

City of Lakewood, Colorado



REQUEST FOR PROPOSAL (RFP) #2659

**Acquisition of the Software, Support, Training and Services Necessary for the
Upgrade of JD Edwards Financial and Human Resources Management System
From 8.0 to 8.12**

Step One

Request for Qualifications (RFQ) – Prequalification of Software Companies

November 29, 2007

Responses Due: December 14, 2007 by 5:00 p.m. Mountain Standard Time

**All responses must be directed to:
Purchasing Division
480 S. Allison Parkway
Lakewood, Colorado 80226-3127**

TABLE OF CONTENTS

	<u>Page</u>
Schedule of Events.....	2
Section 1 - General Information	3
Section 2 - Scope of Project.....	7
Section 3 - Vendor Qualifications.....	8
Section 4 - Evaluation Criteria.....	11

SCHEDULE OF EVENTS

<u>Event</u>	<u>Date</u>
Request for Qualifications (RFQ) Released	November 29, 2007
Deadline for Requesting RFQ Clarification	December 10, 2007
Response to Requests for RFQ Clarification	December 12, 2007
Responses to RFQ due by noon Mountain Standard Time.....	December 17, 2007
Qualified Vendors Selected	December 28, 2007
Request for Proposals (RFP) Distributed to Qualified Vendors.....	January 10, 2008
Qualified Vendors Response to RFP due by 4:00 pm Mountain Standard Time	February 8, 2008
Vendor Interviews/Presentations	February 11 – 22, 2008
Negotiation & Clarification	February 25-29, 2007
Approval of Contract	March 21, 2008
Begin Implementation.....	April 7, 2008

The City of Lakewood reserves the right to modify this schedule at its sole discretion if it deems necessary.

NOTICE

From the issuance date of this RFQ until a Vendor(s) is selected and the selection is announced, Vendors are not allowed to communicate with any City of Lakewood staff or officials regarding this procurement, except at the direction of Terri Kindsfather or Mary Barnard, the designated representatives of the City of Lakewood. Any unauthorized contact may disqualify the Vendor from further consideration.

Primary Contact : Terri Kindsfather
303-987-7673
terkin@lakewood.org

Secondary Contact: Mary Barnard
303-987-7672
marbar@lakewood.org

SECTION 1

GENERAL INFORMATION

1.0 Introduction

The City of Lakewood, hereinafter referred to as the "City", seeks to prequalify firms to provide software, support and training necessary for the upgrade of the JD Edwards Financial and Human Resources Management System from 8.0 to 8.12.

Lakewood is the fourth largest City in Colorado and is located six miles west of downtown Denver, Colorado. With a population of about 145,000 residents, Lakewood is Colorado's fourth largest city.

The City of Lakewood was incorporated 1969 and provides general government including public safety, crime prevention and education; traffic engineering, street maintenance and snow removal; licensing, permitting, zoning and inspection; parks, recreation and golf; cultural arts programs; affordable housing and family services; water, sewer and storm water utilities; and various trust and agency functions in a fiduciary capacity. The City does not provide fire protection, public education, or solid waste disposal services.

The City of Lakewood is a home rule city and is governed by an elected Mayor and a ten member Council who set the policies for the operation of the City. The Mayor and Council appoint the City Manager who is responsible for the proper administration of all facets of the City and the daily management of the City's approximately 900 full-time and 500 part-time and seasonal employees.

The City's total 2007 budget is over \$134 million. This budget reflects the total of all funds and includes capital improvement projects. The City has appropriated funds to upgrade the JD Edwards Financial and Human Resources Management system. This budget does not include the replacement of the City's utility billing package, police records, computer-aided dispatch system, sales tax system, or courts management system.

The City's Finance Department consists of five divisions: Administration, Accounting, Property Management, Purchasing, and Revenue. The number of employees in this department totals 36 employees.

The City currently has 15-20 fat client users and over 1000 web client users. Web client currently primarily used for time entry. We are looking to upgrade to 8.12 and fully utilize web-based clients.

1.1 Request for Proposal Standard Information

This Request for Proposal is issued in accordance with Title 3, Chapter 3.04 of the Lakewood City Code. The RFP process is a procurement option allowing the award to be based on stated evaluation criteria. This RFP will consist of multiple steps. Vendors will not be considered for selection unless they respond to each step in this RFP process.

The first step in this RFP process is this RFQ that seeks to obtain information from software vendors in order to prequalify software vendors for participation and consideration in subsequent steps of the RFP. In order to be considered for prequalification, the respondent to this RFQ must be the provider of Financial and Human Resources Management software, support and training. The City will not accept responses to this RFQ from resellers of software or implementation partners.

Each step of the RFP will state the relative importance of the evaluation criteria for the particular step. No other evaluation criteria, other than as outlined in each step of the Request for Proposal, will be used.

1.1.1 Receipt of Proposals and Public Inspection

Upon receipt of qualifications, all marked trade secrets and company financial information will be removed from the responses and provided only to the evaluation committee members or persons participating in the contracting process (see Section 1.1.6 "Claims to Keep Information Confidential" statement below). All remaining qualification materials will be available for public inspection after the final award process.

1.1.2 Initial Classification

All qualifications will be initially classified as being responsive or non-responsive based upon the requirements in Section 3.2. If a response is found to be non-responsive, it will not be considered further.

1.1.3 Evaluation

All responsive qualifications will be evaluated based on stated evaluation criteria. Submitted qualifications must be complete at the time of submission and may not include references to information located elsewhere, such as Internet websites or libraries, unless specifically requested in the City's RFQ document.

1.1.4. Discussion/Negotiation

Although vendors may be prequalified without discussion, the City may initiate discussions with one or more Vendors should clarification be necessary. Vendors should be prepared to send qualified personnel to Lakewood, to discuss technical and contractual aspects of their proposal.

1.1.5 Prequalification

Prequalification will be made to the vendors whose responsive qualifications are determined to best meet the evaluation criteria and therefore the most advantageous to the City. The City may prequalify as many software vendors as it feels serves its best interest.

1.1.6 Claims to Keep Information Confidential

Qualifications may be considered public record after opening pursuant to City ordinance and the Colorado Open Records Act. The City will notify Vendor of any request for disclosure and it will be the responsibility of the Vendor to object and to pursue any legal actions pursuant to Colorado law. Vendor shall notify the City within 24 hours of notification by City of request for disclosure of Vendor's objections to disclosure and the Vendor's intent to pursue lawful protection under Colorado law. Any proprietary or otherwise sensitive information contained in or with any response is subject to potential disclosure. Submitting it waives any recourse in respect to disclosure and indemnifies the City for any charges directly related to the City's disclosure.

1.2 Late Submissions

Regardless of cause, late qualifications will not be accepted and will automatically be disqualified from further consideration. It shall be the Vendor's sole risk to assure delivery at the designated office by the designated time. Late qualifications will not be opened and may be returned to the Vendor at the expense of the Vendor or destroyed if requested.

1.3 Preparing a Response

This RFQ contains the instructions governing the qualifications to be submitted and a description of the mandatory requirements. To be eligible for consideration, a Vendor must meet the intent of all mandatory

requirements. Compliance with the intent of all requirements will be determined by the City's Evaluation Committee. Responses that do not meet the full intent of all requirements listed in this RFQ may be subject to point reductions during the evaluation process or may be deemed non-responsive.

1.3.1 Vendors shall promptly notify the City of any ambiguity, inconsistency or error, which they may discover upon examination of this RFQ.

1.3.2 Vendors requiring clarification or interpretation of any section or sections contained in this RFQ shall make a written request to the City by the deadline described in the Schedule of Events. All written correspondence must be addressed to:

Questions for RFP #2659

Step One – Request for Qualifications of Software Vendors

Terri Kindsfather

terkin@lakewood.org

1.3.3.1 Each Vendor submitting written questions must clearly address each question by reference to a specific section, page and item of this RFQ. **An official written answer will be provided to all questions received by 5:00 p.m. Mountain Standard Time on December 10, 2007.** Written questions received after the deadline may not be considered.

1.3.3.2 Responses to written questions will be distributed by December 12, 2007.

1.3.3 Any interpretation, correction, or change to this RFQ will be made by written Addendum. Interpretations, corrections or changes to this RFQ made in any other manner will not be binding and Vendors shall not rely upon such interpretations, corrections, or changes.

1.3.4 The City Purchasing Department will issue any necessary Addenda.

1.3.5 A point-by-point response to all numbered sections, subsections, and appendices must be submitted by each Vendor in order to be considered for selection.

1.3.5.1 Vendors (or Vendor Partner) must organize qualifications into sections following the format of this RFQ, with tabs separating each section.

If no exception, explanation, or clarification is required in the Vendor's response to a specific subsection, the Vendor shall indicate so in the point-by-point response with the following:

“(Vendor’s Name)”, understands and will comply.

Points may be subtracted for non-compliance with these specified qualification format requests. The City may also choose to not evaluate, may deem non-responsive, and/or may disqualify from further consideration any qualifications that do not follow this RFQ format, are difficult to understand, are difficult to read, or are missing any requested information.

A Vendor responding to a question with a response similar to, “Refer to our literature...” or “Please see www.....com” may be deemed non-responsive or receive point deductions. All materials related to a response must be submitted to The City in the RFQ response and not just referenced. Any references in an answer to another location in the RFQ materials shall have specific page numbers and sections stated in the reference. Each question is scored independently of one another and the scoring is based solely on the information provided in the response to the specific question. **(The Evaluation Team is not required to search through literature to find a response.)**

1.4 Submitting Qualifications

Vendors must submit one (1) original and seven (7) copies to the City Purchasing Department. In addition, vendors must submit one electronic copy in Microsoft Office format on compact disk. **Qualifications must be received at the Purchasing Department of the City prior to noon Mountain Standard Time, December 17, 2007. Qualifications received after this time will not be accepted for consideration. Facsimile submissions are not acceptable. (See Section 1.2.)**

1.4.1 Each Vendor who submits qualifications represents that:

- 1.4.1.1** The qualifications are based upon an understanding of the specifications and requirements described in this RFQ.
- 1.4.1.2** Costs for developing and delivering responses to this RFQ and any subsequent presentations of the proposal as requested by the City are entirely the responsibility of the Vendor. The City is not liable for any expense incurred by the Vendor in the preparation and presentation of their qualifications.
- 1.4.1.3** All materials submitted in response to this RFQ become the property of the City and are to be appended to any formal documentation, which would further define or expand any contractual relationship between the City and Vendor resulting from this RFP process.

1.4.2 An individual authorized to legally bind the business submitting the qualifications must sign the qualifications in ink.

1.5 Rights Reserved

While the City has every intention to award a contract as a result of this RFP, issuance of the RFP in no way constitutes a commitment by the City to award a contract. Upon a determination such actions would be in its best interests, the City in its sole discretion reserves the right to:

- (a) waive any formality;
- (b) cancel or terminate this RFP;
- (c) reject any or all qualifications received in response to this document;
- (d) waive any undesirable, inconsequential, or inconsistent provisions of this document, which would not have significant impact on any qualifications;
- (e) not award, or if awarded, terminate any contract if the City determines adequate funds are not available.

1.6 Vendor Interview / Product Demonstration

After receipt of all qualifications and prior to the release of the next step in the RFP process, respondents may be interviewed in person or by teleconference and/or asked to make a presentation at the City Offices in Lakewood, Colorado, to clarify their response or to further define their qualifications. Interviews/presentations, if requested, shall be at the Vendor's expense.

1.7 Contract Provisions and Terms

1.7.1 This RFQ and any addenda, the Vendor's response including any amendments, any clarification question responses, and any negotiations shall be included in any resulting contract.

SECTION 2

SCOPE OF PROJECT

In 2003, the City implemented the current JD Edwards Financial and Human Resources Management System. The City now desires to upgrade its system from 8.0 to 8.12. Understanding the difficulty and labor intensiveness of this effort, the City has designated resources for this upgrade.

It is important to the City's success that the successful vendor supply the software, support and training necessary to allow the City to maintain and continually improve its system and its business processes and implement future phases.

The City desires the inclusion of the following functionality in this upgrade:

- Human Resources information tracking and processing
- Payroll processing
- General Ledger accounting
- Project Accounting
- Accounts Payable processing
- Accounts Receivable
- Purchasing
- Cash receipts posting to the General Ledger
- Report development

As part of subsequent steps in the selection process, the City will analyze the business processes in the above functional areas to develop more detailed direction for its future business processes and functional requirements of the software.

Functional areas identified for future phases, not included in this RFP include:

- Fixed Asset accounting
- Sales tax collection
- Utility Billing
- Grants Accounting
- Investment and Treasury management
- Budget Development
- Licensing
- Permitting
- Advanced report development
- Data warehouse

The information gathered in this RFQ will be used to adjust the project scope, if needed. Depending upon the costs of upgrade and the City's availability of resources, the City may consider accelerating or postponing the implementation of the functionality listed above. In this RFQ and in subsequent steps of this RFP, the City will evaluate the Vendor's ability to provide software solutions that meet all of the functionality listed above.

Vendors must respond with price sheets marked as Appendix B. These price sheets should include all of the software, the annual support and training suggested to upgrade and maintain the software modules to meet the functionality described above. Appendix B will be used as the preliminary representation of each Vendor's offerings and their cost/price. Additional information should be included as necessary to explain in detail the Vendor's cost/price. This information will be used primarily to evaluate the City's budget and its priorities for this upgrade.

SECTION 3

VENDOR QUALIFICATIONS

- 3.0** The City may make such investigations as deemed necessary to determine the ability of the Vendor to supply the products and perform the services specified.
- 3.1** The City reserves the right to reject any qualifications if the evidence submitted by, or investigation of, the Vendor fails to satisfy the City that the Vendor is properly qualified to carry out the obligations of the project.
- 3.2** In determining the capabilities of a Vendor to provide the software and perform the services specified herein, the following informational requirements must be met by the Vendor and will be weighed by the City. **(Note: Each item must be thoroughly addressed. Taking exception to any requirements listed in this Section may disqualify the proposal.)**
- 3.2.1** Vendor shall provide a minimum of five (5) references in the format provided in Appendix A that are using software of the type the Vendor provides in an environment similar to the environment of the City. The references should fall within the categories identified below. The City reserves the right to use any information or additional references deemed necessary to establish the ability of the Vendors to perform. Negative references may be grounds for disqualification. Vendors who are unable to provide a minimum of five (5) references meeting the categories identified below will be disqualified.
- 3.2.1.1** Three of the five references must be United States city governments with populations greater than 50,000 and greater than 350 employees where the Vendor, within the last three (3) years, has implemented the following modules:
- General Ledger
 - Project Accounting
 - Purchasing
 - Accounts Payable
 - Cash Receiving
 - Human Resources
 - Payroll
- To be considered, all five references must:
- have been in a operational production environment with the above modules for at least on year
 - include date of installation (month/year), name and version of software at time of installation, and current version of software installed
- Multiple references with populations of greater than 100,000 and/or greater than 700 employees will be reviewed more favorably.
- 3.2.2** The City desires that the Vendor provide training for IT support staff as well as functional end users at the City's site as part of the upgrade. The City would like to create an infrastructure that allows it to become self sufficient in the support, improvement and future development of the City's administrative systems. This includes training for the City IT staff that will allow the staff to effectively maintain and support the upgraded software including the ability to administer and change system configurations and to produce City-specific reports. It is important to the City's success that the successful vendor supply the comprehensive and convenient training necessary to allow the City to maintain and continually improve its system and its business processes and implement future phases.
- 3.2.2.1** The City has 25 full time IT employees that include one CNC and one JD Edwards analyst/programmer who manage the JD Edwards application.

3.2.2.2 Provide on-site training or access to training sites that list the courses offered, the cost of the training, a description of the training and times and places that training is offered.

3.2.3 The City requires that the Vendor provide the City with technical support of the software.

3.2.3.1 Provide the following general technical support information:

- How many clients are you currently supporting?
- Provide a breakdown of Public Sector and Private Sector clients.
- How many technical support analysts do you employ?
- Please list or attach the required qualifications that a technical support analyst must possess in order to be hired by your company.
- Please provide the details for any prerequisite training programs that you provide for your technical support analysts.
- Does your company outsource any portion of its technical support? If so, provide details.
- Does your technical support include patches to fix software bugs?
- Does your technical support include free software upgrades?
- Do you discontinue support for older software versions? If so, please provide the details of the policies for how version support is discontinued and the time frame from the announcement of desupport until the actual discontinuance of support.

3.2.3.1 Provide the following information about telephone technical support:

- Is telephone technical support the primary source of support that the City will receive from your company?
- Is the telephone number toll free?
- List the hours that telephone technical support is available.
- How many public sector telephone technical support analysts do you employ?
- What is the typical wait time to be connected to a support analyst?

3.2.3.2 Provide information regarding online technical support offerings:

- Do you provide customers with an online database of software bugs?
 - Is this the same database that you provide to your technical support analysts?
 - Do your technical support analysts have access to bug databases that are not available to the customer?
 - What is the lag time from the report of a software bug until the posting of the online database provided to customers?
 - Can a customer use the software error message to search the bug database for a fix?
 - Can a customer download a patch directly from the online database of software bugs?
- Do you provide customers with the ability to report software bugs online?
 - Is online bug reporting the primary method for reporting bugs?
 - What is the typical wait time from the reporting of bugs until the assignment to a technical support analyst?
- Do you provide customers with online documentation?
 - Is the online documentation the primary source of documentation available to a customer?
 - Describe the different types of documentation available online.

3.2.3.3 Provide information regarding onsite technical service offerings:

- Do you provide systems engineers to perform onsite services?
- What is the rate for your various engineers and services?

- Does the rate include travel and expenses? If not, please specify policy.
- What is the lead time required to contract for technical services?

3.2.3.4 Does your company provide detailed documentation of all of the system tables including:

- Data model diagrams?
- Description of the tables?
- Description of the columns in the table?
 - Columns that are primary keys?
 - Associated primary key when a column is a foreign key
 - Descriptions of the column?
 - Description of the data type of a column?
 - Constraints on a column?
 - Columns that are indexed?

SECTION 4

EVALUATION CRITERIA

4.0 Evaluation Procedure

4.0.1 The evaluation committee will separate proposals into “responsive” and “non-responsive” proposals. Non-responsive proposals will be eliminated from further consideration.

4.0.2 The evaluation committee will evaluate the remaining proposals and determine whether to prequalify the Vendor. Only prequalified Vendors will be allowed to participate in subsequent steps of this RFP.

4.1 Evaluation Criteria

The evaluation committee will review and evaluate the offers according to the following criteria:

- Quality and relevance of references
- Proven ability to deliver services in the scope of project (within the past three years)
- Financial stability of Vendor/Partner
- Ability to purchase software and services
- Training offered by Vendor/Partner
- Support offered by Vendor/Partner
- Fit with City’s technology direction