



City of Moses Lake, WA

REQUEST FOR PROPOSAL

For

Enterprise Resource Planning Software

Release Date: November 28, 2022

Due Date: January 11, 2023, at 5PM Pacific Time

REQUEST FOR PROPOSAL

Notice is hereby given that proposals will be received by the City of Moses Lake, WA (City) for ERP Software. Proposals must be sent via email to Madeline Prentice (mprentice@cityofml.com).

Due Date and Time: January 11th, 2023, at 5:00 PM Pacific Time

Proposals submitted after the due date and time will not be considered.

Questions regarding this Request for Proposal can be submitted via email to Madeline Prentice (mprentice@cityofml.com).

RFP Questions Due Date and Time: December 12th, 2022, at 5:00 PM Pacific Time

The City will post responses to the questions on or before December 20th, 2022.

The City of Moses Lake reserves the right to:

- Reject any or all proposals for any reason, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal, including but not limited to a respondent doing a scripted product demonstration. Furthermore, the RFP does not obligate the City to accept or contract for any services.
- Accept the proposal(s) or parts of a proposal deemed most advantageous to the City of Moses Lake.
- Amend the RFP in any manner prior to contract award.
- Cancel, postpone or reissue the RFP.
- Obtain clarification of any point in a vendor's proposal. Such clarifications can be in any form such as but not limited to conference calls, email communications, web demonstrations, onsite demonstrations or vendor headquarters visits.
- Share the RFP, proposals, and subsequent vendor provided information with its consultant(s) to secure expert opinion.
- Conduct investigations with respect to the qualifications and experience of each respondent included in its proposal.

- Materials submitted to the City will not be returned to the proposer and will become public information upon the City's receipt. Submittals and all documents shall not be marked confidential, trade secret or any similarly asserted grounds to resist public disclosure.

Public Disclosure Notice

In order to protect the integrity of the contracting process, proposals will not be disclosed until after award and signing of any and all contracts that may result from this Request for Proposal.

All responses to this RFP will become the property of the City. Once a final award is made, all responses, including financial and proprietary information, become a matter of public record and shall be regarded by the City as such. The City shall not in any way be liable or responsible for the disclosure of any such records or portions thereof if the disclosure is made pursuant to a public records request.

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1. PURPOSE

The purpose of this RFP is to solicit proposals from software vendors, implementation partners and/or software resellers who can demonstrate that they possess the organizational, functional and technical capabilities to provide an Enterprise Resources Planning system that meets the City's needs.

The ideal vendor shall have experience in successfully implementing and supporting the proposed solution at comparable cities with similar requirements to Moses Lake. The successful vendor shall be responsible for the final approved design, installation, implementation and commissioning of the ERP system, including development of user acceptance testing, training, system integration and connectivity to existing systems as well as supporting the system long term.

2. BACKGROUND INFORMATION

Moses Lake is a city in Washington with a population of approximately 25,000, making it the largest city in Grant County. The City has 270 employees and recently upgraded from Harris DataNow to Innoprise ERP software. Innoprise ERP is not a good fit for the City and the City is looking for a new ERP solution.

Other applications that could potentially integrate with, or have data that interacts with a new ERP solution are:

- Cityworks (Enterprise Asset Management and Permitting)
- ActiveNet (Parks and Recreation)
- Laserfiche (Document Management)
- CrewSense (Scheduling)
- Microsoft Office 365

3. ERP SYSTEM SCOPE

The scope of ERP software for this project includes the following areas of functionality:

Functionality	
General Ledger	Budget Management
Purchasing	Accounts Payable
Accounts Receivable/Cashiering/Treasury	Project and Grant Accounting
Fixed Assets	Utility Billing/CIS
Human Resources	Timekeeping
Payroll	Reporting

Detailed functional requirements are in Exhibit A – Key Requirements & Pricing Estimates.

4. SUBMITTAL REQUIREMENTS

Responses to this RFP must adhere to the submittal format described below with the information as identified in the following table. **Section 5 – Key Requirements and Pricing Estimates must be submitted in MS Word format.**

SECTION	TITLE	INFORMATION TO BE INCLUDED
Section 1	Cover Letter	Provide a signed Cover Letter.
Section 2	Company Background	Provide company background and experience. Please limit this to no more than 3 pages.
Section 3	Customer References	Complete the Customer References form – Exhibit B.
Section 4	Implementation Methodology	Provide a brief overview of your implementation project team and methodology and the expected timeframe for this project. Please limit this to no more than 3 pages.
Section 5	Key Requirements & Pricing Estimates	Complete the Key Requirements & Pricing Estimates form – Exhibit A. <u>Must be provided in MS Word format.</u>

5. RFP SCHEDULE

These dates are given as current estimates, and are subject to change without notice by the City of Moses Lake.

Event	Date
Release RFP	11/28/2022
Questions (if any) Due	12/12/2022
City Response to Questions	12/20/2022
Proposal Responses Due	01/11/2023
Short List Vendor Notifications	March 2023
Short List Vendor Demonstrations	April 2023
Follow Up/Reference Checks	May 2022
Contract and Statement of Work Negotiations	June – July 2023
Contract Award	July – August 2023

6. RFP COORDINATOR/COMMUNICATIONS

Upon release of this RFP, all vendor communications to the City should be submitted via email to Madeline Prentice (mprentice@cityofml.com) as provided in this request for proposal.

PROPOSERS ARE SPECIFICALLY INSTRUCTED NOT TO CONTACT ANY OTHER CITY PERSONNEL BETWEEN THE TIME OF PROPOSAL SUBMITTAL AND AWARD. Failure to strictly observe the foregoing prohibition may result in rejection of the violating proposer's proposal, and, at the City's discretion, rejection of future proposals submitted by the violating proposer. Any oral communications will be considered unofficial and non-binding.

7. PROPOSAL EVALUATION CONSIDERATIONS

The City of Moses Lake will make the final determination of the selected vendor and have engaged SoftResources to support the City's core team in evaluating the submitted proposals.

The City evaluators will consider the completeness of the proposal, how well the vendor complied with the response requirements, responsiveness of vendor to requests, the total cost

of ownership and how well the vendor's proposed solution meets the needs of the City as described in the response to each requirement.

SoftResources may request additional information, conduct clarifying conference calls, ask for a web demonstration, or take any other action it deems necessary in order to review and clarify submitted information for the City evaluation team. In addition, the City will require that a short list of finalist vendors conduct a scripted product demonstration for its selection team.

Factors that will contribute to the decision of the selected vendor include but are not limited to:

- Pricing based on 5-year total cost of ownership
- Project approach and understanding of the City's objectives and requirements
- The implementation timeframe
- Ability to meet the City's requirements (software functionality, usability, performance, flexibility, integration and technology)
- Vendor's install base and experience with customers similar to the City of Moses Lake
- Feedback from customer references
- Vendor's implementation methodology and history of success
- Ongoing maintenance and support

8. CONTRACT NEGOTIATION

The City reserves the right to negotiate with the selected vendor that, in the opinion of the City, has submitted a proposal that is the "best value." In other words, the City will select a vendor that they determine provides the best functionality/price/implementation value – which may mean they select a vendor that does not have the lowest cost. In no event will the City be required to offer any modified terms to any other vendor prior to entering into an agreement with a proposer and the City shall incur no liability to any proposer as a result of such negotiation or modifications. It is the intent of the City to ensure it has the flexibility it needs to arrive at a mutually acceptable agreement.

9. CONTRACT AWARD

The City reserves the right to make an award without further discussion of the proposals. The selected vendor will be expected to enter into a contract with the City. The City shall not be bound, or in any way obligated, until both parties have executed a contract. No party may incur any chargeable costs prior to the execution of the final contract.

Exhibit A – Key Requirements & Pricing Estimates

Please see the separate Key Requirements and Pricing Estimates document in MS Word format that has been provided as part of this RFP download.

The document does not contain a comprehensive list of all of the City’s ERP software requirements, but includes the key requirements that will be used to evaluate the proposals and will be incorporated into the signed contract.

Each requirement has a ranking indicating the importance of the requirement to the City:

- R = Required
- I = Important
- N = Nice to Have
- E = Explore (see if the vendor could support this requirement, but not required)

Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must **provide a rating and a comment for every line item based on the table below.**

If the requirement does not pertain to the proposal being submitted, enter “N/A”. The comment should include a **brief 1-2 sentence explanation** of how the item is supported.

(Please do not put long paragraphs of information in the response, or insert documents/images.) **Please do not modify the format, font, numbering, etc. of this form in any way. The form MUST be submitted as a separate document in MS Word format in your RFP response.** If a submitted proposal includes blank responses, the document may be eliminated from consideration. Apply the following rating system to each line-item requirement:

Y	Fully supported by the current release of the software.
3P	Supported with third party software (software not directly owned or controlled by the vendor submitting the proposal).
C	Customization is required to meet the requirement (changes to the underlying code must be made, a report must be specifically developed, tables have to be created or modified, etc.).
F	Future functionality on the product roadmap and supported in the next release of the software (or releases) within the next 1 – 2 years.
N	Not supported.

Sample Response Format: Please use the format below when completing your response.

	General	Rating and Comment
R	1. Audit trail with user, date, and time stamp throughout all modules.	Y System logs all transactions and stamps them with user, date, time and before/after values. A report can be generated to review audit history.

Exhibit B – Customer References

Provide at least three references that are similar in size and scope to the City of Moses Lake, and that have implemented the proposed software in the past five years. References should be fully implemented and live on the current version of the software.

Name of Customer:	
Number of Users:	
Contact Name/Title:	Telephone #:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Name of Customer:	
Number of Users:	
Contact Name/Title:	Telephone #:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Name of Customer:	
Number of Users:	
Contact Name/Title:	Telephone #:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Exhibit C – RFP Terms and Conditions

1. Amended Proposals

A proposer may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter. City personnel will not merge, collate, or assemble proposal materials.

2. Proposer’s Rights to Withdraw Proposal

Proposers will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The proposer must submit a written withdrawal request signed by the proposer’s duly authorized representative addressed to the City Contact.

3. Proposal Offer Firm

Responses to this RFP, including proposal prices, will be considered firm for 180 days after the due date for receipt of proposals or 60 days after receipt of a best and final offer, if one is requested.

4. Right to Waive Minor Irregularities

The City reserves the right to waive minor irregularities and the right to waive mandatory requirements, provided that all of the otherwise responsive proposals fail to meet the same mandatory requirements and/or doing so does not otherwise materially affect the procurement. This right is at the sole discretion of the City.

5. Change in Agreement or Representatives

The City reserves the right to require a change in the selected proposer or representatives if the assigned representatives are not, in the opinion of the City, meeting its needs adequately.

6. City Rights

The City reserves the right to award the proposal to separate proposers on any of the services as set forth in the proposer’s proposal. It is further understood that if the proposer to whom any recommended award is made fails to enter into an agreement with the City, award may be made to the next best qualified person or firm, who shall be bound to perform as if they received the award in the first instance.

7. Ownership of Documents

All documents submitted in response to the RFP and any proposals, reports, studies, conclusions, software modifications and summaries prepared by the vendor for this project shall become the property of the City.

8. Agreement Award

Proposal will be evaluated by a committee comprised of City staff. This agreement shall be awarded to the proposer or proposers whose proposal is best qualified, taking into consideration the evaluation factors set forth in the RFP. The selected proposal will be at the City's discretion and may or may not have received the most points or be the lowest cost proposal.

9. Records and Audits

The proposer shall maintain such detailed records as may be necessary to demonstrate its performance of the duties required by this Agreement, including the date, time and nature of services rendered. These records shall be maintained for a period of three years from the date of the final payment under this Agreement and shall be subject to inspection by City. The City shall have the right to audit any billings or examine any records maintained pursuant to this Agreement both before and after payment. Payment under this Agreement shall not foreclose the right of City to recover excessive and/or illegal payments.