REQUEST FOR PROPOSALS

Software and Implementation Services

For

ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM

For the

CITY OF COTTAGE GROVE, OREGON

RFP # 2012-13

RELEASE DATE: 11/14/2012

DATE DUE: 12/12/2012
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>SECTION</th>
<th>PAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0 RFP INTRODUCTION</td>
<td>3</td>
</tr>
<tr>
<td>2.0 RFP INTRODUCTION AND CONDITIONS</td>
<td>6</td>
</tr>
<tr>
<td>3.0 PROPOSAL FORMAT AND INSTRUCTIONS</td>
<td>9</td>
</tr>
<tr>
<td>4.0 TECHNICAL SPECIFICATIONS</td>
<td>13</td>
</tr>
<tr>
<td>5.0 TECHNICAL REQUIREMENTS AND CONDITIONS</td>
<td>15</td>
</tr>
<tr>
<td>6.0 EVALUATION</td>
<td>16</td>
</tr>
<tr>
<td>7.0 BIDDER COMMENTS</td>
<td>17</td>
</tr>
</tbody>
</table>
1.0 RFP Introduction

1.1 Introduction

The City of Cottage Grove (City) is soliciting proposals from qualified firms for a full range of ERP solution applications that include software, implementation services, ongoing training and technical support. Ideally, the City would like to acquire these software modules as one integrated solution from one vendor. The City expects to achieve substantial gains in productivity, efficiency and accuracy through the implementation of a new enterprise resource planning system. In addition, the City seeks to minimize internal support costs by utilizing up-to-date technology. The City believes it has a responsibility to its citizens to stay current with technology and eventually to offer e-government services to its residents and businesses. By procuring an integrated enterprise resource planning (ERP) system, the City seeks to position itself as a leading-edge local government using innovative technology to deliver better service to its citizens.

1.2 Project Summary

The City of Cottage Grove is located in Western Oregon along the I-5 corridor. We are known as the “Covered Bridge Capital of Oregon” with six of the covered bridges in Lane County located in or around the City. The City has been operating on an older system that lacks certain features that are now standard in any state-of-the-art system. It is the City’s intention that the selected Vendor shall provide project management, technical installation expertise, and training to help alleviate employee stress and speed employee acceptance and usage of the new system.

The City seeks to implement an off-the-shelf system with minimum customization. Applications to be quoted are:

- General Ledger
- Budgeting and Budget Forecasting
- Accounts Payable
- Purchasing
- Fixed Assets
- Payroll, Remote Time Entry
- On-Line Employee Self Service
- Central Cashiering Management
- Utility Billing
- Miscellaneous Accounts Receivable
1.3 System Scope

The City is seeking proposals for an integrated ERP system that will include software implementation services, ongoing training and technical support. Ideally a single vendor will provide this integrated solution for all systems. Below is the timetable that has been set for this project.

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Issued</td>
<td>11/14/2012</td>
</tr>
<tr>
<td>Responses due from Vendors</td>
<td>12/12/2012</td>
</tr>
<tr>
<td>Oral Presentations by Selected Vendors</td>
<td>01/10/2013</td>
</tr>
<tr>
<td>Vendor Selected</td>
<td>01/18/2013</td>
</tr>
<tr>
<td>Contract Negotiations Completed NLT</td>
<td>02/05/2013</td>
</tr>
<tr>
<td>Council Award Contract</td>
<td>02/12/2013</td>
</tr>
<tr>
<td>Implementation begins</td>
<td>02/19/2013</td>
</tr>
<tr>
<td>New Vendor begins service</td>
<td>07/01/2013</td>
</tr>
</tbody>
</table>

1.4 Inquiries

Inquiries concerning this procurement including questions related to technical issues are to be directed to:

Roberta Olsen  
Finance Director  
City of Cottage Grove  
400 Main Street  
Cottage Grove, OR 97424  
Email: finance@cottagegrove.org  
Phone: 541-942-3346

All questions concerning the RFP must reference the RFP page number, section heading and paragraph. Please state the question as concisely as possible. All questions regarding this RFP must be received in writing by no later than 12/01/2012.

Proposers are directed specifically to not contact any other staff other than specified personnel identified above for any purpose. Unauthorized contact of any personnel may be cause for rejection of the proposer’s RFP response.

1.5 Required System Functions

The City has defined its general computing requirements as well as short-term and long-term information services directions. These are listed in Part V of this RFP. In addition Part V contains a detailed listing of system functions that are required in the new system. Please note that some of the requirements are mandatory.
1.6 Selection Process

At its discretion the City may require bidders at their own costs to provide demonstrations. These demonstrations provide an opportunity for the bidders to clarify the proposal for City. Representatives of the City may choose to visit a client reference to observe the applications in an actual working environment.

The award/negotiation sequence will be based on a selection methodology established by the City. Once the proposals are opened, a committee selected by City will evaluate each proposal taking into consideration the criteria and methodology stipulated in this RFP. The City will be the sole judge in evaluation considerations and may make an award to the bidder(s) who submit the proposal determined by the City to be most advantageous. A recommendation will be presented to the Cottage Grove City Council which will be in the best interest of the City as determined by the evaluation committee.

All proposals submitted shall be valid for a period of one-hundred twenty (120) calendar days from the date of the proposal opening.
2.0 Response Requirements and Conditions

2.1 Proposal Response Instructions

The Proposal must be received no later than 10:00 A.M. (P.S.T.) on 12/12/2012 at the following address:

Roberta Olsen
Finance Director
City of Cottage Grove
400 Main Street
Cottage Grove, OR 97424

Proposals must be submitted in sealed packages with the following information clearly marked on the outside of each package:

- Name of responder
- Project title: Cottage Grove ERP
- RFP # 2012-13

Failure to comply with the requirements of this RFP may result in disqualification.

E-mail and facsimile bids will not be considered. Bidders shall have sole responsibility for delivery of bids on time and to the proper location. Proposals received subsequent to the time and date specified above will not be considered.

Proposers are required to submit five (5) hard copies of the proposal and one (1) electronic copy of the proposal.

2.2 Rejection of Bids

The City of Cottage Grove may reject a bid if:

- The bidder fails to acknowledge receipt of an addendum or if
- The bidder misstates or conceals any material fact in the bid or if
- The bid does not strictly conform to the law or requirements of the bid or if
- The bid is conditional; except that the bidder may qualify the bid for acceptance by the City of Cottage Grove on an "all or none" basis. An "all or none" basis bid must include all items upon which bids are invited.

The City may however reject all bids whenever it is deemed in the best interest of City to do so and may reject any part of a bid. The City may also waive any minor informalities or irregularities in any bid.
2.3 Withdrawal of Bids

- Bids may be withdrawn prior to the time set for the bid opening. Such requests must be in writing.

- Bids may not be withdrawn for a period of 120 days after the time set for the bid opening.

2.4 Proposal Costs

Those submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the City to reimburse any individual or firm for any costs incurred in preparing or submitting proposals, providing additional information when requested by the City, or for participating in any selection interviews.

2.5 Bid Protests

The City shall provide notice of its decision to award or reject to all bidders by standard mail. If bidders wish to protest a decision of award they must file a notice of protest in writing to City of Cottage Grove within three (3) working days after receipt of the notice of the City’s decision of award and shall file a formal written protest within five (5) days after filing the notice of protest. The notice of protest must be either hand delivered to the City’s contact or sent via certified U.S. mail return receipt requested. Failure to file a protest within the time specified herein shall constitute a waiver of all rights to protest the City’s decision regarding the award of bid.

2.6 Local State and Federal Compliance Requirements

Bidders shall comply with all local, state, and federal directives, orders, and laws, as applicable to this bid and subsequent contract(s) including but not limited to:

- Equal Employment Opportunity (EEO) in compliance with Executive Order 11246 as amended and applicable to this contract.

- Occupational Safety and Health Act (OSHA) as applicable to this contract.
2.7 Insurance

Successful bidder shall not commence work under the contract until proof of all required insurance has been submitted to and approved by the City.

A. *Workers' Compensation Insurance for all employees of the bidder as required by Oregon State Statute. In the event any work is sublet, bidder shall require the sub-bidder similarly to provide Workers' Compensation insurance unless such employees are covered by the protection afforded by the bidder.*

B. *Comprehensive General Liability in an amount not less than $1,000,000 combined single limit per occurrence for bodily injury and property damage. The City of Cottage Grove must be shown as an additional insured with respect to this coverage.*

C. All insurance policies required above shall be issued by companies authorized to do business under the laws of the State of Oregon.

D. Certificates will indicate no modification or change in insurance to be made without thirty (30) days written advance notice to the City.
3.0 Proposal Format and Instructions

3.1 Proposal Format

In order to facilitate the analysis of responses to this RFP bidders are required to prepare their proposals in accordance with the instructions outlined in this section. Bidders should be sure they have received the Excel spreadsheet containing the technical requirements.

The City may make such investigations it deems necessary to determine the ability of the bidder to perform the work proposed. Conditional proposals will not be accepted.

If revisions become necessary to the RFP the City will provide addenda to all bidders who have received the RFP. All addenda issued by the City must be so noted on any proposals that are submitted. Bidders shall contact the City to ascertain whether any addenda have been issued. Failure to do so could result in an unresponsive proposal.

Proposals should be prepared as simply as possible and provide a straightforward concise description of the bidder’s capabilities to satisfy the requirements of the RFP. Emphasis should be on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables, should be numbered and clearly labeled. The proposal should be organized into the following major sections:

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Title Page</td>
</tr>
<tr>
<td></td>
<td>Letter of Transmittal</td>
</tr>
<tr>
<td></td>
<td>Table of Contents</td>
</tr>
<tr>
<td>1</td>
<td>Executive Summary</td>
</tr>
<tr>
<td>2</td>
<td>Company Background</td>
</tr>
<tr>
<td>3</td>
<td>Proposed Software and Computing Environment</td>
</tr>
<tr>
<td>4</td>
<td>Optional Software</td>
</tr>
<tr>
<td>5</td>
<td>Responses to General Requirements</td>
</tr>
<tr>
<td>6</td>
<td>Responses to Technical Requirements</td>
</tr>
<tr>
<td>7</td>
<td>Implementation Services</td>
</tr>
<tr>
<td>8</td>
<td>Support Program</td>
</tr>
<tr>
<td>9</td>
<td>Client References</td>
</tr>
<tr>
<td>10</td>
<td>Investment Summary</td>
</tr>
<tr>
<td>11</td>
<td>Additional Information</td>
</tr>
</tbody>
</table>

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

**EXECUTIVE SUMMARY:** (Section 1.0). This part of the response to the RFP should be limited to a brief narrative highlighting the bidder’s proposal. The summary should
contain as little technical jargon as possible, should be oriented toward non-technical personnel, and be no more than 5 pages.

The complete name of the firm or person(s) submitting the proposal, the main office address, the primary and secondary contact person(s) and their respective telephone numbers and email addresses, should be included in this section.

**COMPANY BACKGROUND:** (Section 2.0). Bidders must provide, at a minimum the following information about their company so that the City can evaluate the bidder’s stability and ability to support the requirements set forth in the response to the RFP. The City, at its option, may require a bidder to provide additional support and/or clarify requested information.

The bidder should outline the company’s background including:

- How long the company has been in business.
- A brief description of the company’s size and organization.
- A list of any sub-bidders the bidder proposes to use should be included in this section along with contact information for each.
- An summary of the percentage of its business that is in local government (Cities, Counties, and Special Districts) as compared to non-profits, schools or other business.

**PROPOSED SOFTWARE AND COMPUTING ENVIRONMENT:** (Section 3.0). The bidder must present, in detail, features and capabilities of the proposed software. The City would prefer a .Net environment with one-click deployment. Please address the following with this requirement in mind.

In addition the following information should be included:

- **Hardware Environment.** Describe the hardware environment required to utilize the proposed software. In the event there is more than one suitable hardware platform list all options and indicate the relative strengths and weaknesses of each.

- **Operating System.** Identify the operating system required by the proposed application software and database management system in the hardware environment recommended above. In the event there is more than one suitable operating system list all options and indicate the relative strengths and weaknesses of each.

- **Cloud Solution.** If a cloud solution is proposed, it must use only standard internet protocols (HTTP, HTTPS) for communication. Describe the environment in its entirety, including software service packs and upgrades.

List the operating system software support products required to support the recommended computing environment. The bidder should also explicitly state the name of any third-
party products that are part of the proposed solution to the City’s list of requirements. For each third-party product there should be a statement about whether the bidder’s contract would encompass the third-party product and/or whether the City would be required to contract on its own for the product.

**OPTIONAL SOFTWARE:** (Section 4.0). Include a description of any products, features, or other value-added components available for use with the proposed software application(s) that have not been specifically requested in this RFP. Consideration of these products features or other value-added components will be given where these may be of value to the City.

**RESPONSES TO GENERAL REQUIREMENTS:** (Section 5.0). The bidder must provide responses to each of the General Requirements that are listed in Part V of the RFP and must be provided in this section of the proposal.

**RESPONSES TO TECHNICAL REQUIREMENTS:** (Section 6.0). Responses to the Technical Requirements as listed in the Excel spreadsheet accompanying the RFP must be provided in this section of the proposal. Bidders should answer the questions in the format provided and add any explanatory details necessary in a separate column to the right of the item being referenced. The following answer key should be used when responding to the requirements:

**Column C Coding**

- 5 = Fully meets requirement “out-of-the box”
- 3 = Available in next version (include estimated date of release in Comments)
- 2 = Modification (please note cost in comments)
- 1 = Third-party software/Work around/Report Writer
- 0 = Not Available

**Note:** *Any requirement that is answered with a symbol other than what is listed above will be treated as a negative/non-response.*

**IMPLEMENTATION SERVICES:** (Section 7.0). The bidder should provide a detailed plan for implementing the proposed system. This information should include:

- Detailed implementation methodology
- Conversion support
- Overview of proposed training including options for onsite or training center services for end-users and management personnel
- Implementation and training plan including deliverables for each stage of the project
- Brief biographies of bidder’s key implementation staff

**SUPPORT PROGRAM:** (Section 8.0). Specify the nature of any post-implementation support provided by the bidder including:

- Telephone support: toll-free support hotline hours of operation etc.
- Availability of future upgrades and product enhancements
- Availability of user groups, both National and local
- Problem reporting and resolution procedures
- Other support (e.g. onsite; remote dial-in; website access to patches; fixes; knowledge base; etc.)

**CLIENT REFERENCES:** (Section 9.0). Bidders should have at a minimum 100 clients and be willing to provide a list of at least fifteen (15) local government installations during the past five (5) years that are utilizing the proposed system in a live status for at least one year. Submit references for fully completed installations to the extent possible.

**INVESTMENT SUMMARY:** (Section 10.0). Provide a detailed cost of ownership for all software licenses, support training, and implementation services being proposed. The City believes that Project Management, Business Process, Studies/Needs, or Gap Analysis is critical to the success of an implementation. The City is also requiring that all services be quoted as not to exceed prices. Proposals that do not address this may result in disqualification. *Vendors that are not upfront about expected costs will be disqualified.*

**ADDITIONAL INFORMATION:** (Section 11.0). Bidders may use this section to include additional information about their products and services not covered in other sections of the proposal. Examples could include:

- Published case studies
- Newsletters
- Conference information
- Documentation
4.0 Technical Specifications

Requirements defined in this section contain the overall general functions of the City’s desired integrated software applications. These requirements underlie the detailed checklist of technical requirements contained in the second half of Part IV. Together these two sections define a system that will provide a high level of flexibility in meeting the City’s current and future computing requirements. Please address each as it relates to your company and applications.

4-1 **PROCESSING ENVIRONMENT**: A preferred or specific hardware platform will not be specified in an effort to obtain the widest range of software solutions to meet the City’s information processing needs. If your system can not meet these requirements please note the deficiencies.

4-2 **DATABASE**: A true 5th generation relational (RDBMS) database must be used and must be true .Net with One Click deployment. The database design should allow for a wide range of drill-down capabilities. Table and column names should be intuitively labeled and linked columns should be consistently named. If your system can not meet these requirements please note the deficiencies.

4-3 **REAL-TIME MODE**: Applications are expected to run in real-time mode. Systems that use temporary holding areas will not be considered. Historical transactions will be used to drive reporting and interaction among systems. The system should support an unlimited number of years of history with no performance degradation as history grows. If your system can not meet these requirements please note the deficiencies.

4-4 **LOGIN**: System must use Active Directory for a singular sign on and provide detailed audit trails required by the City and external auditors. If your system can not meet these requirements please note the deficiencies.

4-5 **TABLES**: Dynamic tables must be used where applicable to preclude repetitive entry for validity checking and to eliminate program code changes when rules are changed or added. **Systems with flat, ISAM, COBOL or MS-Access based files will not be considered.** If your system can not meet these requirements please note the deficiencies.

4-6 **WORK FLOW**: The system should provide work flow capabilities, with user-defined business rules, processes and securities. It should allow for an unlimited number of steps/approvals/notifications on any single work flow. If your system can not meet these requirements please note the deficiencies.

4-7 **SECURITY**: Security must be detailed and provide several levels, including application, processes, menus and **every** field. In addition to individual user securities, the system should also allow for easy grouping of users to minimize security set-up. If your system can not meet these requirements please note the deficiencies.
4-8 **SUPPORT:** The selected vendor(s) must be able to provide timely and adequate telephone support during the City’s normal business hours. Vendor(s) support must deal with issues related to adjunct third-party software. Vendors will also deal with database issues that preclude their products’ functionality. The City intends to rely solely on the application vendor(s) as its support source. Please note your average response time and your methodology for prioritizing calls. If your system can not meet these requirements please note the deficiencies.

4-9 **HARDWARE:** Proposals are for software only. Please list all hardware requirements. The City intends to acquire, implement, and maintain its own hardware and network. If a cloud solution is proposed, it must use only standard internet protocols (HTTP, HTTPS) for communication and the environment in its entirety, including software service packs and upgrades, needs to be outlined.
5.0 Technical Requirements and Conditions

Bidders have been sent an Excel spreadsheet in addition to the RFP. The Excel spreadsheet contains an itemized list of technical requirements listed by software module. Responses to these requirements should be submitted as explained in section 3-1; Responses to Technical Requirements.
6.0 Evaluations

6-1 **EVALUATION METHOD:** The City will evaluate all proposals deemed responsive to this RFP by a committee selected by the City. The initial evaluation will consider only the qualifications and demonstrated experience of each respondent. Following the evaluation and the committee’s analysis of the written proposals and discussions, the responses will be ranked to establish the highest score. Bidders may be asked to provide onsite demonstrations. Discussions and negotiations may take place with the short list of bidders to ensure clarification and to obtain a best and final offer. The award will be based upon the proposal that is determined to be the most advantageous to the City.

6-2 **SELECTION CRITERIA:** The intention of the City is to procure functionally complete, cost effective, and integrated software applications. The criteria that will be used to evaluate proposals may include, but are not limited to, the following:

- Quality, clarity, and responsiveness of proposal in conformance with instructions, conditions, and format contained herein
- Technical requirements
- Timeliness and professionalism of on-going support
- Demonstrated performance of proposed system elsewhere in the public sector
- Implementation strategy and timelines
- Cost and quality of software and implementation services
- Cost of on-going maintenance
- Reference checks including possible visits to client sites
- Ability to provide an integrated all-in-one system that includes the most modules
7.0 BIDDER COMMENTS TO REQUIREMENTS

SPECIFICATION DESCRIPTIONS

This section is for the bidder to add additional comments as needed for clarification. Please note the item number being addressed followed by comments.