. This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications. Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations.

A. SOFTWARE

The City utilizes the following software applications:

1. Financial Modules
2. General Ledger
3. Accounts Receivable
4. Accounts Payable
5. Fixed Assets

EXHIBIT A SPECIFICATIONS

6. Budgeting
7. Purchasing
8. Requisitions
9. Project Accounting
10. Grant Accounting
11. Cash Receipts
12. Payroll
13. Time Keeping System
14. False Alarm Billing
15. CAFR Software
16. Report Writer
17. Municipal Court
18. Hand Held Ticket Writers
19. Utility Billing
20. DMS Document Management Services
21. Work Orders
22. Contract Management
23. Human Resources
24. Applicant Tracking
25. Employee Database Management
26. Imaging
27. Interfaces with what applications
28. Content Management
29. Agenda Packet Management
30. Planning Modules
31. Planning and Zoning
32. Building Permits
33. Code Enforcement
34. Business/Occupational Licenses
35. Mobile Applications
36. Land Management
37. Fleet and Inventory
38. Public Safety Modules
39. Police
40. Records Management

EXHIBIT A SPECIFICATIONS

- 41. Mobile Data Terminals
- 42. Property Room Inventory
- 43. Computer Aided Dispatching (CAD)
- 44. Fire
- 45. Mobile Mapping

B. ADDITIONAL SOFTWARE AND FEATURES

What additional software or features do you offer that we have not listed above? (.i.e. Jury Selection, Online Employment Application, GIS Compatibility, Purchasing Card, Parks & Recreation, Facility Management, Class Management, Bid Preparation, Online Surplus Auction, etc.)

When describing your application and its processes, please note if your application is in the Production, Beta or Development stage.

C. SERVICES

The City anticipates utilizing the following services:

- Project Management
- Complete Migration of Current RPG Data and all its history into your system
- Software installation
- Integration & interface development
- Training
- Ongoing support & maintenance services

D. DEMONSTRATIONS AND PRESENTATIONS

Vendors may be required to provide detailed on site demonstrations of proposed application software. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the City.

IV. PROPOSAL SCOPE OF WORK

While there is no specific proposal format that must be followed, the response shall be clear and concise. Your proposal submission **MUST** include responses to Sections IV, V, and VI.

A. CONTENT

Vendors shall submit a proposal shall include the following:

1. The cover sheet (page 1) of this RFP package with all blanks completed and signed by a person or persons legally authorized to bind the responding firm.

EXHIBIT A SPECIFICATIONS

2. A Product Description and Scope of Work as requested in Section 3.3 that shall include a detailed description of the software products you will provide and a scope of work explaining what services you will provide.
3. A detailed Cost Proposal of the software, maintenance, licenses and implementation services proposed.
4. List of your firm's qualifications in the software industry.
5. Experience of the staff that will perform the implementation, and a list of ALL government clients with whom your firm has executed a sales contract in the last 36 months for the same software and implementation services as proposed in your submittal.
6. A list of at least five (5) municipal clients, preferably in the state of Texas, with which your firm has completed a successful implementation in the last five (5) years.

The City reserves the right to obtain clarification of any information in the proposal response. Failure of a respondent to timely and sufficiently answer such a request for additional information or clarification may result in rejection of the proposal from further consideration.

B. PRODUCT DESCRIPTION AND SCOPE OF WORK

This section shall describe the software offered and the scope of work shall include the tasks to be performed and a detailed description of how the tasks achieve the desired results that are requested herein. Your proposal shall consist of the following sections, titled as shown.

C. SOLUTION SUMMARY (TWO PAGE LIMIT)

Please describe your solution and how it addresses the stated goals of the project. This should be limited to how your proposed solution will directly benefit the City and your unique value that you add. Please avoid the use of boilerplate product information.

D. CORPORATE OVERVIEW (TWO PAGE LIMIT)

Vendors must provide information about their company so that the City can evaluate the Vendor's stability and ability to support the commitments set forth in response to the RFP. The Vendor should outline the company's background including a brief description (e.g., past history, present status, future plans, company size, etc.). Upon request, the Vendor will provide an Annual Report and/or audited financial information for the past two (2) completed fiscal years, which includes income statements, balance sheets, and statement of cash flows.

The over view shall address the following questions. Be sure and include the question exactly as it is stated followed by the detailed answer.

1. Please state the year the Vendor started in the business of selling public sector ERP system solutions?
2. How many total employees does the vendor have in each of the following categories:
 - Sales & Marketing

EXHIBIT A SPECIFICATIONS

- Research & Development
 - Help Desk & Support Staff
 - Application Development Staff
 - Implementation Staff
 - Other
 - Total
3. How many new public sector ERP contracts do you average annually?
 4. List the public sector clients who terminated their customer relationship within the last 24 months.
 5. What is the current staff turnover rate for your company?
 6. Please list the your total revenues in the previous four years.
 7. Please list and briefly describe any strategic partnerships you have.
 8. Indicate whether the business is publicly held or private.
 9. Specify the number or percentage of public sector vs. private sector clients.
 10. What percentage of revenues does this offered system represent to your company verses other products/ services?
 11. Indicate if the company incurred an annual operating loss in the last 5 years.
 12. What is the vendor's percentage of annual revenues reinvested into research & development?

E. APPLICATION SOFTWARE

The Vendor is required to provide a general description of the application program product and how it will meet requirements of this RFP. Describe opportunities for making local customizations or development of interfaces without compromising the integrity of the base system. Also include in this description the following: content management capabilities, GIS integration and capabilities, and web based e-Gov solutions (including what is available for employee access, citizens' access and credit card processing).

This section shall address the following questions. Be sure and include the question exactly as it is stated followed by the detailed answer.

1. Are all of the software modules quoted owned and developed by your company? If not please list the modules, 3rd party owners or developers and describe their relationship with your company.
2. Is the product sold on an unlimited user site license basis? If no, please explain.
3. Is your system SOA (Service Oriented Architecture) based? Describe how your solution utilizes web services.
4. Is the system fully integrated across all modules proposed so data is only entered once and can be searched on throughout the system? If so, please explain how this is accomplished.

EXHIBIT A SPECIFICATIONS

5. If future versions of your software are scheduled to be built with RIA (Rich Internet Application) technology—such as Silverlight or Flash—specify time lines for this development.
6. Does the system provide role based security?
7. What is the system architecture? (web-based, client/server, mixed)
8. What is the vendors proposed custom report writer and does the vendor provide a library of customizable reports? What report services does the vendor offer?
9. Please describe your application workflow capabilities.
10. Will your system support VDI Clients and to what applications?
11. Do the proposed applications rely on intermediary services such as Citrix or Terminal Services? If so, to what extent?
12. Is the system integrated with Microsoft Word, Excel, Exchange and Share Point? If so, to what extent?

F. HARDWARE, OPERATING SYSTEM AND PROGRAMMING

The Vendor is required to provide the following information. Please include the minimum requirements for the computer hardware environments in which the proposed software will run (server & workstation). This should include the supported operating system(s) and database system(s) as well.

This section shall address the following questions. Be sure and include the question exactly as it is stated followed by the detailed answer.

1. Does the system support industry-standard virtualization platforms? If so, which ones?
2. Explain how your system architecture allows for future growth and scalability.
3. Is the application available in a hosted or ASP model?
4. Most all of the City's applications requested for purchase are written in the iSeries RPG language. What hardware platform(s) does the vendor proposed application software currently operate on?
5. Does the vendor support more than one server operating system? If so please list products and versions.
6. What client environments are supported (Windows thin client, Active-X, Macintosh, Web Browser etc...)?
7. Is the proposed application developed with a formal usability testing environment? Please provide details as to how usability is taken into consideration and the credentials the vendor's staff in terms of usability.
8. Does the system support the use of a Storage Area Network (SAN)?

EXHIBIT A SPECIFICATIONS

G. IMPLEMENTATION SERVICES

This section shall address the following questions. Be sure and include the question exactly as it is stated followed by the detailed answer.

Please describe your approach and define your deliverables for the following implementation services. It is expected that your proposal includes these services at a minimum.

1. Project Scope Agreement
2. Project Assumptions
3. Personnel Assumptions
4. Technical Support Assumptions
5. Operational & Knowledge Transfer
6. General Project Activities and Deliverables
7. Data Conversion Process Steps and Activities
8. Change Management Approach
9. Communication Plan
10. Quality Management and Testing
11. Project Risk Management
12. Schedule Management
13. Resource Management
14. Education Plan
15. Sample Detailed Project Plan and Gant Chart
16. Please describe the vendor's implementation methodology.
17. How many new client Implementations (live on all modules) did the vendor perform in each of the past 3 years.
18. Does the vendor offer a Production Ready approach to implementation whereby your staff will define and populate all tables and parameter files? If so please describe the approach and how you assure knowledge transfer.
19. How many PMP certified Project Managers does the vendor currently have on staff?
20. Does the vendor utilize 3rd party resources or contractors in their implementations?

H. ON-GOING SUPPORT AND MAINTENANCE

This section shall address the following questions. Be sure and include the question exactly as it is stated followed by the detailed answer.

The Vendor must specify the nature, costs and conditions of any post-implementation support options including:

1. On-site support

EXHIBIT A SPECIFICATIONS

2. Telephone support
3. Operating system and database support
4. Release Assistance
5. Availability of user groups
6. Escalation options and procedures
7. What are the support hours of operation?
8. Does the vendor have a toll-free support line?
9. Will the vendor provide unlimited telephone support as part of their annual support agreement?
10. Please list the locations of support staff that will be accessed by the City.
11. Identify the party or business unit that is responsible for the support options provided above. Additionally, it is requested that the Vendor submit their Help Desk “prioritization” of support calls and their call “escalation procedures.”

I. SOFTWARE RELEASES & DISTRIBUTION

Provide information on how server and client side software releases are received, processed and distributed to either the server and/or client environment. Describe the delivery method of future releases that may include product enhancements, the frequency of releases and if an accumulative patch process is an option. Also, describe how updates are incorporated with local custom modifications such that custom modifications will not be lost when a new release of the software is applied. The City expects to receive maintenance, as well as functional and technological enhancements as part of their annual support agreement.

J. AVAILABILITY & RECOVERY

Availability and recovery in the event of failure is an extremely important part of this software solution. Please describe options for clustering and load balancing. Please describe any disaster recovery service options you may offer.

K. MISCELLANEOUS QUESTIONNAIRE

This section shall address the following questions. Be sure and include the question exactly as it is stated followed by the detailed answer.

1. Does the vendor offer a service to install and certify all releases for the City in a separate test environment?
2. Will the vendor make available all periodic releases to the software at no additional license or support fee charge, beyond the annual support fee?
3. Does the vendor provide an electronic forum for clients to communicate with each other and exchange information?
4. Does the vendor provide a customer only web site complete with documentation and software downloads?

EXHIBIT A SPECIFICATIONS

5. Does the vendor provide and maintain a searchable knowledgebase of product support materials made available to its client base?
6. Does the vendor assign one individual to take ownership of any support issues the City may have?
7. Does the vendor have a customer Advisory Board?
8. What level of guarantee does the vendor offer to insure the quality of implementation services delivered?
9. Does the vendor have an Annual User Conference?
10. Does the vendor have regional and national User Groups?
11. Does the vendor agree to waive the first year of application maintenance fees?

V. COST

A separate section within the proposal shall explain the cost of all software and services. The cost shall include all anticipated costs, including services, travel expenses, licenses, and maintenance that the vendor will request payment for. All anticipated costs shall be submitted along with a payment schedule. The City considers all costs to be subject to negotiation prior to executing a contract with the successful vendor.

The cost proposal must be summarized on the attached COST SUMMARY sheet and included with your proposal. Use additional pages as needed to provide additional cost detail.

The following costs must be included in your response:

A. BREAKDOWN

1. Identify costs, as applicable, for each application proposed for:
 - a. Application software cost or license fees
 - b. Migration – Cost to migrate existing data to new application
 - c. Training - Implementation, training & consulting services costs
 - d. Maintenance - Annual software maintenance cost fixed price for five years
 - e. Subscription – Any annual fee to maintain license
2. Other Costs – Include in summary column and explain in detail on separate page.
 - a. Modifications
 - a. Estimated Travel Costs
 - b. 3rd Party Software
 - c. System Software
 - d. Hardware – any special hardware that may be required

**EXHIBIT A
SPECIFICATIONS**

VI. VENDOR BACKGROUND

Include the following information in your proposal response,

A. QUALIFICATIONS

Respondent shall provide a detail of the firm's qualifications to perform this project. This information shall include the names, titles and telephone numbers of the key staff that will be supervising or responsible for the work proposed.

B. EXPERIENCE

Respondent shall provide a list of ALL government clients with whom your firm has executed a sales contract in the last 36 months for the same software and implementation services as proposed in your submittal.

C. REFERENCES

Respondent shall provide at least five (5) municipal clients references, preferably in the state of Texas, with which your firm has completed a successful implementation in the last five (5) years. Please include:

- Client Name
- Contact Name
- Contact Phone Number
- Contact Email Address
- Contract Date:
- Software Modules Purchased
- Population

Cost Summary

Modules	Do you provide? Yes or No	Software & License Cost	Software Migration Cost	On-Site Training Cost	Annual Maintenance Cost	Annual Subscription Cost	Data Conversion Cost	Other Cost
21	Work Orders	\$	\$	\$	\$	\$	\$	\$
22	Contract Management	\$	\$	\$	\$	\$	\$	\$
23	Human Resources	\$	\$	\$	\$	\$	\$	\$
24	Applicant Tracking	\$	\$	\$	\$	\$	\$	\$
25	Employee Database Management	\$	\$	\$	\$	\$	\$	\$
26	Imaging	\$	\$	\$	\$	\$	\$	\$
27	Global Vendor Database	\$	\$	\$	\$	\$	\$	\$
28	Content Management	\$	\$	\$	\$	\$	\$	\$
29	Agenda Packet Management	\$	\$	\$	\$	\$	\$	\$
30	Planning Modules	\$	\$	\$	\$	\$	\$	\$
31	Planning and Zoning	\$	\$	\$	\$	\$	\$	\$
32	Building Permits	\$	\$	\$	\$	\$	\$	\$
33	Code Enforcement	\$	\$	\$	\$	\$	\$	\$
34	Business/Occupational Licenses	\$	\$	\$	\$	\$	\$	\$
35	Mobile Applications	\$	\$	\$	\$	\$	\$	\$
36	Land Management	\$	\$	\$	\$	\$	\$	\$
37	Fleet and Inventory	\$	\$	\$	\$	\$	\$	\$
38	Public Safety Modules	\$	\$	\$	\$	\$	\$	\$
39	Police	\$	\$	\$	\$	\$	\$	\$
40	Records Management	\$	\$	\$	\$	\$	\$	\$

