Request for Proposals
Enterprise Resource Planning Software
and Implementation Services

ISSUE DATE – August 16, 2024

Contact and RFP Questions to:
Thuch Mam
Thuch.Mam@FederalWayWA.gov

QUESTIONS DUE – August 28, 2024 – 3:00 p.m. PT

PROPOSALS DUE – September 17, 2024 - 3:00 p.m. PT

Vendor responses must be received by the City of Federal Way no later than the date, time, and location indicated above as the proposal due date. Late submission of responses shall not be considered. Submittal of response by fax is not acceptable.

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SECTION 1 - REQUEST FOR PROPOSALS (RFP)

The City of Federal Way (City) is seeking to obtain proposals from experienced and qualified Vendors that can provide ERP software and services that satisfies all of the City's functional and technical requirements. The preferred Vendor shall have experience in successfully implementing the proposed solutions for cities of similar size and scope of services. A detailed description of the products and services required are contained in Section 3 - Scope of Work and Timeline of this RFP.

The City is also open to receiving responses to this RFP from Vendors that provide best of breed solutions for Human Capital Management to support the required functionality. It is important that these solutions have the ability to integrate with the selected ERP system. To submit a response for one of the best of breed solutions, complete the Requirements template in Section 6 for the relevant functionality and submit per the instructions contained in Section 5 of this RFP.

It is the submitter's responsibility to deliver proposals to the City by the date and time indicated in this RFP. The City accepts no responsibility for lost or misdirected email submittals. The City is not liable for any costs incurred by the Vendor before issuance of a contract. All costs incurred in responding to this Request for Proposal are solely the responsibility of the Vendor.

All materials submitted in response to this RFP become the property of the City and as such public documents and will not be returned. Submission of a proposal shall constitute acknowledgment and acceptance of all terms and conditions contained in this RFP and all exhibits and attachments hereto.

SECTION 2 - BACKGROUND

The City began in the late 1800s as a logging settlement. By the 1920s, Federal Highway 99 was complete, linking the community to the economic centers of Seattle and Tacoma, and suggesting a name for the young community. The name Federal Way was first used in 1929 when five existing schools consolidated operations into School District #210 and planned construction of Federal Way High School next to Highway 99.

By the end of the 1950s, the community featured a number of housing areas and a 10-block commercial district with a shopping center and family-oriented theme park. During the 1960s, residential development continued, providing homes to Boeing engineers and Weyerhaeuser executives. Retail growth followed, including the construction of SeaTac Mall in the mid-1970s.

Rapid retail and residential growth created significant changes in the community during the 1970s and 1980s. Desiring controlled, quality growth and community identity, the City's citizens organized to form what was then Washington's sixth largest city, incorporating in February of 1990. In November 2010 the City's citizens decided to change from a council-manager form of government to a mayor-council form.

Today, the City community is residential and commercial with a population employed locally and in neighboring cities such as Sea Tac, Kent, Tacoma, Bellevue and Seattle. An estimated 22,485 people are employed within the city limits.

In the years since incorporation, the City has fostered quality commercial and residential growth, and enhanced the quality of life for its residents with infrastructure improvements, diverse recreational opportunities and high-quality parks. The city's comprehensive plan looks to the City's future and includes plans for a vibrant City Center, with mixed-use commercial and residential development in the downtown business area and access to public transportation.

SECTION 3 - SCOPE OF WORK AND TIMELINE

The City intends to purchase an integrated ERP solution that includes the modules and functionality defined in the Requirements document provided with this RFP. The City expects to implement a replacement ERP solution using a phased approach or as recommended by the selected Vendor and approved by the City.

The City expects process improvement through the implementation of new systems and intends to adopt the best practices offered by the selected Vendor. Vendors who are invited to demonstrate their product should be prepared to discuss the application's best practices, and the system's ability to adapt to user preferences.

Scope

The following tables outlines the current environment at the City and designates those solutions considered as part of the scope for this project.

ERP Environment			
Software	**Function**	**Status**	**Integrate/Interface**
Eden	• General Ledger • Purchasing • Contract Management • Accounts Payable • Accounts Receivable • Project and Grant Accounting • Capital Assets	Replace	N/A
Eden	• Human Resources • Time and Attendance • Payroll	Replace	Yes or Part of ERP Suite
Quadrant	• Cashiering	Replace	Yes or Part of ERP Suite
Excel	• Budget	Replace	Yes or Part of ERP Suite
Excel	• ACFR	Replace	Yes or Part of ERP Suite
Software	**Function**	**Status**	**Integrate/Interface**
NeoGov	• Recruiting	Retain	Yes
Power Time	• Scheduling, Time and Attendance – Police	Retain	Yes
Amanda	• Permitting, Planning, Land Management	Retain	Yes
MBC.com (MyBuildingPermit.com)	• Permitting, Planning, Land Management	Retain	Yes
RecTrac	• Parks and Recreation	Retain	Yes
Class	• Dumas Bay Conference Center	Retain	Yes
OpenGov	• Constituent Transparency	Retain	Review
SharePoint	• Document Management	Retain	Review
Excel, Shadow System	• Enterprise Asset Management	Reviewing	TBD
Excel, Shadow System	• Fleet Management	Reviewing	TBD
SeeClick Fix	• Citizen Report/Request - 311	Retain	No
Esri	• GIS	Retain	No

Timeline

The following defines the estimated timeline for the selection of a Vendor. However, the City reserves the right to modify or reschedule this timeline, as necessary.

Activity	Dates
Release of Request for Proposals	August 16, 2024
Vendor Questions Due	August 28, 2024
Vendor Questions Answers Posted	September 5, 2024
Proposals Due	September 17, 2024
Selection of Finalists	October 2024
Software Demos	December 2024
Due Diligence Review	January 2025
Contract Negotiations	January 2025+
Implementation	March 2025-January 2027

SECTION 4 – RFP EVALUATION

Evaluation. An evaluation committee selected by the City will review and evaluate Vendor proposals using the following criteria:

	Description	Scoring
Software	• Breadth of modules - offers all modules required • Depth of functionality – meets functional and technical requirements	30
Technology	• Adherence to IT strategy – platform, database, accessibility • Integration – experience and tools offered	15
Vendor	• Vendor viability and vision • Organizational strength • Government entity experience	15
Cost Value	• Software license, subscription, maintenance • Implementation services • Terms and conditions	15
Implementation	• Defined and proven implementation methodology • Proposed timeline and staffing • Go Live for all modules in scope by January 1, 2027	25

Clarification of submitted materials may be requested during the evaluation process. The City reserves the right to select a Vendor based solely on the information submitted in the proposal, and to make a contract award without any further discussion with the Vendors regarding the responses received. Therefore, responses should be submitted initially on the most favorable terms available. The City also reserves the right to conduct discussions with Vendors who submit proposals.

Notification. Based on the evaluation of the proposals, the City will select Vendors that will be invited to the software demo process. The selected Vendors will be notified via e-mail by the date indicated in Section 3. The notification will include a Demo Script document that will be used for on-site demos.

Pre-Demo Meetings. The City will conduct pre-demo meetings with finalist Vendors. The purpose of the pre-demo meeting is to address any questions about logistics of the software demo process and script.

Software Demos. The functional and technical product demos will be presented to the City by Vendors according to a pre-defined script. All Vendors must follow this script during their demo process. The evaluation criteria for the demo process will include adherence to the script as well as the ability to successfully demonstrate the product's ability to meet the City's functional and technical requirements. The City reserves the right to request additional information, interviews, follow-up demonstrations or any other type of clarification of proposal information it deems necessary to evaluate the final Vendors.

Evaluation. An evaluation committee will review and evaluate responses in accordance with criteria identified above. Clarification of submitted material may be requested during the evaluation process. The City may grant an award to the successful Vendor based on their initial proposal or invite them to demo their solution or enter into contract negotiations. No Contract will be awarded until approved by City Council.

SECTION 5 – VENDOR INSTRUCTIONS

Proposals should be prepared simply and economically, providing straightforward, concise descriptions of the Vendor's ability to satisfy the City's functional and technical needs. Emphasis should be placed on completeness and clarity of content. Proposals should not exceed 100 pages (a Vendor sample contract is not included in that limit).

Ownership of all data, materials, and documentation originated and prepared for the City pursuant to this solicitation will belong to the City. All pages or sections of submitted documents considered by the firm to be proprietary in nature should be clearly labeled.

Proposals should be emailed to: Thuch.Mam@FederalWayWA.gov. Proposals are due on the date indicated in Section 3 of this RFP. Submittals received after the deadline will not be considered.

The City is not responsible for any equipment or software failure that may cause a delay or non-delivery of an electronic submittal. The official submission time of an electronic proposal will be as marked by Outlook in the City staff's email inbox. At the appointed proposal closing date and time, the City's IT Department will publish a list of vendors that submitted proposals.

The City is not responsible for electronic proposals containing viruses that cannot be eradicated, or that are corrupted as a result.

Responses must include the following items only (no exceptions):

- One electronic **PDF** copy of your entire RFP proposal in the order defined in the table below that does not exceed 100 total pages (excluding sample contracts provided)
- One completed copy of the Requirements document in **MS Word** format

Submission of a proposal shall constitute acknowledgment and acceptance of all terms and conditions contained in this RFP and all exhibits and attachments hereto.

Pre-Bidders Questions. Questions regarding this RFP may be submitted to the City via email at thuch.mam@federalwaywa.gov by the due date outlined in Section 3 of this RFP. The City will address all questions and post them to their website by the date indicated in Section 3 of this RFP. No formal pre-bidders conference will be held.

Proposal Response Format. Vendor responses should include the sections outlined below. Responses that deviate from the requested format may be classified as "non-responsive" and may be disqualified. Marketing literature should not be included in your proposal.

Section	Description
1. Cover Letter	Executive summary letter of the proposed software and services for the scope of work defined in this RFP. Limit to two pages.
2. Requirements	Complete the Requirements document provided as a separate Word document and follow the instructions provided in Section 6 of this RFP. Each Requirement <u>must have a rating and a comment</u> relative to how the function is met with the software. Submit the Requirements section as Section 2 of your proposal. In addition, provide the Requirements document in MS Word format. Do not modify the Word format. A comment that repeats the definition of the rating or "Standard Functionality" or similar does not provide us with the information required to review your response. Limit each response to no more than 100 words.
3. Pricing	Complete Pricing Summary from Exhibit A of this RFP. Indicate costs for software and implementation services. Pricing should be comprehensive including all taxes and available discounts. Pricing must be valid for 180 days from response date. Include the following: a. Software: Cost of software for the user counts defined in this RFP. Include one sheet for each deployment option if applicable (SaaS or on-premises). b. Implementation Services: Include all costs required for go live including but not limited to software deployment, data conversion, system configuration, report development, testing, and training. c. License/Maintenance: Include cost of ongoing maintenance for Years 1-10. *Note: Additional pricing information can be supplied if it clarifies or provides relevant detail to your proposal.*
4. Implementation	Provide an overview of the implementation methodology including: a. Sample Project Plan including phases, tasks, timeline b. City resources - roles, responsibilities, average time per month c. Vendor resources - roles, responsibilities, average time per month d. Process Improvement strategy through implementation e. Business Change Management methodology and tools used f. Data conversion methodology g. Recommended data conversion by module – years, data elements, etc. h. Testing methodology and tools i. Training methodology and tools j. Report development
5. Support	Provide an overview of support services offered including: a. Hours b. Guaranteed response time, resources available, escalation process c. Baseline support vs. premium level d. User groups and conferences

Section	Description
	e. Post go-live tools and services f. Backup strategy and support g. Disaster recovery services – backup, redundancy, location, etc. – baseline support vs. premium level
6. **Technology Overview**	Provide an overview of the system technology including: a. Options for technical architecture; hosted, on-premises, SaaS, etc. b. Deployment options c. Data center locations and redundancy d. Hardware specifications e. Mobile hardware and operating system options f. Remote access capabilities and supported technologies g. Integration tools and methodologies supported h. Software updates – scheduled, automatic, timeline
7. **Security**	Provide an overview of the system security including: a. Security model b. Standards c. Security Administration – SSO, SAML, etic d. Multi-factor authentication e. Security breach – customer communication, response, cost
8. **References**	Using the forms provided in Exhibit B provide references that include three current and two prior customers for the proposed software. References should be similar in size and scope to the City's project. Preference is for Washington State Public Sector clients.
9. **Contract Performance**	Indicate if at any time during the past five years the Vendor has had a contract terminated for convenience, non-performance, or any other reason, or has entered into legal action with a customer. Describe the situations including name and address of contracting party.
10. **Contract Samples**	Provide sample contract documents that may include the following: ▪ Statement of Work ▪ Perpetual Software License or SaaS License Agreement ▪ Maintenance or Support Agreements ▪ Service Level Agreements
11. **Exceptions**	Document any exceptions you have to the RFP content.

SECTION 6 – REQUIREMENTS

This section includes instructions for completing ERP Requirements document provided as a separate Word document. This document will become Section 2 of your proposal. This is not a comprehensive list of all the City's requirements but includes the key requirements that will be used to evaluate the proposals and will be incorporated into the signed contracts.

For each item, a ranking has been provided indicating its importance to the City. Rankings used are **R for Required, I for Important, N for Nice to Have or E for Explore**. Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must **provide a rating and a comment for every item**. The comment should include a **brief explanation** of how the item is supported. Do not provide hyperlinks within the document. Do not reference another line item for your answer. All items must be addressed within the box provided. Do not modify the format, font, numbering, etc. of this section or insert page breaks. If a submitted RFP includes blank responses the document may be considered incomplete and rejected. Use the following rating system to evaluate each requirement:

Rating	Definition
4	**Standard and available**. Software supports this requirement in the proposed version and can be implemented out of the box or with configuration included in this proposal.
3	**3rd party software.** Supported with 3rd party software integrated with the proposed solution. Indicate the name of the application recommended.
2	**Modification.** Software does not include this requirement and requires modification. Indicate the estimated cost of modification.
0	**Not available.** Software will not meet requirement.
F	**Future release.** Requirement will be available in future release. Indicate anticipated release including month and year.

Sample Response Format: Please use the format below when completing your response. Do not modify the formatting of each cell.

	General	Rating and Comment
R	1. Audit Trail with user, date, time stamp throughout all modules. Before/after values is Important.	4. System logs all transactions and stamps them with user, date, time and before/after values. A report can be generated to review audit history. (limit to 100 words).

A comment of "Standard Functionality" or similar does not provide us with the information required and is not considered acceptable. Do not reference a hyperlink or another cell for your answer. All answers must be placed in their respective box in the table. Limit each line-item response to 100 words.

SECTION 7 – TERMS AND CONDITIONS

1. QUESTIONS REGARDING THE RFP. Any questions, interpretations, or clarifications, either administrative or technical, about this RFP must be requested in writing prior to the date indicated in Section 3 – Timeline. All pertinent questions will be answered in writing and conveyed to all proposers through the City's website. Oral statements concerning the meaning or intent of the contents of this RFP by any person are unauthorized and invalid.

2. ERRORS AND OMISSIONS. If a proposer discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP or any of its attachments, they shall immediately notify the City of such error in writing and request modification or clarification of the document. Modifications and clarifications will be made by addenda posted on the City's website. If a proposer fails to notify the City prior to the date fixed for submission of proposals of an error in the RFP known to them, or an error that reasonably should have been known to them, they shall bid at their own risk, and if they are awarded the contract, they shall not be entitled to additional compensation or time by reason of the error or its later correction.

3. ADDENDA. The City may modify this RFP, any of its key action dates, or any of its attachments, prior to the proposal submittal date. Addenda will be numbered consecutively as a suffix to the RFP reference number. It is the proposer's responsibility to ensure they have incorporated all addenda. Failure to acknowledge and incorporate addenda will not relieve the proposer of the responsibility to meet all terms and conditions of the RFP and any subsequent addenda. All addenda will be posted to the City's website.

4. SUBMISSION OF PROPOSAL. Electronic proposals will be accepted on or before the date and time indicated in Section 3 – Timeline and in accordance with Section 5 - Vendor Instructions.

5. PROPOSER'S COST. Costs for developing proposals are entirely the responsibility of the proposer and shall not be chargeable to the City. If the City elects to reject all proposals, the City will not be liable to any Proposer for any claims, whether for costs or damages incurred by the Proposer in preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

6. DELIVERY OF PROPOSALS. All proposals should be delivered to the City by the date indicated in the project schedule. LATE PROPOSALS WILL NOT BE ACCEPTED.

7. CITY PROPERTY. Proposals become the property of the City and information contained therein shall become public project subject to disclosure laws. The City reserves the right to make use of any information or ideas contained in the proposal.

8. CONFIDENTIAL MATERIAL. Proposer must notify the City in advance of any proprietary or confidential contained in the proposal and provide justification for not making such materials public. Only under limited circumstances can submittal information be considered proprietary and not subject to disclosure. In no case can a Vendor indicate that their entire submittal is proprietary, and the City shall make the sole determination of what information may be considered proprietary based upon the City interpretation of the Public Disclosure laws.

9.   REJECTION OF PROPOSALS. The City may reject any or all proposals and may wave any immaterial deviation in a proposal. The City's waiver of an immaterial defect shall in no way modify the RFP documents or excuse the proposer from full compliance with the specifications if they are awarded the contract. Proposals referring to terms and conditions other than the City's terms and conditions may be rejected as being non-responsive.

10. CANCELLATION. This solicitation does not oblige the City to enter into an agreement with any proposer. The City retains the right to cancel this RFP at any time, at tis discretion, for reasons including, but not limited to, the project being canceled, the City loses the required funding, or if it is deemed in the best interest of the City. No obligation, either expressed or implied, exists on the part of the City to make an award or to pay any cost incurred in the preparation or submission of a proposal.

11. INSURANCE REQUIREMENTS. The City requires a certification of insurance prior to commencement of any work. An underwriter's endorsement is also required with additional insured verbiage and the surety must be an admitted surety in the State of Washington.

12. AWARD OF CONTRACT. Award, if any, will be to the proposer whose proposal best complies with all of the requirements of the RFP documents and any addenda. Evaluation methodology and basis for the award are described in Section 4 - RFP Evaluation of this RFP.

Exhibit A – Pricing

Use this Pricing template as Section 3 of your response for all "Required" modules. Supporting documents may be included in your proposal. Provide a separate pricing sheet for each deployment option.

City of Federal Way, WA		
Financials: 130 named users, 85 concurrent users Human Capital Management: 400 FTEs, 744 W2s		
Software – Year 1	**$**	**Assumptions**
Financial Modules:		
General Ledger		
Budget		
Project and Grant Accounting		
Purchasing and Contract Management		
Accounts Payable		
Accounts Receivable		
Project and Grant Accounting		
Capital Assets		
Enterprise Cashiering		
Human Capital Management Modules:		
Human Resources		
Time and Attendance		
Payroll		
Sub-Total - Software		
Implementation Services		**Assumptions**
Implementation		
Data Conversion		
Training		
Report Development		
Integration		
Travel		
Other		
Sub-Total - Implementation		
Subscription/Maintenance - Years 2-10		**Assumptions**
Year 2		
Year 3		
Year 4		
Year 5		
Year 6		
Year 7		
Year 8		
Year 9		
Year 10		
Sub-Total - Maintenance/License		
Total		

Exhibit B - References
Current Customers

Item	Response
Current Customer #1	
Name	
Employee Count	
Population	
Contact Name	
Contact Telephone and Email	
Project Scope	
Implementation Duration	
Go Live Date	
System Replaced	
Current Customer #2	
Name	
Employee Count	
Population	
Contact Name	
Contact Telephone and Email	
Project Scope	
Implementation Duration	
Go Live Date	
System Replaced	
Current Customer #3	
Name	
Employee Count	
Population	
Contact Name	
Contact Telephone and Email	
Project Scope	
Implementation Duration	
Go Live Date	
System Replaced	

Exhibit B – References
Prior Customers

Item	Response
Prior Customer #1	
Name	
Number of Employees	
Population	
Contact Name and Title	
Contact Telephone and Email	
Software Scope	
Implementation Duration	
Go Live Date	
Reason for Change	
Prior Customer #2	
Name	
Number of Employees	
Population	
Contact Name and Title	
Contact Telephone and Email	
Software Scope	
Implementation Duration	
Go Live Date	
Reason for Change	