

Request for Proposals

Enterprise Resource Planning System (Finance, Human Resources & Utility Billing/Customer Information Management)

City of Cartersville
1 North Erwin Street
Cartersville, GA 30120

Request for Proposals

Enterprise Resource Planning Solution (Finance/Human Resources/Utility Billing/Customer Information Management System)

The City of Cartersville (“City”) is evaluating new software to satisfy its Finance, Human Resources, and Utility Billing/Customer Information management applications needs.

Response instructions are contained in **Sections 3, 4, 5, and 6** of the Request for Proposals (RFP) document.

Section 5 of the RFP contains feature/function and other information worksheets. Please complete these worksheets using the electronic forms (Excel format) and as directed in the RFP instructions.

The proposal should include all costs associated with training, implementation, hardware specifications, interface estimates, file-conversion assistance, custom modification estimates, annual maintenance, and support.

- RFP submittals shall be submitted via email to bids@cityofcartersville.org
- Questions related to this RFP are to be emailed to Steven Grier at sgrier@cityofcartersville.org no later than 5:00 PM EST on **February 20, 2023**. Only written questions submitted in this manner by the above stated date will be accepted.
- Please submit your proposal by 2:00 PM EST on **March 13, 2023**.

Thank you for your participation. We look forward to reviewing your proposal.

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1. Project Objectives and Process

A. Purpose

This information was developed to facilitate the preparation of a proposal in response to this RFP and the subsequent evaluation of that response.

The City currently utilizes the following core systems:

- MS Dynamics GP
- Human Resources Management as follows:
 - Payroll - MS Dynamics GP
 - Human Resources – MS Dynamics GP
 - Applicant Tracking – Currently do not have one
- Utility Billing/Customer Information
 - Cogsdale – Billing for electric, gas, water, sewer, refuse and fiber, tracking meter information, reads and reporting, posting payments for utility bills
 - Sensus – Meter reading – Manual reading, moving to AMI
 - Invoice Cloud (website and POS) – Processing payments
- In addition to these core systems, the City relies on other software tools, and services for conducting its business. Some of these tools are:
 - MS Excel –
 - Utility Billing – Configure and track UB payments
 - General Billing – Financial reporting, tracking accounts receivables accounts, reconcile A/R balances to the G/L, tracking code enforcement case, tracking false alarm billing
 - Utility payment processing – Invoice Cloud
 - Credit Card processing – Invoice Cloud

The goal of the City is to procure and implement integrated enterprise resource planning and utility billing and customer information systems that utilize best practices, the latest technology, automated workflow and accurate reporting. Utility Billing only vendors that meet the City's needs are also encouraged to propose their solution.

The final decision will be based on various evaluation criteria, primarily how well the proposed solution will meet the City's overall functional requirements. The requirements noted in this RFP are designed to meet these objectives.

B. Objective

The objectives for this project are to:

- Improve customer service and relations
- Reduce manual processes and increase productivity
- Improve internal processes by automating routine tasks
- Reduce paper-based workflows

- Improve integration with other systems
- Select and implement a supportable solution
- Improve customers' ability to interact and do business with the City.
- Take advantage of newer technology

The City is looking for the best overall solution to meet its current and future needs. It is understood that there are no perfect solutions, and that the applicable vendor may vary in its capability to meet the City's overall system needs.

C. System Functionality Requirements

The City is looking for an integrated system, which is to include the following primary functionality (modules). This list is not intended to be all-inclusive/exclusive.

Financial

- General Ledger/Bank Reconciliation
- Budgeting
- Purchasing and Purchase Orders
- Contracts
- Projects/Grants Accounting
- Accounts Receivable
- Cashiering
 - Include online and counter credit card processing
- Accounts Payable
- Fixed Assets
- Reporting (Financial, GASB 34, ACFR)

Human Resources

- Self-Service computer and phone application for employee use to update personal data (ex. address, direct deposit info, emergency contact, initiate that they got married/divorced, add dependents, phone numbers, education, etc.).
- Time & Attendance (self-service time entry that feeds to payroll system, manager approval of time-card entry for non-exempt employees, notifications, reminders from the system, customizable for Public Safety in terms of hours/shifts); ability to access through an app to clock-in, or enter from desktop, request time off, view vacation/sick balance).
- Payroll (increases entered through system; generated by Department Head; system will pay full-time non-exempt employees 80 hours if manager fails to approve and any exception time would be

processed on a subsequent check, employees to view paychecks from system, W-2's can be pulled down from the application by the employee).

- Department Head access to view their people (salaries, job titles, start date, etc. for example).
- Job Requisitions (Department Head enters the requisition when they need to replace an employee, it goes through approvals, and becomes the job posting).
- Applicant Tracking (applications to feed directly into HR system, manage stages of interview, pass letters generated through system).
- Onboarding (pre-hire and all new-hire documents sent via a link to candidates from the system; can see the status of what has been completed).
- Terminations in the system initiated by Department Head (all processes flow through the system; generates offboarding paperwork).
- Performance Management (Goal Setting, Quarterly Check-Ins, Self-Assessments, Mid-Year Reviews, Annual Reviews, PIP's).
- Talent Management (Succession Planning, Training & Development, Talent Cards).
- Compliance and Legal HR Requirements (anything that would need to be provided annually could be run through a report).
- HR Reports (excel and dashboard reports that show HR metrics in a captivating way).
- Reimbursement requests (Travel Expenses).
- Can this integrate with Leave Management vendors? If we ever started using a vendor to handle leave management, would this system talk to other vendors' systems?
- Benefits Enrollment/Open Enrollment.

Other sites we access for HR/Employee related benefits:

- Equitable - LTD, STD & Voluntary life to enter monthly enrollments that produces the invoices
- PlanSource - Insurance enrollments, changes & terminations
- EVerify - New Hires
- Georgia New Hire - New Hires
- USIS - Worker Comp claims
- US Bank (Salem Trust) - pension reports for retiree insurance

Utility Billing/Customer Information

- Customer Information/Service and Billing
 - Including Online functionality

Other

- Reporting – Ad Hoc

The City seeks to install the system utilizing the vendor to provide all services, including software, installation, process discovery, training, project management, interfaces, conversion assistance, maintenance, and support. Applicable hardware specifications with sizing documentation should also be provided.

D. Process and Schedule

The process is for the City to review the proposals, evaluate the solutions, and finalize a project scope of work. Using subsequent interviews, demonstrations, reference checks, and/or site visits, the City will then make a final decision.

The following is the current estimated timeline:

Selection Process Step	Estimated Date(s)
Release and Issuance of the <i>Request for Proposal (RFP)</i>	February 2, 2023
Final Date for Vendors to Submit Questions	February 20, 2023
Date for Publishing Answers to Vendors' Questions	February 24, 2023
Proposals Due by 2:00 PM (EST)	March 13, 2023
Decision on Vendor Finalists (short-list)	March 23, 2023
Demonstrations by Vendor Finalists	April 5, 2023
User Site Visits/Reference Checks	April 17, 2023
Final Vendor Selection	April 25, 2023
Contract Negotiations Process	April 26, 2023

2. Evaluation Criteria

The City reserves the right to select the vendor who best meets the overall needs of the City, based primarily on the following criteria (not listed in any order of importance):

- The overall capability to provide the required software features and capabilities.
- The flexibility of the application software, including the availability of tools to allow the novice user to “drill down and across” and perform ad hoc analysis and reporting.

- The amount of vendor support that will be available for installation, conversion, training, ongoing modifications, and software support.
- The total costs of the system over a ten-year period, including direct and indirect costs.
- The vendor's performance record to date in meeting the requirements of their existing customers, including the availability of users similar to the City to allow reference investigation.
- The expandability of the proposed solution, including the ease of upgrading the proposed system by adding components to accommodate future needs.
- Adherence to the requested information specifications and thoroughness of the proposal, as well as the overall format of the presentation.
- The financial stability, longevity, and strength of the vendor.
- Corporate direction (potential organizational/industry restructurings, mergers, acquisitions, etc.).
- Future technology direction (major changes in architecture, database, platforms, languages, etc.).
- The internal controls provided within the system which prevent unauthorized access to data and provide adequate audit trails.
- The capability to perform required conversions of existing data files.
- The seamless integration of the various system modules and ability to meet the interface/integration requirements noted in this RFP.
- Ease and intuitive use of software interface (for both internal staff and Web customers).
- Availability and ease of use of mobile and online applications.
- Ability to meet contract requirements.
- Ability to provide adequate cyber hygiene as a vendor. Controls to prevent supply chain attacks.

3. Specific Response Requirements

Include the following items in the order listed below (and indexed in the same manner) in your response to this Request for Proposals (RFP). Please respond to each issue in detail regarding how the proposed solution will satisfy each concern.

A. Programming Languages

Please provide information on all programming languages used for each proposed required application.

B. Operating Systems

Please provide a description of the proposed server and desktop operating systems used by your products and which server software option is being proposed (include server software name, year, and version).

C. Database

The City expects the information system to be based on a very stable and flexible relational database standard. The City's preference is MS SQL. Please briefly describe the relational database platforms available in the use of your products and which database option(s) are being proposed (include database management system name, year, and version).

D. User Interface Configurations

The City desires to move forward with advancing technologies and therefore prefers a solution that is a web-based application that is browser/Operating System agnostic that can be run on desktop and mobile platforms. Please describe your client architecture. An SAAS option is preferred but on-premises option will also be considered.

E. Reporting Capabilities

Please provide information on overall system/solution reporting capabilities (e.g., canned reports, financial reporting, ad hoc reporting, executive dashboard, etc.). Please define the reporting architecture that is used (SSRS or other[s]).

F. Electronic Content Management Capabilities

Please provide information store and access images from within your proposed system at multiple levels (example: invoices, etc.). Also provide information regarding integration to third-party ECMS solutions. If your solution offers standard integration with any ECMS solutions, please list them and describe the integration capabilities.

G. Workflow Capabilities

Please provide information on your system's workflow capabilities. Describe the integration level with all systems. If you have no workflow capabilities, please indicate.

H. Application Security

Please describe application and user security features/capabilities. Indicate any special security features (e.g., user/role security, function security, file security, field-level security, etc.) provided by the software. Please also confirm your support of Active Directory and if you provide single sign-on capabilities.

I. Application Software

Please complete the Software Features, Functions, and Capabilities Listing contained in the electronic file provided with the RFP Section 5 (Appendices A).

The proposed software should demonstrate an online, integrated method of processing the noted application modules and allow for immediate update of all information. Access to information in either summary or detail should be obtained easily and intuitively. The proposed software's data entry screens should be designed to facilitate rapid data entry.

For each application software module proposed, indicate whether your organization developed the module, or if the module is available because of a third-party relationship that has been established with another vendor.

In addition to the required and optional software information requested in Section 5, provide general information on other application modules not requested in this RFP which may be of interest or benefit to the City.

J. Software Upgrades

Please describe your software versioning and update policies/practices. Include, at a minimum, how often you issue updates (new versions) and whether new versions are provided as part of your annual maintenance and support fees. Please explain the process of installing update patches and service packs. Please provide costs related to the following upgrade items.

Upgrade Types	Typical Frequency (in months)	Typical Vendor Assistance Cost		Typical Vendor End-User Training	
		Low Cost	High Cost	Low Cost	High Cost
Version Upgrades					
Major Upgrades					
Minor Upgrades					

K. Hardware Requirements

Please provide all hardware specifications, including servers, workstations, and other equipment.

L. Integration/Interface Capabilities

The City is expecting to expand its integration and interfaces with key systems. Please describe any current capabilities, partnerships, or future considerations for the following types of applications/systems. Appendix H is a fillable form for estimated interface/integration costs.

Below are specific integrations the City currently utilizes and/or needs in the future. *(See the Integration Table in the RFP Document for further detail. Please provide both low and high estimated cost.)*

Appendix H								
Interfaces/ Integrations	Description	Data Direction	Frequency (Real-Time, As-Needed, or Daily)	Type (Integration, Interface, Import/Export)	Cost Estimate (Low)	Cost Estimate (High)	Annual Support Costs (If Applicable)	Vendor Comments/ Suggestions
General Ledger								
Download Bank Statement File	Accept a downloaded bank statement	One-Way	As-Needed	Import/Export				
Upload G/L Journal Entries	Upload & post journal entries (e.g., Excel, etc.)	One-Way	As-Needed	Import/Export				
Import Recurring G/L Entry	Upload recurring entries (e.g., Excel, etc.)	One-Way	As-Needed	Import/Export				
Budgeting								
Excel Budget <i>Import</i>	Import detailed budgets into the Budget module from Microsoft Excel	One-Way	As-Needed	Import/Export				
Excel Budget <i>Export</i>	Export detailed budgets into the Budget module from Microsoft Excel	One-Way	As-Needed	Import/Export				
Cashiering and Online Payments (Third-Party Cashiering Applications)								
CityView Permitting	City's Permitting system for processing cashiering transactions	Two-Way	Real-Time (Live)	Integration				
CityView Business Licensing	City's Business Licensing system for processing cashiering transactions	Two-Way	Real-Time (Live)	Integration				
MyRec Recreation Program	City's Recreation management software for parks operations and cashiering.	One-Way	As-Needed	Import/Export				
Online Accounts Receivable Invoice Payments	Accept online customer payments for accounts receivable invoices	One-Way	As-Needed	Import/Export				
Online Credit Card Payment (Invoice Cloud for Utility Billing)	Accept credit card payments though an online portal	One-Way	As-Needed	Import/Export				

Appendix H (Continued)								
Interfaces/ Integrations	Description	Data Direction	Frequency (Real-Time, As-Needed, or Daily)	Type (Integration, Interface, Import/Export)	Cost Estimate (Low)	Cost Estimate (High)	Annual Support Costs (If Applicable)	Vendor Comments/ Suggestions
OTC Credit Card Payment (Invoice Cloud for Utility Billing)	City third part OTC credit card processor	One-Way	As-Needed	Import-Export				
Barcode Scanners	Scanners to read bar codes or other document information to automatically retrieve accounts/bills for payment (e.g., Utility Bills)	One-Way	Real-Time (Live)	Integration				
Accounts Payable								
1099 Forms to IRS	Electronically submit 1099 forms to IRS	One-Way	As-Needed	Import/Export				
1096 Forms to IRS	Electronically submit 1096 forms to IRS	One-Way	As-Needed	Import/Export				
Credit Card Download	Download electronic file of credit card purchases by cardholder	One-Way	As-Needed	Import/Export				
Positive Pay	Financial institutions for positive pay on accounts payable checks	One-Way	As-Needed	Import/Export				
Voided Check File	Financial institutions for voided check file	One-Way	As-Needed	Import/Export				
Electronic Payments (ACH/Direct Deposit/Wires)	Financial institutions for ACH/Direct Deposit/wire transfer payments	One-Way	As-Needed	Import/Export				
Fixed Assets								
Fixed Asset Imports	Import fixed asset records (e.g. vehicle VIN, vehicle type, assigned to dept, etc.) from Excel	One-Way	As-Needed	Import/Export				
Financial Reporting								
Audit Engagement Software/ACFR Reporting	Integrate with other 3 rd party Audit Software	One-Way	As-Needed	Import/Export				
Human Resources								
Recruitment Tracking	Importing employee record information	One-Way	As-Needed	Import-Export				
EEO-4 Survey File Upload	Produce EEO-4 Survey file upload to the Equal Employment Opportunity Commission	One-Way	As-Needed	Import-Export				
Affordable Care Act (ACA) information File Upload	Produce upload of Affordable Care Act (ACA) information	One-Way	As-Needed	Import-Export				

Appendix H (Continued)								
Interfaces/ Integrations	Description	Data Direction	Frequency (Real-Time, As-Needed, or Daily)	Type (Integration, Interface, Import/Export)	Cost Estimate (Low)	Cost Estimate (High)	Annual Support Costs (If Applicable)	Vendor Comments/ Suggestions
Human Resources (Cont.)								
Benefit File Import	Import an employee benefits summary file from the City's benefits provider	One-Way	As-Needed	Import-Export				
Benefit File Export	Export a file from the system to our 3 rd party benefits provider	One-Way	As-Needed	Import-Export				
457 Plan File Export	Product export file containing 457 plan payroll amounts	One-Way	As-Needed	Import-Export				
Training Management Solution	View completed employee training with our third party software provider	One-Way	As-Needed	Interface				
Payroll								
Deferred Compensation Plan Export	Export a deferred compensation plan file containing employee enrollment information	One-Way	As-Needed	Import-Export				
Direct Deposit File	Provide for direct deposit file of payroll checks	One-Way	As-Needed	Import-Export				
Electronic Federal and State Files	Generate electronic file and all related forms (e.g. W-2 reporting)	One-Way	As-Needed	Import-Export				
Positive Pay	Financial institutions for positive pay on payroll checks	One-Way	As-Needed	Import-Export				
Utility Billing								
Assessor's Parcel Information Import	Periodic update of Assessor's database	One-Way	As-Needed	Import-Export				
GIS Mapping (ESRI ArcGIS)	Mapping of utility information	One-Way	Real-Time (Live)	Integration				
Import and Export of Meter Readings (Sensus)	Downloading and Uploading of meter reading files to/from utility billing system	One-Way	As-Needed	Import-Export				
Meter Reading Collection System	Support of downloading and uploading of current and historical meter readings into the Utility Billing System	One-Way	As-Needed	Import-Export				
Utility Bill Printing	Integrate with ERP for bill printing and mailing services	One-Way	As-Needed	Import-Export				

Appendix H (Continued)								
Others								
Electronic Content Management System	External - Laserfiche	Two-Way	Real-Time (Live)	Integration				
Email Integration	Sending emails from system utilizing standard SMTP protocols	Two-Way	Real-Time (Live)	Integration				
Single Sign-on – Active Directory	Support for Single Sign-On and Active Directory	Two-Way	Real-Time (Live)	Integration				
Ad Hoc Third-Party Report Writers	Third-party report writing tools, such as Crystal Reports, etc.	Two-Way	Real-Time (Live)	Integration				

M. Cost Considerations

Initial one-time costs for hardware (if applicable), implementation, training, software licensing, travel, and related costs, etc., must be included with the price proposal.

Recurring annual costs should be described in the proposal, clearly stating what is included (e.g., application upgrades, state and/or federal reporting requirements, hours of support, etc.).

The objective of all vendors responding to this RFP is to provide all necessary pricing **without any hidden or unexpected costs**.

N. Mobile Field Computing

Please describe your solution's mobile field computing options, including full application access through secure wireless connectivity (i.e., no vendor software required), mobile field application for use with laptops, or mobile field applications with use of tablets (e.g., iPads, Surface, etc.).

O. Maintenance and Support

Please describe all support services available from your company.

Specifically address the following issues:

- Normal hours of availability
- Website support information
- Online chat
- Remote system access capabilities
- Access via toll-free 800 number
- Costs
- Quality assurance program(s)
- Other support services
- Service-Level Agreements (SLA) – Response time (by priority or severity levels), escalation processes, and other metrics

P. Implementation Methodology

Please describe your implementation methodology with milestones and timeframe. **Include a preliminary implementation schedule** for all applications, including the required time for system and application training, program/user acceptance testing, interfaces/integrations and data conversion. Please include how you expect to sequence the installation of the various applications or application groupings.

Q. Conversion Costs

The City anticipates electronic data conversions, depending on cost. Please include an estimated range of costs for data conversions for each application, if available, and a description of data that would be typically converted. Costs for proposed data conversion are to be included.

R. Training and Education

Please describe your consulting and training options, including classroom (on site and off site), online (group and self-paced), training videos, and manuals. Include training for all required staff and users. Include ongoing training and user support group training options.

S. Project Management

The City will provide a designated project manager and expects the vendor to do the same. Please include recommended vendor project management costs in the proposal and **describe, in detail, services to be provided**. The City reserves the right to accept or reject changes in vendor project management personnel.

T. Subcontractor and Third-Party Relationships

Please describe any subcontractor relationships and/or third-party providers that will be used for this implementation.

Note: If a vendor chooses to partner with a third-party vendor to address some requirements, this must be clearly stated in the response. Be specific when describing applications and the third-party vendor-solution provider. Third-party vendors will be required to demonstrate their portion of the application solution along with all other required information being provided by the prime vendor.

U. Customer Implementation Responsibilities

Please describe and/or provide a list of the typical customers' implementation responsibilities.

V. Sample User and Technical Manuals & Other Documentation

Please provide sample pages for the following:

- Sample Application User Manual
- Sample Application User Online Documentation
- Sample Technical User Manual
- Sample Technical User Online Documentation
- Sample Training Syllabus
- Sample Section of a Detailed Implementation Project Schedule

W. Technology Direction

Please describe short-, medium-, and long-term direction regarding major changes in architecture, database, platforms, languages, etc.

X. Vendor Financial Information

Short-listed vendors may be required to provide copies of your organization's last three (3) years of audited financial statements, including any pending litigation, in a confidential manner to the City. Please **do not** send financial statements with your proposal.

Y. User Groups

Provide information regarding organized user groups, including frequency and location of user group meetings. Also, indicate who conducts the meetings and who is responsible for establishing meeting agendas. Please also describe a local (state or regional) user group or meeting.

Z. References and User Base

Please provide references for a minimum of ten (10) completed projects of similar scope and nature to the City, **preferably within the same region** that have gone live within the last three (3) years.

Please provide total number of customers (software provider and reseller, if applicable) for the applications according to the demographic request worksheet provided.

If your proposed solution belongs to a parent/consolidation company, only provide customer base figures and references for the proposed solution.

Additionally, please provide an organization name list of all active customers within the state of Georgia. Contact information is not necessary.

Lastly, please provide the **number** of new customers (original go-lives) implementing the proposed applications in each of the last three (3) years.

4. Volumes

The tables below summarize the estimated volumes of transactions and records associated with the application processing requirements and preliminary conversion requirements.

A. General Information

Description	Value or Quantity
Utility Accounts (Customers/Locations) – includes billing for Water/Sewer/Electric/Gas/Solid Waste & Fiber Customers	16000/18000

B. User License Information

Description	Quantity
Concurrent Users	40
Unique Full-User ID Licenses	75
Unique Inquiry-Only User ID Licenses	

C. Volumes Information

Volume Description	Quantity	Estimated Annual Transactions
FINANCIAL MANAGEMENT		
General Ledger		
G/L – Number of funds	31	
G/L – Account numbers (Active)	5,000 – 6,000	
G/L – Account numbers (In-Active)		
Bank Accounts	30 – not all are used to write checks	
Projects/Grants Accounting		
Projects/Programs (Active)	40	
Grants (Active)	30	
Purchasing		
Purchase Orders	30	
Accounts Payable		

Vendors (Active)	12,200	
Invoices	900	11,200
A/P Checks	500	6,000
Check Run Cycles	4 to 5 per month	52
Employee-Use Credit Cards	50	
Accounts Receivable		
Customer Records (Active)	1,300	
Invoices	50 to 60	
Average Number of Line Items per Invoices	3	
Fixed Assets		
Fixed Assets	4,100	
Asset Additions	100	
Retirements	130	
HUMAN CAPITAL MANAGEMENT		
New Hires	40	
Job Applications	800	
Full-Time Employees	360	
Permanent Part-Time Employees	20	
Performance Evaluations	360	
Personnel Actions (e.g., Disciplinary, FMLA Requests, wage increase, etc.)	360	
Pay Periods	26	
Direct Deposit Accounts	360	
UTILITY BILLING		
No. of Customer Utility Accounts	17,800	
No. of Utility Billing Cycles	11	
Utility Billing Frequency	Monthly	
Cashiering		
Cashiering Locations (counters)	2	
Cashiering Terminals	2	
Total Cash Receipt Transactions (est.)	18,750	225,000

5. Proposal Forms & Supporting Information

This section of the RFP explains the required proposal forms and other supporting information designed to assist the vendors in their response.

A. Vendor Electronic Response Files

The multi-tab Excel spreadsheet files contain all appendices listed below. *Appendices* must be filled in and submitted using these electronic forms (multi-tab Excel files) and must also be printed and included in your proposal.

ERP – RFP Feature/Function Requirements Appendix A file (Excel)

RFP Appendix A1 – Financial Management Feature/Function Workbook Tabs

RFP Appendix A2 – Human Management Feature/Function Workbook Tabs

RFP Appendix A3 – Utility Billing/CIS Management Feature/Function Workbook Tabs

RFP Appendix A4 – Other Management Feature/Function Workbook Tabs

ERP – RFP Appendices B-J file (Excel)

<i>RFP Appendix B</i>	<i>Vendor Profile</i>
<i>RFP Appendix C</i>	<i>Vendor Financial Information</i>
<i>RFP Appendix D</i>	<i>Vendor Customer Base</i>
<i>RFP Appendix E</i>	<i>Vendor References</i>
<i>RFP Appendix F</i>	<i>Vendor General System</i>
<i>RFP Appendix G1</i>	<i>On-Premise Project Costs</i>
<i>RFP Appendix G2</i>	<i>Cloud-Hosted Project Costs</i>
<i>RFP Appendix H</i>	<i>Interface Costs</i>
<i>RFP Appendix I</i>	<i>Conversion Costs</i>
<i>RFP Appendix J</i>	<i>Modification Costs</i>

6. Proposal Instructions

This section outlines the information that is requested to be included in your proposal. Please include a table of contents at the beginning of your proposal clearly outlining the contents of each section.

A. Proposal Format

Proposals should be made in accordance with the RFP format provided herein, with all blank spaces in the appendices properly filled in. Numbers shall be stated in whole dollars.

Please provide the following sections, as a minimum:

- **Executive Summary**
- **Understanding of Project Objectives**
- **Specific Proposal Requirements**
- **Detailed Proposal and Contractual Requirements (including exceptions taken to any RFP requirement)**
- **Remaining Appendices not included in another section.**

Proposals shall be addressed as indicated. A duly authorized official representing the vendor must sign all proposals.

Modification of proposals will be acceptable only if delivered in writing via email prior to the proposal due date and time. Should the vendor find discrepancies in the RFP, detect omissions from the RFP, or be in doubt as to the meaning of any point, they shall at once notify the City via the email address

provided in this RFP. The City will then send written instructions/clarifications to all vendors. If the proposal and specifications are found to disagree after the contract is awarded, the City shall be the judge as to which was intended.

Vendors are prohibited from contacting any City officials or employees regarding this Request for Proposals. All questions must be directed, in writing, to the City via the email address provided in this RFP. Failure to comply with this provision may result in rejection or disqualification of your proposal.

No negotiations, decisions, or actions shall be executed by the vendor as a result of any discussions with any of the City officials, employees, and/or consultant. Only those transactions provided in written form from the City may be considered binding. In addition, the City will only honor transactions from vendors which are written and signed.

The City reserves the right to terminate the selection process at any time and to reject any or all proposals. The contract will be awarded to the vendor whose overall qualifications best meet the requirements of the City.

The City shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process.

The contents of each vendor's proposal to the City, including technical specifications for hardware and software, purchase and lease prices, and hardware and software maintenance fees, shall remain valid for a minimum of 120 calendar days from the proposal due date.

All proposals should include copies of all sample contracts for hardware (if applicable), systems software, application software, hardware maintenance (if applicable), and software support. Please note that all contracts will be subject to negotiation between the City and the selected vendor.

This RFP and the selected vendor's proposal, including all representations, warranties, and commitments contained in the proposal and related correspondence shall be contractual obligations included in the written final contract for services, equipment, and software.

7. Disclosures & Contractual Requirements

Please note that any exceptions to the following requirements, as well as other sections of this Request for Proposals, should be addressed in a separate section of the vendor's proposal.

A. Bulletins and Addenda

Any bulletins or addenda to the specifications contained in this RFP issued during the period between issuance of the RFP and receipt of proposals are to be considered covered in the proposal, and in awarding a contract, they will become a part thereof. The vendors shall acknowledge receipt of bulletins or addenda in their proposal cover letter.

B. Rejection of Proposals

Proposals that are not prepared in accordance with these instructions to vendors may be rejected or disqualified. If not rejected, the City may demand correction of any deficiency and accept the corrected proposal upon compliance with these instructions to proposing vendors.

C. Acceptance of a Proposal

Proposals submitted are offers only, and the decision to accept or reject will be based on the quality, reliability, capability, reputation, and expertise of the proposing vendors.

The City reserves the right to accept the proposal that is, in its judgement, the best and most favorable to the interests of the City, to reject the lowest-price proposal, to accept any item of any proposal, to reject any and all proposals, and to waive irregularities and informalities in any proposal submitted or in the RFP process, provided, however, that the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality. Proposing vendors should not rely upon or anticipate such waivers in submitting their proposal.

D. Insurance

Prior to commencement of the Services, the Contractor shall take out and maintain, at its own expense, and shall cause any subcontractor with whom Contractor uses for the performance of Services to take out and maintain, the following insurance until completion of the Services or termination of the Agreement, whichever is earlier, except as otherwise required by the “Minimum Limits of Insurance” section below. All insurance shall be placed with insurance companies that are licensed and admitted to conduct business in the State of Georgia and are rated at a minimum with an “A:VII” by A.M. Best Company, unless otherwise acceptable to the City. The amount of such insurance shall be at least for the limits specified below:

Coverage	Limits of Liability
Workman’s Compensation	Statutory
Professional Liability/Errors & Omissions	\$2,000,000
Cyber Liability	\$1,000,000
Employer’s Liability	\$1,000,000
General Liability Per Occurrence	\$1,000,000 Each Occurrence
General Liability Aggregate	\$2,000,000
Automobile Combined Single Liability Limit	\$1,000,000
Umbrella Liability – extends over general liability, auto liability, and employers’ liability	If applicable (Umbrella or Excess coverage can be used to meet the minimum limits of insurance.)

The Contractor shall list the City, its officers, officials, employees, and volunteers as additional insured with respect to general liability and automobile. Additionally, Contractor shall also obtain any endorsements that may be necessary to affect waiver of subrogation for the aforementioned coverages.

E. Vendor Demonstrations

Vendors may be requested, at no cost to the City, to demonstrate the proposed software and hardware systems at a mutually agreeable date and site.

F. Qualifications

It is expected that the proposing vendor has the requisite experience, ability, capital, facilities, organization, and staff to enable the proposing vendor to perform the work successfully and promptly, and to commence and complete the work within the proposed price and time frame.

G. Acknowledgements

By submitting a proposal, a proposing vendor acknowledges and agrees to each of the following:

Reliance. The City is relying on all warranties, representations, and statements made by the vendors in their proposals.

Reservations of Rights. The City reserves the right to reject any and all proposals, reserves the right to reject the lowest priced proposal, and reserves such other rights as are set forth in the instructions to proposing vendors.

Acceptance. If a vendor's proposal is accepted by the City, the vendor shall be bound by each and every term, condition, and provision contained in the Request for Proposals, the vendor's proposal, and in the final contract to be negotiated between the selected vendor and the City.

Remedies. Each of the rights and remedies reserved to the City in this Request for Proposals shall be cumulative and additional to any other or further remedies provided in law or equity.

Severability. The provisions of this Request for Proposals shall be interpreted, when possible, to sustain their legality and enforceability as a whole. In the event any provision of this Request for Proposals shall be held invalid, illegal, or unenforceable by a court with jurisdiction in the state of Georgia, in whole or in part, neither the validity of the remaining part of such provision, nor the validity of any other provisions of this Request for Proposals shall be in any way affected thereby.

Amendments. No modification, addition, deletion, revision, alteration, or other change in this Request for Proposal shall be effective unless and until such change is reduced to writing and executed and delivered by the City to the prospective vendors.