City of Dublin, Ohio

Request for Proposal
For An

Enterprise Resource Planning System and Implementation Services

City of Dublin

Issue Date: January 17, 2014
Closing Date: February 28, 2014 at 4:00 PM Eastern

Pre-Proposal Meeting (Non-Mandatory):
February 10, 2014 at 2:00 PM Eastern

City of Dublin
Council Chambers
5200 Emerald Parkway
Dublin, Ohio 43017
Proposal Submission

Proposal Due Date:  
City: February 28, 2014 at 4:00 PM Eastern  
Plante & Moran: February 28, 2014 at 4:00 PM Eastern

Submit to City:  
1 printed, signed, original technical proposal and signed addenda,  
3 copies of original technical proposal,  
1 CD containing an electronic version of the technical proposal and any supporting documentation, including the following files:

ERPsystmeselation - Specifications.xlsx  
ERPsystmeselation - Vendor Forms.docx

1 printed, signed, original cost proposal,  
1 copies of original cost proposal, and  
3 copies of original cost proposal, and  
1 CD containing an electronic version of the cost proposal, including the following file:

ERPsystmeselation - Pricing Forms.xlsx

Send to:  
Peter Husenitza  
Director of Information Technology  
City of Dublin  
5200 Emerald Parkway  
Dublin, Ohio 43017

Submit to Plante & Moran:  
1 COPY of original technical proposal and the cost proposal;  
1 CD-ROM containing an electronic version of the technical proposal, cost proposal, and the following documents:

ERPsystmeselation - Specifications.xlsx  
ERPsystmeselation - Pricing Forms.xlsx  
ERPsystmeselation - Vendor Forms.docx

Send to:  
Plante & Moran, PLLC  
Attn: Ms. Kim Szlachetka  
27400 Northwestern Hwy  
P.O. Box 307  
Southfield, MI 48037-0307
Important Notice:

Effective immediately upon release of this request for proposal (RFP), and until notice of contract award, all official communications from proposers regarding the requirements of this RFP shall be directed to the following e-mail:

RFP@dublin.oh.us

The City, or designee, shall distribute all official changes, modifications, responses to questions or notices relating to the requirements of this RFP through the City’s website. Any other information of any kind from any other source shall not be considered official, and proposers relying on other information do so at their own risk.
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Anticipated Timeline Overview

Listed below are specific and estimated dates and times of actions related to this request for proposal (RFP). The actions with specific dates must be completed as indicated unless otherwise changed. In the event that it is necessary to change any of the specific dates and times in the calendar of events listed below, an addendum to this RFP will be issued.

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Timeframe</th>
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<tbody>
<tr>
<td>RFP issuance</td>
<td>1/17/14</td>
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<tr>
<td>Vendor pre-proposal meeting</td>
<td>2/10/14</td>
</tr>
<tr>
<td>Deadline for clarification questions</td>
<td>2/12/14</td>
</tr>
<tr>
<td>City distributes responses for Vendor RFP clarification questions</td>
<td>2/18/14</td>
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<tr>
<td>Vendor proposals due</td>
<td>2/28/14</td>
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<tr>
<td>Notification of demonstration dates</td>
<td>Late March</td>
</tr>
<tr>
<td>Demonstrations of software</td>
<td>Early April</td>
</tr>
<tr>
<td>Site Visits and other due diligence</td>
<td>April-June</td>
</tr>
<tr>
<td>Contract negotiations and award</td>
<td>June-August</td>
</tr>
</tbody>
</table>
1 Introduction

1.1 Overview

The City of Dublin, OH is interested in soliciting proposals from qualified providers of municipal software whose product offering meets or exceeds current City requirements and whose complete product offering provides a robust solution set that will allow the City to continue to leverage this investment well into the future as the needs of the City grow and evolve.

The visual on the following page depicts the solution set of software that the City is considering for purchase as part of this solicitation as follows:

- **Core Functionality** - City intends on replacing this software as part of this project
- **Expanded Modules** - Represents either a new module or an existing module that is being considered as part of this project
- **System Interfaces** – Current City software where integration is needed
- **Outside Agency/3rd Party Interface** – Interfaces desired with outside agencies

<table>
<thead>
<tr>
<th>Module</th>
<th>Core/Expanded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>Core</td>
</tr>
<tr>
<td>Bank Reconciliation</td>
<td>Core</td>
</tr>
<tr>
<td>Budgeting</td>
<td>Core</td>
</tr>
<tr>
<td>Cash Management</td>
<td>Core</td>
</tr>
<tr>
<td>Cash Receipting</td>
<td>Core</td>
</tr>
<tr>
<td>Contract Management</td>
<td>Expanded</td>
</tr>
<tr>
<td>Debt Service Management</td>
<td>Expanded</td>
</tr>
<tr>
<td>Fixed Assets</td>
<td>Core</td>
</tr>
<tr>
<td>General and Technical</td>
<td>Core</td>
</tr>
<tr>
<td>General Ledger</td>
<td>Core</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Core</td>
</tr>
<tr>
<td>Inventory Management</td>
<td>Expanded</td>
</tr>
<tr>
<td>Investment Management</td>
<td>Expanded</td>
</tr>
<tr>
<td>Misc Billing &amp; AR</td>
<td>Core</td>
</tr>
<tr>
<td>Payroll</td>
<td>Core</td>
</tr>
<tr>
<td>Performance Measurement</td>
<td>Expanded</td>
</tr>
</tbody>
</table>
Additionally, the City is open to obtaining stand-alone proposals from Human Resources Information System (HRIS) solution providers whose product will be able to integrate with a variety of finance systems.

Definitions

The following definitions are used in the RFP:

- **Client or City** means the City of Dublin, OH
- **Plante & Moran, PLLC**: The City’s consultant and co-project manager for the project.
- **Vendor or Proposer** means a firm, company or organization submitting a proposal in response to this RFP.
- **ERP, City of Dublin ERP for Finance, Payroll, and Human Resources**, the system or software means the software solution that the successful Vendor responding to this RFP will be responsible for providing.

1.2 City Background

Encompassing nearly 25 square miles, Dublin is located in the northwest part of the Columbus, Ohio metropolitan area. The City is home to more than 42,000 residents and more than 65,000 corporate citizens. Since 2010, the City has been selected as a Top Seven Intelligent Community. Also in 2009, *Forbes* recognized Dublin as one of the top 25 places to move in America. The City also boasts solid financial ratings, receiving successive Aaa ratings from Moody’s Investors Service and AAA ratings from Fitch Ratings for 10 consecutive years.

The City of Dublin has been operating on the SunGard HTE system as their primary software solution for supporting the various business processes within the City for a number of years. The Human Resources department does not use the HTE system but rather is operating without a true enterprise Human Resource Information System (HRIS). Additionally, the City has been using the Kronos system for Time and Attendance functionality and is currently in the process of upgrading Kronos.

Within the last year, the City initiated an upgrade of the HTE system to the SunGard ONE Solution product across all lines of business within the City. The City encountered a number of challenges during the initial stages of the HR/Payroll and Financials upgrade and, as a result, has concluded not to upgrade to ONE Solution for these functional areas but rather to pursue alternative options.
1.3 Current Application Environment

*Legend for Current Applications*

<table>
<thead>
<tr>
<th>Legend Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>R</td>
<td>Replacement The City is intending on replacing this application with the selected solution.</td>
</tr>
<tr>
<td>C</td>
<td>Consider The City is considering replacing this application with the selected solution, based on the strength of the finalist Vendor offering and cost / benefit of the replacement module</td>
</tr>
<tr>
<td>M</td>
<td>Maintain The City is intending on retaining the application, not replacing it thru this effort</td>
</tr>
<tr>
<td>I</td>
<td>Interface The City is intending on keeping the application and interfacing/integrating it with the selected solution.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current ERP Application</th>
<th>Application Notes/Description</th>
<th>Departmental Owner</th>
<th>Likely Future?*</th>
<th>ERP Availability**</th>
<th>Expected ERP Module</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Agenda Manager</td>
<td>Agenda Management for Board</td>
<td>City Manager</td>
<td>M</td>
<td>B</td>
<td>N/A</td>
</tr>
<tr>
<td>2 Careworks</td>
<td>Risk Management Software</td>
<td>HR</td>
<td>I</td>
<td>B</td>
<td>Interface with Human Resources</td>
</tr>
<tr>
<td>3 CIMS</td>
<td>Cemetery Plot Management</td>
<td>Parks</td>
<td>I</td>
<td>B</td>
<td>Interface with Cash Receipts</td>
</tr>
<tr>
<td>4 CityTax</td>
<td>Tax Software</td>
<td>Taxation</td>
<td>I</td>
<td>B</td>
<td>Interface with Accounts Receivable</td>
</tr>
<tr>
<td>5 Cityworks</td>
<td>Work Orders, Time</td>
<td>Multiple</td>
<td>I</td>
<td>B</td>
<td>Interface with Payroll and/or Time and Attendance, Project Accounting</td>
</tr>
<tr>
<td>6 Cityworks</td>
<td>Training Administration</td>
<td>Multiple</td>
<td>R</td>
<td>G</td>
<td>Human Resources</td>
</tr>
<tr>
<td>7 Cognos</td>
<td>Reporting Tool</td>
<td>IT</td>
<td>R</td>
<td>G</td>
<td>Multiple</td>
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<td>Current ERP Application</td>
<td>Application Notes/Description</td>
<td>Departmental Owner</td>
<td>Likely Future?*</td>
<td>ERP Availability**</td>
<td>Expected ERP Module</td>
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</tr>
<tr>
<td>Compliant Suite Safety Management Software, Training, and Liability software</td>
<td>Risk Management Software</td>
<td>HR</td>
<td>I</td>
<td>B</td>
<td>Interface with Human Resources</td>
</tr>
<tr>
<td>DubNet</td>
<td>City website, download forms</td>
<td>IT</td>
<td>M</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Eventbright</td>
<td>Ticketing and Revenue from Special Events</td>
<td>Events Admin</td>
<td>I</td>
<td>B</td>
<td>Interface with Cash Receipts</td>
</tr>
<tr>
<td>GovDeals</td>
<td>Online Purchasing</td>
<td>Finance?</td>
<td>M</td>
<td>N/A</td>
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</tr>
<tr>
<td>HTE (Green Screen and Naviline)</td>
<td>Finance Functions, including Payroll</td>
<td>IT</td>
<td>R</td>
<td>G</td>
<td>Multiple Modules</td>
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<tr>
<td>ICMA</td>
<td>Report performance measures/benchmarking</td>
<td>Multiple</td>
<td>M/I</td>
<td>B</td>
<td>Interface with Performance Measures</td>
</tr>
<tr>
<td>Interfleet Web Tech Wireless</td>
<td>Reporting on GPS, mileage, stops, etc.</td>
<td>Streets and Utilities</td>
<td>M</td>
<td>B</td>
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<tr>
<td>Kronos</td>
<td>Time and Attendance</td>
<td>Finance</td>
<td>I</td>
<td>B</td>
<td>Interface with Payroll</td>
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<tr>
<td>Laserfiche</td>
<td>Document management/repository</td>
<td>IT</td>
<td>M/I</td>
<td>B</td>
<td>Interface with Multiple Modules or maintain as separate document management system</td>
</tr>
<tr>
<td>Microsoft Access</td>
<td>CIP bid document distribution</td>
<td>Engineering</td>
<td>R</td>
<td>G</td>
<td>Cash Receipting/Purchasing</td>
</tr>
<tr>
<td>Microsoft Access</td>
<td>Old Planning and Zoning Case Files</td>
<td>Land Use and Long Range Planning</td>
<td>M</td>
<td>N/A</td>
<td>N/A</td>
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<td>Microsoft Access</td>
<td>Accounts Payable</td>
<td>Events Admin</td>
<td>R</td>
<td>G</td>
<td>Accounts Payable</td>
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<tr>
<td>Microsoft Excel</td>
<td>CIP Project Tracking</td>
<td>Engineering</td>
<td>R</td>
<td>G</td>
<td>Budget</td>
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<td>Current ERP Application</td>
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<td>Departmental Owner</td>
<td>Likely Future?*</td>
<td>ERP Availability**</td>
<td>Expected ERP Module</td>
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<td>23 Microsoft Excel</td>
<td>Operating Accounts Spreadsheet</td>
<td>Engineering</td>
<td>R</td>
<td>G</td>
<td>Budget</td>
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<td>24 Microsoft Excel</td>
<td>Budget monitoring and maintenance</td>
<td>Multiple</td>
<td>R</td>
<td>G</td>
<td>Budget</td>
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<tr>
<td>25 Microsoft Excel</td>
<td>Tracking spending history</td>
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<td>R</td>
<td>G</td>
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<tr>
<td>26 Microsoft Excel</td>
<td>Inventory</td>
<td>Multiple</td>
<td>R</td>
<td>G</td>
<td>Inventory Management</td>
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<tr>
<td>27 Microsoft Excel</td>
<td>Cash Management</td>
<td>Multiple</td>
<td>R</td>
<td>E</td>
<td>Cash Management</td>
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<td>28 Microsoft Excel</td>
<td>Project Management and Accounting</td>
<td>Multiple</td>
<td>R</td>
<td>G</td>
<td>Grant/Project Accounting</td>
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<tr>
<td>29 Microsoft Excel</td>
<td>Reconcile Cash Receipts to Chase bank account</td>
<td>Multiple</td>
<td>R</td>
<td>G</td>
<td>Cash Receipts</td>
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<td>30 Microsoft Excel</td>
<td>Debt Management</td>
<td>Finance</td>
<td>R</td>
<td>E</td>
<td>Debt Management</td>
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<tr>
<td>31 Microsoft Excel</td>
<td>Injury Leave Reports</td>
<td>HR</td>
<td>R</td>
<td>B</td>
<td>Risk Management</td>
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<tr>
<td>32 Microsoft Excel</td>
<td>Vehicle and Equipment Checklists</td>
<td>HR (Risk)</td>
<td>R</td>
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<td>R</td>
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<tr>
<td>34 Microsoft Excel</td>
<td>Compensation analysis</td>
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<td>35 Microsoft Excel</td>
<td>Accounts Receivable</td>
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<td>R</td>
<td>G</td>
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<tr>
<td>36 Microsoft Word</td>
<td>Contract Management and Maintenance</td>
<td>Multiple</td>
<td>M/R</td>
<td>G</td>
<td>TBD, Contract Management is currently not in scope</td>
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<td>37 Microsoft Word</td>
<td>Performance Evaluations</td>
<td>HR</td>
<td>R</td>
<td>G</td>
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<td>38 Microsoft Word</td>
<td>Invoicing</td>
<td>Events Admin</td>
<td>R</td>
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<td>39 NeoGov</td>
<td>Recruiting software</td>
<td>HR</td>
<td>I/R</td>
<td>G/B</td>
<td>Possible interface with Human Resources</td>
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<td>40 Ohio Bureau of Worker's Comp</td>
<td>Review Worker's Comp claim documentation</td>
<td>HR</td>
<td>I/M</td>
<td>B</td>
<td>Risk Management</td>
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<td>41 Open Online</td>
<td>Criminal Background Check</td>
<td>HR</td>
<td>M</td>
<td>I</td>
<td>Interface with Human Resources</td>
</tr>
<tr>
<td>Current ERP Application</td>
<td>Application Notes/Description</td>
<td>Departmental Owner</td>
<td>Likely Future?*</td>
<td>ERP Availability**</td>
<td>Expected ERP Module</td>
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<tr>
<td>42 Print to Mail</td>
<td>Folds and Seals Checks</td>
<td>Finance</td>
<td>M</td>
<td>G</td>
<td>Accounts Payable and Payroll</td>
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<td>43 Procard (PNC Bank)</td>
<td>P Card Reconciliation</td>
<td>Finance</td>
<td>I</td>
<td>N/A</td>
<td>Interface with Accounts Receivable</td>
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<td>44 QuickBooks</td>
<td>Cemetery Plot Sales</td>
<td>Parks</td>
<td>R</td>
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<td>Cash Receipts</td>
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<tr>
<td>45 RecTrac/WebTrac</td>
<td>Recreation Membership Management/Cash Receipts</td>
<td>Parks</td>
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<td>Interface with Cash Receipts</td>
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<td>46 Selectron IVR</td>
<td>Inspection Results</td>
<td>Building Standards</td>
<td>M</td>
<td>B</td>
<td>N/A</td>
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<td>Online Training for Risk Management</td>
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<td>I</td>
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<td>49 SunGard ONE Solution</td>
<td>Community Development and Permitting</td>
<td>Planning</td>
<td>I</td>
<td>B</td>
<td>Interface with Cash Receipts</td>
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<td>50 SunGard ONE Solution</td>
<td>Court Software (Cash Receipts)</td>
<td>Court</td>
<td>I</td>
<td>B</td>
<td>Interface with Cash Receipts</td>
</tr>
<tr>
<td>51 USA E-Pay</td>
<td>Online credit card payments</td>
<td>Events Admin</td>
<td>I/R</td>
<td>G</td>
<td>Interface with Cash Receipts</td>
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<tr>
<td>52 Volgistics</td>
<td>Track volunteer hours online</td>
<td>HR</td>
<td>M</td>
<td>B</td>
<td>N/A</td>
</tr>
<tr>
<td>53 Volunteermatch.com</td>
<td>Volunteer recruitment</td>
<td>HR</td>
<td>M</td>
<td>B</td>
<td>N/A</td>
</tr>
<tr>
<td>54 Wufoo</td>
<td>Online form builder for volunteer special events</td>
<td>HR</td>
<td>M</td>
<td>B</td>
<td>N/A</td>
</tr>
</tbody>
</table>
1.4 Current Technical Environment

The City has established technology standards and would prefer to adhere to them as part of the implementation of the ERP. The tables below provide Vendors with a current summary of the City’s network and computing environments, and standards.

As part of the proposal process Vendors will be required to submit significant technical detail about the proposed solution detailed in section 3.4 of this RFP. In preparing responses, Vendors must remain diligent in referencing this table to assure that responses clearly identify:

- Areas of known or potential conflict between the Vendors proposed solution and the City’s defined environments
- Recommendations of how best to implement and operate the proposed solution within the City’s defined environments

1.4.1 Summary of Network and Computing Environment

<table>
<thead>
<tr>
<th>Network Infrastructure Configuration (WAN &amp; Internet)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The City’s computer network provides connectivity to a total of 8 buildings. The buildings are connected in a tree topology via a private fiber network. i.e. there are multiple aggregation sites and the aggregation sites connect back to the main data center site.</td>
</tr>
<tr>
<td>• The buildings are connected to the WAN using either 1-Gbps or 10 Gbps Ethernet technology across the private fiber network.</td>
</tr>
<tr>
<td>• The City also connects to two co-located (hosted) data centers via a 10 Gbps network across a private fiber network. All of the servers, storage systems and backup system are housed at the two data centers. The primary data center houses the production servers and storage and the secondary data center functions as a disaster recovery site. Data from the primary data center is replicated to the secondary data center.</td>
</tr>
<tr>
<td>• The City has standardized on the use of Cisco Systems WAN and LAN network equipment and the use Meraki Systems (a Cisco Systems company) the wireless LAN equipment.</td>
</tr>
<tr>
<td>• The core switch is based on a Cisco enterprise class switch (Cat. 4500 series). Other locations use Cisco Catalyst 3650 series switches for WAN and LAN (user access) connectivity. The majority of the network equipment is less than 3-years old.</td>
</tr>
<tr>
<td>• The network is primarily used for transporting data, VoIP and video streaming applications. Multicasting is also enabled on the WAN and LAN. IPv4 is the primary protocol on the WAN and LAN.</td>
</tr>
<tr>
<td>• A Cisco System firewall ASA5525 is used for perimeter protection. This device is also used to provide IPSEC VPN services. The City will be migrating VPN services to SSL based technology.</td>
</tr>
<tr>
<td>• The spam filter and antivirus gateway are provided as hosted services to the City.</td>
</tr>
<tr>
<td>• The network core equipment has a 4-hr response time for warranty services. The City also maintains spares for end user (access layer) connect switches.</td>
</tr>
<tr>
<td>• The City uses a 3rd party (external vendor) to provide network services as necessary; there is no standing contract with any vendor.</td>
</tr>
<tr>
<td>• The City has ISPs terminating at the primary data center. ISP services are provided by XO Communications at 1 Gbps (symmetrical) speeds.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The City has contracted two data centers (primary and secondary) to provide co-location</td>
</tr>
</tbody>
</table>
The two data centers are located in Dublin, OH and are classified as a “High Tier” enterprise grade data centers supporting a fully redundant N+1 environment.

Server & Operating System

- The City has standardized on the use servers manufactured by Hewlett-Packard Corporation.
- The age of the servers is as follows: less than 1-year old (25%), 2-3 years (50%) and 4-5 years (25%). The refresh cycle for the servers is approximately 3-years.
- The servers hosting critical services are configured in a cluster or are load balanced to provide maximum uptime. Key services and applications on the servers are monitored and a systems administrator is notified when a service / application stops responding.
- The City maintains spare parts and is equipped to conduct self-maintenance as needed.
- All of the critical servers have redundant components (power supplies, network interface cards, fans, etc). The dual power supplies are fed via diverse UPS power sources.
- The City’s environment is heavily virtualized using VMware ESX 5.0. There are approximately 70 virtual servers are hosted on 8 servers.
- The primary server operating system is Windows Server 2008 (66%). Microsoft Windows 2003 (27%) Novell OES v11 (3%), AS/400 (2%) and other Linux derivatives (2%) are also used.
- The servers are patched to the current version but exceptions may be made depending on application requirements. A Windows Services Update Server (WSUS) is used for patch deployment and management.
- The City has a consolidated storage system and has three SAN systems in use at the primary data center. The current SAN systems are as follows:

<table>
<thead>
<tr>
<th>System</th>
<th>Total</th>
<th>Available</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Xiotech FC SAN</td>
<td>54 TB</td>
<td>27 TB</td>
<td>&lt; 2 years old; 4 GB FC connect</td>
</tr>
<tr>
<td>Netapp 2020 FC SAN</td>
<td>12 TB</td>
<td>4 TB</td>
<td>2 years old; 4 GB FC connect</td>
</tr>
<tr>
<td>Netapp 2040 FC SAN</td>
<td>12 TB</td>
<td>4 TB</td>
<td>1 year old; 4 GB FC connect</td>
</tr>
</tbody>
</table>

DRP/BCP Environment

- There is a Business Recovery Plan (BRP) in place. The IT Disaster Recovery Plan is covered by the business recovery plan. The key servers are hosted at “high tier” rated data center facility.
- The BRP is evaluated every 12-18 months and updated as necessary.

Workstations

- All workstations & laptops (approximately 273) are manufactured by Hewlett-Packard Corporation. The distribution of the end user devices is as follows: desktops (72%) and Windows and Mac based laptops (28%).
- Majority of the workstations in use are under 3-years old. The refresh cycle for the workstations is approximately 4-years.
- Both Windows 7 (54%) and Windows XP Pro SP3 (44%) are the primary desktop operating system in use. There are limited instances of Windows 8 Mac OS also in use.
- There is a small deployed of Citrix XenApp and is used to deliver Microsoft Remote Desktop Sessions to offices that are not on the fiber network. The City is in process of moving this site to the fiber network and the Citrix environment will be decommissioned.
- Zenworks v11 is used for desktop imaging, application deployment, and inventory management.
- The City has a Microsoft Windows Server Update Services (WSUS) to deploy Microsoft patches to servers and workstations.

**Staffing**

- The City IT staff consists of 12 members (1 IT Director, 1 Admin Assistant, 2 infrastructure administrators, 3 support services, 2 project managers, 3 GIS personnel, and 1 application support specialist).
- The IT staff provides after hours for the critical application used by the police department.
- The IT department can usually arrange for a maintenance window on an ad-hoc basis when needed.
- Changes to the IT environment are communicated to the users via an email distribution list.

### 1.5 Other Planned Technology Initiatives

<table>
<thead>
<tr>
<th>Project Description</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Kronos Upgrade</td>
<td>2nd Quarter 2014</td>
</tr>
<tr>
<td>2 Replace/enhance our Cityworks work order desktop environment to a cloud server environment (Streets &amp; Utilities, Engineering, Parks, and Facilities).</td>
<td>2nd Quarter 2014</td>
</tr>
<tr>
<td>3 Enable mobile computing on Cityworks for Crew Leaders</td>
<td>3rd Quarter 2014</td>
</tr>
<tr>
<td>4 Contract Management Workflow</td>
<td>TBD</td>
</tr>
<tr>
<td>5 Complete the ONESolution deployment for Building Permits, Planning and Code Enforcement</td>
<td>Late 2nd Quarter 2014</td>
</tr>
<tr>
<td>6 Implement new mobile application for Building, Code Enforcement, and Engineering inspectors</td>
<td>2nd Quarter 2014</td>
</tr>
<tr>
<td>7 Replace the Sungard Naviline Police Dispatch, Records and Mobile solution with the ONESolution OSSi application</td>
<td>April-September 2014</td>
</tr>
<tr>
<td>8 Major upgrade of fleet fueling systems and GPS (Tentative)</td>
<td>TBD</td>
</tr>
</tbody>
</table>
1.6 **Expected Scope of System Solution**

The City is requiring that responding vendors propose a complete ERP solution, including software, hardware specifications, project management, and other technology services for the entire scope of the project that may or may not include components owned by the vendor.

The following definitions should be considered relative to the list below:

- **Core**: Components of the solution that MUST be responded to by Vendors in the RFP.
- **Expanded**: Components of the proposed solution that may be optionally proposed by responding Vendors but are not mandatory to include in the Vendor’s response.

An outline of the required software system solution has been provided as follows:

**Software:**

- **Core Application Software:**
  - Accounts Payable
  - Bank Reconciliation
  - Budgeting
  - Cash Management
  - Cash Receipting
  - Fixed Assets
  - General Ledger
  - Human Resources
  - Miscellaneous Billing and Accounts Receivable
  - Payroll
  - Project and Grant Accounting
  - Purchasing
  - Report Writer
  - Any other necessary software components to support the proposed Core Application Software solution

- **Expanded Application Software and Related Technologies:**
  - Contract Management
  - Debt Service Management
  - Inventory Management
  - Investment Management
  - Performance Measurement
  - Others not requested but proposed by responding Vendors
Services:

- **Required Services**
  - Project Management
  - Hardware design and installation consulting
  - Software Installation
  - Data Conversion
  - Report Development
  - Integration and Interface Development
  - Software Modifications
  - Implementation and Training Services
  - Change Management
  - Knowledge Transfer to Staff
  - System Documentation Development
  - Operational Redesign Assistance
  - Ongoing Support and Maintenance Services

- **Optional Services**
  - On-Going Hosting Services

In recognition of the City's unique requirements relative to Human Resources, the City will also consider “stand-alone” proposals from Human Resource Information System (HRIS) solution providers; however the proposed solution must have the capability to integrate with a variety of systems for payroll and cost accounting purposes. “Stand-alone” proposals for other Companion Application Software will not be considered.

It is important to note that the City is considering both a City-hosted and a Vendor-hosted solution. It is optional, but not mandatory, for Vendors to provide information on both solutions as part of their RFP response. If a Vendor does propose a Vendor-hosted solution, any differences from a City-hosted solution must be clearly delineated in the appropriate sections of the RFP response.

Additional details and descriptions related to the specifics of the expected scope can be found in section 3 – Proposal Response Format.

### 1.7 Summary of Key Transaction Volumes

A summary of key transaction and operating volumes and standards is included below. These volumes and standards reflect actual & estimated amounts for the current environment.

<table>
<thead>
<tr>
<th>City Operating Volumes/Standards</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Dublin</td>
<td></td>
</tr>
<tr>
<td>Population</td>
<td>41,751</td>
</tr>
<tr>
<td>Form of Government</td>
<td>Council - Manager</td>
</tr>
<tr>
<td>Jurisdictional Area (Square Miles)</td>
<td>24.44</td>
</tr>
<tr>
<td>Residential Units</td>
<td>14,143</td>
</tr>
<tr>
<td>Budget (General Fund)</td>
<td>$ 62,258,405.00</td>
</tr>
<tr>
<td>Budget (Utilities)</td>
<td>$ 5,728,680.00</td>
</tr>
<tr>
<td>Budget (All Funds)</td>
<td>$ 181,869,597.00</td>
</tr>
</tbody>
</table>
City Operating Volumes/Standards | Current
---|---
Number of Current System Users (Total Current) | 132
Number of ERP System Users (Anticipated Future) | 100 - 150
Number of Concurrent System Users (Current) | 100 - 150

**Number of Users (Anticipated Future) Per Area**

<table>
<thead>
<tr>
<th>Area</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Receivable</td>
<td>2</td>
</tr>
<tr>
<td>Purchasing/Inventory</td>
<td>&lt; 5</td>
</tr>
<tr>
<td>Payroll/Personnel</td>
<td>&lt; 5</td>
</tr>
<tr>
<td>Year End Processing</td>
<td>&lt; 10</td>
</tr>
</tbody>
</table>

**General Ledger / Bank Reconciliation**

<table>
<thead>
<tr>
<th>Chart of Accounts Structure</th>
<th>Name/Account Mask</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chart Segment One</td>
<td>3- Fund</td>
</tr>
<tr>
<td>Chart Segment Two</td>
<td>2- Department</td>
</tr>
<tr>
<td>Chart Segment Three</td>
<td>2- Division</td>
</tr>
<tr>
<td>Chart Segment Four</td>
<td>2- Activity</td>
</tr>
<tr>
<td>Chart Segment Five</td>
<td>1- Sub Activity</td>
</tr>
<tr>
<td>Chart Segment Six</td>
<td>2 - Element</td>
</tr>
<tr>
<td>Chart Segment Seven</td>
<td>2 - Object</td>
</tr>
<tr>
<td>Chart Segment Eight</td>
<td>N/A</td>
</tr>
<tr>
<td>Chart Segment Nine</td>
<td>N/A</td>
</tr>
<tr>
<td>Chart Segment Ten</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fiscal Year End</th>
<th>December 31</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Funds</td>
<td>99 Total; 64 Active</td>
</tr>
<tr>
<td>Number of Department Codes</td>
<td>36</td>
</tr>
<tr>
<td>Number of Balance Sheet Accounts</td>
<td>105 in our Pooled Cash Fund</td>
</tr>
<tr>
<td>Number of Expense Accounts</td>
<td>62 Basic Accounts</td>
</tr>
<tr>
<td>Number of Revenue Accounts</td>
<td>96 Basic Accounts</td>
</tr>
<tr>
<td>Number of Project numbers</td>
<td>225 Active</td>
</tr>
<tr>
<td>Number of Work Order numbers</td>
<td>N/A</td>
</tr>
<tr>
<td>Number of Manual Journal Entries (Monthly)</td>
<td>20</td>
</tr>
<tr>
<td>Number of Cash Accounts</td>
<td>1 for each fund???</td>
</tr>
<tr>
<td>Number of Bank Accounts</td>
<td>2 - Payroll and General</td>
</tr>
<tr>
<td>Number of annual Check Voids</td>
<td>360</td>
</tr>
</tbody>
</table>

**Budgeting**

<table>
<thead>
<tr>
<th>Control/Model</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Encumbrance Controls?</td>
<td>No</td>
</tr>
<tr>
<td>Encumbrance Controls?</td>
<td>Yes</td>
</tr>
<tr>
<td>Position Control?</td>
<td>Yes, in Payroll</td>
</tr>
<tr>
<td>Budget Entry Model (Centralized or Decentralized)</td>
<td>Decentralized</td>
</tr>
<tr>
<td>Number of Approval Levels</td>
<td>3/4</td>
</tr>
<tr>
<td>City Operating Volumes/Standards</td>
<td>Current</td>
</tr>
<tr>
<td>-----------------------------------------------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>Budget Frequency</td>
<td>Annual; approx 5-8 modifications through year</td>
</tr>
<tr>
<td>Number of Funds Budgeted</td>
<td>64</td>
</tr>
<tr>
<td><strong>Fixed Assets</strong></td>
<td></td>
</tr>
<tr>
<td>Fixed asset tagging?</td>
<td>Some</td>
</tr>
<tr>
<td>Fixed Asset Capitalization Threshold</td>
<td>$ 1,000.00</td>
</tr>
<tr>
<td>Tracking / Reporting of Non-depreciable Assets?</td>
<td>No</td>
</tr>
<tr>
<td><strong>Project/Grant Accounting</strong></td>
<td></td>
</tr>
<tr>
<td>Do Projects/Grants Cross Funds?</td>
<td>Yes</td>
</tr>
<tr>
<td>Do Projects/Grants Cross Departments?</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Purchasing/Contract Management/Inventory</strong></td>
<td></td>
</tr>
<tr>
<td>Use of NIGP/Commodity Codes?</td>
<td>11</td>
</tr>
<tr>
<td>Number of Requisitions per Month</td>
<td>350</td>
</tr>
<tr>
<td>Number of Purchase Orders per Month</td>
<td>350</td>
</tr>
<tr>
<td>Number of Blanket Purchase Orders per Month</td>
<td>No differentiation</td>
</tr>
<tr>
<td>Number of Invoices Without a Purchase Orders per Month</td>
<td>&lt;20</td>
</tr>
<tr>
<td>Number of Vendors in Purchasing System</td>
<td>29,000 - likely will go down when we convert</td>
</tr>
<tr>
<td>Use of Inventory Item Codes?</td>
<td>No</td>
</tr>
<tr>
<td>Average Frequency of Physical Inventories</td>
<td>Annual</td>
</tr>
<tr>
<td><strong>Accounts Payable</strong></td>
<td></td>
</tr>
<tr>
<td>Number of Vendors Maintained in Accounts Payable System</td>
<td>29,000 - likely will go down when we convert</td>
</tr>
<tr>
<td>Number of A/P Checks Issued Annually</td>
<td>approx. 12,000</td>
</tr>
<tr>
<td>Frequency of Check Runs</td>
<td>two times per week</td>
</tr>
<tr>
<td>Check Signature Method</td>
<td>auto print on check</td>
</tr>
<tr>
<td>Payments Types Supported</td>
<td>Cash, credit cards, checks, some EFT</td>
</tr>
<tr>
<td>Number of 1099s Processed Annually</td>
<td>220</td>
</tr>
<tr>
<td><strong>Cash Receipting</strong></td>
<td></td>
</tr>
<tr>
<td>Receipting Model (Centralized or Decentralized)</td>
<td>Decentralized</td>
</tr>
<tr>
<td><strong>Human Resources and Payroll</strong></td>
<td></td>
</tr>
<tr>
<td>Number of Permanent Employees</td>
<td>378.00</td>
</tr>
<tr>
<td>Number of Part-Time Temp Employees</td>
<td>4 PT Permanent</td>
</tr>
<tr>
<td>Number of Seasonal Employees</td>
<td>785</td>
</tr>
<tr>
<td>Number of Bargaining Units</td>
<td>3</td>
</tr>
<tr>
<td>Number of Applicants (Annually)</td>
<td>6,925</td>
</tr>
<tr>
<td>Payroll Frequency</td>
<td>bi-weekly</td>
</tr>
</tbody>
</table>
1.8 Overall Evaluation Process

Responses to this RFP will be evaluated by a committee consisting of various process owners within the City. The City’s intent is to acquire the solution that provides the best value to the City and meets or exceeds both the functional and technical requirements identified in this RFP.

The City will be using the following process to reach a finalist Vendor decision:

1. **Minimum Criteria:** As part of the Vendor's RFP response, the following minimal criteria must be met for a proposal to be considered for further evaluation. Failure to meet all of these criteria will automatically disqualify the Vendor's response from further consideration:

   - **Minimum Client Software Installations**
     Must have provided software for at least one previous municipality of similar size and complexity. The software must also be in use at said municipality for at least one year.

   - **RFP Response**
     RFP response is submitted by the due date and time.

   - **Response Authorization**
     The RFP response is signed by an authorized company officer.

   - **Response Completeness**
     Vendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the City’s Finance Director to be either a defect that the Director will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP.

2. **Round 2 Evaluation:** For those Vendors whose proposals pass the minimal criteria, the following categories of criteria will be used to further evaluate the proposals.

   - Functional requirements
   - Cost including both initial and on-going
   - Implementation requirements
   - Technical requirements
   - General Vendor to include number and size of comparable municipal installations, financial stability, completeness of responses, and quality of proposal response
3. **Round 3 Evaluation:** The top Vendors in the second round evaluation will then proceed to an additional level of due diligence that may include the following activities:

- Follow-up questions and answers with the Vendors.
- On-site Vendor demonstrations to include module/functionality demonstrations, technical demonstrations, service presentation, and other due diligence.
- Reference checking with comparable entities using the Vendor's product.
- Potential site visits to comparable entities using the Vendor's product.

At any point in time during the third round of evaluation, a Vendor may be excluded from further consideration. At the conclusion of the round three activities, the finalist Vendors will be judged on all information collected to date against the following criteria.

- Functionality
- Service and support
- City investment and costs
- Ability to deliver “out of the box” functionality
- Technical requirements
- Other value added
- Vendor viability

The City will then enter into contract negotiations with the Vendor whose overall solution best meets the needs of the City over the long-term.
2 Vendor Proposal Guidelines

2.1 Intent

It is the intent of the City of Dublin, OH (“the City”), through this request for proposal and the contract conditions contained herein, to establish to the greatest possible extent complete clarity regarding the requirements of both parties to the agreement resulting from this request for proposal.

Before submitting a proposal, the Vendor shall be thoroughly familiarized with all contract conditions referred to in this document and any addenda issued before the proposal submission date. Such addenda shall form a part of the RFP and shall be made a part of the contract. It shall be the Vendor’s responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date.

No Consultant will be allowed to modify the content of the proposal at any time after the submission deadline, except in direct response to a request from the City for clarification or for an oral interview, provided that the modification will not result in a substantive amendment to the proposal.

The terms of the RFP and the selected Vendor’s proposal and any additional documentation (e.g. questions and answers) provided by the Vendor during the solicitation process will be integrated into the final contract for services entered into between the City and the selected Vendor. It shall be the Vendor’s responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date. Addenda will be posted on the City’s internet site along with the RFP.

The Vendor shall determine by personal examination and by such other means as may be preferred, the conditions and requirements under which the agreement must be performed.

2.2 Deadline for Proposals

Proposals must conform to the requirements set forth in the RFP. Proposals not conforming to these guidelines may be rejected as non-responsive.

Proposals must be submitted by 4:00 p.m., Eastern time, February 28, 2014 to:

Peter Husenitza
Director of Information Technology
City of Dublin
5200 Emerald Parkway
Dublin, Ohio 43017

The Vendor must submit One (1) signed, completed, original, (3) copies, and one (1) electronic copy of the Vendor’s technical proposal and one (1) original and (3) copies, and one (1) electronic copy of the Vendor’s cost proposal. The first page of the original proposals should be marked “Original” and the first page of the copies should be marked “Copy.” The electronic proposals should also include the following files:
A technical proposal and a separate sealed cost proposal must be accompanied in the same package. The electronic copy of the Vendor technical proposal response shall include the completed specification worksheets that have been provided in Microsoft Excel. The electronic copy of the Vendor cost proposal shall include the completed pricing worksheets that have been provided in Microsoft Excel.

All proposals must contain the following wording clearly marked on the outside of the envelope:

ERP System Selection

Additionally, Vendors must send one (1) complete hard and one (1) electronic copy (including the files specified above) of both the technical and the cost proposal responses to:

Plante & Moran, PLLC
Attention: Kim Szlachetka
27400 Northwestern Hwy
PO Box 307
Southfield, MI 48037-0307

Proposals received after the deadline will not be accepted and will be returned to the sender unopened via certified mail. Proposals may not be delivered via facsimile or e-mail. Proposals shall be sent by Federal Express (or comparable carrier) or hand delivered to the above address. The full name and address of the proposer will be clearly marked on the outside of the package that is inside the Federal Express package or comparable carrier.

2.3 Preparation of Proposals

Proposals shall be prepared in accordance with the proposal response format, section 3. Proposals not complying with this format may be considered non-responsive and may be removed from consideration on this basis.

2.4 Requirements for Signing Proposal

1. Each proposer, by making a proposal, represents that this document has been read and is fully understood.
2. The proposal must be signed in ink by an individual authorized to legally bind the person, partnership, company, or corporation submitting the proposal.
3. All manual signatures must have the name typed directly under the line of the signature.
4. The above requirements apply to all RFP addenda.

2.5 RFP Clarifications and Questions

If any person contemplating submitting a proposal is in doubt as to the true meaning of any part of this RFP, he/she may submit to the City a written request for an interpretation thereof. The person
submitting the request will be responsible for its prompt delivery. Any interpretation will be made only by an addendum. Failure on the part of the prospective proposal responder to receive a written interpretation before the submission deadline will not be grounds for withdrawal of proposal. Vendor will acknowledge receipt of each addendum issued by stating so in his/her proposal. No oral explanation or instruction of any kind or nature whatsoever given before the award of a contract to a Vendor shall be binding.

All inquiries regarding this proposal must be written and should be emailed with a subject line of “ERP Software RFP” to:

   RFP@dublin.oh.us

Inquiries regarding the proposal will be accepted up to and including **February 12, 2014 at 4:00 PM local time**. Responses to questions will be posted to the City’s as an addendum to this RFP.

### 2.6 Vendor Pre-Proposal Meeting

A non-mandatory Vendor pre-proposal meeting will be held on February 10, 2014 at 2:00 PM Eastern at:

   City of Dublin  
   Council Chambers  
   5200 Emerald Parkway  
   Dublin, Ohio 43017

Teleconferencing will be available with the following number:

   Conference Call: 866-782-8043  
   Passcode: 6861222

If you are unable to attend, please see section Error! Reference source not found. for RFP clarification and questions.

### 2.7 Consideration of Proposals

In cases where an item requested is identified by a manufacturer's name, trade name, catalog number, or reference, it is understood that Vendor proposes to furnish the item so identified and does not propose to furnish an "equal" unless the proposed "equal" is pre-approved by the City.

References to any of the above are intended to be descriptive but not restrictive and only indicate articles that will be satisfactory. Proposals on "equal" will be considered, provided that the Vendor states in his proposal exactly what he proposes to furnish, including sample, illustration, or other descriptive matter which will clearly indicate that character of the article covered by such proposal. The designated City representative hereby reserves the right to approve as an “equal”, or to reject as not being an “equal”, any article proposed which contains major or minor variations from specifications requirements but which may comply substantially therewith.
2.8 Basis for Award, Evaluation Criteria and Questions

The qualification of proposal responders on this project will be considered in making the award. The City is not obligated to accept any proposal if deemed not in the best interest of the City to do so. The City shall make award to the qualified proposal responder based on fees submitted and responses to this RFP.

Failure to include in the proposal all information outlined herein may be cause for rejection of the proposal.

The City reserves the right to accept or reject any and all proposals, in whole or in part, that are deemed to be in the best interest of the City at its sole discretion.

The City reserves the right to waive any informalities or irregularities in proposals.

The City reserves the right to negotiate separately the terms and conditions or all or any part of the proposals as deemed to be in the City’s best interest at its sole discretion.

Information and/or factors gathered during interviews, negotiations and any reference checks, and any other information or factors deemed relevant by the City, shall be utilized in the final award. The final award of a contract is subject to approval by the City Council.

2.9 Advice of Omission or Misstatement

In the event it is evident to a Vendor responding to this RFP that the City has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding Vendor shall advise the contact identified in the RFP Clarifications and Questions section above of such omission or misstatement.

2.10 Confidential Information

Information contained in the Vendor’s proposal that is company confidential must be clearly identified in the proposal itself. The City will be free to use all information in the Vendor’s proposal for the City’s purposes. Vendor proposals shall remain confidential until the City’s Selection Committee makes its recommendation to the City Council. The Vendor understands that any material supplied to the City may be subject to public disclosure under the Freedom of Information Act.

2.11 Confidentiality Statement

Any information, including materials, drawings, designs, documentation, and other property or data, disclosed to the proposal responder shall not be used, reproduced, appropriated, or otherwise disseminated to anyone other than the City.

2.12 Award of Contract

The Vendor shall be deemed as having been awarded a contract when the formal notice of acceptance of the Vendor’s proposal has been duly served upon the intended awardee by an
authorized agent of the City. Note that the successful Vendor, at the time of contract execution, must be licensed to do business in the State of Ohio.

2.13 Disqualification

Factors such as, but not limited to, any of the following may be considered just cause to disqualify a response to the RFP without further consideration:

- Evidence of collusion, directly or indirectly, among Consultants in regard to the amount, terms, or conditions of this proposal;
- Any attempt to improperly influence any member of the selection staff;
- Existence of any lawsuit, unresolved contractual claim or dispute between Consultant and the City;
- Evidence of incorrect information deliberately submitted as part of the RFP;
- Evidence of Consultant’s inability to successfully complete the responsibilities and obligations of the proposed scope of work; and
- Consultant’s default under any agreement, which resulted in termination of the Agreement.

2.14 Tax Exempt Status

The City is exempt from paying sales taxes. The City's Federal Taxpayer ID No. is 31-6400492. City is exempt from federal excise tax. All prices should be quoted FOB Dublin, Ohio.

2.15 Reserved Rights

The City reserves the right to waive any irregularities; accept the whole, part of, or reject any or all proposals; and to select the firm which, in the sole opinion of the City, best meets the City’s needs. The City also reserves the right to negotiate with potential Vendors so that the City’s best interests are served.

2.16 Advertising

Vendor shall not advertise or publish the fact that the City has placed this order without prior written consent from the City, except as may be necessary to comply with a proper request for information from an authorized representative of a governmental unit or agency.

2.17 Trademarks

The City warrants that all trademarks the City requests the Vendor to affix to articles purchased are those owned by the City and it is understood that the Vendor shall not acquire or claim any rights, title, or interest therein, or use any of such trademarks on any articles produced for itself or anyone other than the City.

2.18 Right to Request Additional Information

The City reserves the right to request any additional information that might be deemed necessary during the evaluation process.
2.19 Right of Refusal

The City reserves the right to refuse any or all proposals in their entirety, or to select certain equipment or software products from various Vendor proposals, based on the best interests of the City.

2.20 Proposal Preparation Costs

The Vendor is responsible for any and all costs incurred by the Vendor or his/her subcontractors in responding to this request for proposal.

2.21 System Design Costs

The successful Vendor shall be responsible for all design, information gathering, and required programming to achieve a successful implementation. This cost must be included in the base proposal.

2.22 Pricing Eligibility Period

All Vendor proposals are required to be offered for a term not less than 180 calendar days in duration. A proposal may not be modified, withdrawn or cancelled by Vendor during the 180 day time period following the time and date designated for the receipt of proposals. It is the City’s intent to procure that software solution that meets that long term criteria of the City. The City, during the course of the selection process may decide to purchase a subset of the Vendor’s proposal components with the initial contract. The City requires that Vendors agree for a period of (3) years from the date of the Vendor’s proposal to honor software and services pricing established within the Vendor’s proposal response for Vendor proposed components which are not included in the City’s initial purchase. The price of the proposed components can only be increased by the Vendor during such time period by an amount equal to the annual CPI-W adjustment for the CPI region or 3%, whichever is less.

2.23 Additional Charges

No additional charges, other than those listed on the price breakdown sheets, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to all sites, unpacking, setup, installation, operation, testing, cleanup, training and Vendor travel charges.

2.24 Turnkey Solution

All prices quoted must include all hardware equipment software and services necessary to make the system specified fully operational for the intent, function, and purposes stated herein. The City reserves the right to purchase hardware separately.
2.25 Purchase Quantities

The City reserves the right to purchase any quantities of hardware or software items bid without altering the unit purchase price upon award and throughout the contract period.

2.26 Rights to Pertinent Materials

All responses, inquires, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits and other documentation produced by the Vendors that are submitted as part of the proposal shall become the property of the City upon receipt, a part of a public record upon opening, and will not be returned.

The City reserves the right to accept any proposal, to reject any or all proposals, to waive any irregularities in the proposal process and to accept any proposal in the best interest of the City.

2.27 Insurance Requirements

The City will require the finalist Vendor to retain insurance coverage in amounts and kinds to be negotiated with the finalist. Please refer to the sample minimal contract terms and conditions in section 5.

2.28 Non-Discrimination/Non-Preferential Treatment

The successful Consultant shall not discriminate, in any way, against any person on the basis of race sex, color, age, religion, sexual orientation, actual or perceived gender identity, disability, ethnicity, or national origin, in connection with or related to the performance of City of Dublin contracts.
3 Proposal Response Format

To facilitate the analysis of responses to this RFP, the Vendor is required to prepare their proposals in accordance with the instructions outlined in this section. **Vendors must respond in full to all RFP sections and follow the RFP format (section numbering, etc.) in their response. Failure to follow these instructions may result in rejection.**

For each question asked in the RFP, the proposer shall provide in their response, the question asked and their answer using the section numbering of the RFP.

Proposals shall be prepared to satisfy the requirements of the RFP. **EMPHASIS SHOULD BE CONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.** All parts, pages, figures, and tables should be numbered and labeled clearly. The proposal should be organized as follows:

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Separate Sealed Document</td>
<td>Proposal Signature Form</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>Application Software</td>
</tr>
<tr>
<td>4</td>
<td>Technical Requirements</td>
</tr>
<tr>
<td>5</td>
<td>Vendor Hosted Option</td>
</tr>
<tr>
<td>6</td>
<td>Implementation Plan</td>
</tr>
<tr>
<td>7</td>
<td>Staffing Plan</td>
</tr>
<tr>
<td>8</td>
<td>Ongoing Support Services</td>
</tr>
<tr>
<td>9</td>
<td>Functional System Requirements</td>
</tr>
<tr>
<td>10</td>
<td>Client References</td>
</tr>
<tr>
<td>11</td>
<td>License and Maintenance Agreements</td>
</tr>
<tr>
<td>12</td>
<td>Exceptions and Deviations</td>
</tr>
<tr>
<td>13</td>
<td>Other Required Forms and Attachments</td>
</tr>
<tr>
<td>14</td>
<td>Addenda</td>
</tr>
<tr>
<td>Separate Sealed Document</td>
<td>Cost Proposal</td>
</tr>
</tbody>
</table>

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

Costs for the Vendor’s proposed solution should be submitted on the proposal pricing forms provided in the included Microsoft Excel pricing spreadsheet. Costs should include the complete costs for the solution including travel and operating costs. Use additional pages as needed.
3.1 Executive Summary (Section 1)

This part of the response to the RFP should be limited to a brief narrative not to exceed two (2) pages describing the proposed solution. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The executive summary should not include cost quotations.

3.2 Company Background (Section 2)

In addition to providing responses to the following items, the Vendor must complete the Company Background Form in section 7.5 of this RFP.

Vendors must provide information about their company so that the City can evaluate the Vendor's stability and ability to support the commitments set forth in response to the RFP. Information that Vendors should provide in this section are as follows:

1. The company's background including a brief description (e.g., past history, present status, future plans, company size, etc.) and organization charts.
2. Audited financial information for the past TWO (2) completed fiscal years that includes income statements, balance sheets, and statement of cash flows.
3. Privately-held companies wishing to maintain confidential financial information must provide information detailing the company's long-term stability. Please provide a current Dunn & Bradstreet report (D&B) as part of the Vendor proposal response.
4. If the Vendor is proposing to use subcontractors on this project, please provide background information on each subcontractor, Vendor relationship with that firm and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The City has the right to approve all sub-contractors of the Vendor at any time.

3.3 Application Software (Section 3)

As the City is contemplating a City-hosted versus Vendor-hosted solution, aspects of the proposed solution to be provided should be clearly delineated where they vary between these two approaches in the sections below.

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

1. Describe your overall proposed technology solution.
2. Describe the product direction for the company, including time frames.
4. Describe components of the solution that are industry standards versus being proprietary to the Vendor.
5. For third party products proposed that are integrated with the Vendor’s solution provide the following for each product:
   a. Reason that this product is a third-party product versus being part of the software Vendor’s solution,
   b. Extent to which this third-party product is integrated with the Vendor’s solution.
3.4 Technical Infrastructure (Section 4)

The Vendor shall provide the information described in this section. The information will be used in the evaluation process. Vendors should identify where conflicts may exist between their solution and current technologies being used in the City as described in section 1.4.

In addition to providing responses to the following items, the Vendor must complete the Technical Requirements Form in section 7.6 of this RFP, and include it in this section of the response.

As the City is contemplating a City-hosted versus Vendor-hosted solution, aspects of the proposed solution to be provided should be clearly delineated where they vary between these two approaches in the sections below.

6. Hardware and Storage Environment
   a. Describe the proposed computer hardware and storage environment to support the system. In the event that there are multiple computer systems available, list all options. Indicate which is the preferred hardware platform and why. List the conditions in which the preferred hardware platform would change. A hardware configuration, which takes into account the size of the City, application modules, database size, and anticipated growth, must be provided.
   b. What system architecture do you propose? Describe the number and type of: application servers, database server(s), and development and test environments. Describe your proposal’s technical architecture (preferably using a PowerPoint or Visio diagram). This should show components such as the database server, applications server, reporting server, test/training server, firewall(s), web server(s), web browser, minimum workstation requirements, remote access, wireless connectivity, network connectivity to LANs and WAN, etc. Describe any potential use of virtual server technologies (e.g. Microsoft Virtual Server, VMware) and application accelerators and note what Vendors you partner with or recommend and/or support.
   c. Describe your proposed information architecture/model (preferably using a PowerPoint or Visio diagram). This should depict data models, taxonomy, data elements, coding structures, a process for standardizing on a particular coding structure, data definitions (employees, Vendors, invoices, etc.)

3.5 Vendor Hosted Option (Section 5)

Note: response to this section is optional. Vendors will not be penalized for lack of response to this section.

In addition to providing responses to the following items, the Vendor must complete the Vendor Hosting Form in section 7.7 of this RFP, and include it in this section of the response.

1. Please describe your vendor hosted model, including: hosting, integration, help desk, provisioning and desktop management capabilities, deployment model (dedicated servers, shared environment, etc.), impact to the City’s network and bandwidth, and any partners that may be involved in service delivery.
2. Please describe your proposed service level agreement, including any tiered levels of service, response times, and standard metrics.
3. Please describe your support model, including: cost structure for support calls.
4. Please describe your **data center and storage facilities**, including: locations, staffing, physical security, environmental controls (including redundant power), redundancy/load balancing capabilities, data backups and disaster recovery capabilities.

5. Please describe your **logical security**, including: firewall security, authentication controls, and data encryption capabilities.

6. Please describe your **change management**, upgrade, and patch management policies & practices?

7. Describe your **systems administration/management** capabilities including: monitoring of performance measures, intrusion detection, and error resolution.

8. Describe how you will help the City move to a new operation at the **end of the contract** term or if the contract is terminated, including the process for notifying of termination.

9. Please provide a copy of your most recent **SAS70 audit**.

### 3.6 Implementation Plan (Section 6)

The Vendor is to provide an implementation plan in narrative format supported by an activity-level project plan using Microsoft Project 2007 and Adobe that details how the proposed solution is to be implemented. This implementation plan should include the following elements:

1. General Implementation Approach
2. Project Management Approach
3. Hardware, Software & Storage Design and Installation Consulting
4. Data Conversion Plan
5. Report Development
6. Integrations and Interfaces
7. Training
8. Change Management Approach
9. Testing
10. Operational Redesign Approach
11. System Documentation and Manuals
12. Disaster Recovery Plan
13. Knowledge Transfer

The Vendor should not be constrained to only include the above items in the Vendor’s proposal response if the Vendor feels that additional elements may add value to the overall implementation. The City requests that the Vendor provide their work plan in a Microsoft Project format as part of the proposal response.

**It is expected that the Vendor will lead the efforts in each of the implementation areas described below unless stated otherwise.** Further details on what is to be provided as part of the Vendors proposed implementation plan are included in the following subsections.

As the City is contemplating a City-hosted versus Vendor-hosted solution, aspects of the services to be provided should be clearly delineated where they vary between these two approaches.

#### 3.6.1 General Implementation Approach (Section 6.1)

Provide a general overview of the implementation approach you plan to use for the City that includes addressing the following items:
1. Describe how you transition from the sales cycle to the implementation phase of the project.
2. Describe key differentiators of the approach as it relates to implementing a solution on time, within budget and with the ability to meet the needs of a diverse client like the City.
3. Describe how you conclude on a preferred implementation phasing of software modules. What is your recommended approach for this implementation?
4. Describe your approach towards running parallel systems for a period of time.

Any unique tools, techniques or methods that you use should be described in this section.

3.6.2 Project Management Approach (Section 6.2)

In addition to providing responses to the following items, the Vendor must complete the Project Management Approach Form in section 7.8 of this RFP, and include it in this section of the response.

The City expects the Vendor to provide project management resources leading to the successful deployment of the system. This project manager will work as a team member with the City’s project management office (“PMO”). It is expected that this project manager will be “on the ground” as appropriate to team with the City PMO. This project manager can be an employee of the Vendor or a partner of the Vendor. In either case, the costs for the project manager should be clearly denoted in the pricing section of this RFP.

As part of any significant engagement, the City employs a project management approach that is based on the Project Management Institute’s project management body of knowledge (PMBOK). The City would expect responding Vendors to adhere to such standards as part of the project.

Provide an overall description of the Vendor project management approach towards this type of engagement and projected timing for major phases.

Provide a high-level work plan for achieving the successful deployment of your proposed system.

3.6.3 Hardware, Software and Storage Design and Installation Consulting (Section 6.3)

The City usually installs the required hardware and communications equipment for applications. We are open to other proposals to accomplish a successful deployment. The Vendor is expected to specify, furnish, deliver, install and support all application and system software that may include pre-installing or equipment staging. What do you propose for the most effective deployment of hardware, communications and related equipment?

Additionally, the City expects the selected Vendor to conduct a test of the system backup and recovery solution prior to go-live.

3.6.4 Data Conversion Plan (Section 6.4)

It is anticipated that data conversion will occur when migrating to the new application. The Vendor is expected to assist the City in the conversion of both electronic and manual data to the new system. It is expected that the City will be responsible for data extraction from current systems and data scrubbing and data pre-processing and that the Vendor will be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new ERP. Please provide pricing for data conversions in the associated Microsoft Excel pricing spreadsheet.
1. Describe your general approach towards data conversion and how you would work with the City to conclude on what should be converted.

2. Please describe your organization’s recommended approach toward retention of legacy data.

3.6.5 Report Development (Section 6.5)

For specific reporting requirements, it is anticipated that the Vendor will take the lead on developing any reports required as part of the initial deployment of the system. The Vendor is expected to provide specialized knowledge and information to the City staff during the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc. In addition to providing responses to the following items, the Vendor must complete the Report Development Form in section 7.9 of this RFP, and include it in this section of the response.

Provide information on your reporting approach including:
   1. Description of various methods of reporting including Business Intelligence,
   2. Methods for the City to identify, specify, and develop required custom City reports during the implementation.

3.6.6 Integrations and Interfaces (Section 6.6)

It is expected that information generally would need to be entered only once into the system. Modules within the system should be integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another unless that is the preference of the City. Existing City interfaces between core modules that may currently exist (e.g., AP posting to GL) or shadow systems that will likely be replaced are not included as they are assumed to be included in an integrated ERP System.

The following tables contain a listing of current and/or desired City application interfaces and their likely need in a future integrated software environment.
<table>
<thead>
<tr>
<th>Data Flow Description</th>
<th>Source Application</th>
<th>Target Application</th>
<th>Currently Exists in ERP Environment</th>
<th>Needed in new ERP Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Careworks to HR</td>
<td>Careworks</td>
<td>HR</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Bi-directional feed with Chase Bank</td>
<td>Chase Bank</td>
<td>Bank Reconciliation</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>CIMS (Cemetery Plot Management) to Cash Receipts</td>
<td>CIMS</td>
<td>Cash Receipts</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Bi-directional feed between CityTax and Accounts Receivable (including refunds)</td>
<td>CityTax</td>
<td>Accounts Receivable</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Cityworks to Payroll</td>
<td>Cityworks</td>
<td>Payroll</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Cityworks to Project Accounting</td>
<td>Cityworks</td>
<td>Project Accounting</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Linking work orders to projects for budgeting</td>
<td>Cityworks</td>
<td>Budget</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Capital work order costs to track fixed asset costs</td>
<td>Cityworks</td>
<td>Fixed Assets</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Compliant Suite Safety Management Software, Training, and Liability software</td>
<td>Compliant Suite</td>
<td>HR</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Interface from to Ohio Police and Fire</td>
<td>ERP</td>
<td>Ohio Police and Fire</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Interface with HSA vendor</td>
<td>ERP</td>
<td>TBD</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Ohio Business Gateway (Taxes)</td>
<td>ERP</td>
<td>Accounts Receivable</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Interface to Laserfiche</td>
<td>ERP (Multiple Modules)</td>
<td>Laserfiche</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Interface with Ohio Division of Worker’s Compensation</td>
<td>ERP (Risk Management)</td>
<td>Ohio Division of Worker’s Comp</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Eventbright</td>
<td>Eventbright</td>
<td>Misc. Billing and AR</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Data Flow Description</td>
<td>Source Application</td>
<td>Target Application</td>
<td>Currently Exists in ERP Environment</td>
<td>Needed in new ERP Environment</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>--------------------</td>
<td>--------------------------</td>
<td>-------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>Faster System to Misc. Billing</td>
<td>Faster</td>
<td>Misc. Billing and AR</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Bi-directional feed between Kronos and Payroll</td>
<td>Kronos</td>
<td>Payroll</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Feed from NeoGov to HR Module</td>
<td>NeoGov</td>
<td>HR</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>SunGard ONE Solution bi-directional feed from Court system (Cash Receipts)</td>
<td>ONE Solution</td>
<td>Cash Receipts</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Feed to ICMA for Performance Measures</td>
<td>Performance Management</td>
<td>ICMA</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Feed from ProCard system to Accounts Payable</td>
<td>ProCard (PNC Bank)</td>
<td>Accounts Payable</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Bi-directional feed between RecTrac and GMBA</td>
<td>RecTrac</td>
<td>Cash Receipts</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Bi-directional feed United Healthcare</td>
<td>United Healthcare</td>
<td>HR (Benefits)</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Feed from USA E-Pay to cash receipts</td>
<td>USA E-Pay</td>
<td>Cash Receipts</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Bi-directional feed between VSP to Benefits module</td>
<td>VSP</td>
<td>HR (Benefits)</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

1. Describe your approach towards interfacing and integration with other solutions including use of specific tools, methods and standards.
2. Describe data exchange standards (e.g. XML, Web Services, or EDI) supported or provided by your product.
3. As it pertains to the City’s current technical environment described previously, identify potential issues for integrating with specific technologies that are used within the City.
4. If local customizations are made, do you provide any tools or assistance to easily incorporate customizations into new version/releases of your software?
5. Have you ever interfaced with the systems listed above? If so, include those references on the reference forms provided, in section 8 of your response.
6. The Microsoft Excel pricing spreadsheet contains a listing of current and/or desired City application interfaces and their likely need in a future integrated environment. Provide pricing for interfaces in the associated Microsoft Excel pricing spreadsheet.

### Training (Section 6.7)

In addition to providing responses to the following items, the Vendor must complete the **Training Form** in **section 7.10** of this RFP, and include it in this section of the response.
The City intends to explore the advantages, disadvantages and related costs of two implementation training approaches:

**End User Training Approach:** All end-user and technical training will be performed on-site through implementation and be performed by the Vendor.

a. End user implementation training will be provided by the Vendor and include joint participation by the relevant City process owner team lead supporting the process area in the new software system.

b. Technical Implementation training will include training for City IT staff on the technologies required to support the new ERP system.

3. **Train the Trainer Approach:** The Vendor will incorporate a “train the trainer” approach where only key City team leads will be trained through implementation on their modules and then they will train the remainder of the City staff in their respective areas.

a. There would be roughly 8-10 subject matter experts (SME’s) for each module including one team lead. This training would be provided at a City facility.

b. Training materials supplied by the Vendor would be used by SME’s and team leads for training their staff.

c. Web conference or remote online tutorial sessions would be available to SME and team lead staff to participate in after initial training was completed in their module.

d. Technical implementation training will include training only key IT staff (3-4) to support the new system.

The Vendor should provide an overall description of both training methods, including the following:

- General timeframes in which both types of training will be conducted
- The Vendor must list the nature, level, and amount of training to be provided for both options in each of the following areas:
  - Technical training (e.g., programming, operations, etc.)
  - User training
  - Other staff (e.g., executive level administrative staff)

### 3.6.8 Change Management Approach (Section 6.8)

The City recognizes that a movement from the current environment to a new solution will present change management challenges. The Vendor should clearly identify their approach towards Change Management including any unique approaches or tools that will be used.

### 3.6.9 Testing (Section 6.9)

The Vendor should describe their recommended approach to the following types of testing that are anticipated to be performed on the project and the type of assistance they anticipate providing to the City related to such testing:

- System testing
- Integration testing
- Stress/performance testing
- User acceptance testing (UAT)
3.6.10 Operational Redesign (Section 6.10)

With the deployment of a new application, the City wishes to take advantage of capabilities within the software that provide support for operational improvements. Vendors are requested to describe their approach towards operational redesign including discussion on the optimal time in which to conduct redesign as it relates to implementation of the new software.

In addition, please describe your organization’s capabilities to assist in a Citywide redesign of the chart of accounts to best leverage the capabilities of the system in order to meet the City’s overall financial tracking and reporting objectives.

3.6.11 System Documentation and Manuals (Section 6.11)

The Vendor is expected to provide user manuals and online help for use by the City as part of the initial training and on-going operational support. Additionally, the Vendor is expected to provide technical documentation.

1. Describe what documentation (user guide, technical guide, training materials, etc.) is available on the system proposed and any related costs.
2. Describe what types of documentation you anticipate developing during the course of the project.

3.6.12 Disaster Recovery Plan (Section 6.12)

Please describe the services you provide around disaster recovery, if any, as part of your proposed solution.

3.6.13 Knowledge Transfer (Section 6.13)

The Vendor should describe their process for ensuring that a transfer of knowledge occurs back to City staff such that staff is capable of supporting and maintaining the application in the most proficient manner once the Vendor implementation engagement is complete.

3.7 Staffing Plan (Section 7)

In addition to providing responses to the following items, the Vendor must complete the Staffing Plan Form in section 7.11 of this RFP and include it in this section of the response.

1. The Vendor must detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment, etc.). Include resumes for all personnel that will be assigned to the project. If the Vendor is using a subcontractor, please include information on subcontracting staff being used and their specific role on the project.
2. Please provide an overall project organizational structure for City staff involvement during the project (for both a City-hosted and Vendor-hosted solution). Identify the roles and responsibilities of each component of this structure. This includes an appropriate governance structure in which to manage the project.
3.8 Ongoing Support Services (Section 8)

In addition to providing responses to the following items, the Vendor must complete the Ongoing Support Services Form in section 7.12 of this RFP, and include it in this section of the response.

1. Please specify the nature and conditions of any post-implementation support options including:
   a. Post-go live support that is included in the proposal response
   b. Onsite support (e.g. system tuning, application configuration, interface issues, report development, network optimization, user training and tips to optimize the user experience)
   c. Telephone support,
   d. Help Desk services (If there is a service level agreement for your help desk, please provide a copy with your RFP response.)
   e. Toll-free support line
   f. Users group (i.e. - information about it, where it is held and when. If no, are you planning one?)
   g. Online knowledgebase (i.e. – how it is accesses, who updates it, etc.)

2. Describe your maintenance programs and options with associated pricing.

3. Describe and provide pricing for any “software as a service” (SaaS) model that you offer (where there is no up-front license fee, but instead a monthly charge which may include maintenance).

4. Describe and provide maintenance programs for state and federal updates with any associated pricing.

3.9 Functional System Requirements (Section 9)

Responses to the requirements referenced in section 4 of this RFP must be provided in this section of the Vendor's response. Use the Microsoft Excel specification spreadsheet provided and attach added explanation pages as necessary. Please include any costs associated with modifications in the Microsoft Excel pricing spreadsheet.

3.10 Client References (Section 10)

The Vendor must provide at least five references from clients that are similar in size and complexity to the City. The format for completing the Vendor references is provided in section 7.13 of this document. In addition, the City requests a listing of all municipal clients. If possible, at least one of these references should be a Vendor-hosted solution.

3.11 License and Maintenance Agreements (Section 11)

Sample license and maintenance agreements must be provided in this part of the Vendor's response for all components of the recommended solution (i.e., hardware, software, operating system, database, etc.). Indicate the basis on how licenses are determined.

3.12 Exceptions and Deviations (Section 12)

If the Vendor finds it impossible or impractical to adhere to any portion of these specifications and all attachments, it shall be so stated in its proposal, with all deviations grouped together in a separate
section entitled, “exceptions/deviations from proposal requirements.” This section will be all-inclusive and will contain a definition statement of each and every objection or deviation with adherence to specific RFP sections. Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations, and the Vendor in submitting a proposal, will accept this stipulation without recourse.

3.13 Other Required Forms and Attachments (Section 13)

Please provide all other required forms in this section:

a. Contract terms and conditions compliance checklist
b. Contract terms and conditions compliance checklist – Exception explanation
c. Proposal Signature Form
d. Non-Collusion Affidavit
e. Minimum Criteria
f. For Vendors who are proposing a hosted solution, please additionally supply a copy of your Independent Service Auditor’s Opinion Letter from your most recent SAS70 audit.

3.14 Addenda (Section 14)

Include all original, signed copies of addenda in this section.

3.15 Separate Sealed Cost Proposal

One (1) original cost proposal, (3) copies of the cost proposal, and one (1) electronic copy of the cost proposal shall be submitted in a separate sealed envelope labeled “Cost Proposal”, with the technical proposal. The electronic copy of the cost proposal response shall include the completed cost worksheets that have been provided in Microsoft Excel.

- The City will not consider time and materials pricing. Vendors shall provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is one-time, annual, or other.
- The Vendor shall provide price information for each separate component of the proposed solution, as well as the costs of any modifications necessary to fully comply with the RFP specifications.
- In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect.
- In the event the product or service is not being included in the Vendor proposal, the item should be noted as "no bid".
- Vendors shall provide all pricing alternatives in these cost sheets.
- Vendor shall provide prices in U.S. dollars.
- Vendor shall make clear the rationale and basis of calculation for all fees.
- Vendors shall show separate subtotals for the required elements of the proposed solution, and for any layers of optional elements.

In presenting software license fees, the Vendor shall:

- Explain all factors that could affect licensing fees;
- Make clear what type of license is offered for each price (named user, concurrent user, installed copies, processor-based, etc.);
• Indicate which product versions, operating platform(s), and machine classes are included for each price;
• Indicate whether a product is for “server” or “client,” as applicable; and,
• Make clear the extent of any implementation services that are included in the license fees (installation, configuration, training, etc.)

To the extent possible, Vendors shall show any applicable discounts separately from the prices for products and services. The Vendor is encouraged to present alternatives to itemized costs and discounts, such as bundled pricing, if such pricing would be advantageous to the City.

The City reserves the right to pursue direct purchase of all items and services proposed, as well as to obtain independent financing.

The City is strongly considering both a vendor-hosted solution through an ASP or SaaS licensing model and a traditional on-premise solution. As such, the City is requesting proposals to include detailed information regarding the Vendors hosting and licensing options. If multiple solutions are proposed, please include a separate pricing form for each hosting/licensing model.
4 Functional Requirements

4.1 Introduction

The requirements defined in this section contain the overall general functions of the requested software solution. The primary objective of the City in implementing a new system is to provide a more integrated information system environment that will eliminate the redundant entry of data, provide improved system capabilities, provide improved access to data, and streamline overall operations.

Identified in the attached Excel spreadsheet (version 2010) are a number of requirements that must be addressed by the vendor's proposal.

These requirements are considered mandatory in implementing the complete solution as defined in section 3. Together they define a system that will operate efficiently in the proposed computer environment while providing a high level of flexibility in meeting the City's current and future data needs. Vendors must replace cells A1:G1 in the first module (General and Technical Requirements) with the vendor's Company Name which will be repeated and printed for each subsequent module. The Priority column includes one of the following entries to indicate the importance of the specification/report to the City:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>“H” – High:</td>
<td>This would be a feature that the City already has and uses in its current software or, alternatively, is available and/or tracked in a shadow system (i.e., spreadsheet, document, external database, etc.).</td>
</tr>
<tr>
<td>“M” – Medium:</td>
<td>This is a feature that the City would like in the new system that is not currently being tracked or is not existing functionality.</td>
</tr>
<tr>
<td>“L” – Low:</td>
<td>This would be a feature that, while of interest, is not applicable at this time or something that could be a future deployment.</td>
</tr>
</tbody>
</table>

Each vendor should review the specifications and reports listed in each subsection and respond as to their availability within the vendor’s software system. The responses should be entered under the “Availability” column of each form as follows:
Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.

Functionality is provided through reports generated using proposed Reporting Tools.

Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software vendor from the primary software vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.

Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability.

Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.

Functionality is not provided.

Use the Cost column for “M” or “F” responses to estimate the cost to be incurred by the City to secure the specification/report. Use the Comment column to provide additional comments pertaining to your response for that item.

The Required Product(s) column is to be used to specify what product (e.g. product name / software module) is proposed. The cells D10:G10 in the form which currently read "Replace this text with the primary product name(s) which satisfy requirements" must be updated. This name will be automatically populated in the Required Product(s) column for each specification in the module. The automated values in this column must be updated for any exceptions where a different or additional product is required to satisfy the requirement.

Vendors proposing a multi-product solution should complete a General and Technical module specification response for each product.
SERVICES AGREEMENT

This Services Agreement ("Agreement") is made and entered into and effective on this ___
day of ___________, 20XX ("Effective Date") by and between the City of Dublin, Ohio ("Dublin"), an
Ohio Municipal Corporation, with offices located at 5200 Emerald Parkway, Dublin, Ohio 43017 and
______________ ("Service Provider"), with an office and principal place of business located at
______________.

Recitals

WHEREAS, Dublin desires to engage Service Provider to perform the services as more fully
described in the attached Exhibit A (the "Services"); and

WHEREAS, Services Provider desires to perform the Services and desires to be so
engaged.

NOW, THEREFORE, in consideration of the foregoing and of the covenants and agreements
herein contained, the parties, intending to be legally bound, agree as follows:

Provisions

I. Performance of the Services. Provider shall:

A. Perform the Services as set forth in Exhibit A.

B. Give prompt notice to Dublin should the Service Provider observe or otherwise
become aware of any fault or deficit in the project or any nonconformance with the
Agreement.

C. Remit to Dublin after the termination of this Agreement, all files and documents
pertaining to the project that have been obtained or produced including, but not
limited to, permits, licenses, applications, codes, drawings, site plans, photographs
and similar materials. Provider shall be entitled to retain copies for Provider's files.

II. Obligations of Dublin. Dublin shall:

A. Assist the Service Provider by placing at its disposal all available information pertinent
to the Services for the project.

B. Use its best efforts to secure release of other data applicable to the project held by
others.

C. Make all necessary provisions to enter upon public and private property as required
to perform the Services.
D. Give prompt notice to the Service Provider should Dublin observe or otherwise become aware of any fault or deficit in the project or any nonconformance with the Agreement.

III. Term and Termination. The Agreement shall commence on the ___ day of __________, 20___ and shall terminate on the ___ day of __________, 20___, or as otherwise mutually agreed to by Dublin and the Service Provider. Dublin may terminate this Agreement at any time by giving Service Provider thirty (30) days advance written notice. In the event this Agreement is terminated by Dublin prior to its natural expiration, Service Provider shall be paid the amounts for work actually performed in accordance with this Agreement to the date of this early termination.

IV. Payment.

A. Service Provider shall be compensated in an amount not to exceed __________________ ($__________.00).

B. The Service Provider shall invoice Dublin monthly for services rendered through the previous month and Dublin agrees to pay within thirty (30) days of receipt of a valid invoice. A valid invoice shall consist of a fully itemized, daily account of which personnel worked on the project with a description of work performed, as well as an itemization of all reimbursable expenses which must be documented with copies of receipts whenever possible. All invoices must include the contract number and the purchase order number of this contract which is located in the upper right-hand corner of the first page of this document. Invoices must also include information describing the percentage of each phase of the work which has been completed, and a summary of billings and payments made to date.

V. Relationship of the Parties.

A. The parties acknowledge and agree that Service Provider is an independent contractor and is not an agent or employee of Dublin. Nothing in this Agreement shall be construed to create a relationship between Service Provider and Dublin of a partnership, association, or joint venture.

VI. Indemnification.

A. Professional Liability. Relative to any and all claims, losses, damages, liability and cost, the Service Provider agrees to indemnify and save Dublin, its officers, officials, and employees harmless from and against any and all suits, actions or claims for property losses, damages or personal injury arising from negligent acts, error or omission by the Service Provider or its employees.

B. Non-Professional Liability (General Liability). To the fullest extent permitted by law, the Service Provider shall indemnify, defend and hold harmless Dublin, its officers, officials, employees or any combination thereof, from and against claims, damages, losses and expenses, including but not limited to attorneys’ fees, arising out of the acts or omissions of the Service Provider, provided that such claim, damage, loss or expenses is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of property (other than the work itself) including loss of use resulting therefrom, but only to the extent caused the negligent acts or omissions of the Service Provider, any subconsultant(s) of the Service Provider, its agents, or anyone directly or indirectly employed by
them or anyone for whose acts they may be liable, regardless of whether or not such claim damage, loss or expense is caused in part by a party indemnified hereunder. Such obligations shall not be construed to negate, abridge, or reduce other rights or obligations of indemnity which would otherwise exist as to a party or person described in this paragraph.

VII. Insurance.

A. The Service Provider shall secure and maintain, at his/her/its own expense, errors and omissions insurance in an amount not less than One Million Dollars ($1,000,000.00) per claim/annual aggregate to protect himself from any claim arising out of the performance of professional services and caused by negligent acts, omissions or negligent acts for which the Service Provider may be legally negligent. The Service Provider shall maintain said coverage for the entire contract period and for a minimum of one year after completion of the work under the contract.

B. In addition to errors and omissions insurance, the Service Provider shall also secure and maintain, at his/her own expense, insurance for protection from claims under Worker's Compensation acts, claims for damages because of bodily injury including personal injury, sickness or disease or death of any and all employees or of any person other than such employees, and from claims or damages because of injury to or destruction of property including loss of use resulting therefrom, and any other insurance prescribed by laws, rules, regulations, ordinances, codes or orders.

C. The Service Provider shall secure and maintain, at his/her own expense, General Liability insurance in an amount not less than One Million Dollars ($1,000,000.00) per occurrence.

D. The Service Provider shall secure and maintain, at his/her/its own expense, Property insurance for protection from claims or damages because of damage to or destruction of property including loss of use resulting therefrom in an amount not less than Five Hundred Thousand Dollars ($500,000.00). Dublin shall be held harmless for any damage to the Service Provider's property and/or equipment during the course of performance under the Contract.

E. The above referenced insurance shall be maintained in full force and effect during the life of this Contract and for one year beyond, where specified. Certificates showing that the Service Provider is carrying the above referenced insurance in at least the above specified minimum amounts shall be furnished to, and approved by, Dublin prior to the start of work on the project and before Dublin is obligated to make any payments to the Service Provider for the work performed under the provision of this contract. All such Certificates, with the exception of those for Worker's Compensation and Errors & Omissions coverage, shall clearly reflect that the City of Dublin is an “Additional Insured”.

VIII. Right to Audit

A. Service Provider guarantees that the individuals employed by the Service Provider in any capacity, including but not limited to, employees, subcontractors and independent contractors, are authorized to work in the United States. The Service Provider represents that it has completed the I-9 verification process for all individuals the Service Provider has performing services for Dublin. Dublin maintains the right to audit the Form I-9s for all individuals the Service Provider has performing services for Dublin every six (6) months. Dublin will provide the Service Provider with five (5) days advanced written notice of its intent to perform a Form I-9 audit. In response to
Dublin’s audit request, the Service Provider shall provide copies of all Form I-9s and any supporting documentation for all individuals who the Service Provider had performing services for Dublin at any time subsequent to the date upon which Dublin gave notice of the preceding Form I-9 audit.

B. The Service Provider agrees to indemnify Dublin in accordance with Section VI of the Agreement for any issue arising out of the Service Provider’s hiring or retention of any individual who is not authorized to work in the United States.

IX. Taxes.

A. Service Provider has the following identification number for income tax purposes:___________________.

B. Service Provider is subject to and responsible for all applicable federal, state, and local taxes.

C. Dublin represents that it is a tax-exempt entity and evidence of this tax-exempt status shall be provided to Service Provider upon written request. Service Provider hereby further agrees to withhold all municipal income taxes due or payable under the provisions of Chapter 35 of the Codified Ordinances of Dublin, Ohio, for wages, salaries and commissions paid to its employees and further agrees that any of its subcontractors shall be required to agree to withhold any such municipal income taxes due under such chapter for Services performed under this Agreement.

X. Assignment. Neither party may assign this Agreement without obtaining express, written consent from the other party prior to assignment.

XI. Entire Agreement / Amendment. This Agreement constitutes the entire understanding of the parties hereto with respect to the subject matter hereof and supersedes all prior negotiations, discussions, undertakings and agreements between the parties. This Agreement may be amended or modified only by a writing executed by the duly authorized officers of the parties hereto. It is understood and agreed that this Agreement may not be changed, modified, or altered except by an instrument, in writing, signed by both parties in accordance with the laws of the State of Ohio.

XII. Discrimination.

A. No discrimination for reason of race, religion, sex, age or country of national origin shall be permitted or authorized by Dublin and/or Service Provider in connection with the Services.

B. Nothing in this Agreement shall require the commission of any act contrary to any law or any rules or regulations of any union, guild, or similar body having jurisdiction over the Services of Service Provider.

XIII. Governing Law/Venue. Any controversy or claim, whether based upon contract, statute, tort, fraud, misrepresentation or other legal theory, related directly or indirectly to this Agreement, whether between the parties, or of any of the parties’ employees, agents or affiliated businesses, will be resolved under the laws of the State of Ohio, in any court of competent jurisdiction in Franklin County, Ohio.

XIV. Severability. If any provision of this Agreement is held invalid or unenforceable, such provision shall be deemed deleted from this Agreement and shall be replaced by a valid, mutually
agreeable and enforceable provision which so far as possible achieves the same objectives as the severed provision was intended to achieve, and the remaining provisions of this Agreement shall continue in full force and effect.

XV. Paragraph Headings. Paragraph headings are inserted in this Agreement for convenience only and are not to be used in interpreting this Agreement.
## 6 Contract Terms & Conditions Compliance Checklist

<table>
<thead>
<tr>
<th>#</th>
<th>Title</th>
<th>Comply</th>
<th>Exception</th>
<th>Not Comply</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Performance of the Services</td>
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<tr>
<td>6.2</td>
<td>Obligations of Dublin</td>
<td></td>
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<tr>
<td>6.3</td>
<td>Term and Termination</td>
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<td></td>
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<tr>
<td>6.4</td>
<td>Payment</td>
<td></td>
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<tr>
<td>6.5</td>
<td>Relationship of the Parties</td>
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<tr>
<td>6.6</td>
<td>Indemnification</td>
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<tr>
<td>6.7</td>
<td>Insurance</td>
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<tr>
<td>6.8</td>
<td>Right to Audit</td>
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<tr>
<td>6.9</td>
<td>Taxes</td>
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<tr>
<td>6.10</td>
<td>Assignment</td>
<td></td>
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<td></td>
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<tr>
<td>6.11</td>
<td>Entire Agreement/Amendment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.12</td>
<td>Discrimination</td>
<td></td>
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<tr>
<td>6.13</td>
<td>Governing Law/Venue</td>
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<tr>
<td>6.14</td>
<td>Severability</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>6.15</td>
<td>Paragraph Headings</td>
<td></td>
<td></td>
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</tbody>
</table>

### Compliance Exceptions

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________
7 Proposal Forms

7.1 Introduction

This section contains various forms that should be prepared and submitted along with the Vendor's proposal. The intent of providing such forms is to ensure comparability between proposals. Included in this section are the following forms:

- Proposal Signature Form
- Non-Collusion Affidavit
- Minimum Criteria
- Company Background Form
- Technical Requirements Form
- Project Management Approach Form
- Report Development Form
- Training Form
- Staffing Plan Form
- Ongoing Support Services Form
- Client Reference Form
- Pricing Forms
7.2 Proposal Signature Form

The undersigned, as authorized proposal responder, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below. The proposal responder will identify below its business entity as individual, DBA, partnership, corporation (foreign or domestic), and will indicate the official capacity of person(s) executing this proposal.

Proposals shall include installation services, and the successful respondent shall obtain all required permits and pay fees required.

State payment terms:
State term proposal is held firm for:
State warranty on equipment:
State maximum time required for shipping, F.O.B. Dublin, Ohio:

PROPOSAL: ERP System Selection

$ (Total price written) $ (Total figure – as noted on the Proposal Pricing Forms - Subtotal (Required Components))

Firm Name: _____________________________ Date: _____________________________

Address: ________________________________

Telephone: ______________________________

Signature: _______________________________

(Person executing response and official capacity)

(Names of principal officers: designate official capacity) (If partnership or assumed name, indicate name of owners)

____________________________________  ______________________

____________________________________  ______________________

____________________________________  ______________________

____________________________________  ______________________

____________________________________  ______________________

____________________________________  ______________________

____________________________________  ______________________

____________________________________  ______________________

____________________________________  ______________________
7.3 Non-Collusion Affidavit

THE AFFIDAVIT SET FORTH BELOW MUST BE EXECUTED ON BEHALF OF THE VENDOR AND FURNISHED WITH EVERY PROPOSAL

NON-COLLUSION AFFIDAVIT

STATE OF: ___________________
City OF: ________________
TAX ID NUMBER: _________________

____________, being duly sworn, deposes and says he/she is the ______________ (Name) (Title)
Of _____________________________________________ the proposal responder that has
(Company)

submitted to the City a proposal for an ERP System Selection all as fully set forth in said proposal and that except as specified below, the aforementioned proposal responder constitutes the only person, firm, or corporation having any interest in said proposal or in any contract, benefit, or profit which may, might or could accrue as a result of said proposal, said exceptions being as follows:

____________________________________________________________________________
(If no exceptions, please state)

Vendor further states that said proposal is, in all respects, fair and is submitted without collusion or fraud; and that no member of the City is directly or indirectly interested in said proposal.

___________________________________
(Affiant)

SWORN TO and subscribed before me, a Notary Public, in and for the above named State and City
this ______________ day of __________________, ______________.
(Day) (Month) (Year)

_____________________________
(Notary Public)
7.4 Minimum Criteria

As noted in section 1.8 of this RFP, proposed solutions MUST meet all of the following requirements. Proposals not meeting these requirements will be rejected. Vendors should acknowledge acceptance of these terms and include the following checklist in their RFP response.

<table>
<thead>
<tr>
<th>Minimal Criteria</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum Client Software Installations</strong></td>
<td></td>
</tr>
<tr>
<td>Must have provided software for at least one previous municipality, of similar size and complexity.</td>
<td></td>
</tr>
<tr>
<td><strong>RFP Response</strong></td>
<td></td>
</tr>
<tr>
<td>RFP response is submitted by the due date and time.</td>
<td></td>
</tr>
<tr>
<td><strong>Response Authorization</strong></td>
<td></td>
</tr>
<tr>
<td>The RFP response is signed by an authorized company officer.</td>
<td></td>
</tr>
<tr>
<td><strong>Response Completeness</strong></td>
<td></td>
</tr>
<tr>
<td>Vendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the City’s Purchasing Director to be either a defect that the Director will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP.</td>
<td></td>
</tr>
</tbody>
</table>
### 7.5 Company Background Form

<table>
<thead>
<tr>
<th>Vendor name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software brand name:</td>
</tr>
<tr>
<td>Software version proposed (years in production):</td>
</tr>
<tr>
<td>Is Vendor prime contractor: Yes ☐ No ☐</td>
</tr>
</tbody>
</table>

1. What are the key differentiators of your company and its proposed solution?

2. What awards has your company or proposed solution obtained that are relevant to this project?

3. What documentation is available from an independent source that positively promotes either the company or products the Vendor is offering?

4. What strategic alliance have you made to further strengthen your product and services?

5. How do you guarantee the services provided by your company?

6. What are your near-term and long-term goals, and the strategies to reach these goals?

7. What is your niche in the marketplace and your preferred customer size?

8. Please describe the level of research and development investment you make in your products (i.e. – annual budget, head count, etc.).

9. Please describe how the sales cycle is linked to the product development cycle.

10. Please describe your commitment to providing solutions for the public sector marketplace.
11. Please describe your portal strategy.

12. How many fully operational customer installations of the version proposed in this RFP, currently in production, has the Vendor completed?

<table>
<thead>
<tr>
<th>Location</th>
<th>Ohio</th>
<th>Nationally</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local government</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other public sector</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other non-public sector</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Overall:**

13. How many fully operational customer installations, in total, has the Vendor completed?

<table>
<thead>
<tr>
<th>Location</th>
<th>Ohio</th>
<th>Nationally</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local government</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other public sector</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other non-public sector</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Overall:**

14. Please state the year the Vendor started in the business of selling the proposed solution to local governments:

15. Where is the Vendor’s closest support facility/sales office to Dublin, Ohio?

16. Where is the Vendor’s company headquarters?

17. Please list the Vendor’s sales in the previous three years:

<table>
<thead>
<tr>
<th>Year</th>
<th>Sales</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td></td>
</tr>
<tr>
<td>2011</td>
<td></td>
</tr>
<tr>
<td>2010</td>
<td></td>
</tr>
</tbody>
</table>

18. How many total employees does the Vendor have in each of the following categories:

<table>
<thead>
<tr>
<th>Area</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales/Marketing</td>
<td></td>
</tr>
<tr>
<td>Management/Administration</td>
<td></td>
</tr>
<tr>
<td>Help Desk Staff</td>
<td></td>
</tr>
<tr>
<td>Development Staff</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

**Total:**
19. **What is the Vendor’s hourly rate for implementation assistance beyond that which is included in the Vendor bid by skill set?**

<table>
<thead>
<tr>
<th>Skill Set</th>
<th>Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$ / hr.</td>
</tr>
<tr>
<td></td>
<td>$ / hr.</td>
</tr>
<tr>
<td></td>
<td>$ / hr.</td>
</tr>
</tbody>
</table>

20. **What would be the Vendor’s preferred comparably sized, site visit location?**

### 7.6 Technical Requirements Form

1. **Identify the communication protocols and networking requirements that are required for implementation and operation of the proposed system. In the event that there are multiple communication systems and/or protocols available, list all options. Take into account the City’s current WAN and remote computing requirements and indicate what changes are required or recommended.**

2. **What database are you proposing?**

3. **Does your proposal contain or envision the use of a data warehouse? If yes, describe your data warehousing capabilities and architecture.**

4. **Describe the system administration tools that are used to manage the application including any data archival tools, tools for managing application updates, online help management tools, etc.**

5. **Describe the network management systems that either your system uses, interoperates/integrates with, or you recommend. Please specify.**

6. **Describe what, if any, footprint (e.g. local software artifacts such as DLLs) exists on the user’s desktop.**

7. **Describe the minimum hardware, software, storage, memory, operating system and other requirements for desktop computers to access the application such that the City can determine the extent to which existing computers must be upgraded or replaced.**

8. **Please describe the physical and technical preferences for a user acceptance testing (UAT) environment?**

---

**System Performance**
9. System response time must not impede the ability for departmental staff to perform their required job functions using the system. Will your system be available 99.5% of the time, except for planned downtime?

10. Can you guarantee a 3-second maximum response time?

11. What are your guarantees on system performance?

**Security**

12. Describe the identification and authorization capabilities of your proposed solution for users.

13. Describe how your system interoperates with Active Directory.

14. Describe the security audit capabilities of your proposed solution.

15. What functions does your proposed system have to protect the privacy of information designated “private” (e.g. personally identifiable, SSN, credit card, ACH, HIPAA, etc.) that it processes or stores?

16. What will you do to address vulnerabilities in your product discovered subsequent to us deploying your code? In what time interval will they be fixed (Critical & non-critical)? At what cost to the City?

17. What is your process for notifying the customer and fixing bugs once they have been identified?

**7.7 Vendor Hosting Form**

1. Will your company host the solution or will this be managed by a third party?

2. Where are the data center and storage facilities?

3. Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution.

4. Does the system interface support a browser interface with or without the help of additional components?

5. How are hosted software applications deployed for use by numerous customers?
(dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)?

6. What system/application availability and response time will your proposed system meet? What are the City’s responsibilities to ensure this level of performance?

7. How do you track monthly usage for subscription-based services?

8. How much notification will you give the City in advance of any scheduled downtime?

9. Where would local support be located for a client in Dublin, Ohio?

10. Are support calls included in annual maintenance fees, or charged on a per call basis? If on a per-call basis, please specify rates and billing method.

11. Please describe the minimum commitment term (in years) for a vendor-hosted option and note the term assumed for determining the proposed costs.

### 7.8 Project Management Approach Form

1. How does the Vendor plan to manage the vast amount of material that is produced during the project through potential solutions such as a collaboration environment?

2. Provide specific information on project close-out activities to transition support to the City.

3. How will project management be resourced?

### 7.9 Report Development Form

1. What is the query tool and report writer that Vendor is proposing?

2. What is your definition of a report?

3. What reports are available out of the box? Provide a list and samples at the end of this section.

4. Describe your process for determining the scope of what reports will have to be developed (not out-of-the-box) and what effort it will take to develop and test them?
5. It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your proposal meet this expectation?

7.10 Training Form

1. What is your recommended approach to training (End-user vs. train the trainer), for this City, and why?

2. What types of training documentation will be developed by the Vendor?

3. What additional tools will be used in developing the training material?

4. Describe the opportunities for ongoing training.

5. Describe the Vendor’s ability to provide online training material versus classroom training.

7.11 Staffing Plan Form

1. Identify the degree to which Vendor staff will be onsite versus off-site during the project.

2. Provide the resource and configuration requirements for the Vendor’s staff during the implementation:

   Number of workstations
   Number of desks
   Number and size of dedicated rooms for the project
   Parking
   Telephones
   Network accessibility needs
   White boards
   Flip charts
   Power requirements
   Other resource needs

3. Use the table provided below to identify the number of City business staff expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.

<table>
<thead>
<tr>
<th>Project Role</th>
<th>Project Responsibilities</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Sponsor(s)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Administrator</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Functional Process Owners

<table>
<thead>
<tr>
<th>Functional Process Team Participants (per member involvement)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Coordinator Team Lead</td>
</tr>
<tr>
<td>Change Management Team Lead</td>
</tr>
<tr>
<td>Communications Team Lead</td>
</tr>
<tr>
<td>Other Roles</td>
</tr>
<tr>
<td>Other Roles</td>
</tr>
<tr>
<td>Other Roles</td>
</tr>
</tbody>
</table>

### Training Coordinator Team Participants (per member involvement)

- Help Desk Trainer
- DBA
- Report Developer
- Application Support
- System Administrator
- Security Administrator
- Other Roles
- Other Roles
- Other Roles
- Other Roles

#### 4. Use the table below to identify the number of technical resources expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.

<table>
<thead>
<tr>
<th>Project Role</th>
<th># of FTEs</th>
<th>Skill Set Required</th>
<th>Training Required?</th>
<th>Training Provided?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Desk Trainer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DBA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report Developer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>System Administrator</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security Administrator</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Roles</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Other Roles</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Roles</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 7.12 Ongoing Support Services Form

**Support and Maintenance**

1. Provide the minimum, maximum, and average response times (hours) provided as part of the basic support agreement and average response time for the past twelve (12) months.

2. Provide Help Desk services for technical support and end users. Specify days and
3. Identify the party or business unit that is responsible for the support options provided above. The Vendor shall include information for a City-hosted versus a Vendor-hosted solution.

4. Provide the following regarding the number of business staff the City should expect to be committed to providing on-going application support:
   a. Role
   b. Responsibility
   c. Estimated time commitment in terms of FTE time

5. For ongoing IT staff resources, please provide the following information:
   a. Type of positions required (e.g., help desk, trainer, DBA, report developer, application support, system administrator, security administration, etc.)
   b. Number of FTEs within each position
   c. Skill sets required for each position
   a. Training required and whether the Vendor provides this training

6. Do you limit the number of City staff who can call in for support? If yes, explain your model and how additional staff can be included and at what incremental cost? If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?

7. Describe the types of support needed to keep the product under current support and to keep the product enhanced.

8. Do you need remote access to the server to support/maintain it? If yes, describe the method(s) and security used.

9. Will the vendor contractually agree to:

<table>
<thead>
<tr>
<th>Contractual Inquiry</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide on-site staff for training and implementation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-performance hold-backs?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment hold-backs until fully operational and formally accepted?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allow the City to approve Vendor staff assigned to help</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
with implementation?
One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires

10. Describe how your software will be licensed to the City (e.g. site license, named users, concurrent users, etc.)

Software Updates and Distribution
11. It is anticipated that all system updates and release patches will be downloadable from the Vendor’s web site. An accumulation patch process is desired. Provide information on how “server” and “client-side” software updates are received, processed and distributed to either the server and/or client environment, including but not limited to:
   a. Backward version compatibility and support of back versions,
   b. Timeframe/policy on moving to new versions,
   c. Automatic product upgrades or on demand,
   d. Ease of implementation for City staff versus need to contract for services.
   e. Use of Microsoft Systems Management Server (SMS) 2003 and/or Microsoft Software Update Services (SUS) to deploy new versions and patches to servers and clients.

12. Describe the product release cycle including:
   a. Frequency of upgrades/enhancements or new versions (major and minor version releases)
   b. Contents of release,
   c. How long release takes to implement, and
   a. Use of release notes.

Customizations
13. How does the Vendor define customization versus configuration?

14. How can the City customize or configure the software directly without Vendor involvement?

15. How are local customizations or configurations maintained when installing new releases of the Vendor’s software?

7.13 Client Reference Form

| Vendor name: |  |
| Customer name: |  |
| Customer contact: |  |
| Customer phone number: | ( ) |
| Customer E-mail address | |
| System which Solution Replaced | |

Describe Nature of Project and Services Provided to This Client:

Configuration of Solution Implemented (Hardware, Software):

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7.14 Pricing Forms

Please complete the pricing forms that have been provided in the associated Microsoft Excel pricing spreadsheet. It is the responsibility of the Vendor to ensure the accuracy of the pricing provided as part of your response. Any errors in providing an accurate price response due to inaccuracies in the provided templates are the sole responsibility of the responding Vendor. If there is not enough space to describe the pricing on these forms, please attach a separate pricing page and provide the pricing information in the same type of format so that it is easy to understand. The City requests a firm, fixed price for each of the components described below that are included on the attached Microsoft Excel pricing spreadsheet as separate tabs:

- Vendor Checklist (including Hosting/Licensing Model, Travel & Lodging Costs, and Discount)
- Proposal Summary (no direct input required)
- Module Summary (no direct input required)
- Application Software
- Other Software
- Hardware
- Implementation Services
- Train-the-Trainer Training
- Optional End-User Training
- Interfaces
- Modifications
- Other Implementation Services