Plymouth, Minnesota



Request for Proposal

For Enterprise Resource Planning Software and Services

Attachment A – Bidder Forms

Issue Date: August 30th, 2024

Closing Date: September 30th, 2024

Table of Contents

[1 Company Background Form 3](#_Toc175656760)

[2 Technical and Bidder Hosting Requirements Form 7](#_Toc175656761)

[Hosting and Usage 7](#_Toc175656762)

[Data Conversion 8](#_Toc175656763)

[System Performance 9](#_Toc175656764)

[Security 9](#_Toc175656765)

[3 Project Management Approach Form 13](#_Toc175656766)

[4 Report Development Form 15](#_Toc175656767)

[5 Training Form 16](#_Toc175656768)

[6 Staffing Plan Form 18](#_Toc175656769)

[7 Ongoing Support Services Form 21](#_Toc175656770)

[Support and Maintenance 21](#_Toc175656771)

[Software Updates and Distribution 24](#_Toc175656772)

[Customizations 25](#_Toc175656773)

[8 Client Reference Form 26](#_Toc175656774)

[8.1 Previous Projects – Last 3 Years 27](#_Toc175656775)

[9 Other Required Forms and Attachments 28](#_Toc175656776)

[9.1 Proposal Signature Form 28](#_Toc175656777)

[9.2 Non-Collusion Affidavit 29](#_Toc175656778)

[9.3 Subscription and Maintenance Agreement 30](#_Toc175656779)

# Company Background Form

If the bidder is proposing subcontractors for this project, provide a response to the Company Background Form for each subcontractor, the subcontractor’s relationship with that firm, and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The City has the right to approve all sub-contractors of the bidder at any time.

|  |  |
| --- | --- |
| **Company Name** |  |
| **Software Brand Name** |  |
| **Software Version Proposed (years in production)** |  |
| **Is this company the prime contractor?** | Yes [ ]  | No [ ]  |

1. What are the top three differentiators of your company and its proposed solution?

|  |
| --- |
|  |

1. What strategic alliances have you made to further strengthen your product and services?

|  |
| --- |
|  |

1. How do you guarantee the services provided by your company?

|  |
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1. What is your marketplace focus?

[ ]  Small/Local Governments

[ ]  Large Government

[ ]  Other (specify):

|  |
| --- |
|  |

1. What is your preferred customer size (quantified in terms of budget, customers, population, etc.)?

|  |
| --- |
|  |

1. Please describe the level of research and development investment you make in your products (i.e., annual budget, headcount, etc.).

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| --- |
|  |

1. How many years have you been selling your solution to the public sector?

|  |
| --- |
|  |

1. How many fully operational customer installations of the version proposed in this RFP, currently in production, has the bidder completed?

|  |  |  |
| --- | --- | --- |
|  | **Minnesota** | **Nationally** |
| **Cities** |  |  |
| **Other public sector** |  |  |
| **Other non-public sector** |  |  |
| **Overall** |  |  |

1. How many fully operational customer installations, in total, has the bidder completed?

|  |  |  |
| --- | --- | --- |
|  | **Minnesota** | **Nationally** |
| **Cities** |  |  |
| **Other public sector** |  |  |
| **Other non-public sector** |  |  |
| **Overall** |  |  |

1. How many current system implementations of your solution are in process within both the State of Minnesota and the region of the Country that includes the State of Minnesota?

|  |  |
| --- | --- |
|  | **In-process Implementations** |
| **State of Minnesota** |  |
| **Midwest Region** |  |
| **Total** |  |

1. Please state the year the bidder started in the business of selling the proposed solution to local governments.

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| --- |
|  |

1. Where is the bidder’s closest support facility/sales office to Plymouth, Minnesota?

|  |
| --- |
|  |

1. Where is the company headquarters?

|  |
| --- |
|  |

1. Please list the bidder’s sales in the previous three years:

|  |  |
| --- | --- |
| **Year** | **Sales** |
| **2023** |  |
| **2022** |  |
| **2021** |  |

1. How many total employees does the bidder have in each of the following categories?

|  |  |
| --- | --- |
| **Area** | **Number** |
| **Sales/Marketing** |  |
| **Management/Administration** |  |
| **Help Desk Staff** |  |
| **Development Staff** |  |
| **Other (please list)** |  |
| **Total** |  |

1. Please disclose any outstanding litigation against your company.

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1. Please list any third-party bidders you’re partnering with and proposing as part of your response, as well as the products and versions proposed, and the scope areas/functionality they will be providing.

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1. Please list any key differentiators that are not available in the current version of the software but will be made available in the next 12 months.

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# Technical and Bidder Hosting Requirements Form

## Hosting and Usage

1. Please describe your bidder hosted model, including hosting, integration, minimum hardware requirements for computers, and deployment model (dedicated servers, shared environment, etc.).

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1. Indicate Tier certification for the design and operation of the hosting locations mentioned above. Indicate if a private link (MPLS or EVPL) can be set up to the hosting locations mentioned above.

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1. How do you track monthly usage for subscription-based services?

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1. Does the system interface support a browser interface with or without the help of additional components?

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1. Please describe the minimum commitment term (in years) for a bidder-hosted option and note the term assumed for determining the proposed costs.

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1. Please list the connectivity options and carriers available at your hosting facility.

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1. Estimate the bandwidth that your solution will require based on users, application environment, and any other factors.

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1. Please describe if there are conflicts between the solution and current technologies used in the City as defined in the RFP.

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1. Describe the recommended approach in reference to the following types of testing, including the type of assistance anticipated:
* System testing
* Integration testing
* Stress/performance testing
* User acceptance testing (UAT)

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## Data Conversion

1. Describe your general approach towards data conversion and how you would work with the City to conclude on the data structure for the new system including what should be converted, based on industry standards and best practices.

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|  |

1. Please describe your organization’s recommended approach toward retention of legacy data.

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## System Performance

1. How much notification will you give the City in advance of any scheduled downtime?

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|  |

1. What is your process for notifying the customer and fixing bugs once they have been identified?

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1. Please provide the total number of clients and the corresponding number of end-users of hosted solutions currently supported by your proposed solution.

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1. What system/application availability and response time will your proposed system meet? What are the City’s responsibilities to ensure this level of performance?

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## Security

1. Describe the identification and authorization capabilities of your proposed solution for users.

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1. Provide a list of compatible directory services and identity access management solutions. Describe how your system interoperates with Active Directory.

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1. Confirm the ability to back up the data to an external third-party on-premise or cloud-based storage environment and the costs associated with exporting the data.

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1. Provide a list of compatible third-party backup/recovery solutions.

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1. Describe the services you provide around disaster recovery as part of the proposed solution.

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1. Indicate cybersecurity solutions that are in place to prevent, detect, contain, and recover from security threats such as malware injection, side-channel attacks, exploitation of API vulnerabilities, or distributed denial of service (DDoS) attacks.

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1. Confirm (Yes/No) that detailed logs will be provided for forensic investigation of security incidents, that can aid in identifying the nature and extent of the affectation, including the data that was exfiltrated or compromised.

|  |  |
| --- | --- |
| Yes [ ]  | No [ ]  |

1. Indicate what support will be provided to carry out forensic investigation of security incidents.

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1. How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)?

|  |
| --- |
|  |

1. Indicate if you comply or do not comply with the following:

| **Requirement** | **Compliance?** |
| --- | --- |
| The system shall be available 24 x 7 x 365 with a minimum of 99.95% uptime, measured on a monthly basis (excluding maintenance windows). | Yes [ ]  | No [ ]  |
| Data shall reside in the United States at all times. | Yes [ ]  | No [ ]  |
| All system data and files shall be regularly backed up to a secondary data center/disaster recovery site outside of the main data center’s same weather pattern and power grid. Backups shall occur such that the City loses no more than 2 hours of transactions due to an unexpected outage. | Yes [ ]  | No [ ]  |
| Hosting Providers/Respondents shall have a documented Security Incident Response Plan (SIRP) that addresses the Respondent’s plan for preventing, detecting, and responding to security breaches or cyberattacks in which the City’s data or operations may be compromised. | Yes [ ]  | No [ ]  |
| Hosting Providers/Respondents shall have a documented Disaster Recovery Plan (DRP) that addresses recovery and maintenance of system data and operations in response to hazard or emergency scenarios. This plan shall be tested regularly to ensure that it is both tangible and actionable. | Yes [ ]  | No [ ]  |
| Hosting Providers/Respondents shall have a documented Business Continuity Plan (BCP) that addresses localized or system outages that create an impact on one or more business functions. The BCP should account for the rapid restoration of services and redundancies in technology or processes. | Yes [ ]  | No [ ]  |
| Hosting Providers /Respondents shall undergo a SSAE 18 SOC2 Type 2 audit covering at a minimum the Security and Availability Principles on an annual basis and must have no unaddressed material concerns. Respondent shall provide a copy of their most recent audit report before contract award. | Yes [ ]  | No [ ]  |
| Hosting Providers/Respondents shall support and be compliant with all relevant regulations and requirements including, but not limited to: * PCI-DSS
* FERPA,
* IPAA/HITECH
* GDPR.
 | Yes [ ]  | No [ ]  |

# Project Management Approach Form

1. How does the bidder plan to manage the material that is produced during the project through potential solutions such as a collaboration environment?

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1. Provide specific information on project close-out activities to transition support to the City.

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1. What percentage of the Project Manager's time will be devoted to the project?

|  |
| --- |
|  |

1. What percentage of the Project Manager's time will be spent on site?

|  |
| --- |
|  |

1. What is the total proposed duration of the implementation?

|  |
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|  |

1. As part of any significant engagement, the City desires a project management approach based on the Project Management Institute’s Project Management Body of Knowledge (PMBOK). The City would expect responding bidders to adhere to PMBOK standards as part of the project. The City expects the bidder to provide project management resources leading to the successful deployment of the system. Please briefly describe the contents and approach of each of the following components:
	1. Project Management Plan

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* 1. Resource Management Plan

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* 1. Quality Management Plan

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* 1. Scope Management Plan

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* 1. Risk Management Plan

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* 1. Budget Management Plan

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* 1. Change Control Plan

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# Report Development Form

1. What query tool, report writer, and business intelligence tools are embedded in the proposed solution?

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|  |

1. What reports are available out of the box? Provide a list here and samples at the end of this section.

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| --- |
|  |

1. Describe your process for determining the scope of what reports will have to be developed (not out-of-the-box) and what effort it will take to develop and test them.

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1. It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your proposal meet this expectation?

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# Training Form

1. Describe your general training approach. How has this approach been refined based on client experience?

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| --- |
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1. The City is interested in quotes for both end-user and train-the-trainer training. Describe your training approach for each option as well as your recommendation for the City.

End User Training Approach: All end-user and technical training will be performed through implementation and be performed by the bidder. End-user implementation training will be provided by the bidder and include joint participation by the relevant City process owner team lead supporting the process area in the new software system. Technical Implementation training will include training for City IT staff on the technologies required to support the new ERP system.

Train the Trainer Approach: The bidder will incorporate a "train the trainer" approach where only key City team leads will be trained through the implementation of their modules and then they will train the remainder of City staff in their respective areas.

* Specify the expected number of training documents to be created
* Specify responsibility for producing training materials, including manuals, on-site help, and video support.

|  |
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1. What methodologies will the bidder lean on to guarantee that training has been successful and that City staff know how to use the new system? Please speak specifically about operating, maintaining, configuring, testing, and securing the system.

|  |
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1. What types of training documentation will be developed by the bidder before the implementation begins?

|  |
| --- |
|  |

1. What documentation does the bidder anticipate developing during the project?

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| --- |
|  |

1. Describe the opportunities for ongoing training.

|  |
| --- |
|  |

1. Describe online training options.

|  |
| --- |
|  |

1. What are the suggested timeframes for training?

|  |
| --- |
|  |

1. Describe the nature, level, and amount of training for each of the following:
	1. Technical training (programming, operations, etc.)

|  |
| --- |
|  |

* 1. User training

|  |
| --- |
|  |

* 1. Other staff (executive-level administrative staff)

|  |
| --- |
|  |

# Staffing Plan Form

1. Describe the type and amount of implementation support provided to the project (number of personnel, level of personnel, time commitment, etc.). If the bidder is using a subcontractor, please provide details as to the specific roles subcontracting staff will be used for.

|  |
| --- |
|  |

1. Provide an overall project organizational structure for City staff involvement during the project. Identify the roles and responsibilities of each component in this structure.

|  |
| --- |
|  |

1. Use the table provided below to identify the number of the City business staff expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by bidders based on their experience in implementing their products in similar environments.

|  |  |  |
| --- | --- | --- |
| **Project Role** | **Project Responsibilities** | **Number of FTE Resources** |
| **Executive Sponsor(s)** |  |  |
| **Project Manager** |  |  |
| **Project Administrator** |  |  |
| **Functional Process Owners** |  |  |
| **Functional Process Team Participants (per member involvement)** |  |  |
| **Training Coordinator Team Lead** |  |  |
| **Change Management Team Lead** |  |  |
| **Communications Team Lead** |  |  |
| **Other Roles** |  |  |

1. Use the table below to identify the number of technical resources expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by bidders based on their experience in implementing their products in similar environments.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Role** | **# of FTEs** | **Skill Set Required** | **Training Required** | **Training Provided** |
| **Help Desk** |  |  |  |  |
| **Trainer** |  |  |  |  |
| **DBA** |  |  |  |  |
| **Report Developer** |  |  |  |  |
| **Application Support** |  |  |  |  |
| **System Administrator** |  |  |  |  |
| **Security Administrator** |  |  |  |  |
| **Other Roles** |  |  |  |  |
|  |  |  |  |  |

# Ongoing Support Services Form

## Support and Maintenance

1. Provide the minimum, maximum, and average response times (hours) provided as part of the basic support agreement and the average response time for the past twelve (12) months.

|  |
| --- |
|  |

1. Describe Help Desk services for technical support and end users. Specify days and hours and any escalation options and procedures.

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|  |

1. Identify the party or business unit that is responsible for the support options provided above.

|  |
| --- |
|  |

1. Provide the following regarding the number of business staff the City should expect to be committed to providing ongoing application support:

|  |  |  |
| --- | --- | --- |
| **Project Role** | **Project Responsibilities** | **Number of FTE Resources** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
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|  |  |  |
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1. For ongoing IT staff resources, please provide the following information:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Role** | **# of FTEs** | **Skill Set Required** | **Training Required** | **Training Provided** |
| **Help Desk** |  |  |  |  |
| **Trainer** |  |  |  |  |
| **DBA** |  |  |  |  |
| **Report Developer** |  |  |  |  |
| **Application Support** |  |  |  |  |
| **System Administrator** |  |  |  |  |
| **Security Administrator** |  |  |  |  |
| **Other Roles** |  |  |  |  |
|  |  |  |  |  |

1. How are local configurations maintained when installing new releases of the bidder’s software? Describe the level of support that the bidder provides to the City for identifying, validating, and testing scripts related to the latest software release.

|  |
| --- |
|  |

1. Do you limit the number of City staff who can call in for support? If yes, explain your model and how additional staff can be included. If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?

|  |
| --- |
|  |

1. Describe the types of support needed to keep the product under current support and to keep the product enhanced.

|  |
| --- |
|  |

1. Do you need remote access to the server to support/maintain it? If yes, describe the method(s) and security used.

|  |
| --- |
|  |

1. Do you offer post-implementation support? If so, what is the duration?

|  |
| --- |
|  |

1. Will the bidder contractually agree to the following?

| **Requirement** | **Compliance?** |
| --- | --- |
| Provide staff for training and implementation | Yes [ ]  | No [ ]  |
| Non-performance holdbacks | Yes [ ]  | No [ ]  |
| Payment holdbacks until fully operational and formally accepted | Yes [ ]  | No [ ]  |
| Allow the City to review and approve bidder staff assigned to the implementation. This may include requesting staff resumes or conducting interviews with proposed staff to verify experience.  | Yes [ ]  | No [ ]  |

## Software Updates and Distribution

1. Describe the product release cycle including:
	1. Frequency of upgrades/enhancements or new versions (major and minor version releases)

|  |
| --- |
|  |

* 1. Contents of release

|  |
| --- |
|  |

* 1. How long release takes to implement

|  |
| --- |
|  |

* 1. Use of release notes

|  |
| --- |
|  |

* 1. Backward version compatibility and support of back versions

|  |
| --- |
|  |

* 1. Timeframe/policy on moving to new versions

|  |
| --- |
|  |

* 1. Automatic product upgrades or on-demand

|  |
| --- |
|  |

* 1. Ease of implementation for City staff versus the need to contract for services

|  |
| --- |
|  |

* 1. Other information

|  |
| --- |
|  |

## Customizations

1. How can the City customize or configure the software directly without bidder involvement?

|  |
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1. How are local customizations or configurations maintained when installing new releases of the bidder’s software?

|  |
| --- |
|  |

# Client Reference Form

The City requests three (3) similar client references in size and scope. Please include references in Minnesota, if possible. Please list the clients in the charts below and identify which would be recommended for a site visit. Below the reference tables, please provide a list of all projects over the previous five (5) years.

|  |  |
| --- | --- |
| **Bidder name:** |  |
| **Customer name:** |  |
| **Available for a site visit?** |  |
| **Customer contact:** |  |
| **Customer phone number:** | ( ) |
| **Customer E-mail address** |  |
| **The system that the solution replaced** |  |
| **Describe the nature of the project and the services provided to this client:** |
|  |
| **Configuration of solution implemented (hardware, software):** |
|  |

## 8.1 Previous Projects – Last 3 Years

Please add rows if the previous project list extends beyond the table provided.

|  |  |  |  |
| --- | --- | --- | --- |
| **Client** | **Scope** | **Start Date** | **End Date** |
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# Other Required Forms and Attachments

This section contains various forms for submission with the bidder’s proposal. The intent of providing such forms is to ensure comparability between proposals. Included in this section are the following forms:

* *Proposal Signature Form*
* *Non-Collusion Affidavit*

## Proposal Signature Form

The undersigned, as authorized proposal responder, declares that he/she has carefully examined all the items of the Specifications and Instructions 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. The proposal responder will identify below its business entity as an individual, DBA, partnership, or corporation (foreign or domestic), and will indicate the official title of the person(s) executing this proposal.

Proposals shall include installation services, and the successful respondent shall obtain all required permits and pay the fees required.

* State payment terms:
* State term proposal is held firm for:
* State warranty on equipment:
* State maximum time required for shipping, F.O.B. City of Plymouth, Minnesota:

## Non-Collusion Affidavit

THE AFFIDAVIT SET FORTH BELOW MUST BE EXECUTED ON BEHALF OF THE BIDDER AND FURNISHED WITH EVERY PROPOSAL

NON-COLLUSION AFFIDAVIT

STATE OF: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City OF: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TAX ID NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_, being duly sworn, deposes and says he/she is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Name) (Title)

Of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the proposal responder that has (Company)

submitted to the City a proposal for an Enterprise Resource Planning System and Implementation Services all as fully set forth in the said proposal and that except as specified below, the aforementioned proposal responder constitutes the only person, firm, or corporation having any interest in the said proposal or in any contract, benefit, or profit which may, might or could accrue as a result of said proposal, said exceptions being as follows:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 (If no exceptions, state)

The bidder further states that said proposal is, in all respects, fair and is submitted without collusion or fraud; and that no member of the City is directly or indirectly interested in said proposal.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Affiant)

SWORN TO and subscribed before me, a Notary Public, in and for the above-named State and City.

this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_(Day) (Month) (Year)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Notary Public)

## Subscription and Maintenance Agreement

Sample subscription and maintenance agreements must be provided in this part of the bidder's response for all components of the recommended solution. Indicate the basis on how subscription fees are determined.