

City of Redmond, Washington
Purchasing Division, M/S: 3SFN
15670 NE 85th Street
PO Box 97010
Redmond, WA 98073-9710

Request for Proposal

The City of Redmond is interested in procuring specific, extended software support services for the City's existing Oracle Enterprise One (formerly JD Edwards) financial software system.

RFP 10168-09/CHA

The City of Redmond, Washington requests interested parties to submit sealed proposals for the above referenced Request for Proposal.

Scope of Work

This Request for Proposal (RFP) seeks to solicit proposals from suppliers that can provide extended support for the City's current implementation of the Oracle Enterprise One system for a period of two to three years. The support will include end-user support, server migration and configuration support. The scope of work for this project is attached, as Attachment A, and shall be incorporated into this RFP by this reference.

Due Date/Time

4:00 PM (local time) on Tuesday, June 30, 2009. The City of Redmond – Purchasing Division must receive proposals no later than said date and time. Proposals received after such time will be returned unopened. Responses may be faxed, mailed or hand delivered to the City of Redmond, Purchasing Division, MS: 3SFN, 15670 NE 85th Street, PO Box 97010, Redmond, WA 98073-9710, fax: 425-556-2185.

Response Requirements & Format

All costs for developing proposals in response to this RFP are the obligation of the Contractor and are not chargeable to the City. All proposals and accompanying documentation will become property of the City and will not be returned. Proposals may be withdrawn at any time prior to the published close date, provided notification is received in writing to the below listed City agent. Proposals cannot be withdrawn after the published close date and should include the following:

Response Requirements:

- 1) Pricing Methodology – Provide pricing based on an annual (12 month period) maintenance cost as identified in the city's scope of work and defining the respective level of service being offered. Additionally, provide costs associated with assistance in server support migrations, if any.
- 2) Executive Summary & Systems Support Approach - Summarize your proposal and include your firm's qualifications and contact information. The summary should discuss your approach to system support and how you will accomplish the support and server migration given the City's requirements.
- 3) Ability to Meet System Support Requirements - Describe your experience and current system support services by completing the City's "Support Requirements" document, which has been attached as Attachment B, and incorporated into this RFP by this

reference. Explain how you have helped your clients in performing end-user support, year-end processing support, CNC, DBA and server migration. Experience should demonstrate how you have helped your client's seek to achieve uninterrupted system operation, actively address and monitor any issues as they arise so as to minimize downtime.

- 4) A list of references (including contact name and telephone number) of at least three (3) completed or current installations that you have or are providing support services of this size and nature. Municipal references are preferred. The City reserves the right to contact references without prior notification.
- 5) Proposals must be made in the official name of the firm or individual under which business is conducted (showing official business address) and must be signed by a person duly authorized to legally bind the person, partnership, company or corporation submitting the proposal. A corporation must indicate place and date of incorporation.
- 6) The City requires two (2) printed response copies, unbound, and not exceeding 6 pages (double sided) in length and one electronic copy on CD. Any response must include a complete "Support Requirements Document" and company sales literature may be attached to the response, both do not apply against page count.
- 7) Acknowledgement on Systems Requirements Document that respondent understands and agrees to obtain a City of Redmond business license as a requirement for performing these services. A city business license application can be found at: <http://www.redmond.gov/insidecityhall/finance/buslicense/applt.asp>
- 8) A statement indicating the number of calendar days the proposal shall be valid for (the City's minimum number of days is 60).

Cooperative Purchase Language:

The City of Redmond has entered into intergovernmental (Interlocal) purchasing agreements pursuant to RCW 39.34 with other Washington agencies under which either party may make purchases at the other party's accepted bid price. By submitting an offer, the Contractor agrees to make the same bid terms and price, exclusive of freight, available to other Washington governmental agencies. Only those public agencies that have complied with the requirements outlined in RCW 39.34 are eligible to use this contract. Further, the public agency accepts responsibility for compliance with any additional or varying laws and regulations governing purchase by or on behalf of the public agency in question. A purchase by a public agency shall be affected by a purchase order from the public agency, directed to the Contractor or other party contracting to furnish goods or services to the City of Redmond. The City of Redmond will not accept responsibility for purchase orders issued by other public agencies.

This offer of cooperative purchasing shall be extended by the Contractor to cover the city's contract duration (for any subsequent purchase agreements/contracts resulting from this RFP) or 30 days post award (for one time purchases).

Selection & Award

All interested individuals are requested to provide a response containing all required elements herein to the City of Redmond at the stated address by the deadline given.

The City intends to enter into an agreement with the Contractor who provides a proposal that, in the opinion of the City, best meets all of the below listed evaluation criteria (receives the highest score) as determined by the City's selection committee. Upon selection of a Contractor, the City intends to enter into an agreement using its standard, City purchaser order which shall be used to secure these services. A copy of the city's purchase order, terms and conditions have been attached to this document, as Attachment C, and shall be incorporated into this RFP by this reference.

Evaluation Criteria	Weight
Pricing – itemized fees & costs (per year of coverage)	30pts
System Support Approach & Ability to Meet Minimum Requirements (completion of Requirements Document)	40pts
Ability to Commence/Continue Coverage through Identified TimeLine (estimated target extended support date is 7/30/09 – 7/30/12)	20pts
References (preference for local municipal support for installations of similar size and scope)	10pts
Total	100pts

The City of Redmond reserves the right to reject any or all proposals, and to waive any irregularities or information in the evaluation process. The final decision is the sole decision of the City of Redmond, and the respondents to this formal request have no appeal rights or procedures guaranteed to them.

Questions/Inquiries

Please direct any questions concerning this Request for Proposal, the City's requirements or its evaluation process to the agent listed below. No other City official or employee is empowered to speak for the City with respect to this acquisition. Any information obtained from any other source shall not be binding and may disqualify your proposal.

Connie Allen, CPPO, C.P.M.
Purchasing Manager
Office: (425) 556-2159
Fax: (425) 556-2185
callen@redmond.gov