

REQUEST FOR PROPOSALS

Software, Implementation & Ongoing Maintenance Services

for

ERP (Enterprise Resource Planning) Software

**Siuslaw Valley Fire and Rescue
&
Western Lane Ambulance District**



RFP # 17-18-01

RELEASE DATE: 07/28/2017 at 8:00 am

DATE DUE: 09/01/2017 by 5:00 pm

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1.0 RFP Introduction

1.1 Introduction and Organizational Background

Siuslaw Valley Fire and Rescue and Western Lane Ambulance hereafter referred to as SVFR/WLAD or the districts, are soliciting proposals from qualified firms who specialize in local government software to provide a full range of ERP (Enterprise Resource Planning) applications that include software, conversion and implementation services, initial and ongoing training, technical support, compliance with State and Federal mandated requirements and ongoing enhancements.

In July 2016, the districts entered into an intergovernmental agreement (IGA) to combine administrative services for both districts, this agreement focuses heavily on the provision of both human resource and financial management services. Together the districts have a combined operating budget of over eight million dollars, provide administrative services to approximately 80 full-time, part-time, and volunteer personnel, and serve a combined population of over 20,000 full time residents and an unknown total of tourists. Because of the IGA, the districts wish to purchase a single piece of software that will serve both districts simultaneously but have the ability to operate separately should the IGA discontinue.

Ideally, the districts would like to acquire these software modules as one integrated solution from a single vendor. The districts expect to achieve substantial gains in productivity, efficiency and accuracy through the implementation of a new ERP system. In addition, the districts seek to minimize internal support costs by utilizing up-to-date technology. The districts believe they have a responsibility to their citizens and internal stakeholders to stay current with technology. By procuring an integrated ERP system, SVFR/WLAD seek to position themselves as a leading-edge local governmental entity utilizing innovative technology to deliver better service to our internal and external customers.

The SVFR/WLAD will evaluate all options including a premised-based option where the software and data will reside on a server(s) at our facility, “Cloud” or “Hosted” environments. Please supply software and services pricing with all these options in mind. If a hosted solution is proposed, please include a detailed list of all recommended hardware (routers e.g.) and 3rd Party software (Citrix, VPN e.g.) requirements. Please also include a budget estimate for this hardware and 3rd Party software components. The districts reserve the right to procure these components on our own if we decide upon a hosted solution.

The Deadline for the product to be fully Operational is June 1, 2018.

1.2 Project Summary

SVFR/WLAD are located in Florence Oregon with a service population of approximately 22,000 residents. The districts have been operating on a legacy system that lacks certain features that are now standard in any state-of-the art system. It is the districts intention

that the selected Vendor shall provide project management, technical installation expertise, training and consulting to help alleviate employee stress and speed employee acceptance and usage of the new system.

The combined total of the districts Revenue Budget is \$8,900,000 and Expense Budget is \$8,900,000. There are 26 Full-Time, 12 Part-Time Employees and 50 volunteers.

SVFR/WLAD seek to implement an off-the shelf system with minimum customization. Applications to be quoted are;

- General Ledger
- Budgeting and Budget Forecasting
- Accounts Payable
- Purchasing
- Requisitions
- Project/Grant Accounting
- Fixed Assets
- Human Resources
- HR - Online Employee Self-Service
- HR - Online Open Enrollment
- HR - Online Applicant Tracking
- Central Cashiering Management
- Membership Program Billing
- Miscellaneous Accounts Receivable
- Licenses and Permits
- Online Licenses and Permits
- Inventory (possibly tie in to WLAD Operative IQ)
- Executive Dashboard
- Business Analytics
- 3rd Party Document Management Interface/Integration
- e-Workflow Interface

It is anticipated that SVFR/WLAD will have 2-3 Users that, on average, will use the system two or more hours each day. The districts wish to empower other users, (security must be extremely robust, however) to enter their own time, process requisitions, inquiry and print their own reports. We estimate that up to 10 “Casual Users” will fit into this category.

1.3 System Scope

SVFR/WLAD 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.

Request for Proposal Open	July 28, 2017
Request for Proposal Closes	September 1, 2017
Product/Vendor Demonstration Presentation	September 12, 2017
Vendor Selected-Contract Awarded	September 28, 2017
Vendor Notification of Award	September 29, 2017
Implementation Scheduling	October 2, 2017
Product Fully Operational	June 1, 2018

1.4 Inquiries

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

Julie Brown
 Administrative Division Chief
 SVFR/WLAD
 2625 Highway 101 N.
 Florence, OR 97439
 Email: julie@svfr.org
 Phone: 541-997-3212

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 September 1, 2017 by 5:00 pm.

Proposers are directed specifically to not contact any other the 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

SVFR/WLAD have defined its general computing requirements as well as short-term and long-term information services directions. These are listed in Part 5 of this RFP. In addition, Part 5 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, SVFR/WLAD may require bidders at their own costs to provide demonstrations. These demonstrations provide an opportunity for the bidders to clarify the proposal for the districts.

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

1.6 IGA Separation Contingency

As mentioned above the districts are currently working together under an IGA to provide administrative services to both organizations. This RFP is for both districts with the intent of supplying a single piece of software to serve both districts simultaneously. In the event the IGA is dissolved and each district reverts to providing their own administrative services there will need to be consideration into how data is extracted and separated. Additionally, each district will have invested a significant amount of money and time into the purchase and implementation of the software. The districts want to know how the software provider will manage this situation from a financial, technical and customer service perspective. We realize our situation and this consideration are unique, but require the bidder to address this consideration both in their proposal and negotiated final contract with both districts.

2.0 Response Requirements and Conditions

2.1 Proposal Response Instructions

The Proposal must be received **no later than September 1, 2017 by 5:00 pm (PST)** at the following address:

Julie Brown
Administrative Division Chief
SVFR/WLAD
2625 Highway 101 N.
Florence, OR 97439

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

- Name of responder
- Project title: ERP Software Proposal
- RFP # 17-18-01

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 **ten** (10) hard copies of the proposal and one (1) electronic copy of the proposal.

2.2 Rejection of Bids

SVFR/WLAD 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 bid or if
- The bid is conditional; except that the bidder may qualify the bid for acceptance by SVFR/WLAD on an "all or none" basis. An "all or none" basis bid must include all items upon which bids are invited.

SVFR/WLAD may however reject all bids whenever it is deemed in the best interest of SVFR/WLAD to do so and may reject any part of a bid unless the bid has been qualified as provided in last bullet point above. SVFR/WLAD may also waive any minor informalities or irregularities in any bid.

2.3 Withdrawal of Bids

- Bids may not be withdrawn for a period of 120 days after the time set for the bid opening.
- Bids may be withdrawn prior to the time set for the bid opening. Such requests must be in writing.

2.4 Proposal Costs

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

2.5 Bid Protests

SVFR/WLAD 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 the districts contact within three (3) working days after receipt of the notice. SVFR/WLAD 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 SVFR/WLAD 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 districts 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 insert organization name here and approved by insert organization name here.

- 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. Insert organization name here 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 with the following qualification:
- D. Certificates will indicate no modification or change in insurance shall be made without thirty (30) days written advance notice to SVFR/WLAD.

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.

SVFR/WLAD 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, SVFR/WLAD will provide addenda to all bidders who have received the RFP. All addenda issued by the districts must be so noted on any proposals that are submitted to SVFR/WLAD. Bidders shall contact SVFR/WLAD contact 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:

Section	Title
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Company Background
3.0	Proposed Software and Computing Environment
4.0	Optional Software
5.0	Responses to General Requirements
6.0	Responses to Technical Requirements
7.0	Implementation Services
8.0	Support Program
9.0	Client References
10.0	Investment Summary
11.0	Additional Information

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 SVFR/WLAD can evaluate the bidder’s stability and ability to support the requirements set forth in the response to the RFP. SVFR/WLAD 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.

- What percentage of its business is in local government (Cities Counties and Special Districts) as compared to non-profit, schools or other business and commercial types?

PROPOSED SOFTWARE AND COMPUTING ENVIRONMENT: (Section 3.0). The bidder must present in detail features and capabilities of the proposed software. SVFR/WLAD 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.

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 SVFR/WLAD 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 SVFR/WLAD would have 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 SVFR/WLAD.

RESPONSES TO GENERAL REQUIREMENTS: (Section 5.0). The bidder must provide responses to each of the General Requirements that are listed in Part IV 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
- 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 least 200 clients and be willing to provide a list of at least five (5) local government installations during the past five (5) years that are utilizing the proposed system. Submit references for fully completed installations to the extent possible. If a listed reference is not on the current release of your software or they have multiple releases of your software in operation, this must be clearly specified. For example, for Reference ABCD, Finance & Payroll are on Version "X", Utility Billing is on Version "Y" or Reference DEFG is on Version "Q" but our current version is Version "V".

INVESTMENT SUMMARY: (Section 10.0). Provide a detailed cost of ownership for all software licenses support training and implementation services being proposed. SVFR/WLAD believes that Project Management, Business Process Studies/Needs or Gap Analysis is critical to the success of an implementation. SVFR/WLAD also is requiring that all services be quoted as "not to exceed" prices. Proposals that do not address this may result in disqualification. *Vendors that try to hide or are not upfront about expected cost 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 SVFR/WLAD 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 SVFR/WLAD 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 SVFR/WLAD information processing needs. If your system cannot 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 cannot 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 cannot 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 SVFR/WLAD internal and external auditors. If your system cannot 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 cannot meet these requirements please note the deficiencies.

- 4-6 WORK FLOW:** The system should provide work flow capabilities in **all** applications, 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 cannot 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 cannot 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 SVFR/WLAD 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. SVFR/WLAD 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 cannot meet these requirements please note the deficiencies.
- 4-9 HARDWARE:** Proposals are for software only. Please list all hardware requirements. SVFR/WLAD intends to acquire, implement and maintain its own hardware and network.

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:** SVFR/WLAD will evaluate all proposals deemed responsive to this RFP by a committee selected by the districts. The initial evaluation will consider only the qualifications and demonstrated experience of each respondent. Following the evaluation 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 SVFR/WLAD.

6-2 **SELECTION CRITERIA:** The intention of SVFR/WLAD 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 condition 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

ITEM

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