

# NOTICE OF REQUEST FOR PROPOSALS

## TITLE: ERP SOFTWARE SYSTEM

### - SCOPE OF WORK

#### 5. CURRENT ENVIRONMENT

As noted above, the City's current primary ERP system is Tyler New World (formerly known as Logos). In addition to Tyler New World, a number of third-party software applications are used for specific needs. The majority of third party software applications are not currently integrated with Tyler New World.

The City may retain some current third-party software applications, and requests that proposing vendors indicate their ability to integrate with these applications using the Integrations form provided within Appendix A. Vendors should also indicate costs for providing these integrations in the appropriate space provided within the Pricing form of Appendix A. If vendors provide integrated software within their ERP solution that may replace some of the listed third-party applications, the City encourages vendors to propose these software modules as options using the spaces provided within the Pricing form of Appendix A.

The City's Tyler New World ERP system is hosted in the cloud by Tyler Technologies. The majority of the City's third-party software applications are on-premise. The Technical Data tab in Appendix A contains additional information regarding the City's current application, network, and end-user computing environments and technical standards.

#### 5.1 SCOPE

The City requests that vendors propose on all of the base bid software modules that their solution offers. Vendors who do not offer certain base bid modules may partner with third-parties to provide a complete solution, if desired. All of the base bid services listed below must be provided for the scope of the project vendors are bidding.

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

#### BASE BID MODULES/FUNCTIONS BASE BID SERVICES

##### Financials

- General Ledger
- Bank Reconciliation
- Budgeting
- Purchasing
- Accounts Payable
- Inventory
- Cash Receipting
- Fixed Assets
- Grant and Project Accounting
- Accounts Receivable

##### HR & Payroll

- Human Resources
- Position Control
- Performance Management
- Personnel

##### Actions

- Benefits Management
- Payroll Administration
- Time & Attendance
- Employee Self-Service

##### Utility Billing

##### Content and Document Management Reporting & Analytics

- Project management
- Software installation and configuration
- Hardware installation and configuration
- Data conversion
- Report and form development
- Integration and interface development (See Appendix A – Interfaces tab for required integrations)
- Software modifications, if any
- Implementation services
- Training services, including development of training materials
- Testing services
- Change management
- Knowledge transfer to staff
- System documentation development
- Ongoing support and maintenance services
- Ongoing hosting services

## OPTIONAL MODULES SERVICES FOR OPTIONAL MODULES

<ul style="list-style-type: none"><li>■ Treasury Management</li><li>■ Contract Management</li><li>■ Recruiting and Applicant Tracking</li></ul>	<ul style="list-style-type: none"><li>■ See Base Bid Services above</li></ul>
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5.2 The goals of the new system are to:

- Increase data quality, integrity, and reliability
- Reduce and eliminate manual processes
- Support strategic decision-making and planning
- Streamline workflow and communications
- Deliver a self-service environment
- Reduce reliance on paper documentation and physical file storage

## 5.3 MINIMUM REQUIREMENTS

The proposed system must meet the following minimum requirements. If your system does not comply, please do not submit a proposal:

### A. Installed Base

The proposed system must have an installed base in Governmental entities (counties, cities, municipalities, etc.) in the United States, with installations in the State of Michigan preferred.

### B. Current Version

The proposed solution must currently be operational at other clients. Do not respond based on a future release. By implication, you must be able to demo a live (albeit anonymous) database.

### C. Web-based

The system must be accessible via a variety of web browsers including Chrome, Safari and Edge. There is a preference for the system to be developed using web technologies.

### D. Integration

All modules of the proposed solution must integrate seamlessly. The proposed solution must also have the ability to integrate with ancillary systems.

### E. Report Writer

The system must have a flexible, intuitive report writer tool, accessible to end users, that can access data from all modules, as well as external data, and has the ability to select, filter, sort, correlate, and summarize.

## 5.4 IMPLEMENTATION SCHEDULE

The City wishes to implement and go-live on their selected solution as soon as reasonably possible, while being mindful of best-practices for ERP implementation. The City requires that vendors describe both an optimal and a minimal implementation schedule within their proposals. The optimal schedule should reflect the vendor's best practice, recommended implementation schedule for an entity of the City's size and complexity and for a solution. The

minimal schedule should reflect the vendor's shortest possible schedule and fastest go-live for the City.

The vendor should explain advantages and disadvantages of the optimal and minimal implementation schedules within their proposals. The vendor should also indicate whether their proposed services costs for the optimal and minimal schedules would be identical, or whether there would be any differences. For both schedules, the vendor should provide detailed project plans in Gantt chart or similar formats.

## PRICING MODEL

Vendors are to provide pricing for a SaaS model solution model for the City. A SaaS-model solution is defined as follows:

The system is installed and hosted by the vendor or at a third-party site arranged by the successful vendor. The City defines SaaS as a solution in which the vendor hosts the software and provides all hardware, disaster recovery, support, database administration, redundancy, and connectivity to the cloud. The solution must be web-based and require NO client-side software other than standard browsers with plug-ins that the vendor must identify in their response.

The successful vendor is responsible for the installation and configuration of all software and utilities necessary for a fully operational system. The successful vendor will be responsible for all installation, training, and conversion services. The successful vendor will be responsible for all hardware purchases and maintenance in this model.

The licensing can be either subscription based or perpetual (the City owns the license) in this model. Please clearly identify your licensing model in your proposal.

The City assumes that the successful vendor shall be responsible for the full installation, conversion, and training services.

Please note the following when preparing your proposal:

- Vendors shall provide firm and fixed pricing for the licensing / subscription based on the functionality described and must be returned in Excel format. For each item, indicate if the cost is one time, annual, or other. Vendors must indicate if their professional services fees are fixed or time-and-materials based.
  - o In the event the product or service is provided at no additional cost, the item should be noted as no charge or with words to that effect.
  - o In the event the product or service is not being included in the vendor proposal, the item should be noted as no bid.
- The vendor shall provide prices in U.S. dollars.
- The vendor shall make clear the rationale and basis of calculation for all fees.

In presenting software license fees, the vendor should:

- 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.
- Make clear the extent of any implementation services that are included in the license fees (installation, configuration, training, etc.).
- Identify whether the licensing is perpetual or subscription based.

## 5.6 IMPLEMENTATION PLAN

The vendor is to provide an implementation plan in narrative format supported by an activity-level project plan that details how the proposed solution is to be implemented. This implementation plan should include the following elements:

- A. General implementation approach
- B. Project management approach

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- C. Change management
- D. Data conversion plan
- E. Report development
- F. Forms development
- G. Integrations and interfaces
- H. Training
- I. Testing
- J. System documentation
- K. Knowledge transfer
- L. Ongoing support and maintenance

The vendor should not be constrained to only include the above items in the vendor's proposal if the vendor feels that additional items will add value to the overall implementation. The City requests that the vendor provide their work plan in a Gantt chart format as part of the proposal. Additionally, the successful vendor must provide and maintain a detailed Gantt chart, showing tasks, dates, responsibilities, interdependencies, milestones, and critical path items throughout the implementation.

It is expected that the vendor will lead the efforts in each of the implementation areas described below unless stated otherwise.

## 5.7 PROJECT MANAGEMENT

The vendor will be required to provide project management services during the implementation to ensure that the project has the greatest possible degree of success. These services are to use industry standard project management tools and techniques. The City expects the awarded vendor will minimally provide the following:

- Work Breakdown Structure – including tasks, responsibilities, interdependencies and milestones. It is expected that this tool will be used to manage activities during all phases of the implementation.
- Issues Log – to track the status and resolution of all issues during the implementation.
- Regular Status Meetings and Reports – to advise project leadership at the City on the status of the implementation, including:
  - o Progress to milestones
  - o Project risks
  - o Project budget
  - o Upcoming activities
  - o Homework items (outstanding and upcoming)
- Onsite Activities – It is expected that the vendor will minimally be onsite for project kickoff and go-live activities.

## 5.8 SOFTWARE INSTALLATION

The vendor is expected to specify, furnish, install, configure and support all system software for the proposed solution. Please see detailed questions in Appendix A.

## 5.9 SOFTWARE CONFIGURATION

The vendor is expected to meet with the City to discuss software configuration, review functional requirements, and review workflow configuration prior to implementation. The outcome of these meetings will determine how the software shall be configured to best meet the needs of the City. Please see detailed questions in Appendix A.

## 5.10 ARCHITECTURAL AND APPLICATION DEVELOPMENT ROADMAPS

Vendors are to provide their architectural and application development roadmaps for the next three to five years.

## 5.11 REPORT DEVELOPMENT

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. It is also expected that the system will provide the ability to upload and download information ensuring integrity of uploaded information.

The vendor is expected to provide assistance to the City staff in the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc. Please see detailed questions in Appendix A.

## 5.12 DATA CONVERSION PLAN

As part of this implementation, vendors are required to provide data conversion of the files indicated in Appendix A. The vendor is required to perform data verification to confirm that all data was transferred successfully, and will be required to obtain the City's signoff for confirmation as well.

The successful vendor(s) is expected to assist the City in the conversion of electronic data as well as with the coordination and planning related to manual data (e.g., hand keying) to the new system. It is expected that the City will be responsible for data extraction from current systems and for data scrubbing and data pre-processing the data. The successful vendor(s) will be responsible for overall data conversion coordination, definition of file layouts, and automated data import and validation into the new software. It is expected that the City will be responsible for any manual data conversion (e.g., hand-keying).

Vendors should provide pricing for converting current, year-to-date, and prior year data as the base bid (with some exceptions as noted in Appendix A), and should also provide pricing for each additional year's worth of data as an option.

Please see detailed questions in Appendix A.

## 5.13 INTEGRATIONS AND INTERFACES

It is expected that information would only need to be entered 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.

## 5.14 TRAINING

The City has an expectation that:

- A. All power-user and technical training will be performed onsite through implementation and be performed by the vendor.
- B. End-user implementation training can use a train-the-trainer approach for extended areas with significant users including joint participation by the relevant City process owner and City IT Services staff person supporting the process area.
- C. The vendor will include training for City staff on the technologies required to support the new system.
- D. The awarded vendor will be responsible for providing training materials (in electronic format) for the initial vendor-delivered training as well as for use by the City for subsequent end-user training.

Any training that cannot be easily accommodated or is not practical to be performed on site should be specifically identified. The City is open to conducting remote training via the internet, but wishes to understand the pros and cons of such an approach.

The vendor should provide an overall description of their training approach that addresses the following

■ General time frames in which training will be conducted, given the go-live schedule stated earlier in this document;

■ List the nature, level, and amount of training to be provided in each of the following areas:

- o Technical training
- o User training
- o Other staff (e.g., executive-level administration)

■ Types of documents that will be developed by the vendor

■ Tools that will be used in developing the training material

■ Ongoing training opportunities

Please see detailed questions in Appendix A.

## 5.15 TESTING

The vendor should describe their recommended approach to the following types of testing that are anticipated to be performed during the implementation effort and the type of assistance they anticipate providing to the City related to testing:

- A. System testing
- B. Integration testing
- C. Stress/performance testing
- D. User acceptance testing

## 5.16 SYSTEM DOCUMENTATION

The vendor is expected to provide user manuals and online help for use by the City as part of the initial training and ongoing operational support. Additionally, the vendor is expected to provide technical documentation. Describe what types of documentation you anticipate developing during the course of the project. Vendors must also provide access to existing documentation for review by the Selection Committee.

## 5.17 KNOWLEDGE TRANSFER

The vendor should describe their process for ensuring that knowledge transfer to City staff occurs (both technical staff and end users), such that staff is capable of providing Level 1 end-user support in the most efficient manner.

## 5.18 STAFFING PLAN

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 who will be assigned to the project to include the following information:

- A. Role on the project
- B. Number of years employed at your company
- C. Number of years conducting their proposed role on the project
- D. Expected amount of time (hours) that they will be committed to the project
- E. Relevant previous experiences

If the vendor is using a subcontractor, please include information on subcontracting staff being used and their specific role on the project. Additionally, the vendor should address the following items:

- A. Identify the degree to which vendor staff will be on site versus off site during the project.
- B. Demonstrate your ability to provide continuity of skilled consultant resources throughout the duration of the project.
- C. Describe the degree to which activities will be performed during normal business hours versus off-hours.

Likewise, the City requests that the vendor provide an overall staffing plan for the project, including identification of City resources that would be used during the course of the implementation in terms of hours or full-time equivalents (FTEs), both for City IT Services department staff as well as those within the various City process-owning and process-using departments.

## 5.19 ONGOING SUPPORT AND MAINTENANCE

The vendor shall be responsible for Level 2 and Level 3 support of the system and shall include these services in the annual cost proposal. Please see detailed questions in Appendix A.

Likewise, the City requests that the vendor provide information with respect to expectations of City staff involvement in providing ongoing support of the application.

## 5.20 HOSTING REQUIREMENTS

Proposals for SaaS model solutions must meet the following requirements:

- A. The system must be available 24 x 7 x 365 with a minimum of 99.9% uptime, measured on a monthly basis. A service level agreement specifying this guaranteed uptime and describing credits for performance below this guaranteed level must be provided with your response. The service level agreement must meet the requirements specified in Section 2.21 of the RFP.
- B. Maintenance windows must be scheduled outside of normal business hours, and agreed upon with City staff. Windows should be pre-defined and communicated to City staff. Any non-standard window must be communicated to City staff at least two weeks in advance, with the exception of emergencies. In an emergency, vendors are to work with City IT staff to determine appropriate time and communication to staff.
- C. All data must reside in the United States at all times.
- D. All system data and files should be regularly backed up to a secondary data center/disaster recovery site outside of the main data center's same weather pattern and power grid. Backups shall occur such that the longest amount of time for transaction loss does not exceed 8 hours.
- E. Vendors should have a documented Security Incident Response Plan (SIRP) that addresses the vendor's plan for preventing, detecting, and responding to security breaches or cyberattacks in which the City's

data or operations may be compromised.

- F. Vendors must have a documented Disaster Recovery Plan (DRP) that addresses recovery and maintenance of system data and operations in response to hazard or emergency scenarios. This plan should be tested regularly to ensure that it is both tangible and actionable.
- G. Vendors should have a documented Business Continuity Plan (BCP) that addresses localized or system outages that create an impact to one or more business functions. The BCP should account for the rapid restoration of services and redundancies in technology or process.
- H. Vendors must be compliant with SSAE18 SOC2 and must provide a copy of their most recent audit report prior to contract award.
- I. In the case of a hosted or SaaS solution, the City reserves the right to inspect and investigate thoroughly the data center facilities, equipment, business reputation, and other qualifications of the vendor and any proposed subcontractors and to reject any proposal irrespective of price if it shall be determined that the vendor is deficient in any of the essentials necessary to assure acceptable standards of performance. The City reserves the right to continue this inspection procedure throughout the life of the Agreement that may arise from this RFP.

Vendors must respond to questions in Appendix A with regards to new releases, OS patching and data locations. Please provide a copy of your service level agreement that guarantees 99.9% uptime.

## 5.21 SERVICE LEVEL AGREEMENT

The City has the service level expectations for the proposed solution; the proposed SLA shall minimally include the following:

- A. Definition. "Availability" shall mean the availability of the proposed software solution for use by the City to access, view, process, and use content. The successful vendor shall use commercially reasonable efforts to make the software solution available with a Monthly Uptime Percentage of at least 99.9% during any calendar month. Subject to the SLA Exclusions, if the successful vendor does not meet the Service Level Commitment, the City will be eligible to receive a Service Credit. Any unavailability of the software solution resulting from scheduled maintenance for which the successful vendor provided advanced notice will not be deemed to be non-Availability, except to the extent such scheduled maintenance time is in excess of four (4) hours in the applicable calendar month.
- B. Measurement. Availability measurements of the software solution shall be performed by the successful vendor.
- C. Service Level Commitment. During each calendar month, the successful vendor shall provide an average combined Availability of no less than 99.9%.
- D. Uptime and Penalties: Every month, the successful vendor will compare confirmed actual uptime to the targets described in the table below. In the event that actual uptime does not meet the targeted uptime, the following credits will be issued to the City, on a monthly basis.

Service Level based

on actual uptime Remedial action/penalties

Above 99.9% Remedial action will be taken to address issues causing any downtime.

98.00 to 99.9% 10% credit of fee for affected calendar month will be posted to next billing cycle, and remedial action will be taken to address issues causing any downtime.

95.00 to 97.99% 25% credit of fee for affected calendar month will be posted to next billing cycle, and remedial action will be taken to address issues causing any downtime

93.00 to 94.99% 50% credit of fee for affected calendar month will be posted to next billing cycle, and remedial action will be taken to address issues causing any downtime



Below 93%	100% and, at Authorized User's sole discretion, termination of such Authorized User's order
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E. Incident Management Procedure. The successful vendor shall respond to an incident resulting in the City's loss of use or functionality of the software solution ("Incidents") in accordance with time intervals and other requirements corresponding to the applicable Incident priority levels set forth in the below table. Incident priority levels will be reasonably determined by the successful vendor in a manner consistent with the below descriptions. The City shall provide commercially reasonable assistance to the successful vendor in connection with the successful vendor's efforts to respond to an Incident.

Incident priority level	Definition of Incident Priority Level	Response and Resolution Guarantees
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<p>Critical An incident causing application failure, downtime</p> <p>High An incident causing loss or failure of critical/essential functionality required to do business for which no temporary <u>workaround is available</u></p> <p>Medium An incident causing loss or failure of critical/essential functionality for which</p>	<p>a temporary workaround is available</p> <p>Vendor will respond to incident within 30 minutes and will resolve <u>incident within 4 hours</u>.</p> <p>Vendor will respond to incident within 2 hours and will resolve incident within 8 hours.</p> <p>Vendor will respond to incident within 4 hours and will resolve incident within 12 hours.</p>
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Low	An incident causing loss of non essential functionality for which a temporary workaround is available	Vendor will respond to incident within 8 hours and will resolve incident within 24 hours.
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F. Notification. The successful vendor shall make available to the City monthly uptime data for the City to determine whether an unacknowledged non-Availability incident has occurred in the previous calendar month.

G. Notifications of Scheduled Maintenance. The successful vendor shall provide the City at least twenty-four (24) hours advance notification of scheduled maintenance to the Digital Content Product. Notwithstanding the foregoing, scheduled maintenance shall not occur Monday through Friday between 7 a.m. and 6 p.m.

## 5.22 OTHER COSTS

If any costs are associated with your proposed services that have not been identified in prior sections, they must be detailed within your proposal. Any such charges will be clearly identified, and all nonrecurring and monthly costs should be provided.