

Request for Proposal

Computer-Assisted Mass Appraisal Software

City of Moorhead



***500 Center Ave
Moorhead, Minnesota 56560***

September 4, 2013

The purpose this document is to set scope, requirements and expectations of potential system providers and to outline key evaluation criteria. This is a formal requirements document for public issue and vendor response to aid the evaluation team in identifying vendors that the team will request to move forward to the vendor interviews and on-site demonstrations.

Introduction

This Request for Proposals (RFP) announces the City of Moorhead, Minnesota, Assessor's intent to purchase application software for a Computer-Assisted Mass Appraisal (CAMA) system. The purpose of this RFP is to solicit proposals from qualified vendors to provide the CAMA software and related professional consulting services to implement the software and convert existing data.

Proposers are requested to submit the following electronic documents:

- Vendor Proposal Checklist: Vendor_Proposal_Checklist.pdf
- Detailed information as requested in the Vendor Proposal Section (Page 22 – 28)
 - Acceptable file formats are PDFs and Microsoft Office documents.
- A total cost summary in the RFQ spreadsheet: RFQ_Moorhead_CAMA.xlsx
- A completed RFI spreadsheet: RFI_Moorhead_CAMA.xlsx
- A signed and notarized Affidavit of Non-Collusion: Affidavit_of_Non-Collusion.PDF
 - Due to notary requirements, the document should be printed, signed, notarized, scanned and returned as a PDF.
- A completed and signed Proposal Signature Form: Proposal_Signature_Form.PDF
 - The document can be completed and signed electronically, or printed, signed, scanned and returned as a PDF.

Intent of this RFP

This Request for Proposal (RFP) is intended to provide vendors with a common, uniform set of instructions to assist them in the development of their proposals and to provide a uniform method for the City to fairly evaluate proposals and subsequently select a vendor to provide the system.

This RFP provides minimum specifications and key features for functional requirements related to organizational objectives. Vendors are invited to propose a solution that will effectively and efficiently achieve our goals and objectives and provide for future growth.

In responding to this RFP, vendors should follow the prescribed format and use the included forms, thus providing the City with data that is easily compared with data submitted by other vendors to fairly and objectively evaluate the proposals.

The City assumes no responsibility for conclusions or interpretations derived from technical and background information presented in this RFP, or otherwise distributed or made available during this procurement process. In addition, the City will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents provided by the City other than those given in writing by the City through the issuance of addenda. In no event may a vendor rely on any oral statement by the City or its agents, advisors or consultants

This RFP is governed by the laws of the State of Minnesota.

The City reserves the right to reject any or all proposals, to waive informalities, and to determine the best overall proposal based on evaluation criteria and the best interests of the City of Moorhead.

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INVITATION FOR PROPOSALS

Submission of Proposals

Submit proposals via email to chris.radi@cityofmoorhead.com. Proposal documents should be attached to the email in either Microsoft Office file format(s) and/or PDF files. The mail subject should be "CAMA Software RFP Response". Do not submit copies to any other person, address or location. Late proposals will not be considered. Please request a delivery and/or read receipt on your emails to verify successful delivery.

**PROPOSALS MUST BE RECEIVED NO LATER THAN:
Friday October 4, 2013
4:30pm, US Central Time**

The City of Moorhead, Minnesota reserves the right to reject any and all proposals received, and to select the proposal which it determines to be in its best interest. The award of this proposal will be made on the basis of system functionality, technology, cost, support, and vendor characteristics that meet the City's desired needs.

Contacts for RFP Inquiries

For technical inquiries:

Chris Radi

Information Technology Director

chris.radi@cityofmoorhead.com

218.299.5322

For non-technical inquiries:

Nick Lee

Deputy City Assessor

nick.lee@cityofmoorhead.com

218.299.5344

GENERAL INSTRUCTIONS TO PROPOSERS

Key Dates

Milestone	Deadline / Timeframe
RFP Issuance	September 4, 2013
Vendor Proposals Due	October 4, 2013
Notification of Interview Dates	October 11, 2013
Interview Dates	October 21 – 25, 2013
Selection of Vendor	November 8, 2013

Calculation Error(s)

In the event of a calculation error on the proposal form, unit price shall prevail.

Notification, Questions and Addenda

The City's IT Director will act as purchasing agent offering this proposal. All parties submitting proposals shall carefully examine this proposal and any addenda issued by the purchasing agent.

Vendors intending to submit a proposal should send an email to the IT Director, to ensure they will receive addenda and responses to vendor submitted questions.

Proposers shall seek clarification of any ambiguity, conflict, omission, or other error in this proposal via email. Oral comments or communications do not form any part of this proposal offering. Questions should be addressed to below contacts, via email. If the answer materially affects this procurement, the information will be issued in an addendum. Email should be addressed as follows:

For technical inquiries:

Chris Radi

Information Technology Director

chris.radi@cityofmoorhead.com

218.299.5322

For non-technical inquiries:

Nick Lee

Deputy City Assessor

nick.lee@cityofmoorhead.com

218.299.5344

Basis of Proposal Award

The City of Moorhead, Minnesota has selected to award this proposal offering on the basis of system functionality, technology, cost, support, and vendor characteristics.

Conflicts, Gratuities and Kickbacks Prohibited

The City of Moorhead, Minnesota prohibits any actual or appearance of conflicts of interests, gratuities, kickbacks, and use of confidential information in all proposal offerings.

Supporting Documentation

Proposers are encouraged to submit with their proposal any literature, warranty information, and other documentation to support the proposer's compliance with the specifications contained in this proposal package.

Pricing Eligibility and Proposal Retraction

All vendor proposals are required to expire no earlier than May 1, 2014. A proposal may not be modified, withdrawn or cancelled by a vendor during this time period, unless circumstances justify approval by the IT Director and Deputy City Assessor for release from this provision. Requests to withdraw a proposal must be emailed to the IT Director at the address provided in the Questions and Addenda section above.

Right to Reject and Award Proposal

The City of Moorhead, Minnesota reserves the right to reject any and all proposals received in response to this proposal offering, and to waive any informality in this proposal offering. The award of a contract shall be at the sole discretion of the City of Moorhead, Minnesota. The award will be made to the responsible proposer whose proposal is determined to be the most advantageous to the City, taking into consideration the evaluation factors set forth in this proposal package. The City of Moorhead may make the award without further discussion of the proposals submitted; therefore, the proposal should be submitted initially on the most favorable terms which the respondent can propose with respect to price, product, service, and technical capability. The contents of the proposal of the selected proposer will become the basis for the City of Moorhead, Minnesota's contractual obligation when the award is made.

Proposal Identification

Proposers must submit their proposal via email, following the specifications in the "Submission of Proposals" section above. Proposals in any physical form, telephone call, facsimile or any format other than what is specified will not be considered.

Proposal Submission

Prior to entering into a contract with the City of Moorhead, the successful proposer must provide the following information:

- The name of every company bearing an interest in the proposed goods and services to be provided in this proposal offering.
- A list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this RFP. The list should indicate the name of the entity, the relationship, and a description of the conflict.
- Completed Affidavit of Non-collusion, provided with the proposal.
- The name, title, address, and telephone number of individuals with authority to contractually bind the proposer.
- A designated person(s) who can be contacted by the City of Moorhead during the proposal evaluation period. This information shall include the person's name, title, address, telephone number and email address.

Number of Proposal Submissions

Vendors are required to provide one (1) electronic copy of their proposal to the City for review.

Interviews

Interviews will be required of proposal finalists, as part of the evaluation process. The City will notify one or more of the responsive proposers to make arrangements for the date, time, and place for such an interview. See "Key Dates" section above, for the timeframe of interviews.

Disposition of Proposals

All materials submitted in response to this proposal offering will become the property of the City of Moorhead, Minnesota. Each proposal will become a public record after an award is made by the City of Moorhead, Minnesota, thus open for public review. It is understood that the proposal will become a part of the official records of the City of Moorhead, Minnesota.

Disclosure

Trade secrets, as that term is defined in the Minnesota Government Data Practices Act, submitted by a proposer, in connection with this procurement, shall not be subject to public disclosure; however, the proposer must:

- Invoke this protection prior to or upon submission of the data or other material
- Must identify the specific area, scope of data or other materials to be protected
- State the reasons why protection is necessary

An all-inclusive statement that the entire proposal is proprietary is unacceptable. A statement that costs are to be protected is also unacceptable. Disputes over disclosure will be resolved by the IT Director based on legal advice provided by the City Attorney.

Cost Incurred in Responding

This proposal offering does not commit the City of Moorhead, Minnesota to pay any costs incurred in the preparation and submission of proposals or in making necessary studies or designs, nor does it commit the City of Moorhead, Minnesota to enter into a contract.

Prime Proposer Responsibilities

If the proposer's response includes goods and services provided by 3rd parties, the proposer is required to act as the prime contractor for all such items and must assume full responsibility for the procurement, delivery, and quality of such goods and services. The proposer will be considered the sole point of contact with regard to all stipulations, including payment of all charges and the meeting of all contractual requirements resulting from this proposal offering.

Proposal Ownership

All proposals submitted in response to this RFP become the property of the City of Moorhead, Minnesota once they are opened. All submitted proposals and supporting material are a matter of public record.

Content of Proposal

Any addenda to these documents shall be sent to vendors and will become part of this RFP and the contract. No oral statements, explanations, or commitments by anyone shall be of any effect unless incorporated into the addenda.

Questions received from vendors through end of day Monday, September 30, 2013, will be answered by end of business day on Tuesday, October 1, 2013. Responses to all questions will be sent to all proposers via email.

Responses to questions and any addenda will be distributed to all proposers that have notified the IT Director, per the "Notification, Questions and Addenda" section above.

No responses or addenda shall be posted after 4:30pm US Central time on Wednesday October 2, 2013.

CURRENT SYSTEMS BACKGROUND

The City of Moorhead has an existing CAMA system, NovaLIS Assessment Office, which is utilized for assessing values of real property, assigning property classifications, and tracking sales of properties within the city. The NovaLIS application and data is also used for other applications and functions within the City.

The City of Moorhead, Minnesota is 19.8 square miles in size and has an estimated population of 39,039. The city has nearly 14,000 real property parcels. The City's adopted expenditure budget for 2012 was \$63.4 million, and in 2013 is \$65.4 million.

IT Environment

Desktop Operating Systems	Windows 7, both x86 and x64
Productivity Suite	Microsoft Office 2010
Email System	Microsoft Exchange
Server Hardware	HP Rack and Blade Servers
Virtualization Environment	VMware vSphere 5.1
Server Operating Systems	Windows 2003 R2 Windows Server 2008 R2 RedHat Enterprises Linux 5.x CentOS 5.x CentOS 6.x
RDBMS Platforms	Microsoft SQL Server 2008 Microsoft SQL Server 2008 R2

REQUIREMENTS

Overall Goals for Project

The City of Moorhead intends to purchase a new CAMA software system for the Assessing Division that will

- Reduce staff time by automating processes and routing inquiries
- Be user-friendly, dependable and integrate with other related City and County government offices
- Integrate with several existing applications:
 - Thomson Reuters/GRM county tax package
 - ESRI ArcGIS platform for our internal GIS applications,
 - Springbrook Software's building permits, licensing and code enforcement system
 - In-house developed websites and applications
- Convert existing CAMA data from existing system
- Simplify or eliminate data extraction and transfer between the City and County systems

Proposals must include a description of each piece of software, including developer information, licensing options, description of integration with other proposed applications, and a summary of features. If the module does not meet the City's requirements, the proposer must state the costs and schedule to update the software to meet the City's specifications. The total costs of modifying the software must be fully itemized.

Vendor Experience and Development Criteria

Preference will be given to vendors based on breadth of experience, number of references, years of experience and expertise of staff. Additional development criteria include:

- The CAMA system will be implemented through the cooperation of the City of Moorhead and the vendor, and facilitated under the supervision of a dedicated project management professional in the direct employ of the vendor.
- If additional development is required, the vendor will supply a team of development professionals to supplement the development process, led by the project manager.
- The vendor shall have a flexible timeline that favors the availability and time commitment of the City.
- The City prefers using a vendor utilizing its own development staff rather than subcontracting pieces of the project development to additional vendors.

It is mandatory that the vendor shall provide a minimum of 2 references of local government entities within the State of Minnesota that have been operating the proposed CAMA system for a minimum of 1 year. Due to the unique complexity of the Minnesota tax system it is imperative that any potential vendor have adequate experience operating within the State. The top vendors will have all or some references evaluated either by questionnaires sent to the referenced party, or by telephone interviews. Where possible, City staff may contact or visit other agencies utilizing the proposed CAMA system.

Functional Requirements

- The parcel data must be searchable and retrievable by:
 - Unique ID (parcel identification number or PIN)
 - Deed name
 - Contract name
 - Street number and name
 - DBA (doing business as)
- The system must have an audit trail of all changes made to system data, both through user interaction and batch processes, including at least following data:
 - PIN
 - User performing the changes
 - Date and time of change
 - Amount of change in valuation
- The system must allow for the Minnesota classification scheme:
 - Multiple class and % of value allocation records per land basis
 - Multiple class and % of value allocation records per building
- The system must store sales history for use in statistical analysis, including at least the following data:
 - Vast number of sales occurrences
 - Sale date
 - Sale amount
 - Current assessed value
 - Non-Useable Transaction Codes
 - Recording
 - Personal Property adjustment value
- The system must utilize multiple methods of land pricing, including:
 - Front Foot
 - Site and excess
 - Square Foot
 - Acre basis
 - Lump sum
 - Green Acres
 - Combinations of any of the above
- Ability to make individual percentage adjustments to land
- The system must have capabilities to store parcel characteristic data as follows:
 - Multiple land records per parcel
 - Multiple buildings per parcel
 - Multiple additions per building
 - Multiple sketch diagrams per parcel
 - Multiple photographs per parcel
- The system must have the following capabilities for sketch data:
 - Retrievable by:
 - PIN
 - Deed or contract name
 - Street number and name
 - DBA (doing business as).
 - Ability to make perimeter drawings using:
 - Diagonals

- Arcs
 - Radials
- Can display and store dimensions, automatic area calculations, link to data entry fields and notes
- Creation and viewing of sketches must be available in the field to assessing staff using either laptops or tablets. This remote sketching can be provided either directly through the CAMA system, or via the City's Citrix XenApp system.
 - As stated in the Architecture Requirements section, any tablet modules should be compatible with the Android operating system.
 - Preference will be given to systems that allow staff to work in the field without a constant data connection; however, use of cellular data connections for laptops and tablets is an option.
- The system must provide for the calculation of values in multiple years.
 - The current certified values dataset must be available, with the ability to query.
 - A working dataset with uncertified values for the next year's assessment must be available, with the ability to query.
 - The CAMA system must allow for restricting view and modify rights based on the current and working datasets, including:
 - Current certified pricing tables
 - Uncertified pricing tables
- The system must have sales ratio statistical analysis capabilities integrated within the system and without exporting sales data to third party software, including:
 - Conforms to MAAO Standard on Ratio Studies
 - Stratified summary statistics by:
 - Sales price strata
 - Market area strata
 - Building style strata
 - Year built strata
 - Building condition strata
 - Building grade strata
 - TLA or GBA strata and occupancy strata
 - Land analysis by:
 - Vacant lot
 - Land residual
 - Land ratio
 - Statistical analysis must be available to staff working in the field using either laptops or tablets. The remote statistical analysis can be provided either directly through the CAMA system, or via the City's Citrix XenApp System.
 - As stated in the Architecture Requirements section, any tablet modules should be compatible with the Android operating system.
 - Preference will be given to systems that allow staff to work in the field without a constant data connection; however, use of cellular data connections for laptops and tablets is an option.
- The system must have batch processing for:
 - Mass revaluation by main tables
 - Mass revaluation by test tables
 - Mass revaluation on Current Certified Files
 - Mass revaluation on Uncertified Files

- The system must have robust reporting capabilities:
 - Sales report
 - Property Record Card
 - Building Permit List
 - Reporting by Date of inspection
 - Audit logs
 - Export of data to ASCII files for spreadsheet formats
 - Ad-hoc reports based on queries built by the end users, directly within the client software.
- The system must have integrated digital photographs with access to the photographs while viewing a parcel, including:
 - Digital photos
 - Multiple photos per parcel
 - Capability to print on Property Record Cards and other reports
- The system must have the ability to value every type of property within the City of Moorhead, which includes:
 - Residential Property
 - Commercial Property
 - Apartment Property
 - Agricultural Property
 - Exempt Property
 - Income Property
 - Requires income approach to valuation abilities
- The system must provide Residential Comparable Search and reporting
- The system must provide Classification, exemption, and abatement tracking and reporting
- The system must provide ability to attach electronic files, such as PDFs, to parcels.
- The system must provide Income Approach to Valuation availability

Architecture Requirements

- Any client software must have complete and immediate compatibility with Window 7 Enterprise, including:
 - Compatibility and full support of both the x86 and x64 platforms, e.g. both 32-bit and 64-bit, without the use of virtualization or other compatibility layers.
 - Complete functionality under and support of users running with limited user rights, i.e. the software cannot require the user to have Administrator access.
 - This requirement does apply the installation, upgrading, patching or PC-wide configuration of the application.
 - Complete functionality with and support of User Account Control being enabled on the desktop.
 - Preference will be given to client software compatible with and fully supported on the Citrix XenApp 5.0 and higher environment, running on Windows 2003 R2 and higher.
- Any server components of the CAMA system must have complete and immediate compatibility with one of the following operating systems:
 - Windows Server 2008 R2
 - Preference will be given to vendors guaranteeing compatibility with Windows Server 2012.
 - The system must be compatible with and fully support installation to a non-system drive, i.e. a drive other than the C: drive.
 - RedHat Enterprise Linux 6.4
 - Preference will be given to vendors guaranteeing complete, perpetual compatibility and support of CentOS.
- Preference will be given to systems that fully support complete implementation of all components under the VMware vSphere 5.1 / ESXi 5.1 environment.
- The database backend must fully support both Microsoft SQL Server 2008 and Microsoft SQL Server 2008 R2. Preference will be given to vendors also guaranteeing compatibility with Microsoft SQL Server 2012.
- The selected vendor must provide the following database documentation:
 - A detailed list of any data that is stored outside of the RDBMS, including:
 - How/where the data is stored, such as a file share or alternate database system
 - The format the data is stored in
 - How the data can be accessed from outside the CAMA software, for in-house developed reporting and integrations
 - The selected vendor must provide a copy of the database schema and available supporting documentation, e.g. database diagrams, entity-relationship models, data flow diagrams, etc., at least one month before final implementation of the new CAMA system.
 - The selected vendor must document any database schema changes that are part of any software upgrades or patches, as part of the release notes or related documentation that accompanies the upgrade or patch.
- End user authentication and authorization shall use Microsoft Active Directory (AD) with the following abilities:
 - Ability to authenticate and authorize users on other domains and forests through an AD trust
 - Ability to assign CAMA system access permissions based on membership of AD group membership

- Ability to restrict user access to modify data within the CAMA system, based on AD group membership.
- If the system utilizes a web server:
 - Preference will be given to systems that run entirely on either IIS 7.5 or Apache 2.2 and higher versions.
 - Preference will be given to systems that utilize either ASP.Net 4.0 or PHP 5.x platforms.
 - The site must be compatible with and fully supported on a web server hosting multiple sites.
 - If running on IIS, the system must fully support the site file structure residing on a non-system drive.
- Any GIS components or pre-requisites of the system must be compatible with and fully support the ESRI ArcGIS environment at version 10.1 and higher. Preference will be given to vendors guaranteeing compatibility and full support of version 10.2 by March 1, 2014.
- If the system utilizes any websites or otherwise uses a browser:
 - The system must be compatible with, render identically within technical limitations, and be fully support the following browsers:
 - Internet Explorer, versions 8 and higher
 - Mozilla Firefox Extended Service Release, versions 17 and higher
 - All browser based components must be fully functional and supported without the use of the following:
 - ActiveX
 - Java
 - If the system requires the use of any of the plugins, the vendor must provide a version, timeline and explanation of when use of the plugin will be removed from the system:
 - Adobe Flash
 - Microsoft Silverlight
- If the system utilizes any mobile devices, e.g. smartphones and tablets, the system must be compatible with devices running Android version 4 and higher. If a browser is used on the mobile device, the system must be compatible with, render identically within technical limitations, and be fully support by at least 1 of the following browsers:
 - Android Browser
 - Google Chrome
- Preference will be given to vendors that can supply a fully function demo which City IT staff can install in a test environment. The demo can be time limited or impose other restrictions, as long as the installation process is identical to production installation and all CAMA system features are testable.
- All software installation, upgrades and patches shall be handled directly by City IT staff, unless support is requested by the City. The vendor cannot require direct installation by their staff or 3rd party consultants for any components of CAMA system, including future updates and patches to the system.

Ongoing Service and Support

The vendor's proposed software, including all features and applications, must have qualified and available support included as a part of ongoing services, meeting or exceeding the following criteria:

- Access to live support available via e-mail or phone during vendor's normal business hours
- Preference is given to vendors who directly provide technical support, instead of outsourcing to a 3rd party.

- The support team must be fluent in the functionality and uses of both the CAMA system's features and associated applications.
- Support materials including, but not limited to:
 - Online training manuals
 - Customer support forums
 - Informational newsletters
 - Informational webinars
 - Customer user groups
- Preference will be given to vendors that provide support as an unlimited part of ongoing services, rather than pay-per-use support or caps on calls, hours or contacts.
- In all submitted proposals, vendors shall provide a Service Level Agreement that details the customer support and the support escalation process.
- The vendor shall not require VPN or other remote access to any customer servers or networks.

The vendor must commit to regular maintenance and updating of the software and associated applications for the purposes of keeping the existing software up-to-date as well as introducing new functionality and applications. The vendor shall commit to:

- Regular upgrades of the solution that strengthen and update the software functionality
- Regular maintenance updates of the software to fix software defects and improve existing functionality
- An internal process dedicated to reviewing new technologies and implementing development projects in order to provide a more robust system with additional features and applications
- The vendor shall provide a current software roadmap, detailing planned software improvements and estimated release dates.
- The vendor shall provide details on the process for customers to make feature requests and provide product feedback, e.g. email, support requests, customer user groups, annual conferences, etc.

Maintenance and Support

The City places a high degree of importance on the maintenance and support a vendor provides for its software. The quality and cost of maintenance and support offered by a vendor will be an evaluation criterion.

The maintenance agreements for each application software package will begin immediately upon the expiration of the warranties for that software; otherwise these agreements will begin immediately upon acceptance of the package.

The selected vendor must be willing to bear responsibility for any defects in the software that prevent the software from performing as designed, including any consequential damage to data including erroneous, inaccurate, and unreliable data that is created by the software defect, at no additional cost to the City.

The vendor must describe the company's policy on maintenance and support, including costs, specifically addressing the following:

- How regular technical support is provided
- How regular customer service is provided
- How after-hours support is provided

- How software defects are handled
- How and when software major upgrades, minor upgrades, and patches are provided
- How modifications required as a result of mandated state/federal requirements are handled
- How customer feature requests are handled

Software Licensing / Maintenance

The vendor must agree to license the software for continuous use at a fixed fee without additional royalties or services fees, except for fees for ongoing software maintenance. Software enhancements and upgrades for the base system, as well as any additional modules purchased by City of Moorhead will be provided at no extra charges beyond the annual software maintenance fee, for as long as the City has a valid software maintenance agreement with the vendor. The vendor shall take full responsibility for software maintenance including upgrades, improvements, additions, enhancements, and changes in every respect.

Implementation Plan

A projected, detailed implementation plan must be included in the vendor's proposal, including milestone dates and events based on the City's plans to begin implementation on January 6, 2014. The City will favor a realistic and aggressive implementation plan. All software or hardware must be loaded and configured onsite at City of Moorhead by City IT staff.

The vendor will provide onsite support, as needed, during the implementation of the project. If the City of Moorhead is to pay for travel, lodging, mileage, or other site visit costs, during the implementation or maintenance periods, specifics must be included in the proposal price list. The City of Moorhead shall not be responsible for additional charges or costs not included in this proposal.

The City reserves the right to approve the implementation plan of the selected proposal, which will be included in the contract.

Project Management

The selected vendor is expected to assign a single project manager for the duration of the implementation plan. In the proposal, explain the company's policy regarding project management and provide the qualifications of the proposed project manager. Any additional costs associated with project management services must be itemized and included in the proposal.

The City reserves the right to approve the selection of the project manager and project management services. Project management services are subject to negotiation after the selection of a vendor. Final agreements regarding project management services shall be included in the contract for service.

With the exception of the assigned project manager leaving the vendor's employment, the vendor shall not change the project manager during the implementation. The City's IT Director and Deputy Assessor must approve any changes to the assigned project manager.

Training

The vendor should offer both onsite and remote training services by a qualified trainer(s). The vendor is required to include a clearly defined training plan in the proposal, including costs, which will provide a sufficient amount of training to implement the "train the trainer" model. The training plan must provide a statement of training objectives for each application, stating what subjects are to be covered, what the trainees are expected to be able to do at the end of the session, and the amount of training time that will be provided for each application. The training plan will be subject to approval by the City.

The City will provide all onsite equipment for any onsite training. The vendor is responsible to work with City IT staff to ensure the training computers and/or remote webinars are set up properly.

References

Vendors must supply a list of references that contains the following types of clients:

- Minimum of 2 local government clients for which the vendor has implemented the proposed CAMA system
 - The systems must currently be in production
 - At least two of the clients must be within the State of MN and have been using the CAMA system for at least 1 year.

For each reference, include the following information:

- Client name
- Contact name(s)
- Contact phone number(s)
- Contact email address(es)
- Original purchase date
- Planned production date
- Actual production date
- Number of parcels in the jurisdiction
- CAMA system product(s) and version(s) in production

The City of Moorhead personnel reserve the right to contact any individuals listed in this section as references.

Taxes

Taxes should not be included in the proposal quotations for any software. Any sales tax items should be listed as a separate item at time of invoicing. State of MN sales tax requirements for cities change significantly on January 1, 2014, and all or portions of the purchase will be tax exempt at that time.

Disqualification of Vendors

More than one proposal from an individual, a firm or partnership, a corporation, or an association under the same or different names shall not be considered. Any or all proposals shall be rejected if there is reason for believing that collusion exists among the vendors, and all participants in such collusion shall not be considered in future proposals for the same work. No contract shall be awarded except to competent vendors capable of performing the class of work contemplated. Vendors must complete and submit a completed and signed Affidavit of Non-Collusion to be considered.

VENDOR PROPOSAL

Include the following sections in your proposal:

A. Proposal Summary

Name of Company	
Proposed Software Brand Name and Version	
Name of Preparer	
Name of Primary Contact for Follow-Up Questions:	
Primary Contact Phone Number	
Primary Contact Email Address	

B. Company Background

Vendors must provide information about their company so that the City of Moorhead can evaluate the vendor's stability and ability to support the commitments set forth in response to the RFP. The City of Moorhead, at its option, may require the vendor to provide additional documentation to support and/or clarify requested information. The vendor should outline the company's background including a brief description (e.g., past history, present status, future plans, company size, etc.).

1	Please state the year the vendor started in the business of selling CAMA software.	
2	Where is the vendor's closest office in reference to Moorhead, Minnesota?	
3	Where is the vendor company's headquarters?	
4	How many total employees does the vendor have in each of the following categories:	Sales/Marketing: Management/Administration: Technical Support Staff: Development Staff: Implementation Staff: Other:
5	Specify the number of public sector and private sector clients.	
6	Specify the number of CAMA product clients within the Minnesota and the number of these clients that are known to currently integrate with Thomas Reuters/GRM tax software.	

7	Indicate whether the business is a parent or subsidiary in a group of companies and, the name of any parent company	
8	Has this company or the CAMA product being proposed ever been purchased or acquired by another company? If yes, provide the name of the companies involved, specific product(s) affected and when such merger or acquisition(s) took place.	
9	What percentage of revenues does this offered system represent to your company verses other products/ services?	
10	What is the percentage of annual revenues reinvested into research & development?	
11	Indicate if the company incurred an annual operating loss in the last 5 years.	
12	Indicate if the company had a workforce reduction during the past 5 years.	
13	Has this company been involved as a party in any civil or administrative hearing involving fraud, debt collection, foreclosure, copyright or any other business-related litigation in the last 5 years? If so, please identify the name of the other party and disposition of case.	
14	Can the vendor commit to being available for a single day interview and demonstration the week of October 21 – 25, 2013?	

C. Functional Details

The vendor is required to provide an overview of the major functions and features of the application, written for Assessment staff to evaluate. Extensive details should be included on:

- Functionality specific to State of MN cities
- Any limitations of the functionality in respect to State of MN requirements
- Reporting capabilities, including detailed description on how Assessment staff can:
 - Perform ad-hoc, query based searching of data
 - Create and format ad-hoc reports
- Statistical sales analysis available directly by the CAMA software, i.e. without exporting the data or otherwise using a third-party product.

1	Can the proposed CAMA system value Residential property?	
2	Can the proposed CAMA system value Commercial property?	
3	Can the proposed CAMA system value Apartment property?	
4	Can the proposed CAMA system value Agricultural property?	
5	Can the proposed CAMA system value Exempt property?	
6	Can the proposed CAMA system value Income property?	
7	Can the proposed CAMA system support multiple land records per parcel?	
8	Can the proposed CAMA system support multiple building records per parcel?	
9	Can the proposed CAMA system support multiple sketches per parcel?	
10	Can the proposed CAMA system support multiple photos per parcel?	
11	Can the proposed CAMA system display and print a classification, land records, buildings, all sketches and all photographs in a Property Record Card format?	
12	Can the proposed CAMA system perform statistical sales analysis directly, without the need to export data to or otherwise use a 3 rd -party product? If so, please detail what analysis is available.	
13	Does the proposed CAMA system directly provide functionality for end users to perform ad-hoc, query-based searches? If so, detail how the queries are built within the software.	
14	Does the proposed CAMA system directly provide functionality for end users to create and modify custom formatted reports based on ad-hoc queries? If so, detail how the reports are built.	

D. Software Details

The vendor is required to provide a description of the CAMA product and how it will meet requirements of this RFP. Describe opportunities for making local customizations or development of interfaces, without compromising the integrity of the base system. Also include in this description the following:

- Support for mobile devices
- GIS integration and capabilities
- Government specific options and solutions provided

1	Please explain how your product is licensed (concurrent user, site, named user and/or machine based, etc.). How are additional license sold? Is licensing for test and/or development environments included or available?	
2	How long has the current version of the CAMA software been in production?	
3	Please describe any workflow or event alerts and notification capabilities the application provides.	
4	Please describe all 3 rd party software required or recommended for the solution.	

E. Related Hardware and Software

The vendor is required to provide the following information:

1	What are the minimum hardware specifications for the proposed software(s)?	
2	What operating systems does the proposed software currently support?	
3	What database environments does the vendor proposed software currently support?	
4	Is the vendor committed to supporting the above operating system, database & hardware platforms for the foreseeable future?	
5	List all development platforms and languages utilized to build the proposed software.	
6	Does the system support a multi-tier and/or load balanced deployment?	

7	If the system uses a web browser, which browsers and versions are supported? Are Flash, Silverlight, Java, ActiveX controls or other browser plugins used or required? If so, which ones and for what application?	
8	If the system uses a web server, what web servers and versions are supported?	
9	What virtualization environments and versions are supported?	

F. Implementation Plan

The vendor shall provide an implementation plan that details how the proposed solution is to be implemented. This implementation plan should include the following elements:

- Project Management
- Software Installation
- Data Migration Plan
- Documentation Development
- Training
- Estimated Timeline

The vendor should not be constrained to only include the above items in the vendor's proposal response, if the vendor feels that they add value to the overall implementation.

1	How many fully operational installations has the vendor completed for the following types of clients?	City government: County government: Other:
2	What is the hourly rate for implementation assistance, beyond that which is included in the vendor proposal, by skill set?	

The vendor is expected to lead the efforts in each of the implementation areas described below, unless stated otherwise. Further details on what is to be provided as part of the vendor's proposed implementation plan are included in the following subsections.

Project Management

Provide an overall description of the vendor project management approach towards this type of engagement.

Software Installation

The vendor is expected to specify, furnish, deliver and support all system software. City IT staff shall install all software, with vendor support if necessary.

Data Migration

The vendor is expected to help to perform electronic and manual data migration to the new system. All CAMA data is currently in the ACS NovaLIS Assessment Office application, and stored across a MS SQL Server 2008 R2 database and a file share.

Documentation

The City prefers the vendor take the lead on development of end-user and technical training material. The vendor is expected to provide user manuals in digital format for use by the City of Moorhead as part of the initial training and on-going operational support.

Training

The vendor is expected to provide training to Assessing staff on the use of all software components. The vendor should propose adequate training for 4 Assessing staff members, either onsite or through a remote webinar.

Estimated Timeline

Please provide an estimated timeline of implementation that the vendor could commit to which would fully encompass the scope of the project. Please use an estimated start date of January 6, 2014.

G. 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.). An overall estimated staffing plan for the project, including identification of the City of Moorhead resources during the course of the implementation in terms of hours or full-time equivalents should also be included.

H. On-Going Support and Maintenance

The vendor must specify the nature, costs and conditions of any post-implementation support options including:

- Onsite support
- Telephone support - Include the average minimum response time provided as part of the basic support agreement past twelve (12) months.
- Availability of user groups within the State of MN, the multi-state region, and/or nationally
- Escalation options and procedures

1	Does the vendor have a toll-free support line?	
2	Does the vendor have a user group for Minnesota?	
3	Does the vendor have a periodic user conference?	
4	What is the vendor's average response time (hours) for a telephone support request? What is the average response time (hours) for an email or web-based support request?	
5	What is the vendor's guaranteed maximum response time (hours) for support requests?	

I. Software Updates and Distribution

Provide information on how server and client side software updates are received and distributed to the server and clients. Describe the delivery method of future updates and product enhancements, the frequency of upgrades and if a cumulative patch process is an option.

Describe how updates are incorporated with local custom modifications, such that custom modifications will not be lost when a new release of the software is applied. The City of Moorhead expects to receive maintenance, as well as functional and technological enhancements as part of their support agreement.

1	Will the vendor provide all periodic enhancements to the software at no additional charge, beyond the annual support agreement?	
2	Does the vendor provide product upgrades automatically or on demand?	
3	How does the vendor normally release product upgrades or enhancements? How are clients notified of these releases?	
4	Describe the installation process for patches, minor version updates/upgrades and major version upgrades.	
5	Describe the process for migrating the CMS application and data to different server hardware.	
6	Describe the process for moving the backend database to a different SQL server, as far as software configuration changes/modifications.	

J. References

Provide the list of references, as detailed in the Requirements – References section.

K. Total Cost

Costs for the vendor's proposed solution should be submitted as outlined in this RFP. Costs should include the complete costs for the proposed solution. Complete the RFQ_Moorhead_CAMA.xlsx spreadsheet, included with this proposal. You may include additional documents, as needed, to provide additional cost detail. A single, project total is not acceptable. Costs must be itemized within the RFQ spreadsheet.

No additional charges, other than those listed on the price breakdown sheets, shall be made. All shipping and insurance costs to and from the site shall be included in this proposal. All payments to shipping agents and for insurance fees shall be made directly by the vendor. The vendor shall be responsible for all arrangements for the shipment of software, documentation and other training materials to the City.

Specific payment terms will be negotiated as part of the final contract. The City expects that certain payments will be made upon delivery of the software with additional payments made based on specific project milestones.

The City may, during the implementation period or thereafter, require modifications, interfaces, conversion or other services from vendor. Vendor agrees to provide a written change order describing the work to be performed and the estimated costs, including expenses, for City approval before any work is initiated by the vendor. Vendor will not exceed the costs set forth in the mutually agreed to change order(s) without justification, in writing, that is accepted by the City.