

Appendix C

CITY OF GARDEN GROVE PROPOSAL REQUIREMENTS

PROPOSAL LETTER/CERTIFICATE OF ACCEPTANCE

PROPOSER NAME:

Infor Public Sector, Inc.

SANDRA SEGAWA, PURCHASING AGENT
CITY OF GARDEN GROVE
11222 ACACIA PARKWAY
GARDEN GROVE, CALIFORNIA 92840

In response to the request to Provide ERP Solution and Related Implementation Services, we the undersigned hereby declare that we have carefully read and examined the RFP documents including the Scope of Work, and hereby propose to perform and complete the Work as required in the Contract.

This Contract is not exclusive. The CITY expressly reserves the right to contract for performance of services such as those described herein through other Contractors.

The undersigned agrees to supply the Scope of Work at the costs indicated in its cost proposal if its Proposal is accepted within 180 days from the date specified in the RFP for receipt of proposals.

The undersigned has reviewed the enclosed contract terms and conditions and agrees to accept all terms and conditions of the CITY's contract unless otherwise noted in the proposal response.

If recommended for Contract award, the undersigned agrees to execute a contract which will be prepared by the CITY for execution within 10 calendar days following Notification of Award. It is understood that the recommendation for contract award will not be placed on the agenda for consideration by the City Council until the CITY has received the executed contract. The CITY will fully execute the contract subject to resolution of Protest filings, if any, and approval by the City Council.

The undersigned will also deliver the necessary original Certificates of Insurance to the CITY

prior to the commencement of work. If services are authorized to commence prior to the execution of the Contract pursuant to a Notice to Proceed issued by the CITY, pending the execution of the Contract, the services shall be subject to the terms and conditions of the Scope of Work and the Contract.

Incorporated herein and made a part of this Proposal are the Response Data and Proposal Forms required by the Proposal Requirements.

The undersigned acknowledges receipt, understanding, and full consideration of the following Addenda to the RFP Documents:

Addenda No. 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Proposer represents that the following person is authorized to negotiate on its behalf with the CITY in connection with this RFP:

<u>Lindsay Pritchard</u>	<u>Associate General Counsel</u>	<u>651-767-7000</u>
(Name)	(Title)	(Phone)

The undersigned certifies 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 undersigned hereby agrees that the CITY will not be responsible for any errors or omissions in these RFP Documents.

Proposer's Business Address 11000 Olson Drive, Suite 201, Rancho Cordova, CA 95670
and Telephone/Fax Numbers: PH: 916-403-6200 FAX: 916-403-6303

BY:  8/11/17
(Signature)

<u>Lindsay Pritchard</u>	<u>Associate General Counsel</u>
(Type or Print Name)	(Title)

lindsay.pritchard@infor.com
(Email Address)

**BIDDER/CONTRACTOR STATEMENT
REGARDING INSURANCE COVERAGE
(Submit with IFB/RFP Package)**

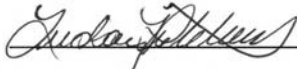
This signed document must be included with your bid package in order for your bid/proposal to be considered complete!

BIDDER/CONTRACTOR HEREBY CERTIFIES that he/she has reviewed and understands the insurance coverage requirements specified in Appendix D.

Should we/I be awarded the contract, we/I certify that we/I can meet the specified requirements for insurance, including insurance coverage of the subcontractors, and agree to name the City as per the agreement for the work specified and we/I 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.

Infor Public Sector, Inc.

Please Print (Person, Firm, or Corporation)



Signature of Authorized Representative

Lindsay Pritchard, Associate General Counsel

Please Print (Name & Title of Authorized Representative)

8/9/17

Date

651-767-7000

Phone Number

lindsay.pritchard@infor.com

Email

Insurance Certificates and Endorsements will also be accepted via email and must be emailed to the following email address only: sandras@garden-grove.org. This is the

preferred and quickest method of submitting insurance certificates and endorsements.

Insurance Certificates and Endorsements can also be mailed to: City of Garden Grove
Attention: Sandra Segawa
Purchasing Division
11222 Acacia Parkway
Garden Grove, CA 92840

NOTE: All insurance certificates and endorsements must be received by the City of Garden Grove Purchasing Division within ten (10) City working days of the original request or the City reserves the right to proceed with the next lowest responsible bidder or the next highest scoring proposer in the process.

Appendix D Bidder/Contractor Statement Regarding Insurance

Insurance requirements.

1.1 COMMENCEMENT OF WORK. CONTRACTOR shall not commence work under this Agreement until all certificates and endorsements are received and approved by the CITY. All insurance policies shall contain a Statement of Obligation or endorsement from the carrier to notify the CITY of any material change, cancellation or termination at least thirty (30) days in advance.

1.2 WORKERS COMPENSATION INSURANCE. During the term of this Agreement, CONTRACTOR and all subcontractors shall maintain Workers Compensation Insurance in the amount and type required by applicable laws.

1.3 INSURANCE AMOUNTS. CONTRACTOR shall maintain the following insurance for the duration of this Agreement:

(a) Commercial general liability in an amount of ~~\$10,000,000.00~~ ^{\$1,000,000.00} per occurrence (**claims made and modified occurrence policies are not acceptable**). Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A-, Class VII or better, as approved by the CITY.

(b) Automobile liability in an amount of \$1,000,000 combined single limit (**claims made and modified occurrence policies are not acceptable**); Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A-, Class VII or better, as approved by the CITY.

agreement, and for a period of three (3) years from date of the completion of services provided. In the event of termination, cancellation, or material change in policy, consultant shall obtain continuing insurance coverage for the prior acts or omissions of professional/consultant during the course of performing services under the term of the agreement. The coverage shall be evidenced either by a new policy evidencing no break in coverage, or by obtaining separate extended "tail" coverage with the present or new carrier.

An **On-Going and Completed Operations Additional Endorsement** for the policy under section 1.3 (a) shall designate its officers, officials, employees, agents, and volunteers as additional insureds for liability arising out of work or operations performed on behalf of the CONTRACTOR. CONTRACTOR shall provide to CITY proof of insurance and endorsement forms that conform to CITY's requirements as approved by the CITY.

An Additional Insured Endorsement for the policy under section 1.3 (b) shall designate CITY, its officers, officials, employees, agents, and volunteers as additional insureds for automobiles, owned, leased, or borrowed by the CONTRACTOR. CONTRACTOR shall provide proof of insurance and endorsement forms that conform to CITY's requirements, as approved by the CITY.

For any claims related to this Agreement, CONTRACTOR's insurance coverage shall be primary insurance as respects CITY, its officers, officials, employees, agents, and volunteers. Any insurance coverage maintained by the CITY, its officers, officials, employees, agents, and volunteers shall be non-adversely affected by the CONTRACTOR's insurance coverage.

**BIDDER/CONTRACTOR STATEMENT
REGARDING INSURANCE COVERAGE
(Submit with IFB/RFP Package)**

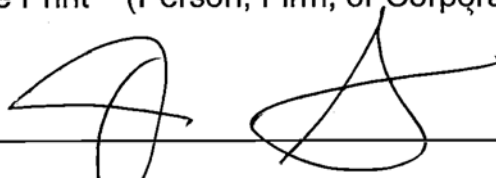
This signed document must be included with your bid package in order for to be considered complete!

BIDDER/CONTRACTOR HEREBY CERTIFIES that he/she has reviewed the insurance coverage requirements specified in Appendix D.

Should we/I be awarded the contract, we/I certify that we/I can m requirements for insurance, including insurance coverage of the subcont to name the City as per the agreement for the work specified and we/I w provisions of Section 3700 of the Labor Code, which require every empl against liability for worker's compensation or to undertake self-insurance i the provisions of that code, before commencing the performance of the v

MHC Software, Inc

Please Print (Person, Firm, or Corporation)



Signature of Authorized Representative

John Shields, President

Please Print (Name & Title of Authorized Representative)

8/11/2017

800-588-3676

i

preferred and quickest method of submitting insurance certificates and

Insurance Certificates and Endorsements can also be mailed to: City of
Attention
Purchasing
11222 Alhambra
Garden Grove

NOTE: All insurance certificates and endorsements must be received
Garden Grove Purchasing Division within ten (10) City working days of
request or the City reserves the right to proceed with the next lowest
bidder or the next highest scoring proposer in the process.

Appendix D
Bidder/Contractor Statement Regarding Insurance

Insurance requirements:

- 1.1 **COMMENCEMENT OF WORK.** CONTRACTOR shall not commence work under this Agreement until all certificates and endorsements have been received and approved by the CITY. All insurance required by this Agreement shall contain a Statement of Obligation on the part of the owner to notify the CITY of any material change, cancellation, or termination at least thirty (30) days in advance.
- 1.2 **WORKERS COMPENSATION INSURANCE.** During the duration of this Agreement, CONTRACTOR and all subcontractors shall maintain Workers Compensation Insurance in the amount and type required by law, if applicable.
- 1.3 **INSURANCE AMOUNTS.** CONTRACTOR shall maintain the following Insurance for the duration of this Agreement:
- ~~\$2,000,000.00~~ *is our coverage*
- (a) Commercial general liability in an amount of ~~\$4,000,000.00~~ per occurrence (claims made and modified occurrence policies are ~~not~~ acceptable); Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A-, Class VII or better, as approved by the CITY.
- (b) Automobile liability in an amount of \$1,000,000.00 combined single limit (claims made and modified occurrence policies are ~~not~~ acceptable); Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A-, Class VII or better, as approved by the CITY.
- (c) Professional liability in an amount not less than \$1,000,000. Insurance companies must be admitted and licensed in California and have a Best's Guide Rating of A-, Class VII or better, as approved by the City. If the policy is written on a "claims made" basis, the policy shall be continued in full force and effect at all times during the term of the

agreement, and for a period of three (3) years from the date of the completion of services provided. In the event of termination, cancellation, or material change in the policy, consultant shall obtain continuing insurance coverage for the prior acts or omissions of professional/consultant during the course of performing services under the term of the agreement. The coverage shall be evidenced either by a new policy evidencing no gap in coverage, or by obtaining separate extended "tail" coverage with the present or new carrier.

An On-Going and Completed Operations Additional Insured Endorsement for the policy under section 1.3 (a) shall designate CITY, its officers, officials, employees, agents, and volunteers as additional insureds for liability arising out of work or operations performed by or on behalf of the CONTRACTOR. CONTRACTOR shall provide to CITY proof of insurance and endorsement forms that conform to CITY's requirements, as approved by the CITY.

An Additional Insured Endorsement for the policy under section 1.3 (b) shall designate CITY, its officers, officials, employees, agents, and volunteers as additional insureds for automobiles, owned, leased, hired, or borrowed by the CONTRACTOR. CONTRACTOR shall provide to CITY proof of insurance and endorsement forms that conform to CITY's requirements, as approved by the CITY.

For any claims related to this Agreement, CONTRACTOR's insurance coverage shall be primary insurance as respects CITY, its officers, officials, employees, agents, and volunteers. Any insurance or self-insurance maintained by the CITY, its officers, officials, employees, agents, and volunteers shall be excess of the CONTRACTOR's insurance and shall not contribute with it.

If CONTRACTOR maintains higher insurance limits than the minimums shown above, CONTRACTOR shall provide coverage for the higher insurance limits otherwise maintained by the CONTRACTOR.

**BIDDER/CONTRACTOR STATEMENT
REGARDING INSURANCE COVERAGE
(Submit with IFB/RFP Package)**

This signed document must be included with your bid package in order for your bid/proposal to be considered complete!

BIDDER/CONTRACTOR HEREBY CERTIFIES that he/she has reviewed and understands the insurance coverage requirements specified in Appendix D.

Should we/I be awarded the contract, we/I certify that we/I can meet the specified requirements for insurance, including insurance coverage of the subcontractors, and agree to name the City as per the agreement for the work specified and we/I 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.

STEVE CROSSLEY PCI LLC

Please Print (Person, Firm, or Corporation)



Signature of Authorized Representative

STEVE CROSSLEY C.O.O.

Please Print (Name & Title of Authorized Representative)

8/14/17 813-885-7974 Steve.Crossley@pciusa.com

Date

Phone Number

E-mail

preferred and quickest method of submitting insurance certificates and endorsements.

Insurance Certificates and Endorsements can also be mailed to: City of Garden Grove
Attention: Sandra Segawa
Purchasing Division
11222 Acacia Parkway
Garden Grove, CA 92840

NOTE: All insurance certificates and endorsements must be received by the City of Garden Grove Purchasing Division within ten (10) City working days of the original request or the City reserves the right to proceed with the next lowest responsible bidder or the next highest scoring proposer in the process.

APPENDIX E – COMPANY PROFILE

Question	Answer
Organization name and corporate location.	Infor Public Sector, Inc. Infor Public Sector, Inc. 13560 Morris Road, Suite 4100 Alpharetta, GA 30004 Operating office address: 11000 Olson Drive, Suite 201 Rancho Cordova, CA 95670-5753
Role in proposed project.	Prime
What is your organization's primary business?	Infor is an enterprise software provider. We develop, implement, and support our applications.

Is your organization a subsidiary to a larger parent company? If so, whom? and for how long?	The Infor entity that is responding to this RFP is Infor Public Sector, Inc. is a wholly owned subsidiary of Infor (US), Inc.			
If your response to the above question is yes, then how long has your parent company been providing similar software solutions? How long does your parent company plan to support the software being proposed and if your parent company guarantees the supporting and maintaining of the proposed software solution?	Infor's proposed solution is an evolution of Lawson software, which was founded in 1975. It is Infor's policy to offer ongoing support for its products for as long as it deems feasible given market conditions; however, the Company may sunset products that are outdated or are no longer needed by the marketplace.			
Length of time your organization (not parent) has been in business providing this software solution?	Infor's proposed solution is an evolution of Lawson software, which was founded in 1975.			
Organization Ownership / Legal Form (For Corporation – State of Incorporation)	Infor is a privately-held corporation. Our state of incorporation is California.			
Number of employees:	U.S.	Worldwide		
• Total	Approximately 6,406	Approximately 10,113		
• Development	Approximately 1,919	Approximately 3,284		
• Product Support	Approximately 548	Approximately 1,164		
• Professional Services	Approximately 1,451	Approximately 2,980		
Office locations U.S.	Infor is an International company with 168 direct offices in 41 countries. Please use the following link to view our Infor office locations. http://www.infor.com/contact/locations/			
Financial Strength Summary:	2013	2014	2015	2016
• Total Revenue	Infor's FY17 revenues were approximately \$2.9 billion and our adjusted EBITDA was over \$765 million, or 26.8% of revenues. These metrics demonstrate our customers' and prospects' continuing endorsement of our product strategy and customer-centric approach to support and services. Additional detail can be made available upon notification of shortlist or serious intent to consider. Although Infor's shares are not publicly traded or listed on any public exchange, we are a voluntary public filer with the United States Securities and Exchange Commission and publicly file periodic SEC reports (10-K, 10-Q, etc.) that include financial statements. Infor's filings with the SEC can be accessed at the following link(s): Fiscal year ending, April 30, 2017 https://www.sec.gov/Archives/edgar/data/1556148/000119312517212858/d303410d10k.htm			
• License Revenue				
• Services Revenue				
• Maintenance Rev.				
• Net Profit				
• Proposed Solution R&D Spending				

Number of licenses installed	U.S.	Worldwide
	<p>At this point in the selection process, Infor policy precludes the provision of specific product and client base numbers. We can say that the Infor CloudSuite suite proposed is a vital part of our overall product offering and receives a significant portion of support resources, including access to development commitment which is 16% of our revenue (company-wide). Should the City need additional confirmation around the viability of the solution proposed and where it falls within the Infor fold for this engagement, Infor will work with the City during the selection process to offer any additional assurances required. Please note that Infor is a company headquartered in New York with a very significant % of our customer base in North America. The core of the proposed solution was formerly known as Lawson which Infor acquired 6 years ago and invested over \$500 M in redevelopment and enhancement of functionality, technology and user experience.</p>	
Number of installations for proposed version	U.S.	Worldwide
	Please see response directly above.	

Question	Answer	
Organization name and corporate location.	PCI LLC Tampa, Florida	
Role in proposed project.	Cashiering Software	
What is your organization's primary business?	Software for municipalities; Government contractor.	
Is your organization a subsidiary to a larger parent company? If so, whom? and for how long?	NA	
If your response to the above question is yes, then how long has your parent company been providing similar software solutions? How long does your parent company plan to support the software being proposed and if your parent company guarantees the supporting and maintaining of the proposed software solution?	N/A	
Length of time your organization (not parent) has been in business providing this software solution?	26 years	
Organization Ownership / Legal Form (For Corporation – State of Incorporation)	Privately held company	
Number of employees:	U.S.	Worldwide
• Total	35	40
• Development	17	
• Product Support	14	
• Professional Services	9	

Office locations U.S.	4899 W. Waters Ave., Suite A Tampa, FL 33634			
Financial Strength Summary:	2013	2014	2015	2016
<ul style="list-style-type: none"> • Total Revenue • License Revenue • Services Revenue • Maintenance Rev. • Net Profit • Proposed Solution R&D Spending 	Not available at this time to be provided in RFP response; however, PCI is willing to discuss financial strength specifics with the City at the appropriate time.			
Number of licenses installed	U.S.		Worldwide	
	38		40	
Number of installations for proposed version	U.S.		Worldwide	
	38		40	

Question	Answer																																			
Organization name and corporate location.	MHC Software, Inc. 12000 Portland Avenue South, Suite 230 Burnsville, MN 55337																																			
Role in proposed project.	Document Management																																			
What is your organization's primary business?	Software Development																																			
Is your organization a subsidiary to a larger parent company? If so, whom? and for how long?	No																																			
If your response to the above question is yes, then how long has your parent company been providing similar software solutions? How long does your parent company plan to support the software being proposed and if your parent company guarantees the supporting and maintaining of the proposed software solution?	N/A																																			
Length of time your organization (not parent) has been in business providing this software solution?	Since 1997- 20 years																																			
Organization Ownership / Legal Form (For Corporation – State of Incorporation)	S Corporation																																			
Number of employees:	<table border="1"> <thead> <tr> <th></th><th>U.S.</th><th>Worldwide</th></tr> </thead> <tbody> <tr> <td>• Total</td><td>80</td><td>0</td></tr> <tr> <td>• Development</td><td>35</td><td>0</td></tr> <tr> <td>• Product Support</td><td>33</td><td>0</td></tr> <tr> <td>• Professional Services</td><td>12</td><td>0</td></tr> </tbody> </table>		U.S.	Worldwide	• Total	80	0	• Development	35	0	• Product Support	33	0	• Professional Services	12	0																				
	U.S.	Worldwide																																		
• Total	80	0																																		
• Development	35	0																																		
• Product Support	33	0																																		
• Professional Services	12	0																																		
Office locations U.S.	12000 Portland Avenue South, Suite 230 Burnsville, MN 55337																																			
Financial Strength Summary:	<table border="1"> <thead> <tr> <th></th><th>2013</th><th>2014</th><th>2015</th><th>2016</th></tr> </thead> <tbody> <tr> <td>• Total Revenue</td><td>\$27MM</td><td>\$28MM</td><td>\$29MM</td><td>\$30MM</td></tr> <tr> <td>• License Revenue</td><td></td><td></td><td></td><td></td></tr> <tr> <td>• Services Revenue</td><td></td><td></td><td></td><td></td></tr> <tr> <td>• Maintenance Rev.</td><td></td><td></td><td></td><td></td></tr> <tr> <td>• Net Profit</td><td></td><td></td><td></td><td></td></tr> <tr> <td>• Proposed Solution R&D Spending</td><td></td><td></td><td></td><td></td></tr> </tbody> </table>		2013	2014	2015	2016	• Total Revenue	\$27MM	\$28MM	\$29MM	\$30MM	• License Revenue					• Services Revenue					• Maintenance Rev.					• Net Profit					• Proposed Solution R&D Spending				
	2013	2014	2015	2016																																
• Total Revenue	\$27MM	\$28MM	\$29MM	\$30MM																																
• License Revenue																																				
• Services Revenue																																				
• Maintenance Rev.																																				
• Net Profit																																				
• Proposed Solution R&D Spending																																				

APPENDIX F – RESUME OF KEY PERSONNEL

Provide a brief resume of key persons, specialists, and individual consultants that shall be assigned with the project. Copy the table below and complete it for each staff member that will be key to this project.

<i>Name and Role on Project</i>	Michael Dunning Project Executive
<i>Previous Project Assignments and Role</i>	Project Director Currently Project Director over multiple full lifecycle implementations including a City, a State, and two School districts. Products include the Infor Lawson Financial, Procurement and Human Resources Suites. In addition the Strategic Sourcing, Contract Management, Smart Office and LBI (Crystal Reports, Process flow, Reporting Services, and Smart Notifications), modules are being implemented as well. This effort includes detailed project planning and creation of an initial full implementation plan including client resources and budget. Also, staffing consultants, resolving issues, managing risk, communicating well, creating training plans, providing executive updates through reports and meetings, and managing project budgets.
<i>Years of Experience</i>	With this firm - 8 years at Infor Other firms (including company name and role) KPMG/ Director/8 Years Infor (Infinium Software)/Director of Services/2 Years Ceridian/DVP – Client Services/6 Years
<i>Education Degree(s)/Specialization</i>	Master of Business Administration Bachelors of Science - Business/Management

Other Experience & Qualifications relevant to the proposed project	Certified Information Systems Auditor		
	Infor Applications	<ul style="list-style-type: none"> • Infor Financial CloudSuite • Infor Procurement CloudSuite • Infor HCM CloudSuite • Infor Talent Management • Infor Hansen • Infor Workforce Management 	<ul style="list-style-type: none"> • Business Process Evaluation and Design • Conversions & Interfaces • CloudSuite and on Premise Upgrades • Systems Integration
	Other Non-Infor Applications	<ul style="list-style-type: none"> • Oracle • Ceridian • ADP 	<ul style="list-style-type: none"> • SAP • PeopleSoft
	Hardware & Operating Systems	<ul style="list-style-type: none"> • Windows • Oracle 	<ul style="list-style-type: none"> • IBM
	Methodologies & Standards	<ul style="list-style-type: none"> • Infor Deployment Method • Implementation Accelerator 	<ul style="list-style-type: none"> • Quickstep

<i>Name and Role on Project</i>	Jerry Tweedy Project Manager
<i>Previous Project Assignments and Role</i>	ERP Implementation – Local Government Client Project Manager The project included the implementation of enterprise wide finance, human resource, payroll, procurement and utility billing capability. Mr. Tweedy was engaged by the client to provide independent project management and advisory services. Mr. Tweedy worked with customer staff to negotiate the initial contract and to develop the overall project plan. Mr. Tweedy advised client staff on key steps in the implementation including design, testing and training activities. Additionally, he led the organization's change management team which developed and communicated key messages throughout the project.
<i>Years of Experience</i>	With this firm - 1 year at Infor Other firms (including company name and role) The Persimmon Group/Vice President of Government Services/2.5 years The City of Tulsa/Project Manager/1 year The Azimuth Group/Partner/6 years MAXIMUS/Director/4 years Hitachi Consulting/Manager/1 Year Arthur Andersen/Manager/6 years
<i>Education Degree(s)/Specialization</i>	University of North Texas, MPA – Local Government Management University of Central Arkansas, BS – Public Administration

Other Experience & Qualifications relevant to the proposed project	Certifications & Memberships PMP, Project Management Institute, PMI – North West Arkansas		
	Publications WERC Magazine, November, 2012 Warehouse Management Systems Guide		
	Infor Applications	<ul style="list-style-type: none"> • Lawson S3 	
	Other Non-Infor Applications	<ul style="list-style-type: none"> • Oracle eBusiness • Tyler 	<ul style="list-style-type: none"> • New World
	Hardware & Operating Systems	<ul style="list-style-type: none"> • Windows 	
	Programming Languages	<ul style="list-style-type: none"> • SQL 	<ul style="list-style-type: none"> • PL/SQL
	Methodologies & Standards	<ul style="list-style-type: none"> • Infor Deployment Method 	

<i>Name and Role on Project</i>	Keith Robben GHR Consultant
<i>Previous Project Assignments and Role</i>	GHR/Benefits Management Consultant – Large Public Sector Client Implementing GHR and Benefits Management for a 3500-employee Public Sector client
<i>Years of Experience</i>	With this firm - 2.5 years at Infor Other firms (including company name and role) Jayne M. Perkins Foundation/Vice President/5 years East Central Community College/Instructor/5 years St. Louis Community College/Instructor/9 years University of Missouri-St. Louis/Lecturer/5 years
<i>Education Degree(s)/Specialization</i>	Doctor of Philosophy (candidate) in Adult Education Dissertation: "Successful Retention for Adult Learners" Master of Arts in Adult Education Bachelor of Science in Communications
<i>Other Experience & Qualifications relevant to the proposed project</i>	Goal and Performance Management Learning and Development Management Post-Secondary Certification in Adult Education and Adult Learning Talent Management (TM) Implementation (GHR) Talent Acquisition (TA) Certified Infor Instructor

Name and Role on Project	Kristin Albrecht Payroll Consultant
Previous Project Assignments and Role	Principal Application Consultant at K-12 in Washington Provided advisory consulting for a large K-12 in Washington. She supported the successful beta implementation of the Teacher Contract Administration Module.
Years of Experience	With this firm - 21 years at Infor Other firms (including company name and role) Carlson Companies/Project Lead/1 year Carlson Companies/Payroll Manager/2 years Carlson Companies/Auditor/3 years
Education Degree(s)/Specialization	University of Wisconsin-Eau Claire, Bachelor of Business Administration-Accounting and Management Information Systems

<i>Other Experience & Qualifications relevant to the proposed project</i>	Infor Applications Versions 6-10	<ul style="list-style-type: none">• HR• Employee Manager Self Service• Benefits	<ul style="list-style-type: none">• Payroll• Personnel Administration• Absence Management• Contract Pay Administration
	Other Non-Infor Applications	<ul style="list-style-type: none">• MS Excel• MS Visio• MS Project• Crystal	<ul style="list-style-type: none">• MS Word• MS Power Point• MS Access
	Hardware & Operating Systems	<ul style="list-style-type: none">• Windows	<ul style="list-style-type: none">• Unix• I-series
	Practical Skills	<ul style="list-style-type: none">• Business Process Design• Integrated System Test Planning and Execution• Issue Management, Escalation and Resolution	<ul style="list-style-type: none">• Conversion/Interface Planning and Execution• Managing and Implementation Custom Modifications
	Infor Tools Knowledge	<ul style="list-style-type: none">• Processflow• Addins	<ul style="list-style-type: none">• Design Studio• SmartNotifications

Name and Role on Project	Cathy Jones Finance Consultant									
Previous Project Assignments and Role	Senior Lead Financial Consultant – Utility Client Senior Lead financial consultant for a large water utility company that was an early adopter for the CloudSuite Financial system. Worked with development and the client to test and evaluate the new program and verify that it met the needs of the client. Prepared documentation for testing and validating the system. Developed training material and provided training to the client									
Years of Experience	With this firm - 10 years at Infor Other firms (including company name and role) San Manuel Band of Mission Indians/Accounting Manager/7 years									
Education Degree(s)/Specialization	Biola University – Bachelors of Sciences in Accounting									
Other Experience & Qualifications relevant to the proposed project	<table border="0"> <tr> <td>Infor Applications</td><td> <ul style="list-style-type: none"> • Global Ledger • Student Activities • Flex Budget • Asset Management • Project Invoicing • Reconciliation Mgmt • Add-ins for MS Office </td><td> <ul style="list-style-type: none"> • Payables • Invoice Matching • Cash Management • Receivables • Billing • Close Management • Infor Spreadsheet Designer </td></tr> <tr> <td>Other Non-Infor Applications</td><td> <ul style="list-style-type: none"> • Microsoft Suite </td><td></td></tr> <tr> <td>Methodologies & Standards</td><td> <ul style="list-style-type: none"> • Quickstep Methodology </td><td> <ul style="list-style-type: none"> • Infor Deployment Method </td></tr> </table>	Infor Applications	<ul style="list-style-type: none"> • Global Ledger • Student Activities • Flex Budget • Asset Management • Project Invoicing • Reconciliation Mgmt • Add-ins for MS Office 	<ul style="list-style-type: none"> • Payables • Invoice Matching • Cash Management • Receivables • Billing • Close Management • Infor Spreadsheet Designer 	Other Non-Infor Applications	<ul style="list-style-type: none"> • Microsoft Suite 		Methodologies & Standards	<ul style="list-style-type: none"> • Quickstep Methodology 	<ul style="list-style-type: none"> • Infor Deployment Method
Infor Applications	<ul style="list-style-type: none"> • Global Ledger • Student Activities • Flex Budget • Asset Management • Project Invoicing • Reconciliation Mgmt • Add-ins for MS Office 	<ul style="list-style-type: none"> • Payables • Invoice Matching • Cash Management • Receivables • Billing • Close Management • Infor Spreadsheet Designer 								
Other Non-Infor Applications	<ul style="list-style-type: none"> • Microsoft Suite 									
Methodologies & Standards	<ul style="list-style-type: none"> • Quickstep Methodology 	<ul style="list-style-type: none"> • Infor Deployment Method 								

<i>Name and Role on Project</i>	<p>Roberta Klink</p> <p>Procurement Consultant</p>
<i>Previous Project Assignments and Role</i>	<p>Procurement Lead Consultant – Large School District.</p> <p>This role involved leading current state evaluations and visionary sessions for Infor Lawson, guiding the implementation with best practices for integration to each of the procurement applications, and managing resources, timelines & constraints. The implementation enabled and met the client goals to track and control material costs.</p>
<i>Years of Experience</i>	<p>With this firm - 18 years at Infor</p> <p>Other firms (including company name and role)</p> <p>Hershey Communications/Controller/12 years</p> <p>Pacific City/ Bank Operations/5 years</p> <p>General Electric – Large Steam Turbine/Computer Programmer/2 years</p>
<i>Education Degree(s)/Specialization</i>	<p>Bachelors of Science in Biology, State University of New York at Albany</p>

Other Experience & Qualifications relevant to the proposed project	Infor Applications	<ul style="list-style-type: none"> • S3 Inventory Control • S3 Requisitions • S3 Requisition Center • S3 Purchase Order • Landmark Contract Management • Landmark Strategic Sourcing • Landmark Supplier Portal • S3 Accounts Receivable • S3 Billing • S3 Accounts Payable • S3 Cash Ledger • S3 Order Entry • S3 Invoice Matching • S3 Franchise Management 	<ul style="list-style-type: none"> • S3 Sales Analysis • S3 Smart Reconciliation • Landmark Supplier Order Management • Lawson Spreadsheet Designer • S3 Attributes • Business Process Evaluation and Design • Document Imaging • Infor Lawson Add-ins for Microsoft • Conversions & Interfaces • Upgrades • System Integration
	Other Non-Infor Applications	<ul style="list-style-type: none"> • Oracle 	
	Hardware & Operating Systems	<ul style="list-style-type: none"> • Windows 	<ul style="list-style-type: none"> • IBM
	Programming Languages	<ul style="list-style-type: none"> • Cobol 	
	Methodologies & Standards	<ul style="list-style-type: none"> • Quickstep • Implementation Accelerator 	<ul style="list-style-type: none"> • StepWise

<i>Name and Role on Project</i>	Joel Spenner Training Lead
<i>Previous Project Assignments and Role</i>	Principal Training Project Manager – Healthcare Organization As the Principal Training Project Manager and Development lead for the Infor Lawson ERP Implementation, Mr. Spenner conducted a corporate-wide skill and knowledge assessment and worked with the client and other consulting groups to develop strategy documents that included 28 role-based Infor Lawson training curriculums, 21 course and storyboard templates, 11 role and functional based core competencies, 19 computer based training courses with simulations, quick reference guides, hands-on exercises and multi-level assessments for each course for over 2,000 Lawson end users. Mr. Spenner also mentored the client team members to assume ownership of content maintenance, facilitate future training sessions, manage training environment data, and how to manage content in the Learning Management System used by the client. He also worked with to create a strategy to enroll end users for computer based courses, track attendance, train Super Users, and craft communications to users at more than 300 client locations. He created courses for Lawson Navigation, Master Data Basics, Master Data Creation and Maintenance along with reporting courses for Purchasing Operations and Inventory Operations. This training strategy and execution allowed CHS to seamlessly migrate to Infor Lawson and the training was recognized as a key component for the successful migration.
<i>Years of Experience</i>	With this firm - 2 years at Infor 20+ years of experience Other firms (including company name and role) GP Strategies/Principal End User Adoption Consultant/17 years
<i>Education Degree(s)/Specialization</i>	Master of Science, Education, Instructional/Curriculum Design, Southern Illinois University Bachelor of Science, Journalism, Southern Illinois University

<i>Other Experience & Qualifications relevant to the proposed project</i>	Infor Applications	<ul style="list-style-type: none"> • Lawson Procure to Pay Modules 	
	Other Non-Infor Applications	<ul style="list-style-type: none"> • Oracle 	<ul style="list-style-type: none"> • SAP
	Training Development Tools	<ul style="list-style-type: none"> • EPAK • Lawson Learning Accelerator 	<ul style="list-style-type: none"> • ANCILE Info Pak • ANCILE uPerform
	Methodologies & Standards	<ul style="list-style-type: none"> • Project Management 	<ul style="list-style-type: none"> • Instructional Design and Delivery

Name and Role on Project	Dave Roitman Organizational Change Management Lead	
Previous Project Assignments and Role	Change Management Lead – Manufacturing Company Mr. Roitman served as change management lead for the blueprint phase. In this role, he led the analysis and prioritization of organizational impacts and improvements to existing OCM and communications plans, and provided coaching to the internal change management lead. His recommendations regarding impact priorities are currently being implemented.	
Years of Experience	With this firm - 2 years at Infor Other firms (including company name and role) 25+ years of experience GP Strategies/Principal OCM Consultant/15 years	
Education Degree(s)/Specialization	Ph.D. and M.A. Psychology, Michigan State University: Focus on organizational behavior and technological innovation	
Other Experience & Qualifications relevant to the proposed project	<div> <div> Strategic Alignment and Execution <ul style="list-style-type: none"> Aligning Executive Teams Committing to Priorities Developing Execution Strategies and Plans Developing/Implementing Balanced Scorecards Managing Ongoing Performance </div> <div> Organizational Design <ul style="list-style-type: none"> Identifying Business Drivers Deciding Optimal Structure Designing Roles and Jobs Developing Work Systems </div> <div> Process Design and Improvement <ul style="list-style-type: none"> Creating a Process Vision Developing Customer Focus Mapping and Analyzing Processes Transforming and Continuously Improving Business Processes </div> <div> Leadership and Team Coaching <ul style="list-style-type: none"> Leading for Results Developing Highly Effective Teams Supporting Learning and Creativity Changing Culture </div> </div>	

APPENDIX G – CLIENT REFERENCES

Please list three (3) references for ERP implementations that most closely reflect the scope of work as described in this RFP. Customer sites should be using the same major version of the software being proposed to the City, similar in scope and complexity, and geographically close the City if possible. At least three (3) of the references should be for sites at which the software has been *fully implemented* within the past 5 years.

The City prefers references for previous implementation of the same base version that will be proposed for the City (i.e. if the Vendor is proposing version 11.5, references for versions 11.0 thru 11.5 would be preferred).

REFERENCE #1	
<i>Project Name & Location</i>	City of Santa Ana – Multi-phase On Premise Implementation Santa Ana, CA
<i>Completion Date</i> <i>(Original and Actual. If different, please explain cause)</i>	Original and Actual – September 2009
<i>Project Owners Name & Address</i>	Milanka Radic 20 Civic Center Plaza Santa Ana, CA 92701 Jack Ciulla 20 Civic Center Plaza Santa Ana, CA 92701
<i>Project Owner's Contact Person, Title, Telephone number, and email address</i>	Milanka Radic Principal Programmer Analyst 714-647-5256 mradic@santa-ana.org Jack Ciulla Chief Technology Innovations Officer 714-647-5381 jciulla@santa-ana.org
<i>Estimated Cost for Entire Project</i>	\$3.0M

<p><i>Estimated Cost for Work Which Firm was/is Responsible</i></p>	<p>\$3,0M Infor Services</p>
<p><i>Scope of Entire Project (Please give quantitative indications wherever possible)</i></p>	<p>Multi-phase implementation including the following modules: Financials (General Ledger, Activities Management, Billing and Revenue, Billing, Grant Management, Accounts Receivable, Accounts Payable, Asset Management, Flexible Budgets, Cash Management), Procurement (Inventory, Requisitions, Warehouse Management, Purchase Orders, Matching, Requisition Self Service, Smart Reconciliation), LBI (Framework Services, Reporting Services, Smart Notes), ProcessFlow Integrator, and Design Studio.</p>

REFERENCE #2	
<i>Project Name & Location</i>	Elsinore Valley Municipal Water District – Implementation and Upgrade Projects Lake Elsinore, CA
<i>Completion Date (Original and Actual. If different, please explain cause)</i>	Original – See below Actual – See below (original and actual are the same) 2008 Go-Live for original ERP installation July 1, 2017 Go-Live for Infor CloudSuite Financials & SCM v11x upgrade
<i>Project Owners Name & Address</i>	Jim Ollerton 31315 Chaney Street Lake Elsinore, CA 92531
<i>Project Owner's Contact Person, Title, Telephone number, and email address</i>	Jim Ollerton Director of Information Technology 951-894-8705 ollerton@evmwd.net
<i>Estimated Cost for Entire Project</i>	Confidential to client

<i>Estimated Cost for Work Which Firm was/is Responsible</i>	Confidential to client Infor Services
<i>Scope of Entire Project (Please give quantitative indications wherever possible)</i>	Infor Lawson Implementation and Upgrade to Infor CloudSuite Financials & Supply Management v11x (Finance, Supply Chain Management, Ming.le, Infor Process Automation, Infor BI), HCM & Payroll

REFERENCE #3	
<i>Project Name & Location</i>	City of Greensboro - Implementation and Upgrade Projects City of Greensboro, NC
<i>Completion Date (Original and Actual. If different, please explain cause)</i>	Original – See below Actual – See below (original and actual are the same) Phase 1 – Finance, SCM, Strategic Sourcing, Contracts Management, LBI – Live 2002 Phase 2 - Upgrade to v10 – Live 2015 Phase 3 – Analytics – Live 2016
<i>Project Owners Name & Address</i>	Chryste Hofer 300 W Washington St Greensboro, NC 27401-2624
<i>Project Owner's Contact Person, Title, Telephone number, and email address</i>	Chryste Hofer Deputy CIO 336-373-4650 Chryste.hofer@greensboro-nc.gov
<i>Estimated Cost for Entire Project</i>	Phase 1 - \$600k Phase 2 - \$392k Phase 3 - \$99k

<i>Estimated Cost for Work Which Firm was/is Responsible</i>	Phase 1 - \$600k Phase 2 - \$392k Phase 3 - \$99k Infor Services
<i>Scope of Entire Project (Please give quantitative indications wherever possible)</i>	The City of Greensboro has been an Infor/Lawson customer since 2001. The City runs the full suite of Infor/Lawson applications as well as the Infor Enterprise Asset Management application. Greensboro has a population of 275,000 residents and approximately 4,200 employees. The City recently contracted with Infor to migrate their current on-premise deployment to the Infor Cloud – a single-tenant SaaS solution. As part of this transition, the City will take advantage of additional functionality within the Infor suite of applications including Infor Talent Management and Human Resource Service Delivery.

REFERENCE #4	
<i>Project Name & Location</i>	Sweetwater Union School District Chula Vista, CA
<i>Completion Date</i> <i>(Original and Actual. If</i> <i>different, please explain</i> <i>cause</i>	Original January 2008 Actual Additional phases continue to 2009 Additional phases were planned, in addition to resource constraints on the SUSDS side
<i>Project Owners Name & Address</i>	Kim Ruiz 1130 Fifth Avenue Chula Vista, CA 91911
<i>Project Owner's Contact Person, Title, Telephone number, and email address</i>	Kim Ruiz HRIS Project Manager 619-585-7939 Kim.ruiz@suhsd.k12.ca.us
<i>Estimated Cost for Entire Project</i>	\$1.3M

<i>Estimated Cost for Work</i> <i>Which Firm was/is</i> <i>Responsible</i>	\$1.3M Infor Services
<i>Scope of Entire Project</i> <i>(Please give quantitative</i> <i>indications wherever</i> <i>possible)</i>	Implementing the Infor Lawson 9.0 HCM suite, excluding payroll.

REFERENCE #5	
<i>Project Name & Location</i>	City of St. Paul – Implementation and CloudSuite Upgrade St. Paul, MN
<i>Completion Date (Original and Actual. If different, please explain cause</i>	Original – See below Actual – See below (original and actual are the same) Phase 1 – Finance, SCM, Strategic Sourcing, Contracts Management, LBI – Live 2014 Phase 2 – Human Capital Mgmt (HR/Payroll) – Live 2015 Phase 3 – Upgrade Finance and SCM to v11 planned Go-Live 2019
<i>Project Owners Name & Address</i>	Joy Thao 15 W Kellogg Blvd St Paul, MN 55102
<i>Project Owner's Contact Person, Title, Telephone number, and email address</i>	Joy Thao Deputy Finance Director 651-266-8835 joy.thao@ci.stpaul.mn.us
<i>Estimated Cost for Entire Project</i>	Phase 1 & 2 - \$1.9 million
<i>Estimated Cost for Work Which Firm was/is Responsible</i>	Phase 1 & 2 - \$1.9 million Infor Services

<p><i>Scope of Entire Project</i> (Please give quantitative indications wherever possible)</p>	<p>The City of St. Paul set out to replace a 25-year-old legacy system. The city chose Lawson Enterprise Financial Management, Supply Chain Management, Strategic Sourcing, Contract Management, Business Intelligence, Human Resource Management along with Lawson Smart Office. These applications will help the City improve service levels and reduce costs by helping to simplify and automate many business processes and give employees greater flexibility with self-service options for many typical human resource functions.</p> <p>St. Paul had a specific plan in mind for their technological goals:</p> <ul style="list-style-type: none"> • Create a single database that will be shared across departments. • Chose a vendor that the City employees would embrace. It was paramount to have a system that was easy to use, yet powerful. • Enable administrators to more accurately track spending against county budgets and streamline procurement processes. • Automate formerly manual processes, which can ultimately help eliminate inaccuracies and save staff hours. • Eliminating redundancies and paper waste.
--	---

Request for Taxpayer Identification Number and Certification

Give Form to the
requester. Do not
send to the IRS.

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

INFOR PUBLIC SECTOR, INC. (f/k/a HANSEN INFORMATION TECHNOLOGIES, INC.)

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only **one** of the following seven boxes:

- ☐ Individual/sole proprietor or single-member LLC
☒ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶
Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.
☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) **5**

Exemption from FATCA reporting code (if any)

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)

13560 MORRIS ROAD, SUITE 4100

6 City, state, and ZIP code

ALPHARETTA GA 30004

Requester's name and address (optional)

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number

				-			-				
--	--	--	--	---	--	--	---	--	--	--	--

or

Employer identification number

9	4	-	2	9	1	3	6	4	2
---	---	---	---	---	---	---	---	---	---

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign
Here

Signature of
U.S. person ▶

Date ▶

1/10/17

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

APPENDIX I – KEY OUTSIDE CONSULTANTS

Each vendor must complete this form for all proposed subcontractors. If no subcontractors are proposed, then this form does not have to be submitted.

SUBCONTRACTOR #1	
<i>Name & Address</i>	PCI LLC 4899 W. Waters Ave. Suite A Tampa, Florida 33634
<i>Specialty / Role with this Project</i>	PCI provides cashiering software.
<i>Worked with Lead Firm Before (including scope and role)</i>	Yes. Infor and PCI have collaborated on Infor CloudSuite Public Sector (and formerly Lawson solutions) solution implementations for approximately 15 years.
<i>Year Firm Established</i>	1992

<i>Years of Experience providing software services</i>	PCI is a robust software system and an established company with client partners all over the United States and the Country of Bermuda. For more than 20 years, PCI has been delivering top quality customer service with a system that works. That is something that we are very proud of and continue to improve on daily with advances into our product for the future.
--	---

SUBCONTRACTOR #2	
<i>Name & Address</i>	MHC Software, Inc.
<i>Specialty / Role with this Project</i>	Document imaging & attachments; Production of customer-specific forms (checks, purchase orders, invoice, W-2, paystubs, etc.)
<i>Worked with Lead Firm Before (including scope and role)</i>	Yes. Infor and MHC have collaborated on Infor CloudSuite Public Sector solution implementations since 1994.
<i>Year Firm Established</i>	1997
<i>Years of Experience providing software services</i>	Approximately 20 years