

REQUEST FOR PROPOSALS

Enterprise Resource Planning (ERP) Project Management Consultants
52-17



CITY OF
PEORIA

**ISSUED BY
DIVISION OF PURCHASING
CITY OF**

PEORIA, ILLINOIS

**Sealed Requests for Proposals will be received at
the office of
The PURCHASING MANAGER
Room 108, City Hall,
419 Fulton Street, Peoria, Illinois until 2:00 P.M.**

**Friday, January 12, 2018
for furnishing the materials, or services
described herein.**

**PLEASE RETURN ENTIRE
DOCUMENT AS YOUR RESPONSE. SUBMITTED BY:**

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INSTRUCTIONS TO PROPOSERS

Request for Proposal (RFP)(4/12/16)

ACCEPTANCE OF PROPOSALS - The right is reserved, as the interest of the City may require, to reject any or all proposals and to waive any nonmaterial informality or irregularity in the responses received. All such responses will be in English. The City will select a Proposer as described below or reject all Proposals within **sixty (60) calendar days** from the date the responses are opened.

ADDITIONAL COPIES OF RFP - Proposers may secure additional copies of the RFP documents from the City of Peoria's Finance Department Purchasing Division.

RFP ENVELOPE IDENTIFICATION - Proposers shall submit their response in a sealed envelope which shall be clearly labeled with the organization/individual name and address. Proposers are requested to indicate in the LOWER LEFT HAND CORNER OF THEIR ENVELOPE THE ITEM BEING REQUESTED, REQUEST NUMBER, DATE AND TIME THE REQUEST IS DUE.

MAILING OF PROPOSALS - **One (1) original and Two (2) copies** of all responses are to be mailed or delivered to the City of Peoria Purchasing Department, Room 108, City Hall, 419 Fulton Street, Peoria, Illinois, 61602-1276. Proposals will not be accepted by FAX, e-mail, internet, telephone or telegraphic means. Information regarding the proposal can be obtained by calling the Purchasing Manager at (309) 494-8582.

CLOSING TIME - The Proposal closing time will be based upon Central Standard Time or Central Daylight Time, whichever is in effect on the date the proposal is due.

SELECTION - The proposal selected will be that which best meets the needs of the City of Peoria as expressed in the RFP. Said Selection will be made as per the guidelines created by the City of Peoria's Selection Committee. The content of the proposal, the experience of the firm/individuals and the result of any scheduled interview(s) may be considered in making the selection.

WITHDRAWAL OF PROPOSALS - Proposers may withdraw their proposals at any time prior to the RFP closing time by telephone, fax or written request. A telephone request must be confirmed in writing within 24 hours of the call and prior to closing time. No Proposers shall withdraw its response for a period of sixty (60) calendar days from the RFQ opening date. Negligence on the part of the Proposer in preparing a response confers no right of withdrawal or modification of a proposal after it has been opened. No response will be opened which has been received after the closing time specified in the RFP document and it will be returned unopened to the Proposer.

ALTERNATE RESPONSES - The RFP describes the service and level of experience/expertise, which the City feels are necessary to meet the performance requirements of the City. Proposers desiring to submit a response on items which deviate from these specifications, but which they believe to be equivalent, are requested to submit alternate responses. However, ALTERNATE TENDERS MUST BE CLEARLY INDICATED AS SUCH AND DEVIATIONS FROM THE APPLICABLE SPECIFICATIONS PLAINLY NOTED. The response must be accompanied by complete specifications of the items offered.

AWARD - An award will be made to the lowest qualified (responsive and responsible) proposal that complies with the terms and conditions of the specifications provided that it is in the best interest of the City to accept the proposal. Awards will be made on per item basis unless otherwise stated. The quality of the articles to be supplied, their conformity with specifications, their suitability to the requirements of the City and the delivery terms will be taken into consideration in making the award. By signing this document Vendor/Contractor/Consultant is **certifying they have not been barred from bidding** by

Federal, State or Local governments and has not been suspended or debarred from receiving federal funding.

COSTS - Unit costs must be clearly identified for each component requested by the RFP document or otherwise submitted by the Proposer. All costs shall be stated in U.S. dollars. In case of mistake in extension of cost, unit cost shall govern. All costing must be typewritten or written in ink. No erasures are permitted. Mistakes must be crossed out and corrections typewritten or written in ink adjacent thereto and initialed in ink by the party signing the proposal or his authorized representative.

SIGNATURES - Each proposal must be signed by the Proposer with its usual signature. Proposals by partnerships must be signed with the partnership name by one of the members of the partnership, or by an authorized representative, followed by the signature and title of the person signing. Proposals by corporations must be signed with the name of the corporation, followed by the signature and title of person authorized to bind it on the matter. All signatures must be in ink.

INVESTIGATION - Proposer shall make all investigations necessary to thoroughly inform itself regarding the supplies and/or service to be furnished in accordance with the RFP. No plea of ignorance by the Proposer, of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the Proposer to make the necessary examinations and investigations, will be accepted as a basis for varying the requirements of the City or the compensation to the Proposer.

EQUAL EMPLOYMENT OPPORTUNITY – To be awarded a contract all Suppliers, Vendors, Contractors to the City of Peoria, County of Peoria and/or the Peoria Park District **must** be registered in the City of Peoria’s Contract Compliance Program and have a current EEO Certification number. This program is unrelated to any State and Federal program. The number is secured by completing and submitting, under notary seal, an Employer Report Form CC-1 (with required sexual harassment policy attached) to the City’s Equal Opportunity Manager. *Please note that the Certificate of Compliance is valid for one year and must be annually renewed.* The form may be requested on-line from the City’s website (<http://www.peoriagov.org/equal-opportunity-forms>). Click on Government > Other Departments > Equal Opportunity > then select “Employer Report Form CC-1”. The forms can also be obtained by writing or calling:

**City of Peoria
Equal Opportunity Manager
419 Fulton St.
Peoria, IL 61602
(309) 494-8530 Voice**

In accordance with Chapter 17 of the Peoria Municipal Code, a fifty-dollar (\$50.00) processing fee will be charged with each original submission of the Employer Report Form Cc-1 that results in an approved certificate as well as the Annual Renewal Application. The only exception to payment of the processing fee is neighborhood associations.

Although all vendors are encouraged to obtain Equal Employment Opportunity Certification, vendors do not need an Equal Opportunity Certification to respond to a proposal. The EEO Certification Number is only required prior to the award of the contract.

Good Faith Efforts Requirements (projects exceeding \$50,000)
Minority/Women Business Enterprise(M/WBE) Utilization

Bidders must demonstrate that they made good faith efforts to meet participation goals. Documentation supportive of their good faith efforts to utilize M/WBEs must be submitted at the time of bid.

Compliance Reporting Minority/Female Worker Utilization

The General Contractor and its subcontractors must provide to the City of Peoria documentation on their good faith efforts to comply with the workforce participation goals. This would include, but not limited to, weekly certified payroll reports. All information will be provided through **ePrismSoft**, an electronic web based compliance tracking software. Access to **ePrismSoft** has been furnished by the City of Peoria. To activate access the General Contractor and subcontractors must contact Human Capital Development.

SAMPLES - Samples of items, when required, must be submitted within the time specified and at no expense to the City; and if not destroyed in testing, they will be returned at the Respondent's request and expense. Samples, which are not requested for return within thirty (30) days, will become the property of the City.

RESPONSES – A response is requested of all Proposers even if it is a “no response”.

CONTRACT TERMS

TAXES - The City is exempt, by law, from paying State and City Retailers Occupation Tax, State Service Occupation Tax, State Use Tax and Federal Excise Tax. The City will execute tax exemption certificates whenever required. The unit prices should be exclusive of all taxes. In the event the unit price includes taxes, the Proposer must show the amount of tax included in the unit price.

CITY'S AGENT- The City of Peoria's Purchasing Manager shall represent and act for the City in all matters pertaining to the RFP and contract in conjunction thereto.

PATENTS - The successful Proposer agrees to protect, defend and save the City harmless against any demand for payment for the use of any patented material process, article or device that may enter into the manufacture, construction or form a part of the work covered by the contract.

HUMAN RIGHTS ACT - The contract will be subject to and governed by the rules and regulations of the Illinois Human Rights Act 775ILCS5/1-101 et seq. and as amended. And the provision of Chapter 775 of the Illinois Compiled Statutes 5/2-105 on Sexual Harassment policies.

NON-COLLUSION - With the executing of this RFP, the Proposer is certifying to non-collusion in the preparation and submittal. The response must be properly executed by the Proposer or the response will not be considered for selection.

DEFAULT - In case of default by the contractor, the City will procure the articles or services from other sources and hold the contractor responsible for any excess cost incurred.

CANCELLATION - The City reserves the right to cancel the whole or any part of the contract, if the contractor fails to perform any of the provisions in the contract or fails to make delivery within the time stated. The cancellation notice will be written and delivered by certified mail to contractors address on record. In the event the contract is canceled, the vendor may be declared an irresponsible vendor by the City manager...and as a result may be disqualified from doing business with the City for the period of one year in

accordance with City Ordinance Section 10-102. The contractor will not be liable to perform if situations arise by reason of strikes, acts of God or the public enemy, acts of the City, fires or floods.

PRICES SPECIFIED – The successful vendor agrees to furnish the material or services according to the City’s plans, specifications and conditions and at prices specified herein.

DELINQUENT PAYMENT - By the signing of this RFP, the Proposer is certifying that the company is not delinquent in the payment of any indebtedness, tax, fee, liens, and fines owed or accruing to the City of Peoria or in the payment of any tax administered by the Illinois Department of Revenue and is in compliance with the terms and conditions of Section 10-109 of the Peoria City Code; and Chapter 65 of the Illinois Compiled Statutes, Section 5/11-42.1-1.

PERMITS AND LICENSES - The successful Proposer shall obtain, at its own expense, all permits and licenses which may be required to complete the contract.

INSURANCE – The successful Proposer shall obtain, at its own expense, all necessary insurance with regard to its fiduciary responsibility to the City of Peoria. Said Proposer shall indemnify and hold harmless the City of Peoria, its officials, officers, directors, employees, heirs and assigns from any and all actions, claims, demands or suits at law or equity for damages, costs, loss or other injury as a result of the contract.

The City does not assume any liability for acts or omissions of contractor and such liability rests solely with contractor.

Contractor’s Insurance – The contractor and all subcontractors shall secure and maintain such insurance policies as will protect the contractor or subcontractors from claims for bodily injuries, death or property damage which may arise from operations under this Contract whether such operations be by contractor or anyone employed by contractor directly or indirectly. The following insurance policies are **required**:

- Statutory Worker’s Compensation
- Comprehensive General Liability
 - Combined Single Limit \$1,000,000.00
 - Property Damage \$1,000,000.00
- Automobile Public Liability and Property Damage
 - Combined Single Limit \$1,000,000.00
 - Property Damage \$1,000,000.00

Insurance Inclusions – The comprehensive general liability insurance shall include independent contractors’ protective liability, products and completed operations broad form property damage coverage. The completed operations and products liability shall be maintained for two years after final payment.

Contractual Liability – The insurance required above shall include contractual liability insurance coverage for the contractor’s obligations under the section below entitled, “Hold Harmless and Indemnification Agreement”.

Certificates of Insurance – Certificates of insurance acceptable to the City indicating insurance required by the Contract is in force shall be filed with the City prior to contract approval by the City. These certificates shall contain a provision that coverage afforded under the policies will not be canceled until at least thirty (30) days prior written notice has been given to the City.

PRECEDENCE - Where special conditions are written in the specifications, these conditions shall take precedence over any conditions listed under the "Instructions to Proposers".

GOVERNING – This contract will be governed by the laws of the State of Illinois. The contractor/vendor agrees that Chapter 10 of the Code of the City of Peoria is hereby incorporated by reference, as if set out verbatim."

AFFIRMATIVE ACTION REQUIREMENTS - "The contractor/vendor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual harassment, ancestry, national origin, place of birth, age or a physical or mental handicap which would not interfere with the efficient performance of the job in question. The contractor/vendor will take affirmative action to comply with the provision of this division and will require any subcontractor to submit to the City written commitment to comply with this division. The contractor/vendor will distribute copies of this commitment to all persons who participate in recruitment, screening, referral and selection of job applicants, prospective job applicants, member or prospective subcontractors."

"The contractor/vendor agrees that the provision of Division 4 of Article III of Chapter 17 of the Code of the City of Peoria is hereby incorporated by reference, as if set out verbatim."

EMPLOYEE EMPLOYMENT RESTRICTIONS – THE CONTRACTOR

THE CONTRACTOR (hereinafter referred to as "SERVICE PROVIDER") agrees, as a condition of accepting this contract with the City of Peoria, that, for a period of one (1) year following completion of this contract, it shall be prohibited from hiring, directly or indirectly, any City employee or official who was involved, directly or indirectly in: (1) the selection and/or recommendation to select the SERVICE PROVIDER for performance of this contract; (2) coordinating the efforts of the SERVICE PROVIDER in the consummation or completion of this contract; or (3) monitoring or determining the performance of the SERVICE PROVIDER. The SERVICE PROVIDER further acknowledges and agrees that, upon the City's determination that a violation of this provision has occurred, the penalty imposed, at the sole discretion of the City, may include one or more of the following: (1) cancellation of any other contract(s) between the City of Peoria and the SERVICE PROVIDER; (2) disqualification of the SERVICE PROVIDER from bidding or being awarded future contracts with the City of Peoria for a period of two [2] years; and/or (3) payment of liquidated damages to the City of Peoria in the amount of TWENTY FIVE THOUSAND DOLLARS (\$25,000.00).

REFERENCE - All of the contract terms shall be incorporated by reference into any written contract.

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The City of Peoria

REQUEST FOR PROPOSAL

Enterprise Resource Planning (ERP) Project Management
Consultants

City of Peoria

Purchasing Division
419 Fulton Room 108
Peoria, IL 61602

Information Systems
542 SW Adams
Peoria, IL 61602

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Summary

The City of Peoria (the City) is seeking proposals from qualified Enterprise Resource Planning (ERP) Project Management Consultants to work hand in hand with the City's project team and software vendor to manage the successful implementation of Tyler Technologies Munis.

Background

The City desires to replace its core computer information and accounting systems with Tyler Technologies Munis software. The City's current financial software is more than two years old and is in need of updating to better utilize the technological advancements made within the Enterprise Resource Planning (ERP) software segment. In addition, Staff feels that the current system is lacking in overall customer response. The overall goal is to implement a new system that will improve service to the City's residents, businesses, customers and increase employee productivity.

The selected consultant will act on behalf of the City of Peoria to help manage the project, resolve issues, remove roadblocks, and keep the implementation on track.

The new computer information system must improve service to residents, customers, businesses and increase employee productivity. Moreover, it must be secure, and reliable. The City anticipates enhancing its process efficiencies by implementing a system that takes advantage of the most current system technology and network services.

Project Objective

The overall objective is to ensure that Tyler Technologies is accommodating the City of Peoria needs with the implementation of the ERP software. The selected consultant will be tasked with being the City's representative in fact checking Tyler Technologies to assure that the City is obtaining the best use of its investment.

The **second** objective is create a written project charter that defines internal structure for decision making. This will help the process proceed along in an orderly manner and maintain an implementation schedule. The project charter shall identify all the stakeholders and define the roles and responsibilities.

Project Scope

This request for proposals is for providing project management services for installation and implementation of the Tyler Technologies Munis ERP System.

The installation and implementation will include the following:

- Implementation Oversight
- Project Management
- Project Team Meetings
- Issue Resolution
- Supplement Implementation Team

- Meet with vendor representatives to communicate timetables and expectations.
- Monitor vendor compliance to the negotiated contract.
- Identify and address ways to minimize project risks.
- Monitor data conversion/migration.
- Review project change orders initiated either by the Client or software vendor.
- Provide guidance in conducting user acceptance testing.
- Review and comment, as needed, on progress towards achieving activities and milestones defined in the project timeline.
- Identify areas where additional user training is required.
- Authorize system acceptance for project closeout.

General Provisions & Disclaimers

This Request for Proposal (RFP) is not a commitment or contract of any kind. The City reserves the right to pursue any and/or all ideas generated by this request. Costs for developing submissions are entirely the responsibility of the respondents and shall not be reimbursed. The City reserves the right to reject any and all submissions. The City reserves the right to waive any requirements of this RFP when it determines that waiving a requirement is in the best interest of the City. Submittals are public records subject to disclosure under the Freedom of Information Act (FOIA). The City cannot guarantee that any information submitted in response to the RFP will remain confidential.

Selection Criteria

The City reserves the right to designate respondents as qualified and to prepare a list ranking those designated as qualified on the basis of the City's determination, in its sole discretion, of the best interests of the City and the project.

The following criteria will be used in the evaluation and selection of the vendor. Note that this is not a comprehensive list and is not in order of priority:

1. Vendor stability and market experience.
2. General knowledge of the ERP software industry and products.
3. Experience working with municipalities of similar demographics to the City of Peoria.
4. Experience with process reengineering in a municipal government environment.
5. Demonstrated knowledge of industry best practices.
6. Experience with all phases of ERP implementation including installation, customization, go-live and change management.
7. Project planning and approach.
8. Team organization and experience of individual team members.
9. Completeness of work plan.
10. Projected length of project.
11. Cost.

Proposed RFP Schedule

The schedule below is tentative and based on the City's current expectations. The dates are subject to change.

- December 22, 2017 Request for Proposal (RFP) Released for ERP Project Management Consultants.
- January 12, 2018 RFP deadline for ERP Project Management
- January 23, 2018 Recommend ERP Project Management Consultant to the City Council

Vendor Questions

All questions pertaining to this Request for Proposal must be submitted in writing via email to cswitzer@peoriagov.org.

Requirements

Consultants eligible for Request for Proposal must not have affiliation or be a reseller of an enterprise system proposed. The Consultant's proposal shall be organized so that the outline generally follows the format of this Request for Proposals. For each of the following items, proposals should cite examples of the previous work and provide details of the project, scope of work performed, deliverables, and roles and responsibilities:

1. Company Background including:
 - a. Experience and first-hand knowledge of Enterprise Resource Planning (ERP) products and modules.
 - c. Experience in analysis and risks of business process change and change management in relation to the implementation of an ERP system.
 - d. Experience with all phases of ERP implementation including installation, customization, go-live and change management.
2. Approach and methodology for this project including a detailed timeline that corresponds to the functions listed in the methodology.
3. Cost Proposal for this project. The firm should provide a not-to-exceed fee to complete the entire project. The professional services fee should also be inclusive of all travel and incidental expenses.
4. References: Provide at least three (3) references of previous

projects similar in scope to that described in this RFP for an organization similar in size, scope and function to the City of Peoria. Include:

- a. Name of organization.
- b. Contact information.
- c. Systems recommendations.
- d. Description and final result of project.
- e. Time frame, original budget and final cost of the project.

The project referenced must be fully completed. Partially completed projects or projects currently active should not be included in the three (3) references.

Responses should also include staffing information and other relevant information to the project.

CITY OF PEORIA

B I D P R O P O S A L

The executing of this form certifies understanding and compliance with the total bid package.

BID SUBMITTED BY:

Company # _____
Peoria EEO Certificate of Compliance Number

Address

City State Zip Daytime Telephone #

After Hour Telephone # Contact Person (Please print or type)

Name of Authorized Agent or Officer Title

Signature of Authorized Agent or Officer

Date

PLEASE MARK ENVELOPE: BID # 52-17