Clark Regional Wastewater District, Washington

Request for Proposal for Payroll, HRIS, and Timekeeping Solution, Implementation, and Support Services

RFP-01-22

Issue Date: April 25, 2022

Optional Remote Conference Pre-Proposal Meeting:

2:00 PM Pacific Time, May 4, 2022

Deadline for Clarification Questions:

5:00 PM Pacific Time, May 27, 2022

Final RFP Addendum Date:

June 3, 2022

Proposal Electronic Submission Due Date:

3:00 PM Pacific Time, June 10, 2022

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# Overview

## General Information

Clark Regional Wastewater District, “District”, is one of the largest sewer districts in the state of Washington and is accredited by the American Public Works Association (APWA). In 2005, we were the first special purpose district in North America to receive APWA accreditation. The District provides customer focused, professional wastewater services to more than 98,000 people. Since 1958 the District has consistently served the community, providing reliable service in an environmentally and financially responsible manner. The District has a proud history of responding to the growing and changing needs of the community. In the last 20 years alone, the District’s customer base has nearly doubled.

The District is a Special Purpose District organized under Revised Code of Washington (RCW), Title 57. As a Special Purpose District, it is chartered to provide sanitary sewer services to unincorporated Clark County and the City of Ridgefield. The District is not a segment of any other local (e.g. Clark County) government. As a public agency, it has a three-member Board of Commissioners who resides within the District service area and is elected by the ratepayers within those areas. The General Manager, hired by the Board of Commissioners, is the District administrator.

## Project Introduction

The District is experiencing significant staffing growth in response to increasing demands for service and it has determined its current Human Resources, Payroll and Timekeeping systems and processes will need to be upgraded and modernized to effectively deliver services. The District is currently dependent upon disparate, non-integrated systems requiring significant manual data entry. Presently, the District is capturing its timekeeping data in Excel and also using Excel to calculate accruals that need to be manually re-entered into its ERP Payroll System. These activities are labor intensive and introduce complications.

The District recently acquired the NeoGov suite of applications for recruitment functions including applicant tracking, candidate evaluation, and onboarding. It does not currently possess a Human Capital Management (HCM) solution to capture employee information including job classification (step/grade details), performance management, talent/learning management, employee self-service, position change control, and expense reimbursement. Integrating its HCM solution with its timekeeping system would provide capabilities to streamline the payroll process including managing deductions, withholdings, expenses, leave management, and accruals. The investment in modern timekeeping systems also offers options for staff time entry via mobile devices, web browsers, time clocks, text messaging, proximity readers, and biometrics. Scheduling capabilities can also be made available to manage leave requests, bid on shifts, perform shift swaps, offer shift trades, and manage overtime eligibility. Additionally, automated integration with Payroll will offer significant efficiency and compliance advantages.

The District completed a needs assessment involving staff throughout the organization facilitated by an independent management consultant. The assessment resulted in the preparation of use cases, functional requirements, and technical standards for qualified, prospective vendors to present their solutions, system integration services, and support services for the District’s consideration through this procurement.

## Local Time Zone

All times set forth in this RFP are listed at Pacific Daylight Saving Time (DST), the District’s local time, which is the for the dates and times provided in this RFP.

## Schedule of Events

|  |  |
| --- | --- |
| **Milestone** | **Timeframe** |
| RFP published on: | **4/25/2022** |
| Pre-Proposal Meeting:  <https://us06web.zoom.us/j/84556979497?pwd=ZXRZbmNDYkp5dW1NdTA0OERiSU9jdz09>  Meeting ID: 845 5697 9497  Passcode: 524558  Dial by your location  +1 720 707 2699 US (Denver)  +1 253 215 8782 US (Tacoma)  +1 346 248 7799 US (Houston)  +1 646 558 8656 US (New York)  +1 301 715 8592 US (Washington DC)  +1 312 626 6799 US (Chicago)  888 788 0099 US Toll-free  833 548 0276 US Toll-free  833 548 0282 US Toll-free  877 853 5247 US Toll-free | **5/04/2022 @ 2:00 pm** |
| Optional Intent to Propose | **6/10/2022** |
| Deadline for Clarification Answers: | **5:00 PM on 5/27/2022** |
| Final RFP Addendum Release Date: | **6/03/2022** |
| Proposal Submission Due Date: | **6/10/2022 at 3:00 pm** |
| Three-day demonstrations of software | **6/20-6/24/2022** |
| Contract Awarded | **Q3 2022** |
| Implementation Starts | **Q3 2022** |

## Definitions

For purposes of this RFP, the words, terms, and phrases set forth below shall have the indicated meanings. Any other terms, words, or phrases herein shall have their ordinary meaning.

1. *RFP* means this “Request for Proposal”.
2. *RFP Documents* mean “the RFP, all exhibits, all addenda and any correspondence relative to the statement of work, contract terms and conditions, provisions or other related matters, including, **without** limitation, any modifications or revisions thereto.”
3. *Proposal* Documents mean “the Proposal, all attachments, any correspondence relative to the statement of work, associated fees, implementation schedule, proposed modified contract terms and conditions, or other related matters, including, without limitation, any modifications or revisions thereto.”
4. *Proposer* means, “any vendor that submits a Proposal.”
5. *Successful Proposer* means, “The Proposer or Proposers with which District negotiates and enters into a contract as a result of the process set forth in this RFP.”
6. *District* means the “Clark Regional Wastewater District, Washington.”
7. *Enterprise Software and Implementation Services, Project* means, “The system or software solution the Successful Proposer(s) will be responsible for providing.”
8. “The District’s Team” and “The Proposer’s Team” refer to the project management team for this Project.” The District’s team includes advisory representatives from Plante Moran, an independent, third-party advisory management consulting firm that does not sell/resell the software and/or provide solution integration services for the software solicited in this RFP.
9. *Statement of Work* means, “The business functions, services and modules as defined in the Enterprise Software and Implementation Project that the Successful Proposer is responsible for providing to the District.”

## Communications

The Cone of Silence:

1. The Cone of Silence is designed to protect the integrity of the procurement process by shielding it from undue influences.
2. During the period beginning with the issuance of the Request for Proposal through the execution of the award document, proposers are prohibited from communications regarding this request with District staff, District consultants, District legal counsel, District agents, or elected officials, in any form other than in writing addressed to David Logan at [dlogan@crwwd.com](mailto:dlogan@crwwd.com).
3. Any attempt by a proposer to influence a member or members of the aforementioned may be grounds to disqualify the proposer from participation in this solicitation.

Exceptions to the Cone of Silence:

1. All written communications shall be directed to David Logan at [dlogan@crwwd.com](mailto:dlogan@crwwd.com) and no other District personnel without prior District approval.
2. All communications occurring at pre-proposal meetings.
3. Oral presentations during demonstrations, finalist interviews, negotiation proceedings, or site visits.
4. Oral presentations before publicly noticed committee meetings.
5. Contractors already on contract with the District to perform services for the District are allowed discussions necessary for the completion of an existing contract.
6. Procurement of goods or services for Emergency situations.

## Intent to Propose

Prospective Vendors are encouraged to submit a written intent-to-propose document via email before **May 26, 2022.** Submitting an intent-to-propose document does not obligate the Vendor to submit a proposal and is not mandatory to submit a proposal. By submitting this document, a prospective Vendor will receive amendments and notices to this RFP. The written intent-to-propose must include the company name, mailing address, phone number and email address of the Vendor’s main contact for communications regarding this RFP. Prospective Vendors should email this information to the following contact with a subject line of “ERP Software Intent to Propose”.

David Logan, Finance Director/Treasurer

[dlogan@crwwd.com](mailto:dlogan@crwwd.com)

Written responses to written questions and requests for clarifications regarding the RFP will be emailed to all Vendors who have submitted an intent-to-propose document and posted on the District’s website. Late receipt of intent to propose from Vendors will not have any impact on dates, deadlines, or timeframes set forth in this document. All vendors will be required to confirm their receipt of addendum(s) as represented in Section 6: Proposer Submission Signature Document of this RFP.

## Statement of No Proposal

If you DO NOT intend to bid on this proposal, please complete and return this page as soon as possible. Your response will assist us in evaluating all responses for this important project and improve our bid solicitation process.

\_\_\_\_ Specifications too “tight”, i.e. geared toward one brand or manufacturer only (explain below)

\_\_\_\_ Specifications are unclear (explain below)

\_\_\_\_ We are unable to meet specifications

\_\_\_\_ Insufficient time to respond to this request for proposal

\_\_\_\_ Our schedule would not permit us to perform the requested services

\_\_\_\_ We do not offer a complete solution

\_\_\_\_ We do not compete in this geographic area

\_\_\_\_ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Firm Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Investigation

1. It shall be the responsibility of the Proposer to make any and all investigations necessary to become thoroughly informed of what is required and specified.
2. It is the responsibility of the Proposer to seek clarification of any requirement that may not be clear. Questions concerning this request shall be submitted via e-mail to David Logan [dlogan@crwwd.com](mailto:dlogan@crwwd.com) by the last date for questions listed in section 1.3.1. A written response to all questions will be released as an addendum.
3. Proposers shall include a signed copy of all addenda within the body of their proposal.

## Costs

1. Preparation Costs: The Proposer shall be responsible for all costs or expenses related to investigating, preparing, and submitting their Proposal. Proposers will also be responsible for all costs or expenses related to demonstrations, on site meetings, negotiations and presentation to council during the evaluation and awarding of any contract resulting from this RFP.
2. Pricing Eligibility Period:
   1. All Proposals are required to be offered for a term not less than one hundred eighty (180) calendar days in duration.

## Confidential Information

Information contained in the Vendor’s proposal that is company confidential must be clearly identified. The District will be free to use all information in the Vendor's proposal for its purposes. Vendor proposals shall remain confidential until the District’s selection committee makes its recommendation to District’s Board of Commissioners. The Vendor understands that material supplied to the District may be subject to public disclosure under the Washington State Public Records Act (PRA) (RCW 42.56) providing for public access to state and local government records in Washington State.

## Requirements for Contract Award

Contracts:

1. The successful Proposer is required to enter into a contract with the District incorporating all matters set forth in the solicitation document, addenda and clarification process.
2. The successful Proposers submission will be incorporated into the final contract.
3. Contract must be fully executed by the proposer prior to submittal for District’s Board of Commissioners for approval.

Insurance:

1. The successful Proposer will be required to carry insurance acceptable to the District.
2. Certificates of Insurance, Endorsements, and a Waiver of Subrogation must be submitted with the signed execution page of the contract.
3. The Proposers obligation to purchase stated insurance cannot be waived by the District's action or inaction.

# Proposal Requirements

## Signatures as Offer

The signing of the proposal by the proposer constitutes an offer. If accepted by the District, the offer becomes part of the contract.

## Proposal Structure

Proposals not complying with the requirements of the RFP may be considered non-responsive and may be rejected as non-responsive and removed from consideration. Any non-response to the required RFP materials may reduce a proposer’s score based upon the evaluation criteria proposed in this document.

|  |  |  |
| --- | --- | --- |
| Attachment Name | Attachment Detail | Attachment Format |
| Proposer Attachment 1 | Proposer Form Submission | MS Word |
| Proposer Attachment 2 | Use Cases, Functional, Technical, and Reporting Requirements | MS Excel |
| Proposer Attachment 3 | Pricing Proposal (NOTE: Proposers must submit their costs in the appropriate form for each scope option, so some proposers may be required to submit multiple versions of attachment 3. See section 3.1 for details). | MS Excel |
| \* Proposers shall not modify any electronic attachments for the submission of materials. Supplementary information can be provided electronically, as necessary, for necessary clarifications. | | |

## Proposal Submission and Delivery

1. Electronic Proposal Submission: All proposals will be submitted electronically through a secure file transfer portal. The District’s independent, authorized agent, Plante Moran, will receive these proposals on the District’s behalf and will provide them to the Evaluation Team for immediate consideration. After submission, an email will be sent to each designated Proposer contact so they know their files were successfully received.

*Submission URL:* <https://exchange.leapfile.com/fts/drop/plantemoran/upload2/Start.jsp>

*Recipient Email:* christopher.blough@plantemoran.com

\* Each proposer will be prompted to provide their contact information along with a notification subject “RFP-01-22 - <Vendor Name>” when they enter their respective contact details.

\* Select the option to “Select files to send (Regular Upload)

\* Under “Delivery Options” Proposers can opt to have an automatic notice that their files were successfully downloaded.

\* Each proposer should submit a minimum of three files in the required submission formats and at its option, submit PDF formats of each so they can be validated as submitted.

* + - Proposer Attachment 1: Proposer Form Submission.docx
    - Proposer Attachment 2: Use Cases, Functional, Technical Requirements Certification.xlsx
    - Proposer Attachment 3: Pricing Proposal Submission Form.xlsx

1. Proposals, with all required attachments identified in this RFP, must be received before the designated time.
2. Proposers may not submit their Proposal by way of hand-delivery, express mail or similar type of service.
3. Proposals submitted after the deadline will not be considered.

## Number of Submissions

1. Proposers may submit multiple proposals that will be evaluated on the merits of each proposal submission.

## Withdrawal of Submissions

1. Proposals may be withdrawn at any time prior to the due date. Requests to withdraw an offer shall be in writing, properly signed, and sent to David Logan [dlogan@crwwd.com](mailto:dlogn@crwwd.com) prior to the due date.
2. Offers may not be withdrawn after the proposal submission due date.

# Scope of Services

## Solution Capabilities and Expected Scope

The scope of the Project is to replace legacy system applications with enterprise technology spanning multiple service areas. Proposers are expected to provide the solution(s) and implementation services to include configuration, testing, conversion, training, reporting, stakeholder change management, and coordinate all communications throughout the Project. In addition, the resulting Project implementation is expected to deploy “best practices” of the latest application release.

The Successful Proposer shall plan and lead the Project and report to a District-defined steering committee, meeting key deliverables as described in this section, along with directing a District team who will be assigned to work as internal team leads and subject matter experts throughout the enterprise technology implementation. It is expected that the Successful Proposer will also plan and support culture change management efforts, including team/employee training and knowledge transfer to ensure the District team will be able to fully support the on-going functionality/technologies identified in this RFP.

Proposals with multiple partners will be evaluated on their approach to integrate the core and expanded scopes using modern system integration capabilities available in SaaS or on-premise platform architectures.

Proposals containing multiple software solutions should complete a separate response to the Technical Requirements in Attachment 2 for all proposed solutions.

Proposers must complete the Pricing Proposal – Attachment 3 associated with each option. For example, a proposer submitting a response for Core ERP, Community Development, and Utility Billing will submit three (3) versions of Attachment 3. All costs should be contained in the respective form, so the District will know the cost of just that specific scope option.

|  |
| --- |
| Core Scope Components |
| Proposers must include the capabilities to the following module specifications and is encouraged to fulfill as many of these capabilities as possible to receive maximum consideration. |
| * Human Resources   + Benefits Management   + Core HR   + Leave / Scheduling Management   + Performance Management   + Recruiting   + Learning Management * Payroll * Time and Attendance * General and Technical |

| Professional Implementation Services for Any/All Options | | |
| --- | --- | --- |
| Project Management | Hardware Design and Installation Consulting | Software Installation |
| Data Conversion | Report Development | Integration and Interface Development |
| Software Modifications | Implementation and Training Services | Testing |
| Knowledge Transfer to Staff | System Documentation Development | Operational Redesign Assistance |
| Ongoing Support and Maintenance Services | Hosting Services | Change Management |

## Current Technical Standards

The following table lists the District’s current technical standards. Vendors should include any potential conflicts with their proposed solution in their proposal response.

|  |  |
| --- | --- |
| **Technology Standards** | **Current** |
| Backup solution | Veeam |
| ERP GL-AP-AR-Budgeting-Payroll | Springbrook |
| Desktop hardware | Dell Optiplex/Latitude/Precision |
| Desktop operating system | Windows 10 |
| Email system | Office 365 |
| Firewall | Fortinet |
| Geographic information system (GIS) | ESRI |
| Handheld devices | Apple iOS and Android |
| Imaging/content management system | TBD |
| Internet browser | MS Edge and Chrome |
| Network operating system | Cisco iOS |
| Relational databases | MSSQL |
| Report writer | TBD |
| Server hardware | Dell |
| Server operating system | Microsoft Windows Server |
| Server virtualization | Microsoft Hyper-V (VMware will be installed in the near future) |
| User authentication | MS Active Directory |

## Current Enterprise Application Environment and Metrics

The following enterprise applications represent in-scope systems for potential replacement as part of the scope for this procurement. The District is at a strategic crossroads as it seeks to modernize and strategically position its technology investments to meet its anticipated future needs.

| **Operating Volumes/Standards** | **Current** |
| --- | --- |
| **Clark Regional Wastewater District** |  |
| Form of Government | District: A Special Purpose District organized under the laws of the State of Washington, RCW Title  57, to provide sanitary sewer service to specific areas in Clark County, Washington. |
| Jurisdictional Area (Square Miles) | 47 square miles |
| Sewer Accounts | 36,000 |
| Number of Departments | Five – Operations, Administration, Business Services, Engineering, and Finance |
| Budget (All Funds) | $40.8 million |
| Total Staff (Full time: 1FTE) | 88-100 – estimated |
| Anticipated number of End Users | 100 |
| Anticipated number of Concurrent System Users | 50 |
| **Human Resources and Payroll** |  |
| Payroll/Personnel | 2 |
| Employee Self-Service | 100 |
| Number of Permanent Employees | 80-100 |
| Number of Bargaining Units | 0 |
| Number of Applicants (Annually) | 250 |
| Payroll Frequency | Twice per month |

## Implementation Services

The Successful Proposer shall provide whatever is necessary (project teams, tools and templates, methods, frameworks, and other capabilities) to support the services required to complete the Project, receive District acceptance signoff, and ensure a successful implementation (see Attachment 2 – Use Cases, Functional, Technical, and Reporting Requirements).

The District requires proposers to submit their implementation approach with an estimated timeframe of implementation phases from the kickoff date.

The Successful Proposer may propose a phased implementation approach. The Successful Proposer should plan for an appropriate post go-live support timeframe.

If the Proposer recommends a phased approach, each phase should include a unique Project plan, timeline, scope, and deliverable milestones. Each phase should be priced as separate components of the whole. Phases can be implemented with parallel or overlapping timeframes.

The District and the Successful Proposer shall develop a Statement of Work (“SOW”) to implement the Successful Proposer’s solution. The SOW will provide a detailed and comprehensive set of business, technical, and functional requirements. This SOW shall serve as the scope for the implementation phases of the Project. The SOW, along with a finalized multi‐phased Project timeline, including deliverables for each phase and a breakdown of the requirements, shall be completed in each deliverable and shall be the contracted basis for District’s acceptance of the Successful Proposer’s work and delivery of Proposer payments.

### Solution Delivery Project Management Services

The District expects the Successful Proposer to utilize project management skills, expertise, and experience to execute the Successful Proposer’s project management methodology. The District is looking for the Successful Proposer to provide project management leadership covering the full range of services including project plan development, issue management, risk management, and change management. The Successful Proposer shall have a project management team comprised of a qualified and experienced project manager and anyone deemed necessary to execute the Proposer’s project management methodology. The Successful Proposer is fully responsible for all sub-contracted services including all subcontractor personnel. The Successful Proposer shall provide, develop, manage, maintain, and communicate status of all project management deliverables. Such project management deliverables should include, at a minimum, those listed in *Section 3 Scope of Services* in this RFP.

### Solution Delivery Capabilities and Post-Implementation Support Services

| Proposer Implementation Activities |
| --- |
| **Data Conversion:** Successful Proposer to participate in data mapping and developing cross-walk tables, extraction of data, executing conversion processes developed by Proposer and Proposer will manage the reconciliation, and validation of converted data for the District. |
| **Report Design:** Successful Proposer will be responsible |
| **Workflow Configuration/Testing:** Successful Proposer will be responsible |
| **Forms:** Successful Proposer will be responsible |
| **Customizations:** Successful Proposer will be responsible |
| **Interfaces:** Successful Proposer will be responsible for its side of all interfaces which includes two-way information exchange with non-Proposer applications |
| **Training/Change Management:** Successful Proposer will be responsible for training plans, training materials, development and conducting end-user trainer sessions |
| **Business analysis and process design:** Successful Proposer will be responsible |
| **Project management and facilitation:** Successful Proposer will be responsible |
| **Communication:** Successful Proposer will be responsible for developing all communication plans and ensuring timely delivery of communication and knowledge transfer |
| **Documentation and record management**: Successful Proposer will be responsible |
| **Technical/Security configuration:** Successful Proposer will be responsible |
| **Testing:** Successful Proposer will be responsible for developing and ensuring test plans are adequate for pre and post go-live updates |

#### Configuration Services

Successful Proposer shall design and configure reports, workflows, forms, approval processes, dashboards, and self‐service features along with all processes to fulfill the required functionality detailed in Proposer Attachment 2 – Use Cases, Functional, Technical, and Reporting Requirements.

Successful Proposer shall be responsible for and shall conduct the process of setting up and testing its solution parameters and codes for all its solutions in scope. This process includes the creation of a Configuration Workbook for each product module, documenting District system configuration.

#### Data Conversion Services

The District shall be responsible for developing extracts from legacy systems. Successful Proposer shall lead and develop the data conversion tasks and work with the District to properly map and convert information to the data model of the Proposer’s solution. District expects the vendor to take responsibility for 60% or more of the data conversion work. These data conversions and interfaces are represented in Section 3.5 Key Business System Integration Outcomes for applications designated for replacement.

Successful Proposer shall work with the District to plan specific details of historic data conversion and ensure compliance with best practices and record retention policies/legal requirements. While the District will be responsible for extracting and scrubbing legacy data for conversion, the Successful Proposer shall be responsible for converting the scrubbed data into its data model. Based upon the volume of data being considered, Successful Proposer shall provide the data conversion methodologies, processes, conversion programs, and any third-party data conversion tools to the District.

Successful Proposer shall provide technical design documentation for all its conversions developed. For purposes of determining level of effort for data conversion, assume the District wishes to convert the data (likely to be accomplished in various phases) as indicated.

| **Area** | **Requested Conversion Item** | **Years of Data** |
| --- | --- | --- |
| Human Resources | Human Resources Master Records | Full History |
| Human Resources | Employee Requisition & Applicant Records | Full History |
| Human Resources | Employee Status History | Full History |
| Human Resources | Position Tables & Allocation Information | Full History |
| Payroll | Employee position and demographics | Seven |
| Payroll | Accrual balances (Current, MTD, QTD, YTD, FYTD) | Seven |
| Payroll | Add pays, adjustments before taxes, tax, deductions, benefits | Seven |
| Payroll | Check History | Seven |
| Payroll | Earnings/Deductions History | Seven |
| Payroll | Personnel Action History | Seven |
| Payroll | Time and Attendance History | Seven |

#### Data Archival Services

Successful Proposer shall propose methodologies, designs, plans, and solutions to permit the District to retain access to the data required to support historical functions (i.e. legal inquiries, audits) while the District sunsets the current systems after go‐live.

#### Integration Services

| **System** | **Description** | **Future Disposition** |
| --- | --- | --- |
| Springbrook ERP | Integration GL with expense and salary account mapping – AR, AP, Payroll, GL, Budgeting | Integrate |
| NeoGov | Applicant recruitment module - applicant tracking, candidate evaluation, and onboarding | Integrate/Retire |

For required ongoing interfaces, the Successful Proposer shall be responsible for designing and developing all integration “To/From” the Successful Proposer’s platform OR using an integrations-as-a-service connector that is supported by the Proposer.

The list of current District systems required to interface with current applications to perform daily business functions is provided in Attachment 3 – Pricing Proposal.

Some interfaces may be temporary and will no longer be needed once the Successful Proposer’s system is fully implemented. Successful Proposer shall design and create the required permanent and temporary interfaces. Successful Proposer shall also provide the technical design documentation for all developed interfaces as part of the District’s acceptance. It is expected that the Successful Proposer shall be responsible for designing and developing all integration “To/From” the enterprise technology platform for required ongoing interfaces. It is expected that the Successful Proposer will work with District or third-party Proposers who will be responsible for the non-Proposer side of all interfaces.

#### Testing Services

Successful Proposer shall be responsible for and will conduct the process of planning and documenting its system test approach (Conference Room Pilots, State Environment Testing, User Acceptance, Performance, and Final Acceptance Testing). After the test plans are developed, the Successful Proposer shall lead the execution of the testing activities. Successful Proposer shall develop and execute a test plan that at a minimum includes:

* + - Unit testing
    - Integration testing
    - User Acceptance Testing (UAT) - should include all test case scenarios/scripts and predecessor/successor events and predecessor/successor batches to be used in pre-production batch testing. It will occur after development is complete (or substantially complete, as agreed to by the District
    - Performance and stress testing
    - System testing
    - Security role testing
    - Other types of testing (i.e. workflow testing)
    - The participating departments shall be the final approval and acceptance authority for the test results prior to being moved into the production environment
    - Post go-live verification/acceptance

#### Reports and Workflows

Successful Proposer shall design, develop and provide the reports and workflow processes as listed in Proposer Attachment 2 – Use Cases, Functional, Technical, and Reporting Requirements as defined in the Initiation and Design Phase of the Project.

#### Go-Live Cutover Approach

Successful Proposer shall create, manage, and execute an operational system cutover plan to enable the District to Go-Live with all its systems at mutually agreeable Project milestones. Successful Proposer shall consider operational impacts when establishing recommended cutover plan and go-live dates (e.g. moratorium, annual budget, etc.). It is expected that various milestones may have different go-live dates based on the implementation approach for modules/functionality.

#### Post-Implementation Support / Documentation

Successful Proposer shall propose functional and technical post‐implementation support services. These shall include but are not limited to functional help desk services and assistance with key functional tasks at the request of business users. Successful Proposer shall provide a dedicated resource for post-production support not to exceed three (3) months in duration for each Project milestone go-live date (i.e. Roll out) that the Successful Proposer recommends. In addition, the Successful Proposer should develop planning that includes key support for the execution of first-time business processes that may occur beyond the post go-live support of the major go-live(s). Upon completion of the support period, Successful Proposer shall produce a summary report to document any outstanding tasks and recommendations for resolution. Moreover, Successful Proposer shall create a plan to transition production support to District’s long-term production support model during this period.

### Modifications, Customizations, and Enhancements Approach

The goal of the implementation is to utilize standard solution configuration functionality wherever possible to fulfill expected solution outcomes. This would alleviate the need for most customizations and modifications of the Proposer’s environment. The Successful Proposer will adopt this approach and work collaboratively with the District from a functional and technical perspective to identify acceptable alternatives to customizations.

### Employee Training / Knowledge Transfer Approach

Successful Proposer shall design, promote, and employ the tools, classes, and methods necessary to ensure the complete knowledge transfer, employee training activities, and system documentation as needed during and by the completion of each phase of the enterprise technology software solution implementation for both business and technical staff.

The District expects its project staff resources to assist the Successful Proposer’s implementation team with the deployment of communications and training approach. However, it is expected the Successful Proposer will lead and manage these Project components throughout the Project timeline. The District expects the Project Management Office for the Project implementation (expected to be staffed by both Successful Proposer and District staff) will manage all Project communications.

### Additional Service(s) Hourly Rates

Service(s) Hourly Rates are to be provided, by role/title, for any potential and approved work beyond the Scope, agreed upon within the contract. Hourly rates are to be classified as staff augmentation where District accepts the responsibility for project management, change management and risk mitigation for the work of the resource; or classified as managed services which includes consultant work, project management, change management and risk managed by Successful Proposer. Hourly rates are to be further classified as onsite (all-inclusive including time, travel and related expenses), and remote onshore/offshore (not including travel costs). Such Service(s) Hourly Rates should be included in the pricing form at Proposer Attachment #3 – Pricing Proposal.

# 4. Evaluation Process

## 4.1 Overall Evaluation Process

Responses to this RFP will be evaluated by a committee consisting of various process owners within the District. The District’s intent is to acquire the solution that provides the best value to the District and meets or exceeds both the functional and technical requirements identified in this RFP.

The District reserves the right to perform any of the following:

* Waive any informalities or irregularities in Proposals.
* Refuse any or all Proposals in their entirety, or to select certain software products from various Proposers based on the best interests of District.
* Request any additional information that might be deemed necessary during the evaluation process.
* To not request the same information from all Proposers.
* Terminate the process for any or no reason at any time prior to the formal execution and award.
* Negotiate the terms and conditions, or any part of the Contract, or any specific module(s) separately as deemed to be in District’s best interest at its sole discretion.
* Utilize, for the benefit of the District, any information and/or factors gathered during interviews, negotiations, reference checks, or other aspects of this solicitation process to inform its evaluation process.

## 4.2 Evaluation Rounds

The District will be using the following process to reach a finalist Vendor decision:

Round 1: Minimum Criteria: As part of the Vendor's RFP response, the following minimum criteria must be met for a proposal to be considered for further evaluation. Failure to meet all of these criteria will automatically disqualify the Vendor's response from further consideration:

|  |
| --- |
| * Minimum Client Software Installations   Must have provided software for at least one previous client using the same major version of the software proposed for the District. |
| * RFP Response   RFP response is submitted by the due date and time. |
| * Response Authorization   The RFP response is signed by an authorized company officer. |
| * Response Completeness   Vendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the District’s Purchasing Director to be either a defect that the Director will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP. |
| * PCI Compliance   Where applicable, the Vendor shall certify in its Proposal that it meets Payment Card Industry (PCI) Data Security Standards (DSS), and if recommended for award, shall illustrate compliance. |

Round 2 Evaluation (Demonstrations): For those Vendors whose proposals pass the minimum criteria, the following categories of criteria will be used to further evaluate the proposals. The District shall be permitted record both video and audio of any Proposer demonstrations conducted and is willing to consider a non-disclosure agreement for any proprietary information that may be presented.

|  |  |
| --- | --- |
| **General Vendor:** | **100** |
| - Financial stability |  |
| - Number of municipal installations |  |
| - Comparable size of installations |  |
| - Quality and clarity of proposal presentation |  |
| - Completeness of solution |  |
| **Functional Requirements:** | **400** |
| -Compliance to functional requirements |  |
| - Reporting |  |
| - Product direction |  |
| **Technical Requirements:** | **200** |
| - Current technology |  |
| - Use of industry standard tools |  |
| - Compatibility with existing infrastructure |  |
| **Implementation Requirements:** | **200** |
| - Implementation approach (including amount and type of support) |  |
| - Vendor staffing provided on the project |  |
| - Completeness of work plan |  |
| - Training approach |  |
| - Change management approach |  |
| - Project management approach |  |
| **Cost:** | **100** |
| - Initial Costs |  |
| - 5 and 10-year total cost of ownership |  |
| **Total** | 1000 |

Round 3 Evaluation (Post-Demonstration Evaluation): The top Vendors in the second-round evaluation will then proceed to an additional level of due diligence that may include the following activities:

* Follow-up questions and answers with the Vendors.
  + Sales numbers, new customer installation trends, other supporting information supporting the continued growth in the client base of operations.
  + Pending litigation against the proposer or its subcontractors.
  + Staffing resources, capacity, and capabilities.
  + Requesting information proving vendor’s financial stability including, but not limited to, credit score and bankruptcy history.
  + Implementation approach including project management methodology and client success formula.
  + Post-Implementation support services including service levels for incident resolution.
* On-site Vendor demonstrations to include module/functionality demonstrations, technical demonstrations, service presentation, and other due diligence.
* Reference checking with comparable business entities using the Vendor's product.
* Potential site visits by the District’s Evaluation Team to comparable entities using the Vendor's product.
* Professional services including hosting, professional implementation, technical/user support.

At the District’s option, the District shall be permitted record both video and audio of any Proposer demonstrations conducted before, during, or following Round 3 Evaluation.

At any point in time during the third round of evaluation, a Vendor may be excluded from further consideration. At the conclusion of the round three activities, the finalist Vendors will be judged on all information collected to date against the following criteria in order of preference:

|  |  |
| --- | --- |
| Functional Requirements and Usability | **400** |
| Service and Support | **250** |
| Total Cost of Ownership | **200** |
| Technical Requirements | **150** |
| **Total** | 1000 |

The District will then enter into contract negotiations with the Vendor(s) whose overall solution best meets the needs of the District over the long term.

## 4.3 Negotiation and Award of Contract

The evaluation team will select the finalist proposer and initiate contract negations with the intent to award. If both parties fail to complete a satisfactory negotiation within what the District defines as a reasonable time, the evaluation team may initiate negotiations with another proposer.

Such process may continue until a contract has been successfully negotiated between the District and a Successful Proposer or until there are no remaining Proposers the District deems qualified.

1. Negotiations shall cover such terms, provisions, conditions, scope of services and other matters as the parties deem appropriate to best meet the needs of the District. The resulting contract, negotiated between District and the Successful Proposer, shall only become effective when the terms, conditions, provisions, and services negotiated between District and the Successful Proposer have been reduced to a written contract, signed by the Successful Proposer, and then, once submitted to the District’s Board, receive formal approval. Once the District’s Board has approved the award and executed a resolution, the formal contract will be signed by the District and forwarded to the Successful Proposer.
2. At the District’s option, the District may choose to award parts of the desired solution to multiple vendors if they determine it is in their best interest.

# 5. Checklist for Proposer’s Minimum Criteria Acknowledgement

As noted in *Section 4.2* of the RFP, Proposals MUST meet all of the following requirements. Proposals not meeting these requirements will be rejected. Proposers should acknowledge acceptance of these terms and include the following checklist in their Proposal.

|  |  |
| --- | --- |
| Minimum Criteria | Yes/No |
| Minimum Client Software Installations |  |
| RFP Response |  |
| Proposal Authorization |  |
| Proposal Completeness |  |
| PCI Compliance |  |
| Minimum Client Software Installations  Must have provided software for at least one previous client using the same major version of the software proposed for the District. | |
| RFP Response  Proposal is submitted by the due date and on time. | |
| Proposal Authorization  Proposal is signed as required in the *Proposal Submission Requirements in Section 2.1*. | |
| Proposal Completeness  Vendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the District’s Purchasing Director to be either a defect that the Director will waive or that the proposal can be sufficiently modified to meet the requirements of the RFP. | |
| PCI Compliance  Where applicable, the Vendor shall certify in its Proposal that it meets Payment Card Industry (PCI) Data Security Standards (DSS), and if recommended for award, shall illustrate compliance. | |

# 6. Proposer Submission Signature Document

The undersigned, as the authorized Proposer, declares that he/she has carefully examined all the items of the RFP Documents herein, that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below. Proposers will identify below its business entity as individual, DBA, partnership, corporation (foreign or domestic), and will indicate the official person(s) executing this Proposal. Proposals shall include installation services and the Successful Proposer shall obtain all required permits and pay any required fees. This proposal shall be valid for a period of 180-days from the date of release unless otherwise mutually agreed upon by the Proposer and District.

Proposer Request for Proposal: Enterprise Software and Implementation Services

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| $ | | | | | |  | | $ | | | | |
| (Total price written) | | | | | |  | | (Total figure as noted on the Proposal Pricing Forms – Subtotal (Required Components)) | | | | |
| Firm Name: |  | | | | |  | | Date: | |  | | |
| Address: | | |  | | | | | | | |
|  | | |  | | | | | | | |
| Telephone: | | |  | | | | | | | |
| Signature: | | |  | | | | | | | |
|  | | (Person executing response and official title) | | | | | | | | | |
|  | | | | | | | | | | | |
| (Names of principal officers:) | | | | | | | | | (If partnership or assumed name,  indicate name of owners) | | |
|  | | | |  |  | |  | |  | | |
|  | | | |  |  | |  | |  | | |

**The following Addenda is/are hereby acknowledged:**

Addenda No. Date of Addenda

Contractor acknowledges receipt of the above referenced Addenda.

By:

NOTE:  **Failure to acknowledge receipt of Addenda will render the quotation non-responsive.**

# Appendix #1: Priority Use Cases

This section represents key areas of significant business benefit based upon the completion of an HRIS assessment the District recently completed to inform the process for its selection of the in-scope solutions and services requested. The Use Case Definition in the table below frames specific business activities expected to serve as the focus of a solution demonstration should your proposal be elevated in the selection process.

**Instructions:** Describe the product(s) that your firm’s solution provides along with the modules providing these capabilities including any distinctive capabilities. Please identify any third-party relationships involved in delivering the functionality identified. Please include this appendix in Proposer Attachment 1 - Proposer Form Submission.docx.

**Note:** These priority use cases should not be interpreted as an exhaustive list of solution specifications or requirements for the District’s final business solution. Rather, they should represent key capabilities that should be core or native to the field of potential replacement candidates for District’s existing HR capabilities and the business integrations to be previously achieved.

| **USE CASE ID** | **BUSINESS ACTIVITY** | **PROCESS AREA** | **PRODUCT PROVIDING SOLUTION CAPABILITIES** | **MODULE AND OVERVIEW OF DISTINCTIVE FEATURES** |
| --- | --- | --- | --- | --- |
| 1 | Managing the receipt of applications and tracking of applications including manager access and notes for each application and interview | HR |  |  |
| 2 | Orientation/Onboarding: Electronic tracking of selected applicants through the drug screen and related processes. Tracking of hiring requirements such as CDL, driving tests, equipment training during onboarding etc. | HR |  |  |
| 3 | Learning Management: Electronic tracking of required training. The ability for the application to track each employee’s completion of required safety training, required licensure, equipment training, etc. | HR |  |  |
| 4 | Learning management: The ability to "push out" online training sessions to staff based on position, department, level of management or other factors. Track employee compliance and notify managers of non-compliance. | HR |  |  |
| 5 | Performance Management: Ability to administer a common review date with a workflow for all reviews where they are completed by the manager then routed through HR for review and approval before being presented to the employee | HR |  |  |
| 6 | Onboarding/Off boarding: Equipment tracking - The ability to track equipment provided to each employee, cell phones, uniforms, etc. | HR |  |  |
| 7 | Benefits: Ability to administer benefit plans and generate industry standard 834 files for coverage management and reporting to carriers | HR |  |  |
| 8 | Compensation: Ability to administer pay and track employees placed in interim roles. Including the expiration date of that role | HR |  |  |
| 9 | Compensation: Ability to administer compensation on step rates for all employees and do mass adjustments of steps by a specific percentage when required | HR |  |  |
| 10 | Compensation: Ability to administer and track grant funded positions, including expiration dates, etc. | HR |  |  |
| 11 | Personnel actions: ability to electronically process personnel actions with either manager or human resource department initiation of the process and following a hierarchy-based workflow | HR |  |  |
| 12 | Reporting: Generate as needed reports for key HR metrics including turnover by department or position, time to fill, overtime, etc. | HR |  |  |
| 13 | Timecard approval process: Associating employee schedules with timekeeping and payroll reconciliations | Timekeeping |  |  |
| 14 | Time keeping: Ability for non-paid time (comp time, leave time) to be tracked and have reports run from the timekeeping application | Timekeeping |  |  |
| 15 | Leave Accrual Management:  Confirming / auditing leave balances to ensure they are accurate | Payroll |  |  |
| 16 | Payroll Withholding: Ability to calculate payroll and administer withholdings accurately and efficiently | Payroll |  |  |
| 17 | Ability to provide an outsourced payroll service or vendor partner in conjunction with ERP | Payroll |  |  |