

The City of Garden Grove

**REQUEST FOR PROPOSALS
FOR
ERP SOLUTION AND RELATED
IMPLEMENTATION SERVICES
RFP No. S-1225**

<u>Proposal Release Date:</u>	<u>July 12, 2017</u>
<u>Mandatory Pre-Proposal Meeting:</u>	<u>July 25, 2017</u>
<u>Vendor Questions Due:</u>	<u>August 3, 2017</u>
<u>Proposal Due Date:</u>	<u>August 11, 2017</u>



To:

Purchasing Division
City Hall, Room 220
Attention: Sandra Segawa
Purchasing Agent
11222 Acacia Parkway
Garden Grove, CA 92840

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LETTER OF INVITATION

Date: July 12, 2017

Attention: Proposers

Subject: ERP Solution and Related Implementation Services

The City of Garden Grove (the “City”) is requesting proposals from qualified software solution providers to provide an Enterprise Resources Planning (ERP) system and related implementation services based upon the requirements and scope of work contained in the Request for Proposal (RFP). The City prefers a commercial-off-the-shelf (COTS) solution designed for and proven to be successful with other public sector organizations. The City is open to either an on premise, hosted or Software-as-a-Service based solution. Although the City prefers an integrated solution, the City also encourages “best of breed” vendors to submit a proposal if they feel they can offer a better solution.

Best of breed vendors can either submit a proposal on their own or partner with a prime contractor.

Vendors must register with PlanetBids in order to download a complete copy of the Request for Proposal. Please use the following URL to register:

<https://www.planetbids.com/portal/portal.cfm?CompanyID=15118>

The City is an equal opportunity employer and encourages the participation of Local Businesses. The Local Business Policy is as follows: *Where the services to be provided by a bidder or supplier are equal, preference shall be given to local merchants when the local merchants’ bids are within 2% of the lowest bid received, provided that the dollar amount represented by the 2% difference does not exceed \$5,000.* This provision shall only be utilized where bids in the amount of \$5,000 or higher are solicited.

All proposals must be in writing, sealed and identified as to content and be received and time stamped by the Purchasing Division staff, on the 2nd floor, Room 220, no later than **4:00 p.m., local Pacific (PST) time, on Friday, August, 11, 2017.** Proposals received later than the above date and time may be rejected and returned to the proposer unopened. The only acceptable evidence to establish the time of receipt is the date/time stamp imprinted upon the proposal package by the date/time recorder of the City of Garden Grove. Those proposals that are submitted via fax or email will not be accepted for any reason.

A mandatory pre-proposal meeting is scheduled for **1:30 p.m. PST on Tuesday, July**

25, 2017. The pre-proposal conference will be by teleconference only using the following dial-in information:

Dial in Number: 712-770-4010
Access Code: 330961

Please make sure that the representative who participates in this mandatory meeting understands the content of the meeting and is able to communicate to others in the company who are not present but need to know the information. Meeting minutes on the content and discussion that take place during the mandatory meeting will NOT be provided by the City.

Please submit the following in response to this RFP:

- 1 (one) electronic copy of the proposal*
- 1 (one) original printed copy of the proposal
- 8 (eight) printed copied of the proposal

Label each with the RFP number and your company name.

**The electronic copy should include the entire RFP response and should be submitted on an USB flash drive. The proposal should be submitted in PDF format, Appendices A & B should be in Excel format and Appendices C through I should be submitted in PDF format. All appendices must be completed using the templates provided by the City (please refer to Part V of this RFP). These templates are being provided as attachments to this PDF version of the RFP AND they are also being made available for download as separate (individual) documents in their native format.*

All proposal forms and other required information must be included delivered to and marked as follows:

To City:

RFP No. S-1225 (ERP Solution and Related Implementation Services)
Attention: Sandra Segawa, Purchasing Agent
City of Garden Grove
11222 Acacia Parkway, Room 220
Garden Grove, CA 92840

All proposals shall be valid for one hundred eighty (180) calendar days after the final proposal due date. The City reserves the right to reject any or all proposals, to waive any informality or irregularity in any proposals received, and to be the sole judge of the merits of the respective proposals received. The selection, if made, will be made in accordance with PART IV – Evaluation of Proposals, Section 2, Basis of Award of the RFP.

The vendor will be responsible for direct payment to all temporary help as well as all

employer taxes, deposits, and insurance. Employees must be bonded.

The vendor will also be responsible for verifying employees' legal right to work in the United States as required by the Immigration and Control Act of 1986. The contractor will assure compliance with all current EEO and ADA requirements.

Direct all questions regarding this proposal process to Sandra Segawa, via email, sandras@ci.garden-grove.ca.us. Contact with other City employees regarding this RFP is prohibited without prior consent. Vendors that directly contact City employees risk elimination. **All questions must be submitted in writing no later than August 3, 2017, by the close of the business day.** All questions will be addressed via an addendum on PlanetBids.

All addendum regarding this RFP will be posted on PlanetBids for all to review. Please make sure you are registered on PlanetBids so information is not missed or omitted in your proposal. It is the responsibility of the vendor to check on PlanetBids for all addenda and updates. Once the proposals are received, all correspondence will be sent via email and only to the authorized person named on the proposal unless a designee is noted and approved by the person who is authorized to negotiate on behalf of the company. The City is not responsible for email that is sent to spam folders that are not received.

Thank you for your interest in submitting a proposal to the City of Garden Grove.

Sincerely,

Sandra Segawa, C.P.M., CPPB
Purchasing Agent

PART I

GENERAL INFORMATION AND PROJECT BACKGROUND

1. ORGANIZATION BACKGROUND

The City of Garden Grove, with a population of approximately 173,000, is located in central Orange County approximately twenty-five miles southeast of downtown Los Angeles. It is the fifth largest city in Orange County and the twenty-fifth largest city in the State of California. Despite the City's comparatively large size, it is a relatively young community, being incorporated on June 18, 1956.

The City spans an area of 17.8 square miles. It has the Council-Manager form of government, with the Mayor elected at large. The City Council engages the City Manager and City Attorney. The City Manager has the responsibility for hiring the department heads and for administering the City's programs in accordance with the policies adopted by the Council.

The City is a full service city. The services provided by the City include police, fire, paramedic, street maintenance, park maintenance, water, sewer, refuse, recreation, traffic/transportation, public improvements, planning, zoning, and general administrative services such as human resources, information technology services, and accounting. Also included in the City's overall operations are the Garden Grove Housing Authority, the Garden Grove Sanitary District, the Garden Grove Public Financing Authority, and the City of Garden Grove as Successor Agency to the Garden Grove Agency for Community Development.

For additional information and reports, please refer to the City's website at <http://www.ci.garden-grove.ca.us/OpenGov>.

2. PROJECT BACKGROUND

Although the City has purchased some of its software systems, most have been developed by in-house staff. This in-house development has taken place on two major platforms. The oldest platform is the Raining Data (now Tiger Logic) D3 database. These systems have been developed and maintained since the 1970's and constitute the bulk of the financial systems. The more recent platform uses Ruby on Rails to create web-based systems with data stored in a PostgreSQL database. This has been the City's development environment since 2008.

The following is an inventory of the City's software solutions:

Name of System / Database	Description
In-house Raining Data D3 database	Accounting (General Ledger, Accounts Payable, Accounts Receivable), Budget, Payroll, Human Resources, Vehicles, Inventory
In-house Ruby on Rails with PostgreSQL database	Purchasing, Business Licenses, Water Billing, Time Sheets, CalPERS submission, Public Works work orders, Graffiti tracking, Recreation, Planning
In-house Tcl/Tk web based application using our PostgreSQL database	Vehicles
Permitsoft on PostgreSQL	Permits
Spillman Technologies	Police
Happy Software	Housing Authority
ReGGister	Community Services used to manage classes and programs.
InfoMap	Public Works
AutoCAD	Public Works
In-house developed work order system	Public Works
ESRI ArcInfo	Public Works, Economic Development, Community Development
In-house developed web-based system to record water and sewer repairs	Public Works
ED ROPS (Recognized Obligation Payment Schedule)	Economic Development
4D Record Management (transitioning to Emergency Reporting software)	Fire
TAR solutions	Fire – for training

NeoGov	Human Resources for Applicants
PlanetBids	Purchasing for tracking Bids and Vendor Registration
PICK	Fire – for property records and Fire operations permits.
PulsePoint	Fire – for incident reporting dashboard on cell phones
State System	Police – training
In-house developed system	Police – alarm permitting and residential permit billing
Intime Solutions	Police – for scheduling
In-house developed timesheets	City-wide
In-house developed POS	Police
PICK	Police – used for graffiti
Revenue Experts	Police – citations
Turbo Data	Police – Parking
EDC (Electronic Direct Complaint Filing)	Police – electronic data to the courts
In-house developed system	Code Enforcement
In-house developed system	Community Development
RealQuest	Community Development – code enforcement
PIP (Property Information Portal)	Building and Planning
In-house developed planning system	Planning
Archives	City Clerk
Web-based business license system	Business Licenses

In-house developed system	Water and Sewer Billing
Infosend	Water and Sewer Billing
Pet Data	Animal Services

The City is planning to replace most of these systems and implement best practices leveraging new technology. The key business drivers impacting the project are as follows:

Sample limitations:

- Limited support on some of the systems (end of life).
- Does not meet current requirements and business practices.
- Not producing information in a way to help ensure the City makes the best financial and management decisions.
- Lack of integration.
- Lack of reporting.
- Existence of multiple shadow systems.

The following objectives are to be accomplished with the successful completion of this project:

- Replace core and shadow systems with a fully integrated software solution.
- Provide cost effective, long term solution which the City will be able to sustain, use, leverage, support and upgrade into the future.
- Improve quality and accessibility of information for decision support.
- Take advantage of best practices built into newer solutions to improve operational effectiveness and productivity.
- Leverage citizen, customer, employee and vendor self-service software capabilities.
- Provide significant greater efficiencies to ongoing operations.
- Reduce paper-intensive processes.

3. CURRENT TECHNICAL ENVIRONMENT

The City has established the following technology standards and would prefer to adhere to them as part of the implementation.

Data Center:

The City's data center resides at city hall and is 100% virtualized. There are 6 VMWare hosts running 80+ virtual servers in an N+2 environment. The City also

has Nimble SAN for shared storage with a total capacity of 45TB and utilizes approximately 70% of it.

Server and Operating Systems:

The City uses HP Rackmount servers – DL380s with 2 CPU sockets, 128 to 256 GB RAM each, all running VMware. Their primary guest OS is RedHat Enterprise Linux, versions 6 and 7.

Storage and Backup Environment:

The primary storage is a Nimble SAN with 60TB of capacity with 50% utilization. The backup software is VEEAM and the backup storage is ExaGrid. The City backs up nightly and save 30 days or deltas.

Workstations and Mobile Devices:

HP ProDesk 600 G2 SFF Standard Chassis or 92% High-Efficient Chassis • Windows 10 Pro 64bit • Intel® Core™ i5-6500 3.2G 6M 2133 4C CPU or Intel® Core™ i5-6600 3.3G 6M 2133 4C CPU • 8GB DDR4-2133 DIMM (1x8GB) RAM • 1 TB 7200 RPM SATA 6G 3.5" HDD or 1TB 7200 RPM SATA 6G 2.5 Hard Drive or • NVIDIA GeForce GT 730 2GB PCIe x8 Graphics • HP SD Media Card Reader • Slim DVD-Writer • HP USB Business Slim Keyboard • HP USB Mouse • 3/3/3 SFF Warranty.

Currently, there are approximately 500 user computing devices on the network, most of which are running Office 2013. The equipment is replaced every 3 years.

The City's preferred web browser is Chrome and the preferred anti-virus is Cylance.

Phones and other hand held devices consists of Androids and Apple.

4. TRANSACTIONAL VOLUMES

A summary of key transaction and operating volumes are provided below:

Type	Volume
# of AP checks processed per year	19,000
# of paychecks per pay period	900
# W2's processed per year	800

# of vendors	16,500
# of purchase orders processed per year	1,300
# of non-utility customers	6,000
# of false alarm customers	6,000
# of users currently being supported by the IT Department	900

5. CURRENT SOFTWARE APPLICATION INVENTORY AND MIGRATION PLAN

The City has assembled an inventory of the key business software applications currently in place throughout the various City business units and has documented a preliminary migration plan for each, considering the execution of this project. The following list has been provided to communicate the City’s preliminary expectations as to the extent of the project’s system replacement scope.

Legend Code		Application description
R	Replacement	The City is intending on replacing this application with the selected solution.
C	Consider	The City is considering replacing this application with the selected solution, based on the strength of the finalist Vendor’s offering and cost / benefit of the replacement module.
M	Maintain	The City is intending to retain the system and not replace it through this effort.
I	Interface	The City is intending on keeping the application and interfacing/integrating it with the selected solution.

Current Application	Description / Notes	Department / Owner	Database	Migration Plan	Expected Module
In-house Raining Data	General Ledger, Accounts Payable, Accounts Receivable, Budget, Payroll, Human Resources, Vehicles, Inventory	Finance	D3 database	R	General Ledger, Accounts Payable, Accounts Receivable, Budget, Payroll, Human Resources, Vehicles, Inventory
In-house Ruby on Rails	Purchasing	Finance	PostgreSQL database	R	Purchasing
In-house Ruby on Rails	Business Licenses, Water Billing, Time Sheets, CalPERS submission, Public Works work orders,	Various	PostgreSQL database	I	NA

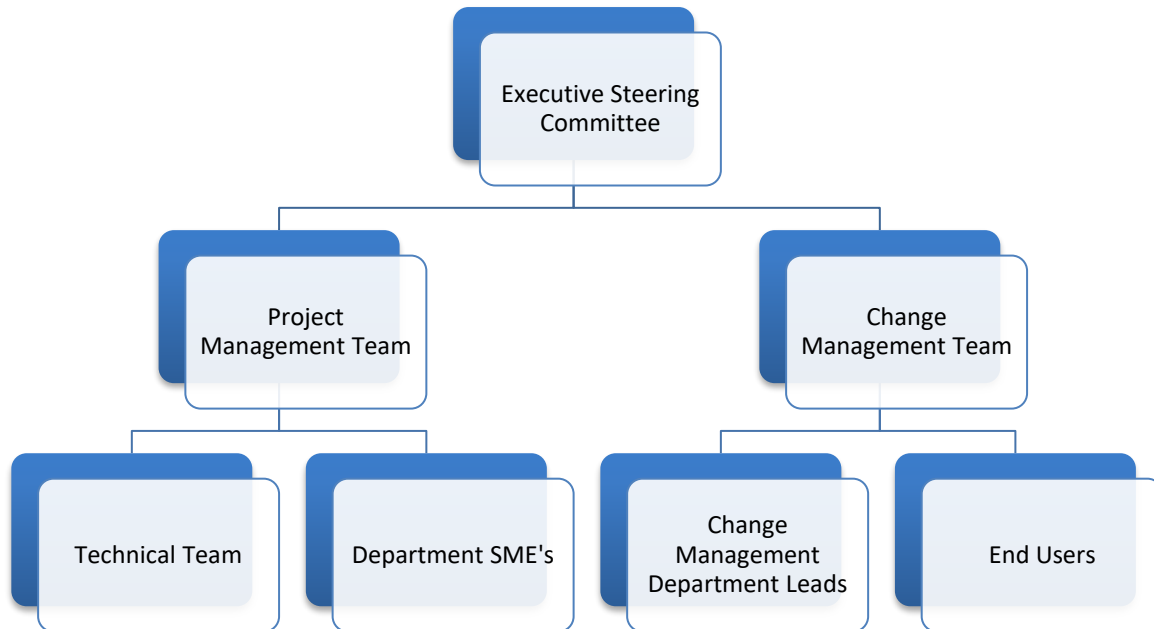
	Graffiti tracking, Recreation, Planning				
NeoGov	Recruitment	Human Resources	NA	I	NA
In-house Tcl/Tk web based application	Vehicles (City plans to replace this with a 3 rd party product)	IT	PostgreSQL database	M	NA
Permitsoft	Permits		PostgreSQL	M	NA
Spillman Technologies	Public Safety	Police	C-Tree	M	NA
Happy Software		Housing Authority	FileMaker	M	NA
ReGGister	Classes and programs.	Community Services	PostgreSQL	M	NA
In-house developed system	Work Order	Public Works	PostgreSQL	I	NA
ESRI	GIS	Public Works, Economic Development, Community Development	PostgreSQL	M	NA
In-house developed system	Web-based system to record water and sewer repairs	Public Works	PostgreSQL	M	NA
ED ROPS	Recognized Obligation Payment Schedule	Economic Development	Excel	M	NA

4D (transitioning to Emergency Reporting software)	Record Management	Fire	4D	M	NA
TAR Solutions	Training	Fire	NA	M	NA
PICK	Property records and Fire operations permits.	Fire	PICK	M	NA
PulsePoint	Incident reporting dashboard on cell phones	Fire	NA	M	NA
State System	Training	Police	NA	M	NA
In-house developed system	Alarm permitting and residential permit billing	Police	PostgreSQL	I	NA
InTime Solutions	scheduling	Police	NA	C	Time Management/ Scheduling
In-house develop system	Timesheets	Police	PostgreSQL	C	Time Management
In-house developed system	POS	Police	PostgreSQL	M	NA
PICK	Graffiti	Police	PostgreSQL	M	NA
Revenue Experts	Citations	Citations	NA	M	NA
Turbo Data	Parking	Police	NA	M	NA

In-house developed system	Code enforcement activities	Code Enforcement	PostgreSQL	M	NA
In-house developed system	Planning & building permits	Community Development	PostgreSQL	M	NA
RealQuest	Code enforcement	Community Development	NA	M	NA
PIP	Planning Information Portal	Building and Planning	PostgreSQL	M	NA
Web-based business license system	Business Licenses and TOT revenues	Finance	PostgreSQL	M	NA
In-house developed system	Water and Sewer Billing	Water Services & Sewers	PostgreSQL	I	NA
Infosend	Bill printing	Water Services & Sewers	NA	M	NA
Pet Data	Animal Services	Animal Services	NA	M	NA

6. PROJECT ORGANIZATION STRUCTURE

The City understands that the implementation of the new ERP system will require a well-coordinated and well-organized governance structure in which to operate and manage the project. The City appreciates that the ERP system being considered will impact many City staff. As a result, the City has established the following project organizational structure and anticipates that the successful Vendor proposal will complement, support and/or improve current City expectations.



The City anticipates the implementation effort of the new ERP system will include multiple project phases.

The City intends to plan for and provide the appropriate level of City staff to support a successful implementation. One of the City's project objectives is to implement a long term and sustainable solution and the City understands that there is risk to this objective if the appropriate City and Vendor personnel resources are not available for the implementation effort. The City is currently developing a resource plan but would welcome input and guidance from the Vendor in identifying the appropriate City resource levels for implementation based on the Vendor's experience with implementing the proposed solution at other similarly sized and complex public sector agencies.

7. PROJECT TIMELINE

For planning purposes, the City has tentatively defined the following phased project timeline:

- Financial Track – April 2018 to April 2019 (going live on May 1, 2019).
- HR/Payroll Track – September 2018 to September 2019 (going live on October 1, 2019).

If “best of breed” vendors are selected, then this phased-in timeline may be revised.

8. NEEDS ASSESSMENT

The City has developed needs assessment reports by functional area. These reports will be made available to the finalist during implementation to allow the Vendor a better understanding of the City.

PART II

SCOPE OF WORK

1. SOFTWARE SOLUTIONS

The City intends to acquire and implement an integrated ERP solution including software, related supporting technologies, implementation and support services for the entire scope of the project. While the City does not anticipate that every software specification will be fully satisfied, a significant majority of the required functionality and software modules must be provided.

The following functional areas are included within the framework of this project:

Financial Management:	
General Ledger	Project Accounting
Purchasing	Contract Management
Accounts Payable	Accounts Receivable
Cash Receipts	Grant Accounting
Inventory	Budget Management
Capital Assets	
Human Resources/Payroll:	
Payroll	Personnel Administration
Training/Learning Management	Benefits
Position Control	Time Management
Leave Management	

In addition to these functional areas, the City also desires a Citizen Portal that provides financial and operational transparency to its constituents.

To demonstrate other added value, Vendor can separately provide proposals for additional ERP system components which they offer as an option.

For each optional system component, Vendor shall provide an overview of the technology including a description of its integration and compatibility with the proposed main solution.

The City reserves the right to purchase any or all modules from the table above, which will be determined by the City's Project Management Team during contract negotiations.

The City prefers to purchase an enterprise license. If Vendor's pricing structure is based on other formulas, please indicate so and provide additional supporting documents to accompany Appendix B.

The City has prepared requirements worksheets (See Appendix A) by functional area to be completed by the Vendor. These worksheets will form part of the basis for scoring the Vendor's overall response. The worksheets are meant to determine how much of the required functionality each Vendor's product can provide. The entire set of requirements worksheets are subject to verification at any time during the procurement process. If such verification determines that a vendor misrepresented its product functionality, they will be disqualified. It is therefore very important that vendors complete worksheets accurately as it will affect their opportunity to be considered further in this procurement. Any additional costs associated with customization must be included in the Cost Worksheet (Appendix B).

The requirements worksheets described in Appendix A need to be completed and submitted electronically in its native format, Excel, as part of the Vendor's proposal.

For best of breed vendors, only those functional areas in the requirements worksheets that pertain to your solution need to be filled out.

2. SCOPE OF SERVICES

An outline of the services is provided below:

- Project management
- System configuration
- Operational design
- Hardware, software, storage design and installation
- Data conversion
- Report development
- Data interfaces
- Training
- Testing
- System documentation development
- Disaster recovery plan
- Go live support/post go live stabilization
- Knowledge transfer
- Staffing plan
- Ongoing services

Project management –

The Vendor shall assign a Project Manager dedicated and available for the entire

duration of the project. The City will pre-approve the assigned Project Manager prior to commencement of the project. Furthermore, Vendor cannot replace its assigned Project Manager without prior approval from the City. The City's project management team (PMT) will work with the Vendor's Project Manager to coordinate all project activities. All communications between the City and the Vendor shall be coordinated through their respective Project Managers.

At a minimum, the Vendor's Project Manager shall be responsible for:

- Directing the Project as the Vendor contact with responsibility for Project performance from initiation to closure, including planning, organizing, managing and controlling all aspects of the Project to ensure that tasks are performed according to the approved schedule and plan.
- Providing periodic updates to the Project Implementation Plan and Schedule. Minor changes to the plan are subject to approval by the City's Project Manager. Major changes must be approved in a written change order to the Contract.
- Providing consultation and advice to the City on matters related to Project implementation strategies, key decisions and approaches and operational concerns/issues.
- Submitting weekly Status Reports that highlight tasks, which may have fallen behind, schedule, reasons for any delays and projected completion dates. Status report must also identify all risks and problems which may affect the Project, identify the owner of the problem, and the impact it may have on the project plan.
- Taking part in status and communication meetings.
- Working with City's PMT to prepare agendas for project status meetings that highlight current and near term tasks and pending/new risks and problems.
- Identifying personnel, equipment, facilities and resources that will be required to perform services by the vendor.
- Maintaining a complete record of the Project's history.
- Leading the combined project team to identify, manage, and address issues that arise throughout the course of the implementation.
- Communicating and coordinating the activities of the vendor's staff and resources. Identifying all known items that may impact the availability of resources during the project.
- Working with the City's PMT to ensure that the project stays on-track and within the established budget and timeframe.
- Ensuring that adequate quality assurance procedures are in place throughout the project and that the system complies with the specifications and requirements.
- Identifying and providing immediate notice of all issues that may threaten the implementation, operation or performance of the system.

Vendor shall provide an overall description of their project management approach towards this type of engagement and projected timing for major phases. Include

information related to the approach and tools used for Issues Management, Risk Management, and Scope Control.

System configuration –

Describe the following:

- The approach the Vendor will use to work with the City to configure the system during implementation.
- What services will be delivered by the Vendor versus those that will be performed by the City.
- How the Vendor will engage the City staff across various functional areas to make configuration decision and prepare City staff to manage the configuration.
- What documentation will be developed by the Vendor and how it may provide value for the future sustainability of the system at the City.

Operational design –

One of the City's primary objectives with the project is to take advantage of best practices in the Vendor's solution to improve operational effectiveness and productivity. The City will be relying on the Vendor's past experiences at other similar sized/complex public sector agencies; therefore, vendors are requested to describe their approach towards operational redesign and the optimal time in which to conduct redesign as it relates to implementation of the new software. Vendors should also describe what deliverables are created as a result of the proposed operational redesign services.

Hardware, software, storage design and installation –

The Vendor should describe what they propose as the most effective deployment of hardware, communications and related equipment. The description should also include the documentation that they will provide as a result of these services which will allow the City to maintain the system in the future.

Hosted or SaaS solution providers do not have to provide this information.

Data conversion –

The City expects that data conversion will be a joint effort for which the City and the Vendor will need to work collaboratively to successfully accomplish. The Vendor shall describe:

- Their scope of data conversion services and approach.
- The roles and responsibilities between the Vendor and the City for tasks, such as data extraction, data cleansing, data mapping, data verification and

validation, etc.

The City anticipates the following data conversion needs:

- General Ledger – Detailed transactions for the current fiscal year. Monthly totals for the prior 2 fiscal years.
- Purchasing – All open purchase orders.
- Budget Management – Detailed transactions for the current fiscal year. Adopted/Amended totals for the prior 2 fiscal years.
- Accounts Receivable – Outstanding receivables only.
- Projects - Detailed transactions for the current fiscal year. Monthly totals for the prior 2 fiscal years.
- Inventory – All inventory items on master inventory list.
- Capital Assets – History for all current assets.
- 1099/Checks – All 1099 check activity for the current calendar year.
- Vendors – current vendors.
- Leave – Accrued balances only.
- Personnel – All employee records in current system.
- Payroll – Detailed transactions for the current fiscal year.

The City would also like vendors to provide the incremental conversion cost for the following scenario:

- General Ledger – Detailed transactions for the current fiscal year + 2 prior fiscal years.
- Purchasing – Current fiscal year + 1 prior fiscal year (including all open purchase orders) .
- Budget Management – Detailed transactions for the current fiscal year + 2 prior fiscal years.
- Accounts Receivable – Outstanding receivables only.
- Projects - Detailed transactions for the current fiscal year + 2 prior fiscal years.
- Inventory – Current fiscal year detailed records + 1 prior fiscal year, including supplies, requisitions, inventory orders (PO's) and master inventory items list.
- Capital Assets – History of all assets.
- Accounts Payable Invoices – Current fiscal year + 1 prior fiscal year.
- 1099/Checks – Current fiscal year + 1 prior fiscal year.
- Vendors – current vendors.
- Leave – Current fiscal year + 5 prior fiscal years.
- Personnel – All employee/personnel/PAF records.
- Payroll – Current fiscal year + 5 prior fiscal years.

Report Development –

The City anticipates that the Vendor will take the lead on developing any reports

required as part of the initial deployment of the system. The Vendor needs to provide specialized knowledge and information to the City staff during the development of the required reports by training them on the tools used for report development, database schema and architecture, etc.

The Vendor needs to provide information on their reporting approach including:

- Methods for the City to identify, specify and develop required City reports during implementation.
- Various methods of reporting including Business Intelligence.

Data interfaces –

It is the City's objective to design and implement interfaces which will enable the City to take advantage of improved processing and technology wherever possible. To this end, the Vendor shall include an Interface Plan that describes the Vendor's methodology and implementation approach to address required interfaces.

Please review the City's Migration Plan under PART I of this RFP.

Training –

The Vendor will be responsible for providing core training to allow the City's subject matter experts (SME's) to understand system capabilities before final set-up and configuration activities are completed. The SME's will be responsible for performing and documenting system testing, documenting business processes and procedures and for training end-users. In addition, SME's will take the lead in developing the end-user training plan. Vendor's on-going training schedules, locations and costs should also be provided in the event that training is required in the future.

The Vendor will use one or more of the following training methodologies:

- a. Instructor-led hands-on classroom training (on-site)
- b. Public classroom training (offsite)
- c. Web-based training
- d. On-line University

The City will request detailed training information from the Vendor, such as the length of the courses offered, recommended maximum number of attendees, agenda, intended audience, method and time required, and access to all online training materials necessary for the Vendor-conducted training. The City will retain the right to reproduce training materials for post implementation internal training, refresher courses or for new employees.

Testing –

The Vendor shall include a Test Plan covering: unit, system, parallel, performance under normal and volume/stress conditions, fail-over, and security. The test plan shall describe the proposed approach taken with each stage of the test, the processes involved, plan to address issues encountered, testing tools utilized, acceptance criteria, and sign-off procedures.

- User Acceptance – The Vendor shall include a User Acceptance Test Plan, test data, sample test scripts, plan for maintaining test data, and methods to track reports and fixes for system malfunctions.
- Final Acceptance – The Vendor shall include a Final Acceptance Test Plan, test data, sample test scripts, and methods to track and ensure all detailed requirements of the program are tested and approved by the City and that the system was installed, configured and operationally consistent for live and disaster recovery purposes.

System documentation development –

Sample documentation does not need to be provided as part of the initial RFP proposal; however, shortlisted Vendors will be asked to provide, at a minimum, access to their online training, including sample chapters of key user documents, such as the Administrative and End-user manuals, systems and application diagrams, etc. Ultimately, the ***selected Vendor*** must provide a complete set of documentation of the Vendor's software suite.

The documentation shall include standard software materials as well as specific user documents. Standard software is defined as that which fully satisfies the requirements of this RFP without the need for modification. Examples include operating systems, database management systems, and software diagnostic programs. Database design documentation shall completely describe both the logical and physical structure of the system's database. The documentation shall define and describe the individual elements (files, tables and fields) and the relationships between them. This requirement is for a complete and thorough description of the physical and logical database schematic.

User documents are those that describe the Vendor's software from a system administrator and end-user's point of view. All licensed users must be provided with an online user documentation that ideally includes both a User's Guide (tutorial format) and a Reference Guide. All future system updates and changes must be accounted for in revised pages for manuals. This must occur simultaneously with distribution of a software patch, system update or version release.

Disaster recovery plan –

Vendor shall describe their disaster recovery services, if any, as part of their proposed solution.

The City's disaster recovery plan utilizes a VMWare-based virtual stack (vmdk/Nimble/VEEAM/Exagrid). The proposed solution must be able to run in VMWare virtual server environment in order to comply with this plan.

Go live support/post go live stabilization –

The Vendor will be responsible to assist the City in such tasks as planning, preparation, pre go-live issue resolution, conversion, post go-live issue resolution, communications, etc. during the weeks leading up to and weeks/months shortly after go-live. The Vendor shall describe:

- Their level of staffing to be provided.
- The level of involvement of City staff.
- The duration after go-live that the Vendor's proposed services will be provided.
- The Vendor transition plan from their implementation resources to their support resources.

Knowledge transfer –

The Vendor shall describe their process for ensuring that knowledge is transferred to City staff, so that the City is capable of supporting and maintaining the application in the most proficient manner once the Vendor implementation engagement is completed.

Staffing plan -

The City will provide sufficient resources for the project. At a minimum, the City will allocate the following types of resources:

- ½ FTE - project management
- 3.5 FTE – functional experts
- ½ FTE - change management
- ½ FTE - technical

The Vendor shall provide comments and suggestions to this staffing level. In addition, the Vendor shall:

- Detail the type and amount of implementation support to be provided (i.e., number of personnel, level of personnel, time commitment in terms of FTE's, duration, onsite versus offsite, etc.) If the Vendor expects to use subcontractor(s), please include information on the subcontracting staff being used and their specific role on the project.
- Provide recommendations and any additional detail related to an overall project organizational structure for both the City and the Vendor staff

involvement during the project. Identify the roles and responsibilities of each component of this structure, including an appropriate governance structure in which to manage the project.

Ongoing services –

To ensure and sustain the system on an ongoing basis after the completion of the project, the City will require ongoing services from the Vendor.

For Vendors who are proposing an on premise model, please describe:

- Help Desk services (via telephone, web portal, email, etc.)
- Users groups
- Online knowledge base
- The maintenance programs and options
- Method for distributing software releases
- ***Roles and responsibilities of maintaining existing interfaces in the event the City picks a point solution vendor for one of its key ERP components***

For Vendors who are proposing a hosted or SasS options, please describe:

- The application administration, management and support
- Hosting services
- Development services
- Help Desk services (via telephone, web portal, email, etc.)
- System security administration
- Configuration management
- Release management
- Access management
- System performance management
- Training support
- Technical support
- Database support
- Responsibilities which the Vendor would expect the City to perform

PART III

INSTRUCTIONS TO PROPOSERS

1. **EXAMINATION OF RFP DOCUMENTS**

Proposer shall be solely responsible for examining the enclosed RFP Documents, including any Addenda issued during the proposal period, and for informing itself with respect to any and all conditions which may in any way affect the amount or nature of the proposal, or the performance of the Services in the event Proposer is selected. No relief for error or omission will be given.

2. **INTERPRETATION RFP DOCUMENTS**

Proposer may request of the City in writing, prior to submission of proposal, clarification or interpretation of the RFP Documents. Where such interpretation or clarification requires a change in the RFP Documents, the City will issue an Addendum. Proposer shall acknowledge receipt of any and all Addenda in its Proposal Letter. The City shall not be bound by and Proposer shall not rely on any oral interpretation or clarification of the RFP Documents.

3. **PREPARATION OF PROPOSAL**

The proposal shall be formatted in accordance with the requirements specified herein. The proposal shall include copies of the Proposal Letter/Certificate of Acceptance provided (see Appendix C) with the RFP Documents. Proposal Letter/Certificate of Acceptance and forms shall be executed by an authorized signatory as described in Section 6 of this Part, the instructions entitled "SIGNING OF PROPOSAL/AUTHORIZATION TO NEGOTIATE". All proposals shall be prepared by and at the expense of the Proposer.

Proposers should not assume that their past and/or current experience with the City demonstrates knowledge of the City's current needs or that the Source Selection Committee possesses knowledge of this experience. The evaluation of each proposal will be based upon the evaluation criteria applied to their proposal submission.

4. **COST TO DEVELOP PROPOSAL**

All costs for preparing and submitting proposals, including travel, software demonstrations and labor in response to this RFP are to be the responsibility of the vendor and will not be chargeable in any manner to the City.

5. MODIFICATIONS AND ALTERNATIVE PROPOSALS

Proposer shall submit its proposal in strict conformity with the requirements of the RFP Documents. The proposal shall be complete in itself and shall be submitted within a sealed enclosure in accordance with Section 8 below "SUBMISSION OF PROPOSAL/PERIOD OF ACCEPTANCE" instruction herein.

Proposers are cautioned to limit exceptions, conditions, limitations, or provisions attached to a proposal as they may be determined significant enough to cause its rejection. The proposal should conform to the requirements contained herein.

Oral, telegraphic, or telephonic proposals or modifications will not be considered.

6. SIGNING OF PROPOSAL / AUTHORIZATION TO NEGOTIATE

Each proposal submitted by Proposer shall be executed by Proposer or by its authorized officer. In addition, Proposer must identify those persons authorized to negotiate on its behalf with the City in connection with this RFP.

7. WITHDRAWAL OF PROPOSALS

A proposal may be withdrawn by the Proposer prior to the date and time for submittal of proposals by means of a written request signed by the Proposer or its properly authorized officer. Such written request must be delivered to the place stipulated in the Letter of Invitation for receipt of proposals.

8. SUBMISSION OF PROPOSAL / PERIOD OF ACCEPTANCE

Each proposal submitted by Proposer shall be delivered to the City at the address shown on the Letter of Invitation up to the date and time shown therein. It is the Proposer's sole responsibility to ensure that its proposal is received as stipulated. In compliance with this RFP, the Proposer agrees to provide the services at the costs stipulated therein if its proposal is accepted within 180 days from the date specified in the Letter of Invitation.

PART IV

EVALUATION OF PROPOSALS

1. EVALUATION PROCESS

The City will follow the steps below for selecting the responsible Vendor submitting the best responsive Proposal. The City may modify its evaluation methodology at any time during the course of the evaluation process.

STEP ONE – FIRST REVIEW: PASS/FAIL

A failure on any of the two criteria below may lead to elimination.

- a. **Conformance with RFP Guidelines and Submittal Requirements** – The Vendor must follow all RFP guidelines and submittal requirements, including the completion of required forms and templates.
- b. **Vendor’s Ability/Willingness to Attach RFP Response and a copy of this RFP to the Final Contract** – The Vendor must be able/willing to attach a copy of this RFP and its proposal, including responses to the requirements matrices, to the final contract. If not, Vendor should include explanation as to why it takes exception to this contractual requirement.

STEP TWO – DETERMINATION OF A SHORTLIST

The City’s Source Selection Committee will evaluate proposals that were not eliminated in Step 1 according to the evaluation criteria described below. The result of this step of the process will be the identification of a shortlist that will advance to the next step of the selection process.

Proposal Evaluation Criteria	Percentage Allocated
Functional Requirements	20%
Implementation Methodology and Project Plan	25%
Cost (TCO over 10 years including software, implementation, maintenance, updates, customer support, and any other related services)	30%
Company/Staffing Background, Organization, and Experience	25%
Total	100%

Clarifications. In evaluating proposals, the City will seek information from a Vendor to clarify the Vendor's Proposal. A Vendor must submit written and signed clarifications and such clarifications shall become part of the Vendor's Proposal.

STEP THREE – SCRIPTED DEMONSTRATIONS, SITE VISITS AND CLIENT REFERENCES

At the completion of Step Two, the City will evaluate the Vendors who have elevated to the shortlist by conducting Scripted Demonstrations, Client Reference Checks and Site Visits. The purpose of Scripted Demonstrations is to provide Vendors the opportunities to demonstrate the capabilities of their software/hardware solutions in a scripted environment and show the City their system can meet the needs and requirements of the City.

Scripted Demonstrations

The City will provide each vendor the scripted scenarios that they are to use to prepare for an on-site solution demonstration. After completion of the demonstrations, the Vendors will be further evaluated based on the results of reference checks and, at the option of the City, organized site visits at Vendor's customer sites. The City may also request additional discovery meetings with vendors to address follow up questions.

Please note that on-site demonstration dates need to be strictly adhered to. Vendors should be prepared to conduct the on-site demonstrations between October 9, 2017 to October 26, 2017. The City requests the participation of the proposed Project Manager during the on-site demonstration sessions.

STEP FOUR – FINAL SELECTION

The City will make the final Vendor selection based on its determination of best value, which consists of qualifications, software demonstration, implementation approach, references and cost.

2. BASIS OF AWARD

Any contract resulting from this RFP will be awarded to the Vendor whose proposal meets the requirements of the RFP and is most advantageous to the City in terms of meeting the technical/functional requirements and for attainment of project objectives as defined in PART I, General Information and Project Background. The City may request shortlisted vendors to present an oral briefing and discuss the merits and/or deficiencies of their proposal. However, the City is under no obligation to enter into discussions or conduct negotiations with a proposer, but can award a contract on the basis of the offer received. The City will evaluate each proposal according to how

favorable the services offered are to the City in light of the pre-established evaluation criteria and Cost Proposal reasonability. Shortlisted vendors may be required to participate in negotiations and to submit such additional cost, technical, or other revisions to its proposal (or a Best and Final Offer) as may result from negotiations.

3. TYPE OF CONTRACT TO BE AWARDED

It is anticipated that the City will enter into a Not-to-Exceed (NTE) contract. The Contract to be utilized is contained in the contract section of this Request for Proposal (RFP). Under no circumstances will the itemized pricing be exceeded without express prior written approval of the City Manager and/or approval from the City Council.

The successful Vendor will be responsible for obtaining a Garden Grove business license before work can begin. Information on obtaining a Garden Grove business license can be obtained by calling 714-741-5073.

4. PUBLIC RECORDS ACT

Responses to this RFP become the exclusive property of the City and subject to the California Public Records Act. Those elements in each proposal which are trade secrets as that term is defined in Civil Code section 3426.1(d) or otherwise exempt by law from disclosure and which are prominently marked as "TRADE SECRET", "CONFIDENTIAL", or "PROPRIETARY" may not be subject to disclosure. The City shall not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked if disclosure is deemed to be required by law or by an order of the Court. Proposers which indiscriminately identify all or most of their proposal as exempt from disclosure without justification may be deemed non-responsive.

In the event the City is required to defend an action on a Public Records Act request for any of the contents of a proposal marked "confidential", "proprietary", or "trade secret", Proposer agrees, upon submission of its proposal for City's consideration, to defend and indemnify the City from all costs and expenses, including attorneys' fees, in any action or liability arising under the Public Records Act.

5. CITY'S RIGHTS

The City may investigate the qualifications of any Proposer under consideration, require confirmation of information furnished by a Proposer, and require additional evidence of qualifications to perform the Services described in this RFP. The City reserves the right to:

- Reject any or all of the proposals.
- Issue subsequent Requests for Proposals.
- Cancel the entire Request for Proposal.

- Remedy technical errors in the Request for Proposal process.
- Appoint evaluation committees to review proposals.
- Seek the assistance of outside technical experts in proposal evaluation.
- Approve or disapprove the use of particular subcontractors.
- Establish a short list of proposers eligible for discussions after review of written proposals.
- Negotiate with any, all, or none of the Proposers.
- Solicit best and final offers from any or all Proposers.
- Award a contract to one or more Proposers. (Except for Brooks Bill procurements where multiple awards are not allowed).
- Accept other than the lowest offer.
- Waive informalities and irregularities in proposals.

This RFP does not commit the City to enter into a contract, nor does it obligate the City to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract.

6. QUALIFICATIONS OF FIRMS

The City reserves the right to investigate the qualifications of all firms under consideration and to confirm any part of the information furnished by a Proposer, or to require other evidence of managerial, financial or other capabilities which are considered necessary for the successful performance of the contract.

Any person, firm, corporation, Joint Venture, or other interested party that has been compensated by the City or a contractor engaged by the City for assistance in preparing this RFP Document and/or estimate shall be considered to have gained an unfair competitive advantage in proposing and shall be precluded from submitting a Proposal in response to this RFP.

- The Proposer shall submit a Not-To-Exceed Price for performing all Work specified in the Scope of Work.
- The Proposal shall be valid for 180 calendar days from the date stipulated in the RFP for receipt of Proposals. If this offer is accepted within that time period, the Proposer agrees to furnish all services and items as stipulated in the RFP and any accompanying addenda.

PART V

RFP RESPONSE REQUIREMENTS AND FORMAT

1. COMPETITION INTENDED

It is the City's intent that this RFP permits competition. It shall be the vendor's responsibility to advise the Purchasing Agent in writing if any language requirement, specification, etc., or any combination thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source. Such notification must be received by the Purchasing Agent not later than ten (10) business days prior to the date set for acceptance of proposals.

Proposals shall be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content and cost effectiveness of the proposal.

Please use the following format to structure the RFP response. The response should include each section detailed below in the order presented and must be separated by tabs. The detail represents the items that are to be covered in each section of the response. **Please use dividers to section off the different areas of the proposal so the information is easy to locate.** Failure to address all items will impact the evaluation and may classify the response as non-responsive and preclude it from further consideration.

Section	Title
	Title Page
	Cover Letter & Statement of Qualifications
	Table of Contents
	Executive Summary
1.0	Company/Staffing, Background, Organization, and Experience
2.0	Application Software
3.0	Technical Architecture
4.0	Implementation Plan
5.0	Required Documents/Appendices:
	a. Functional Requirements-Appendix A
	b. Cost Worksheet-Appendix B
	c. Proposal Letter/Certificate of Acceptance – Appendix C
	d. Bidder/Contractor Statement Regarding Insurance – Appendix D
	e. Company Profile-Appendix E
	f. Resumes of Key Personnel- Appendix F

	g.	Client References-Appendix G
	h.	Completed W-9 Form – Appendix H
	i.	Key Outside Consultants-Appendix I
	j.	Vendor’s Standard Software License Agreement-Appendix I
	k.	Vendor’s Standard Support/Maintenance Agreement-Appendix J
	l.	Vendor’s Professional Services Agreement-Appendix K

2. TITLE PAGE

The title page should include, at minimum, the following:

- a. Name of Project – ERP Solution and Related Implementation Services
- b. Submitted by - Company’s Name
- c. Date of Submittal

3. COVER LETTER & STATEMENT OF QUALIFICATIONS

Each proposal must be accompanied by a cover letter, signed by an individual authorized to bind the proposing entity. An unsigned proposal is grounds for rejection. The cover letter shall include an introduction of the company and statement of professional qualifications. Furthermore, the cover letter must:

- a. Indicate the intention of the Vendor to adhere to the provisions described in the RFP without modification;
- b. Identify the submitting organization;
- c. Identify the contact person responsible for this response, specifying name, title, mailing address, phone and email address;
- d. Provide acknowledgement that the RFP and the proposal submitted, including responses to the Requirements worksheets, will be included as part of the contract terms, and identify exceptions or "deal breakers";
- e. Acknowledge the proposal is considered firm for one hundred and eighty (180) days after the due date for receipt of proposals or receipt of the last best and final offer submitted;
- f. Acknowledge completion of the Cost Worksheets.

4. TABLE OF CONTENTS

The table of contents should outline Sections 1.0 thru 5.0, as described previously in this section.

5. EXECUTIVE SUMMARY

A brief summarized overview of the proposal which will provide the City’s Evaluation Committee with the key elements (i.e.: the Vendor’s capabilities, cost, company information, composition of the proposed team, the ability to meet the

needs of the City, the timeline, etc.) of the proposal and a brief explanation of how the work called for in this RFP will be implemented.

6. SECTION 1.0 – COMPANY / STAFFING, BACKGROUND, ORGANIZATION AND EXPERIENCE

This section of the proposal should establish the ability of the Vendor to satisfactorily perform the required work by reasons of experience in performing work of a similar nature, demonstrated competence in the services to be performed, strength and stability of the firm, staffing capability, and record of meeting expectations on similar projects. City, at its option, may require a Vendor to provide additional support and/or clarify requested information.

The Vendor should provide:

- a. A brief profile of the company
 - ✓ A brief description of the organization structure and primary products and services provided.
 - ✓ Other major products or services offered.
 - ✓ Company's strategic direction in software design and support.
 - ✓ Describe how long the Vendor has been in business.
 - ✓ Company's experience in performing work of a similar nature to that solicited in this RFP.
- b. A general description of the company's financial condition
 - ✓ Provide audited financial information for the past two years.
 - ✓ Privately held companies wishing to maintain confidential financial information must provide information detailing the company's long-term stability. Please provide a current Dunn & Bradstreet report (D&B) as part of the Vendor's proposal response.
 - ✓ Provide information regarding any pending litigation, contract defaults, planned office closures, impending mergers, bankruptcies, or other conditions related to the financial health of the company.
 - ✓ Provide information regarding any pending transitions or the sale of interest owned by majority or principal owners or key employees.
 - ✓ If the Vendor is proposing to use subcontractors on this project, please provide background information on each subcontractor, Vendor's relationship with that firm and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The City has the right to approve all subcontractors of the Vendor at any time. Primary Vendor shall not allow any subcontractor to commence work until all insurance required of subcontractor is obtained.

This section shall also identify key personnel who will be assigned to the project, including an organization chart for the project team. The chart shall indicate how the Vendor intends to structure the project effort, and identify the Project

Director/Engagement Manager, Project Manager, Technical Team Members, Trainers and all other key personnel.

The Project Manager designated by the Vendor shall have the overall responsibility to the City. The Project Manager shall have the responsibility for the day-to-day communications with the City to coordinate the activities of the installation and implementation team, and to accomplish the scope of work within the contract budget and project schedule. ***The Project Manager must have at least three (3) years of experience in administering project management services of the proposed software.*** A resume of the Project Manager must be provided detailing the work history for the last 10 years. The Project Manager is desired to have PMP (Project Management Professional) certification or evidence of sufficient PMP certified project management training to completely satisfy the education requirement of a PMP certification track.

Each team member included in the project organization chart shall be identified by name, and a resume or profile shall be provided for each key person. Each resume or profile shall be complete and concise, featuring experience that is most relevant to the task responsibility the individual will be assigned. If an individual is assigned to more than one position, the relevant experience shall be indicated for each task assigned. ***The project technical team must have a minimum of three (3) years of experience with an installation of the current (or one previous) version of the proposed software for similar organizations.***

For all proposed project team members, please also indicate other projects these individuals will most likely be engaged in at the time this project commences, as well as anticipated completion dates for those other projects, and how that may impact the amount of time the individuals will be spending on the City's implementation. Please also indicate the anticipated percentage of time each team member will be dedicated to the City's implementation throughout the course of the project.

The specific staff identified in the original Proposal may not be changed prior to commencement of work or during the course of the project without the specific approval of the City and at least two weeks prior notice. Replacement candidates must have the same or higher level of similar experience as the original project team member they replace. Resumes of replacements shall be submitted with all applicable information.

7. SECTION 2.0 – APPLICATION SOFTWARE

As the City is open to either an on premise, hosted or Software-as-a-Service solutions, aspects of the proposed solution to be provided should be clearly delineated where they vary between these approaches in the sections below.

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

- a. Describe the overall proposed technology solution, including the software architecture – web-based or client server.
- b. Describe unique aspects of the Vendor’s solution in the marketplace.
- c. Describe components of the solution that are industry standards versus being proprietary to the Vendor.
- d. For third party products proposed that are integrated with the Vendor’s solution, provide the following for each product:
 - ✓ Reason that this product is a third-party product versus being part of the Vendor’s solution.
 - ✓ Extent to which this third-party product is integrated with the Vendor’s solution.

8. SECTION 3.0 – TECHNICAL ARCHITECTURE

The Vendor shall provide all relevant information in this section describing the technical architecture for the proposed solution. The information will be used in the evaluation process.

First, the Vendor should identify where conflicts may exist between the proposed solution and current technologies being used in the City as described in PART I – General Information and Project Background. If no conflicts exist, the Vendor must specifically assert as such.

If any proprietary end user hardware is recommended for the solution (e.g. time clocks, receipt printers, scanning devices, etc.), the Vendor shall detail in this section what is proposed and additionally provide unit and extended pricing in the Cost Proposal.

As the City is open to an on premise, Vendor-hosted or SaaS solutions, the Vendor should prepare a response to the questions in the appropriate Technical Architecture sub-sections below based on the architecture of the Contractor’s proposed solution. To the extent an alternative or hybrid solution is being proposed, please respond to the relevant sections accordingly.

On-Premise Option:

For Vendors proposing an on premise solution with perpetual software licensing, the following statements should be addressed in the proposal response:

- a. Describe the proposed computer hardware and storage environment to support the system. Indicate the preferred hardware platform and why. List the conditions in which the preferred hardware platform would change. A

- hardware configuration, which takes into account the size of the City, application modules, database size, and anticipated growth, must be provided.
- b. What on-premise system architecture is the Vendor proposing? Describe the number and type of: application servers, database server(s), and development, test and training environments. Describe the proposal's technical architecture (preferably using a PowerPoint or Visio diagram). This should show components such as the database server, application server, reporting server, test/training server, firewall(s), web server(s), web browser, minimum workstation requirements, remote access, wireless connectivity, network connectivity to LANs and WAN, etc. Describe any potential use of virtual server technologies (e.g. Microsoft Virtual Server, VMware) and application accelerators and note what Contractors the Vendor is partnering with or recommending and/or supporting. (Also, include all vCPU vRAM and data store requirements.)
 - c. The City intends to procure any non-proprietary hardware separately and as such, it is not necessary for the Vendor to provide pricing for non-proprietary hardware in the Cost Worksheet.

Hosted or SaaS Solutions:

For Vendors proposing a Vendor-hosted or SaaS solutions, the Vendor shall fully describe the proposed model and technical solution. The Vendor must include the following in the response:

- a. Please describe Vendor-hosted model, including: hosting, integration, help desk, provisioning and desktop management capabilities, deployment model (dedicated servers, shared environment, etc.), impact to the City's network and bandwidth, and any partners that may be involved in service delivery.
- b. Please describe the proposed service level agreement, including any tiered levels of service, response times, and standard metrics.
- c. Please describe the support model, including: cost structure for support calls.
- d. Please describe the data center and storage facilities, including: locations, staffing, physical security, environmental controls (including redundant power), redundancy/load balancing capabilities, data backups and disaster recovery capabilities.
- e. Please describe the security issues, including: firewall security, authentication controls, and data encryption capabilities.
- f. Please describe the upgrade and patch management policies & practice.
- g. Please describe the systems administration/ management capabilities including: monitoring of performance measures, intrusion detection, and error resolution.
- h. Please describe how the model will help the City move to a new operation at the end of the contract term or if the contract is terminated, including the process for notifying of termination.

9. SECTION 4.0 – IMPLEMENTATION PLAN

The City recognizes that ERP implementation is a significant undertaking. In order for the City to be successful with sustainably leveraging the system over the long-term, the City expects its staff will need to gain the appropriate level of understanding and expertise in the system during the implementation, to prepare the City for ongoing operation of the system as well as planning future upgrades.

As such, Vendor shall leverage their experience implementing the proposed solution at public sector agencies of similar size/complexity, and propose an appropriate level of implementation services for the City to be successful with its long term objective.

The City does not expect the implementation to be performed solely by the Vendor and understands that responsibilities for the implementation will be shared between the Vendor and City staff. The City is interested in proposals which will maximize the City's opportunity for a successful long term solution.

The Vendor is to provide an implementation plan in narrative format supported by an activity-level project plan using Microsoft Project or similar tool that details how the proposed solution is to be implemented. It is expected that the Vendor will lead the efforts in each of the implementation areas described below unless stated otherwise: (Please refer to Part II – Scope of Work – for detailed explanation of each effort.)

- Project management
- System configuration
- Operational design
- Hardware, software, storage design and installation
- Data conversion
- Report development
- Data interfaces
- Training
- Testing
- System documentation development
- Disaster recovery plan
- Go live support/post go live stabilization
- Knowledge transfer
- Staffing plan
- Ongoing services

10. SECTION 5.0 – REQUIRED DOCUMENTS/APPENDICES

Under this section, Vendors shall complete and submit Appendices A thru I. Please note that Appendices A & B do not need to be submitted in hard copy format –

they are only required to be submitted in electronic format on a flash drive along with the proposal response.

Appendices A thru I are provided as part of this RFP. Vendor will supply appendices J through L.

- a. Appendix A – Functional Requirements
- b. Appendix B – Cost Worksheet
- c. Appendix C – Proposal Letter/Certificate of Acceptance
- d. Appendix D – Bidder/Contractor Statement Regarding Insurance
- e. Appendix E – Company Profile
- f. Appendix F – Resumes of Key Personnel
- g. Appendix G – Client References
- h. Appendix H – Completed W-9 Form
- i. Appendix I – Key Outside Consultants
- j. Appendix J – Vendor’s Standard Software License Agreement
- k. Appendix K – Vendor’s Standard Support / Maintenance Agreement
- l. Appendix L – Vendor’s Professional Services Agreement

Instructions on how to fill out Appendices A - I are provided below.

a. Functional Requirements (Appendix A)

This section should address the detailed attributes of the application software. In Appendix A of this RFP, we refer to the requirements worksheets that define needs for the new system by functional area. Vendors will be rated how well they can meet each need by indicating whether they can support the functionality “out-of-the-box”, with modifications, via a third party solution, via customization, in a future release, or not at all.

RATING LEGEND	
SUP	Supported as delivered "out-of-the-box"
MOD	Supported via modifications (screen configurations, reports, GUI tailoring, etc.)
3RD	Supported via a third-party solution
CST	Supported via customization (changes to source code)
FUT	Will be supported in a future release
NS	Not supported

Please include any costs associated with modifications/customizations on the Cost Proposal under Appendix B.

b. Cost Worksheet (Appendix B)

Costs for the Vendor’s proposed solution should be submitted on the proposal

Cost Worksheets appended to this RFP. As mentioned earlier, the City is open to an on premise, hosed or SaaS technical model.

If multiple solution options are proposed, please include a separate Cost Worksheet for each hosting/licensing model.

Vendors should provide a not-to-exceed pricing based on the functionality and scope of work described under Part II of this RFP.

To the extent possible, Vendors shall provide price information by module, including services. If this is not always possible, then the bundled pricing should at least be broken out by the separate components as listed under Part II of this RFP.

In the event the product or service is provided at no additional cost, the item should be noted as “no charge” or words to that effect.

In the event the product or service is not being included in the proposal, the item should be noted as “not included”.

If software license fees are being proposed, Vendor should explain all factors that could affect license fees and make clear what type of licenses is offered for each price (named user, concurrent user, installed copies, site licenses, etc.)

c. Proposal Letter / Certificate of Acceptance (Appendix C)

The Vendor must certify that it has examined and is fully familiar with all of the provisions of the RFP Documents and is satisfied that they are accurate; that it has carefully checked all the words and figures and all statements made in the Proposal Requirements; that it has satisfied itself with respect to other matters pertaining to the proposal which in any way affect the Work or the cost thereof. The Vendor must agree that the City will not be responsible for any errors or omissions in these RFP Documents.

d. Bidder / Contractor Statement Regarding Insurance (Appendix D)

The Vendor must certify that it can meet the specified requirements for insurance, including insurance coverage of the subcontractors, and agree to name the City and its other agencies as additional insureds as per the agreement for the work specified and it will comply with the provisions of Section 3700 of the Labor Code, which require every employer to be insured against liability for worker's compensation or to undertake self-insurance in accordance with the provisions of that code, before commencing the performance of the work specified.

e. Company Profile (Appendix E)

Under this section, Vendors shall complete the Company Profile Questionnaire referred to in Appendix C of this RFP. If subcontractors are being proposed, please complete a Company Profile Questionnaire for each subcontractor as well.

The Questionnaire includes the following information:

- Name, address, telephone and fax numbers, Federal Employer I.D. Number
- Number of years of experience your company has had in providing related, or equivalent services
- A list of all individuals who will be working on this project, indicating level/title, experience, and responsibility
- The names of California cities your company has worked with and what modules these California cities purchased
- The names of the California cities and the areas of the consulting project the consultant(s) who will be assigned to Garden Grove's contract have experience with/in
- The top three ERP systems by name your company has the most experience with

f. Resume of Key Personnel (Appendix F)

The City, in its assessment of the proposal, will place considerable emphasis on the commitment by the vendors to provide qualified personnel for the execution of the contract. The proposal format should be as follows:

- Name and Role on Project
- Previous Project Assignments
- Years of Experience
- Education (including Degrees and Specialization)
- Other Experience Relevant to the Proposed Project

Vendors shall complete the Resume of Key Personnel using the form provided. Please only include experience that is relevant to this project.

g. Client References (Appendix G)

Please list detailed client references of at least three (3) clients or government agency clients that you have provided the same type of services to within the last five years, including contract dates, agency name, address, contact person's name, contact person's phone number and email address. Please make sure that the information provided for your references is current and

accurate. References will not be considered if the information provided is inaccurate. ***Please Do Not Use the City of Garden Grove as a reference.***

h. Completed W- 9 Form (Appendix H)

i. Key Outside Consultants (Appendix I)

Vendors shall provide information regarding the utilization of Key Outside Consultants using the form provided. Please note that it is the responsibility of the prime contractor to ensure that the contract terms and conditions extend to its proposed outside consultants.

j. Vendor’s Standard Software Licensing Agreement – (Appendix J)

Vendors shall provide a copy of its Standard Software Licensing Agreement.

k. Vendor’s Standard Support/Maintenance Agreement – (Appendix K)

Vendors shall provide a copy of its Standard Support/Maintenance Agreement

l. Vendor’s Standard Professional Services Agreement – (Appendix L)

Vendors shall provide a copy of its Standard Professional Services Agreement.

PART VI

SAMPLE SOFTWARE LICENSE, IMPLEMENTATION AND SUPPORT AND MAINTENANCE AGREEMENT

A copy of the City's Sample Software License, Implementation and Support and Maintenance Agreement is attached to this RFP.

PART VII

REQUIRED FORMS

Appendix A: Functional Requirements

This is provided in an Excel file.

Appendix B: Cost Worksheet

This is provided in an Excel file.

Appendices C thru I:

Provided as separate attachments to the RFP.