

CITY OF HILLSBORO



REQUEST FOR PROPOSALS

FOR

WORKFORCE MANAGEMENT SYSTEM AND SERVICES

**DUE DATE AND TIME:
2:00 P.M. Friday, November 21, 2008**

TABLE OF CONTENTS

	PAGE
1.0 PROJECT VISION AND STRATEGIC OBJECTIVES	1
1.1 PROJECT PURPOSE	
1.2 VISION STATEMENT	
1.3 SCOPE OF WORK	
1.4 STRATEGIC PROJECT OBJECTIVES	
1.5 COMMUNICATIONS	
1.6 ANTICIPATED SCHEDULE	
1.7 CITY BACKGROUND INFORMATION	
2.0 PROPOSAL SUBMISSION INSTRUCTIONS	3
2.1 ISSUING OFFICE	
2.2 SUBMISSION DATE	
2.3 PROPOSAL SUBMISSION ADDRESS	
2.4 PROPOSAL SUBMISSION REQUIREMENTS	
2.5 PROPOSER ACCEPTANCE	
2.6 PROPOSAL COSTS	
3.0 PROPOSAL FORMAT REQUIREMENTS	5
3.1 PROPOSAL FORMAT REQUIREMENTS	
4.0 PROPOSAL CONTENT REQUIREMENTS	6
4.1 PROPOSAL APPROACH	
4.2 PROPOSAL ASSUMPTIONS	
4.3 REQUESTS FOR PROPOSAL CLARIFICATION AND INQUIRIES	
4.4 RIGHT TO PROPOSAL CLARIFICATION AND PROPOSER RESEARCH	
4.5 LETTER OF TRANSMITTAL	
4.6 EXECUTIVE SUMMARY (Proposal Section 1.0)	
4.7 COMPANY PROFILE (Proposal Section 2.0) "Attachment A"	
4.8 PROPOSER'S TEAM QUALIFICATIONS (Proposal Section 3.0)	
4.9 PROPOSED APPLICATION ENVIRONMENTS (Proposal Section 4.0)	
4.10 DATABASE SOFTWARE (Proposal Section 5.0)	
4.11 OPTIONAL SOFTWARE (Proposal Section 6.0)	
4.12 LICENSING	
4.13 SYSTEM SECURITY (Proposal Section 7.0)	
4.14 SYSTEM DISASTER RECOVERY (Proposal Section 8.0)	
4.15 TIME ENTRY HARDWARE OPTIONS (Proposal Section 9.0)	
4.16 RESPONSES TO FUNCTIONAL REQUIREMENTS (Proposal Section 10.0) "Attachment B"	
4.17 RESPONSES TO TECHNICAL REQUIREMENTS (Proposal Section 11.0) "Attachment C"	
4.18 PROPOSED APPROACH AND IMPLEMENTATION PLAN (Proposal Section 12.0)	
4.19 PROPOSED TRAINING PLAN AND OPTIONS (Proposal Section 13.0)	
4.20 SUPPORT AND MAINTENANCE PROGRAM OPTIONS (Proposal Section 14.0)	

4.21 CLIENT REFERENCES (Proposal Section 15.0) “Attachment D”	
4.22 CERTIFICATIONS (Proposal Section 16.0)	
4.23 COST (Proposal Section 17.0) “Attachment E”	
4.24 CONTRACT TERMS AND CONDITIONS (Proposal Section 18.0)	
4.25 SAMPLE DOCUMENTS (Proposal Section 19.0)	
4.26 ADDENDA ACKNOWLEDGEMENTS (Proposal Section 20.0)	
4.27 PROPOSAL CD (Proposal Section 21.0)	
4.28 KEY ABILITIES OF THE SYSTEM/PROPOSER	
5.0 PROPOSAL EVALUATION	13
5.1 EVALUATION PROCESS	
5.2 PRIME PROPOSER	
5.3 PROPOSER QUALIFICATIONS	
5.4 PROPOSAL ACCEPTANCE OR REJECTION, NO CITY OBLIGATION	
5.5 INCLUSION OF THE RFP	
5.6 BUSINESS AND PROFESSIONAL LICENSES	
5.7 INSURANCE	
5.8 WORKER’S COMPENSATION	
6.0 GENERAL PROPOSAL INFORMATION	16
6.1 PROPOSALS – PUBLIC INFORMATION	
6.2 CONTRACT NEGOTIATIONS	
7.0 REQUIRED SUBMITTALS	17
7.1 FORMS TO BE SUBMITTED	
APPENDIX A: CITY OF HILLSBORO TERMS AND CONDITIONS	
APPENDIX B: CITY OF HILLSBORO SAMPLE PROFESSIONAL SERVICES CONTRACT	
APPENDIX C: CITY OF HILLSBORO CERTIFICATION AND CONTRACT OFFER	
APPENDIX D: COPY OF ADVERTISEMENT	

1.0 PROJECT VISION AND STRATEGIC OBJECTIVES

1.1 PROJECT PURPOSE

The City of Hillsboro ("City") desires to enter into a professional services agreement with one (1) qualified individual/firm who/that demonstrates competency and experience in providing Workforce Management Software and Implementation Services, and can provide high quality and responsive service at a competitive price to the City. Additionally, the chosen individual or firm will be amenable to consulting and working with the City's Project Streamline Team and/or other contractors.

1.2 VISION STATEMENT

The City of Hillsboro's Workforce Management System project will be the foundation of the City's ability to efficiently and accurately collect from and distribute to employees time and attendance information, interface time and attendance information with the City's MUNIS ERP system, and perform reporting and other related functions and services to meet its current and future time and attendance business requirements for the City's management and employees.

1.3 SCOPE OF WORK

The general scope of work consists of the proposer performing the following services: installing selected workforce management software, implementing the workforce management system software, training City of Hillsboro system administrators and end users, providing complete and accurate documentation, and supporting the system after implementation. The solution should be able to accommodate all the functionality and technical requirements (Attachments B & C) for 1,100 employees, 110 managers and 6 time clocks and be scalable to accommodate future City of Hillsboro workforce management needs.

1.4 PROJECT OBJECTIVES

The City is seeking one fully integrated commercially-available off the shelf (COTS) software solution that has been installed in city government environments that are similar in size and complexity to the City of Hillsboro. The new system will provide end-users with the ability to enter and manipulate data in an on-line interactive mode as well as through a time keeping terminal and will permit simultaneous access to data by employees, managers and system administrators. Both hardware and software must have the capability to be interconnected through existing network infrastructure, preferably to include an Intranet and the Internet. All updates should be processed in real time, i.e., should be immediately available throughout the system. This product selection process is the integral step of the City's plan to achieve the following goals:

- To efficiently schedule and record employee time;
- To accurately capture employee time and overtime according to state laws, City policies and the City's multiple work week schedules.
- To effectively interface workforce management information with the City's ERP system (MUNIS);
- To reduce time entry and payroll errors;
- To provide best practice workforce management reports to employees and management

1.5 COMMUNICATIONS

The City requires that the selected Proposer have the communication abilities and skills to provide the City with the most effective and professional advice and to:

- Be available in a timely manner, in person, by telephone, fax or email, for consultation or advice;
- Follow established procedures regarding which City representative(s) may request advice;
- Be familiar with state and federal laws relating to the City;
- Provide periodic status reports on the services provided by the firm;
- Provide itemized monthly invoices of charges; and
- Advise and participate in meetings as requested by the City.

1.6 ANTICIPATED SCHEDULE OF EVENTS

- | | |
|--|----------------------------|
| ▪ Release RFP documents | October 24, 2008 |
| ▪ Deadline for written questions | November 7, 2008, 2:00 PM |
| ▪ Deadline for Proposal Submission | November 21, 2008, 2:00 PM |
| ▪ Proposer Demonstrations (tentative) | December 2-5, 2008 |
| ▪ Selection of proposal, begin contract negotiations | December 12, 2008 |
| ▪ City Council approval of contract | January 6, 2009 |
| ▪ Contract award | January 7, 2009 |
| ▪ Commencement of Implementation Phase | February 10, 2009 |

1.7 CITY BACKGROUND INFORMATION

The City of Hillsboro ("City") is an Oregon municipal corporation with City limits covering approximately 23 square miles. The population of the City is approximately 88,300. The City employs approximately 740 full-time and 560 part-time staff, and is governed by a City Council comprised of six Councilors and the Mayor. The Council acts as the contract review board for the City.

The City has an annual budget of over \$300 million from a variety of sources. The funding is derived primarily from property tax support, user fees, grants, and contracts.

Please refer to the City's website at www.ci.hillsboro.or.us for more information.

2.0 PROPOSAL SUBMISSION INSTRUCTIONS

2.1 ISSUING OFFICE

The Finance Department of the City will issue the Request for Proposals documents and that office shall be the sole point of contact. Please contact the following person:

Benjamin Rowe
Financial Analyst
Finance Department, 5th Floor

150 East Main Street
Hillsboro, OR 97123

Phone: 503- 681-5227
Facsimile: 503-681-6485
E-mail: benro@ci.hillsboro.or.us

2.2 PROPOSAL SUBMISSION DATE

Proposals are due no later than 2:00 P.M., Friday, November 21, 2008. Each proposal must be received by the date and time set for closing receipt of offers. The City cautions proposers to assure actual delivery via delivery receipt of mailed or hand-delivered proposals directly to the delivery location prior to the established deadline. A proposal received by the City after the established deadline will be returned, unopened, to the proposer.

2.3 PROPOSAL SUBMISSION ADDRESS

The document shall be addressed and delivered as follows to:

City of Hillsboro
Finance Department – Attention Benjamin Rowe
Civic Center
150 East Main Street, Fifth Floor
Hillsboro, Oregon 97123

2.4 PROPOSAL SUBMISSION REQUIREMENTS

In order to be considered for this project, and to facilitate evaluation of proposals, each Proposer must provide six (6) bound copies including the original copy marked “ORIGINAL” containing all original signatures and one (1) electronic version on a CD **in Word with fees and costs in Excel** of their proposal. All proposals must arrive at the issuing office on or before the listed due time and date.

A corporate officer who has been authorized to make such a commitment must sign and return the **“Certification and Contract Offer”**. Proposals shall be sealed in an opaque envelope or box, with the words **“WORKFORCE MANAGEMENT SYSTEM AND SERVICES RFP”** and the name of the proposer and the date clearly written on it.

Proposers whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the City.

Note: Any deviation from these requirements may result in a proposal being considered non-responsive, thus eliminating that proposal from further consideration.

2.5 PROPOSER ACCEPTANCE

Submission of any proposal indicates acceptance of the conditions contained in the RFP unless clearly and specifically noted otherwise in the proposal.

2.6 PROPOSAL COSTS

Those submitting proposals do so entirely at their own expense. There is no expressed or implied obligation by the City to reimburse any individual or firm for any costs incurred in preparing or submitting proposals, providing additional information when requested by the City, or for participating in any demonstrations or selection interviews.

3.0 PROPOSAL FORMAT REQUIREMENTS

3.1 PROPOSAL FORMAT INSTRUCTIONS

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the RFP.

Expensive bindings, color displays, promotional material, etc., are not necessary, nor desired. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled.

The proposal should be organized into the following major sections:

Section	Title
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Company Profile "Attachment A"
3.0	Proposer's Team Qualifications
4.0	Proposed Application Software, Hardware and Environments
5.0	Database Software
6.0	Optional Software
7.0	System Security
8.0	System Disaster Recovery
9.0	Time Entry And Hardware Options
10.0	Response to Functional Requirements "Attachment B"
11.0	Response to Technical Requirements "Attachment C"
12.0	Proposed Approach and Implementation Master Plan
13.0	Proposed Training Plan and Options
14.0	Support and Maintenance Program Options
15.0	Client References "Attachment D"
16.0	Cost "Attachment E"
17.0	Certifications
18.0	Contract Terms and Conditions
19.0	Sample Documents
20.0	Addenda Acknowledgements
21.0	Proposal CD

Instructions relative to each part of the response to this RFP are defined in section 4.0 of this document.

4.0 PROPOSAL CONTENT REQUIREMENTS

4.1 PROPOSAL APPROACH

The City prefers proposals to be in the form of a traditional approach (i.e. the City purchases software licenses). The proposal shall be prepared with a straightforward, concise delineation of the proposer's capabilities to satisfy the requirements of this RFP. Proposers are encouraged to propose alternate fee structures that will be cost effective to the City. Proposers must ensure that information provided in the cost proposal is consistent with information provided throughout the proposal. Costs should be supported by and should be consistent with the proposal including the project plan and must be submitted on the included Excel spreadsheet (Attachment C).

4.2 PROPOSAL ASSUMPTIONS

Proposers should assume the City is seeking a workforce management solution for all City departments excluding the Fire Department. Proposals should include solution parameters for 1,100 employees and 110 managers and 6 time clocks. The implementation team will be comprised of 8 people.

4.3 REQUESTS FOR PROPOSAL CLARIFICATION AND INQUIRIES

All Proposers are prohibited from contacting City officials or staff, regarding this RFP between the time of issuance of the RFP and contract award, unless such contact is made through the City contact specified below. Failure to comply with this provision could result in the rejection of a proposal.

All questions regarding the proposal documents and proposal should be directed in writing, via facsimile or e-mail to:

Benjamin Rowe
Financial Analyst

City of Hillsboro
Finance Department
150 E Main Street, Fifth Floor
Hillsboro, OR 97123

benro@ci.hillsboro.or.us
Fax: (503) 681-6485

The deadline for receipt of written questions to be answered is November 7, 2008 @ 2:00 PM, Pacific Time.

The Proposer is responsible for insuring that the contact person listed above receives the written questions. Answers to all questions will be compiled and posted on ORPIN, the State of Oregon procurement website (<http://orpin.oregon.gov/>) for viewing by all proposers.

4.4 RIGHT TO PROPOSAL CLARIFICATION AND PROPOSER RESEARCH

The City reserves the right to obtain clarification of any point in a proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a proposer to respond to such a request for additional information or clarification could result in rejection of the proposal. The City may obtain information from any legal source for the clarification of any proposal or for information on any Proposer including, but not limited to, police files, insurance files, agency files, credit bureaus, and/or professional organizations. The City shall not be required to inform the proposer of any intent to perform additional research in this respect or of any information thereby received.

4.5 LETTER OF TRANSMITTAL

This letter should include the complete name of firm or person(s) submitting a proposal, the main office address, primary and secondary contact person(s) and their respective telephone numbers (including area codes).

4.6 EXECUTIVE SUMMARY (Proposal Section 1.0)

This part of the response to the RFP should be limited to a brief narrative highlighting the proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The Executive Summary should not include cost quotations and should not exceed two pages (single sided) in length.

4.7 COMPANY PROFILE (Proposal Section 2.0) “Attachment A”

Proposers and subcontractors (if any) must provide information about their company so that the City can evaluate the proposer’s stability and ability to support the commitments set forth in response to the RFP. The City, at its option, may require a proposer to provide additional support and/or clarify requested information. Proposals shall further include the business name, address, principal place of business, telephone number, and fax number of the legal entity or individual with which the contract would be written. Finally, proposals shall include an overview of the proposing individual or entity, including the main features and benefits of proposed software and how it addresses the City’s core needs.

Please place Attachment A at the beginning of this section. [One for the prime proposer and one for each subcontractor (if any).]

The successful prime proposer must also provide a copy of the most recent annual report and financial statements after the City selects a proposal and before contract negotiations conclude.

4.8 PROPOSER’S TEAM QUALIFICATIONS (Proposal Section 3.0)

The prime proposer must identify its professional staff members who would be personally involved in implementing the proposed system including each person’s prior experience in implementing, supporting, and providing training on such systems. Indicate the location of the office where each normally works. Proposers must provide resumes of key team members and describe their proposed project organization and staffing. Proposers must clearly identify the amount of time (either in days per week or days per month) that the professional staff will dedicate to the City and will be on site in Hillsboro.

The City expects that the key individuals identified in the proposal will be actually assigned to the project. Key individuals include, but will not be limited to, the Implementation Project Manager,

Trainer(s) and Installation Manager (or equivalent titles). Proposals must commit these individuals to the project and the City reserves the right to approve any substitutions for these individuals.

4.9 PROPOSED APPLICATION ENVIRONMENTS (Proposal Section 4.0)

The proposer must present, in detail, features and capabilities of the proposed application software. In addition, the following information should be included:

4.10.1 Hardware Describe the hardware environment required to utilize the proposed software. In the event there is more than one suitable hardware platform, list all options indicating the relative strengths and drawbacks (if any) of each.

4.10.2 Operating System Identify the operating system required by the proposed applications software and database management system in the hardware environment recommended above. In the event there is more than one suitable operating system, list all options indicating the relative strengths and drawbacks (if any) of each. Note that the City prefers Microsoft Windows.

4.10.3 Third Party Software List the operating system software support products required to support the recommended computing environment. List any additional software products and/or hardware required to support the proposed third-party application software.

4.10 DATABASE SOFTWARE (Proposal Section 5.0)

Provide a description of the Relational Database Management System (RDBMS) utilized by the proposed system. List any fourth generation features utilized in constructing the proposed system and any additional required or optional end-user productivity tools. Note that the City is currently on Microsoft SQL Server and/or plans on remaining with the latest release as its standard database platform environment.

4.11 OPTIONAL SOFTWARE (Proposal Section 6.0)

The proposer should explicitly state the name of any third-party products that are part of the proposed solution to the City's list of requirements. For each third-party product, there should be a statement about whether proposer's contract would encompass the third-party product and/or whether the City would have to contract on its own for the product. In either case, include the costs of the third-party products and/or hardware in the cost proposal.

Include a description of any products, features or other value-added components available for use with the proposed financial system that have not been specifically requested in this RFP. Consideration of these products, features or other value-added components will be given where these may be of value to the City.

4.12 LICENSING

The proposer should provide a detailed description of all software licensing requirements associated with the proposed solution. All licenses provided as a part of the proposal as well as any licenses expected to be provided by the City should be listed. In addition, any licenses required for a permanent test environment or a high availability solution should be included.

4.13 SYSTEM SECURITY (Proposal Section 7.0)

The proposer should include a detailed description of the proposed system's security features.

4.14 SYSTEM DISASTER RECOVERY (Proposal Section 8.0)

The proposer should include a detailed description of the proposed system's disaster recovery features, including backup and recovery features and protocol as well as any more robust business continuity options beyond simple disaster recovery that are proposed or available.

4.15 TIME ENTRY AND HARDWARE OPTIONS (Proposal Section 9.0)

The City is seeking a workforce management solution proposal for 1,100 employees, 110 managers and 6 time clocks. In addition to proposing a solution for six time clocks, the Proposer should include a detailed description of alternative time clock options and alternative time entry options i.e. web, phone, handheld, etc.

4.16 RESPONSES TO FUNCTIONAL REQUIREMENTS (Proposal Section 10.0) "Attachment B"

Responses to the requirements listed in "Attachment B" of this RFP must be provided in this section of the proposal. Proposers must use the format provided and add explanatory details as necessary in the comments section. The following answer key should be used when responding to the requirements:

Standard Feature – Place an "x" in the box if this is an "out of the box" Standard Feature of the Software System

Customization Required – Place one of the following code letters in the box if this feature can be enabled with customization of the proposed Software System

Note: If "Customization Required" is the response for a requirement, you must complete "Cost of Customization" and notate how the customization will be performed using the following code letters:

T = Third-party software used as a work around

W = Work around within System Software

A = Available in next version (include estimated date of release)

Not Available – Place an "NA" in the box if this feature is not available

Note: Any requirement that is answered with a symbol other than what is listed above will be treated as a negative/non-response.

Note: All sections have a "Priority Requirements" section and "Basic Requirements." The City Steering Committee and staff believe that Priority Requirements are MUST HAVE items for a new Workforce Management system.

4.17 RESPONSES TO TECHNICAL REQUIREMENTS (Proposal Section 11.0) "Attachment C"

Responses to the requirements listed in "Attachment C" of the RFP must be provided in this section of the proposal. Proposers should use the format provided and add explanatory details as necessary in the comments section. Please refer to the answer key outlined in Section 4.15 for use with this submittal.

4.18 PROPOSED APPROACH AND IMPLEMENTATION PLAN (Proposal Section 12.0)

The proposer must provide a detailed plan for implementing the proposed system. This plan must include:

- Project approach
- Detailed implementation methodology
- Major activities and deliverables
- MUNIS Interface
- Migration approach
- Schedule and milestones (**Microsoft Project format preferred**)
- Expected number of City FTE hours required at different stages of the implementation process and for ongoing support
- Level of expertise required of City staff for conversion and implementation, report writer, database and other system component maintenance, and for implementation and maintenance of hardware and software
- Expected hours of proposer staff for each major activity. Also, expected hours of proposer staff on site during each major activity

4.19 PROPOSED TRAINING PLAN AND OPTIONS (Proposal Section 13.0)

The proposer must provide an overview of proposed training, including options for on-site or training center services, end users data processing personnel, and technical and support personnel. This section must also include:

- An implementation and training plan, including estimated time-frame and deliverables for each stage of the project
- Trainer resumes
- Samples of training materials

4.20 SUPPORT AND MAINTENANCE PROGRAM OPTIONS (Proposal Section 14.0)

Specify the nature of any post-implementation support provided by the proposer including:

- Telephone support; include toll-free support hotline; hours of operation; availability of 24 x 7 hotline, location etc.
- Escalation procedures and availability of advanced technical support (e.g., “Level 2,” engineers, developers, etc.)
- Special plans defining “levels” of customer support (e.g., gold, silver, etc.)
- Delivery method of future upgrades and product enhancements including historical frequency of upgrades by module
- Availability of user groups
- Problem reporting and resolution procedures
- Other support (e.g., on-site, remote dial-in, Website access to patches, fixes and knowledge base)
- Prime contact

- Post go-live on-site support
- Development life cycle information regarding the regression testing and certification of proposer supported software resulting from third party architecture changes (e.g. Windows Server 2008, Vista, SQL Server 2008, Intel Xeon Quad Core processors, etc.)

4.21 CLIENT REFERENCES (Proposal Section 15.0) “Attachment D”

Proposers should provide at least five (5) client references, three (3) of which must be for public sector entities that are similar in size and complexity to the City, and have utilized the proposed system in a comparable computing environment. Both functional (end user) and technical (support staff) contacts should be provided for each reference. Submit references for fully completed installations to the extent possible. Proposers should use Attachment D.

4.22 CERTIFICATIONS (Proposal Section 16.0)

Provide a statement that you will comply with the City’s insurance requirements and Worker’s Compensation insurance requirements if awarded the contract. Please refer to Appendix A City of Hillsboro Terms and Conditions and Appendix C, The City of Hillsboro Certification and Contract Offer.

4.23 COST (Proposal Section 17.0) “Attachment E”

The City intends to acquire a system and related services that provide the City with the best fit and “best value”. This is a firm fixed bid. Proposers are responsible for including all costs for all components of the Hillsboro WM Project in the provided Attachment E “Projected Cost Workbook”.

Proposers must describe the licensing structure and document the complete costs for licensing, installation and ongoing support of the proposed system for a five (5) year period. The City encourages proposers to provide documentation regarding any assumptions made during the creation of the pricing. For example, conversion fees may be based on a certain number of data files or on the complexity of converting the data. This should be stated in the cost proposal.

Proposers are responsible for entering cost data in the format prescribed by the Cost Workbook. Pre-set formulas must not be altered. Please follow directions for each page of the Workbook.

There will be no advance payments and no time and materials bids. The City will consider progress payments based on deliverables.

4.24 CONTRACT TERMS AND CONDITIONS (Proposal Section 18.0)

Terms and conditions will be those negotiated with the successful proposer upon award. Proposer shall include a copy of its standard software licensing contracts and maintenance/support contracts as well as a copy of any proposed third party software contracts. The implementation services contract shall be substantially in the form of the attached Professional Services Contract (Appendix B). Please provide a statement that this contract form is acceptable, or identify any sections that you believe should be modified and proposed language. You may provide your standard implementation contract, but this will not be the basis for negotiation or considered in whole or part as a substitute for identifying specific sections and/or language modifications.

4.25 SAMPLE DOCUMENTS (Proposal Section 19.0)

Proposers selected for demonstrations must provide copies of the following documents:

- Sample training manual
- Sample standard reports
- Sample implementation plan (used at other sites)

4.26 ADDENDA ACKNOWLEDGEMENTS (Proposal Section 20.0)

If revisions become necessary, the City will provide written addenda to all proposers who have received the RFP by November 4, 2008. **Proposers must acknowledge receipt of all addenda issued by the City on any proposals that are submitted to the City.** Proposers shall be responsible for contacting the City representative to ascertain whether any addenda have been issued. Failure to do so could result in an unresponsive proposal.

4.27 PROPOSAL CD (Proposal Section 21.0)

Proposers are required to submit their proposals in electronic format on a CD in Microsoft Word, Microsoft Excel, and/or Adobe Acrobat .pdf formats.

4.28 KEY ABILITIES OF THE SYSTEM/PROPOSER

The City has determined that these abilities are key to a successful project/award:

- **Software Integration Ability:** The proposer must have proven capability and ability to install, implement and integrate existing workforce management data systems.
- **Hardware Configuration:** The proposer must have proven capability and ability to determine hardware and architecture needs, as well as configure hardware to effectively use the software being proposed.
- **Staff Training:** The proposer must establish and implement a training program to teach the skills and knowledge necessary to effectively use and support the technology being proposed .
- **Technical Support:** The successful proposer will be required to provide ongoing technical support and documentation to enable the implementation of system updates as they become available.
- **Implementation Services:** Lead the process of technological migration and organizational changes involved in moving to a distributed computing environment in which end users will have direct access to and control of those portions of the City's workforce management information necessary for the performance of their jobs.

The City plans to provide a project manager and assistance from experienced staff from various departments as appropriate.

5.0 PROPOSAL EVALUATION

5.1 EVALUATION PROCESS

The City will be evaluating proposals deemed responsive to this request using a multiple-tiered competition pursuant to OAR 137-047-0262. The award will be based upon the proposal that is determined to best meet the needs of the City. All proposals submitted shall be valid for a period of one hundred twenty (120) calendar days from the date of proposal opening. The following outlines the process for selection.

5.1.1 Step 1 - Establish Competitive Range

After Proposal opening, an initial screening will disqualify any proposal which is not a complete submittal, then the RFP evaluation team will evaluate the remaining proposals received and establish a Competitive Range pursuant to OAR 137-047-0262. Following the evaluation team's analysis of the written proposals and discussions, the responses will be ranked to establish highest scored responses. The Competitive Range will include the two (2) highest scored responses. However, the City may increase the size of the Competitive Range pursuant to OAR 137-047-0262(1)(a)(B). The City reserves the right to obtain clarification on any point in the Proposer's proposal (See Attachment A, section 27).

Responsive proposals will be ranked on the following criteria:

	<u>Points</u>
Proposer Qualifications	10
Technical Solution Fit	25
Functional Fit	45
Implementation Plan & Services	20
Total	100

The City may consider awarding up to 20 additional points for the following:

- Administrative and Contractual fit
- Value
- Client References

These additional items will only be used if the steering committee is unable to establish a Competitive Range based on the top four criteria. The Implementation Plan & Services will also be assessed under the factors stated in City of Hillsboro Public Contracting Rule 3.8.

5.1.2 Step 2 - Discussions

The City will provide written notice to all proposers identifying the proposers included in the Competitive Range. Unsuccessful proposers have the opportunity to protest the City's evaluation and determination of the Competitive Range in accordance with OAR 137-047-0720. The proposers included in the Competitive Range will be invited to enter into discussions pursuant to OAR 137-047-0262(2).

Those discussions may include, but are not limited to:

Proposer Demonstrations

The City may require all proposers selected for the Competitive Range to make an oral presentation of their proposal and provide a demonstration (scripted by the City) of their software solution. These presentations provide an opportunity for the proposer to clarify their proposal for the City. The City will schedule any such presentations with the selected proposers during the time period in the schedule of events.

Reference checks

Proposers should provide at least five (5) client references, three (3) of which must be for public sector entities that are similar in size and complexity to the City, and have utilized the proposed system in a comparable computing environment (see Section 4.21).

Site visits

The evaluation team may make site visits to implementation sites of proposer recommendation as requested. The proposer will not be invited to attend these site visits.

The City may adjust the evaluation of a proposal as a result of discussions during this time. The City may continue discussions, initiate negotiations in accordance with OAR 137-047-0262(3), or request a “best and final offer” from the proposers included in the Competitive Range in accordance with OAR 137-07-0262(4) at the conclusion of the discussion phase if the City determines it is in the City’s best interest.

The City will issue the Notice of Intent to Award upon completion of final negotiations (see Appendix A, section 11 and 12).

5.2 PRIME PROPOSER

It is recognized that several proposers may wish to combine their resources in responding to this RFP. A Proposal with such a combination is acceptable, provided that the complete Proposal contains all required information, and indicates which Proposer shall be responsible for each of the components that make up the complete system. In addition, there must be a prime proposer designated to perform all implementation and project management activities such as project scheduling and coordination, communication, issue tracking, change management, delivery, integration, and implementation. Software maintenance may be performed by a separate proposer.

It is anticipated that the City will enter into at least two contracts – one for implementation and integration services with the Prime Proposer and one or more software maintenance agreements with the software vendor(s). The integration services contract shall be substantially in the form of the attached Personal Services Contract (Appendix B) The software maintenance agreement(s) will use the software vendor’s standard governmental contract as the starting point for all negotiation.

5.3 PROPOSER QUALIFICATION

The City will determine the qualification of the proposers based on financial stability, full integration of the application, experience with the products and services proposed, reference checks and other criteria as noted in *Section 6.1 Evaluation Process*. The contract for services will conform to the City’s standard Contract Terms and Conditions included in Appendix A.

5.4 TURN-KEY PROJECT

The City is seeking a turn-key implementation of the Systems contemplated by this RFP. The Proposer shall provide all labor, equipment, materials, supplies, tools, transportation and services necessary for, or reasonably incidental to, the complete performance of any agreement resulting from this RFP. The proposer MUST include in its price all design, system and application database development (including in-depth user interviews for user feature configurations), delivery, installation, testing, training and warranty costs associated with all elements of the proposed system.

5.4 PROPOSAL ACCEPTANCE OR REJECTION, NO CITY OBLIGATION

The City reserves the right to reject any and all proposals, to waive any and all informalities, irregularities and errors, and to disregard all non-conforming, non-responsive or conditional proposals. The City further reserves the right to award a contract based on the proposal which the City Council deems to be in the best interests of the City, or to terminate the request for proposals process at any time in its sole judgment, and the City shall bear no financial or other responsibility in the event of such abandonment or in the event of rejection of any or all proposals.

5.6 INCLUSION OF THE RFP

The City's RFP and the Proposal (as it may be amended during the proposal negotiation process) will be incorporated into the finalized Agreement as Exhibits.

5.7 BUSINESS AND PROFESSIONAL LICENSES

The successful proposer and all subcontractors are required to hold valid business and professional licenses and registrations that may be required by the State of Oregon and the City of Hillsboro prior to the start of any work.

5.8 INSURANCE

The proposer, if awarded a contract, shall maintain insurance coverage reflecting the minimum amounts and conditions specified by the City. *Please refer to Appendix B, City of Hillsboro Professional Services Contract, section 12.*

5.9 WORKERS' COMPENSATION

The proposer and its subcontractors, if any, are subject to Oregon Workers' Compensation Law, which requires all employers that employ subject workers who work under this Contract in the State of Oregon to comply with ORS 656.017 and provide the required workers' compensation coverage, unless such employers are exempt under ORS 656.126. Contractor shall ensure that each of its subcontractors, if any, complies with these requirements (ORS 279B.230(2))

6.0 GENERAL PROPOSAL INFORMATION

6.1 PROPOSALS – PUBLIC INFORMATION

The City will attempt to protect legitimate trade secrets of the Proposer. Any proprietary information contained in the Proposer's proposal must be clearly designated and shall be labeled with the words "Proprietary Information". Marking the entire proposal or any one or more of the major sections as proprietary will neither be accepted nor honored.

The Proposer should be aware that the City is required by law to make certain records available for public inspection with certain exceptions. The Proposer, by submission of materials marked proprietary, acknowledges and agrees that the City will have no obligation or liability to the Proposer in the event that the City must disclose these materials. All pricing related materials will be a public record upon completion of this competitive process and the intent to award has been issued.

6.2 CONTRACT NEGOTIATIONS

Upon preliminary proposer selection contract negotiations shall commence. If the selected Proposer fails to provide necessary resources and information for negotiations in a timely manner, does not negotiate in good faith, or cannot perform the contract for the project, the City may cancel negotiations with that proposer and commence negotiations with the next viable proposer. If the City deems there is no proposer that is viable, it will cancel the procurement. All aspects of the scope of work, pricing and contract provisions may be subject to negotiation, except for contract provisions required by the City of Hillsboro purchasing rules and the State of Oregon procurement statutes.

7.0 REQUIRED SUBMITTALS

7.1 FORMS TO BE SUBMITTED

The following documents are to be made part of the proposal and placed in their respective proposal sections. Do not fill out the hard copy samples. To complete these forms use the electronic versions provided on ORPIN (<http://orpin.oregon.gov/>) or directly by the City. None of the existing wording on these forms is to be changed. If existing wording is changed it may result in the rejection of a proposer's proposal.

Attachment A – Company Profile	Section 4.4
Attachment B – Functional Requirements	Section 4.16
Attachment C – Technical Requirements	Section 4.17
Attachment D – Client References	Section 4.22
Attachment E – Detailed Cost	Section 4.24