



**Request for Proposal
for
Enterprise Resource Planning (ERP) System and
Implementation Services**

Request for Proposal (RFP) #2002

Issue Date: May 20, 2024

Response Due Date/Time: July 19, 4:00 p.m. CT

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Table of Contents

1	RFP Overview	3
1.1	Purpose of RFP	3
1.2	Project Objectives and Scope	3
1.3	RFP Timeline	4
	<i>Exhibit 1: Timeline</i>	4
1.4	RFP Coordinator	4
1.5	RFP Amendment and Cancellation	5
1.6	RFP Questions.....	5
1.7	Intent to Propose	5
1.8	Proposal Submittal	5
2	City Overview	7
3	Current Environment.....	10
	<i>Exhibit 2: Proposed ERP Interfaces</i>	11
	<i>Exhibit 3: Additional Interface Information</i>	12
	<i>Exhibit 4: Technology Standards</i>	13
	<i>Exhibit 5: Key Statistics</i>	14
4	ERP System Requirements	15
4.1	Required Modules	15
4.2	Key Functionality	15
4.3	Implementation Timeline	16
4.4	Requirements	16
5	Proposal Submission Requirements.....	17
5.1	General Instructions	17
5.2	Proposal Format and Content	17
	Cover Letter	17
	Table of Contents.....	18
	Section A - Executive Summary	18
	Section B – Company Background	18
	Section C – Company Qualifications	18
	Section D - References.....	19
	Section E - Proposed Solution.....	19
	Section F - Implementation Approach and Work Plan.....	20
	<i>Exhibit 6: Proposed Staffing Matrix</i>	21
	Section G – Hosting and Support	22
	Section H – Pricing	22
	Section I:– Software Licensing and Maintenance Agreements.....	23
6	Proposal Evaluation.....	24
7	RFP Terms and Conditions.....	25
	<i>Appendix A – Requirements</i>	30
	<i>Appendix B – Price Sheets</i>	31
	<i>Appendix C – City Standard Agreement</i>	32

1 RFP Overview

1.1 Purpose of RFP

The City of Onalaska (City) has issued this Request for Proposal (RFP) to solicit responses from vendors offering proven integrated solutions to replace the City's existing finance, HR/payroll, permit/license management and Utility Billing system (Tyler Incode). The City seeks a qualified vendor (Proposer) who can demonstrate that they possess the organizational, functional, and technical capabilities, along with the experience, expertise, and qualifications necessary to provide a fully integrated, proven state-of-the-art Enterprise Resource Planning (ERP) System solution (SaaS) along with the professional services specified to complete the ERP implementation and to support the system post-implementation.

1.2 Project Objectives and Scope

With this RFP, the City intends to replace its existing ERP system with a proven, commercial-off-the-shelf (COTS) ERP system. The City's goal is to take advantage of a modern ERP system with a proven track record for government utilization that is designed around best practices, allowing the City to streamline and improve processes that result in timely, accurate, and easy-to-access information. More specifically, the new ERP system should meet the following objectives:

- Consolidate information, link processes and functions, and eliminate separate departmental systems/spreadsheets/access databases in favor of a single system that connects the City's financial and non-financial applications through a common database.
- Streamline business processes to take advantage of best practices through automation, integration, and workflows.
- Provide a user-friendly and intuitive user interface to promote system use and productivity
- Eliminate or reduce redundant data entry.
- Eliminate or reduce the need for manual input when preparing various financial documents, including the annual budget and preparation of the Comprehensive Annual Financial Report.
- Improve and/or provide necessary reports and reporting capabilities and access to data through inquiry or drill-down capabilities.
- Provide interface capabilities with third-party systems (For example: NeoGov, TiPPS, Land Nav, iWorQ, etc.).

In addition to the functionality identified above, the City is seeking a Proposer to provide professional services (e.g. best practices guidance, training, project management, implementation, and integration) that will help ensure a successful implementation in a timely and professional manner.

1.3 RFP Timelines

Table 1 presents the RFP Timeline. [Exhibit 1. RFP Timeline](#)

RFP EVENT	DATE/TIME
City issues RFP	May 20, 2024
Deadline for Proposer questions	June 21, 2024 – 4:00 PM CT
City provides responses to questions	June 28, 2024
Deadline for proposal submission	July 19, 2024 – 4:00 PM CT
City completes evaluations	August 2, 2024
Finalist(s) notified	August 7, 2024
Interviews/POC (Proof of Capabilities) demonstration(s)	August 2024
Contract negotiations	August/September, 2024
Announcement of the selected Proposer	September/October, 2024
Award of proposal & contract execution	September/October, 2024

As identified in Exhibit 1, finalist(s) will be required to participate in a proof-of-capabilities (POC) demonstration to allow staff to fully understand the proposed solution. The POC process entails a scripted demonstration using scenarios/scripts developed by the City to evaluate critical product functionality rather than the City viewing a generic product demonstration.

Proposers must be prepared to invest the time and resources in the proof-of-capabilities demonstration to be successful in this procurement.

After the POCs, the City intends to select a finalist who may be asked to participate in further solution demonstrations or interviews to ensure that all pertinent modules are reviewed before finalizing negotiations. The City reserves the right, at its sole discretion, to adjust the RFP timeline as it deems necessary.

1.4 RFP Coordinator

All communications concerning this RFP must be submitted via email to the RFP Coordinator identified below.

Name and Title: Joe Olinger, Director of Information Technology

Email: jolinger@onalaskawi.gov

The RFP Coordinator will be the sole point of contact for this RFP. **Proposer contact with any person(s) in the City other than the RFP Coordinator is expressly forbidden and may result in disqualification of the Proposer's bid. Any communications other than via email to the RFP Coordinator will be considered unofficial and non-binding on the City.**

1.5 RFP Amendment and Cancellation

The City reserves the unilateral right to amend this RFP in writing at any time. The City also reserves the right to cancel or reissue the RFP at its sole discretion. If an amendment is issued, the amendment will be posted to the City's website and listed under the Public Notices grouped under the RFP name for reference. It is up to the Proposers to monitor the website for Amendments. Proposers must respond to the final written RFP, including any exhibits, attachments, and amendments.

1.6 RFP Questions

Questions concerning the RFP should be submitted via email to the RFP Coordinator before the "Deadline for Proposer Questions" identified in Section 1.3. Proposer questions should identify the relevant section of the RFP and page number(s) related to the question being asked. The questions submitted, and the City's responses shall be posted on the City website identified in Section 1.5.

1.7 Intent to Propose

Each Proposer who plans to submit a proposal should register by email with the RFP Coordinator. The email should indicate the Proposer's intent to respond to this RFP and should include:

- Proposer's company name
- Proposer's intent to respond to this RFP
- Name and title of Proposer's main contact
- Address, telephone, and email address
- Proposer's website address

The "Intent to Propose" email does not bind Proposers to submitting a proposal.

1.8 Proposal Submittal

Proposals are to be submitted no later than the "Deadline for Proposal Submission" identified in Section 1.3. Proposers assume the risk of the method of delivery chosen. The City assumes no responsibility for delays caused by any delivery service. A Proposer's failure to submit a proposal as required before the deadline may cause the proposal to be disqualified.

Proposers must submit the following hard copies in a sealed package: one (1) original, three (3) copies, and one (1) electronic copy (a single .pdf file containing all submitted material, including copies of Appendix A and Appendix B).

The proposal package shall be mailed, couriered, or hand delivered to the City at:

City of Onalaska
ATTN: Information Technology Department
415 Main Street
Onalaska, WI 54650

The package should be clearly labeled as follows:

ATTN: Joe Olinger, Director of Information Technology
Proposal for ERP System and Implementation Services
Friday July 19th – 4:00 p.m. CT
Name of Proposing Firm Proposer's Address Proposer's Contact Person
Proposer's Telephone Number

The City must receive all information on the date/time indicated in Section 1.3. Information received after this time and date may be returned unopened, and the Proposer could be disqualified from future consideration. Postmarks will not be accepted as proof of receipt.

2 City Overview

Experiencing Onalaska in person is the best way to learn more about our city. Onalaska is small enough that we can greet friends and neighbors at the grocery store, yet big enough to provide quality public services. It is surrounded by the natural beauty of the bluffs, coulees, and river valleys and overlooks Lake Onalaska and the mighty Mississippi River. Onalaska is located along a major transportation corridor, the I-90 corridor. This makes Onalaska a desirable location for local and regional businesses that in turn creates jobs for residents and attracts visitors. Onalaska offers professional public safety which yields lower crime rates and rapid responses to emergencies. We have excellent schools and value education. We pride ourselves in taking care of our infrastructure and supporting our important City services. Onalaska has several unique public spaces that we're proud of. The Onalaska Omni Center is a multi-purpose facility and ice arena that hosts regional hockey and ice skating events as well as weddings, meetings, and conventions. Our recently built Great River Landing and Dash-Park ties our downtown to the waterfront and is where our City originated. Our parkland includes 300 plus acres of parks as well as trails to our bluff tops for those wanting to enjoy the city from a higher perspective.

Onalaska operates under the Council-Mayor form of government with a six-member Council, elected by City residents. The Mayor is a part-time position and is the Chair of the Common Council and also oversees the Fire and Police Departments. The City Administrator serves as the administrative head of city government overseeing the departments of Parks and Recreation, Finance, Human Resources, Information Technology, Planning and Inspection, the City Attorney, and Public Works.

- **Finance Department:** The Finance Department is responsible for financial management and accounting, payroll, purchasing, treasury management, financial planning, preparation of the annual budget, and the annual financial statement audit. The Finance Department bills customers for miscellaneous items, utilities, and public safety fees, and is responsible for all payments on behalf of the City. The Finance Department receives all payments that come to City Hall, including utility bills, citations, parking tickets, tax payments, and miscellaneous payments.
- **City Attorney:** The Office of the City Attorney provides legal advice and representation to the Mayor and City Council, the City's various boards and commissions, the City Administrator, and other City officials and employees on a broad range of issues. The Office of the City Attorney drafts and reviews ordinances and resolutions, contracts, real estate leases, intergovernmental agreements, and other documents and legal instruments. The City Attorney monitors risk exposure and advises on policy development and program implementation. The City Attorney advocates and negotiates on behalf of the City and provides training to elected officials, City boards and commissions, and City employees on a broad spectrum of law-related topics.
- **Inspection Department:** The Onalaska Inspection Department enforces certain legal standards, provisions, and requirements for safe and stable design, methods of construction, and uses of buildings and/or structures within the City of Onalaska. The Inspection Department completes building, HVAC & plumbing state plan review for all-sized commercial buildings and issues permits and inspects building, HVAC, plumbing & electrical projects for commercial and residential buildings.

- **Planning/Zoning Department:** The Onalaska Planning/Zoning Department provides leadership for the long-range planning of Onalaska using the 20-year comprehensive land-use plan, zoning and subdivision codes, permit requirements, and reviews procedures and fosters citizen participation through various City committees. The Planning/Zoning Department is responsible for the creation of the 2040 Live Ona Comprehensive Plan and educating residents, business owners, and developers on processes and permits needed to allow for new development and redevelopment activities in the City.
- **City Clerk:** The City Clerk Department is responsible for official record management including the agendas & minutes for all City meetings, and maintaining the official copies of all City ordinances and resolutions. The Clerk Department issues various licenses & permits including but not limited to: bartender a/k/a Operator Licenses, retail alcohol licenses, mobile home park, taxi, weights & measures, solicitor, etc. The Clerk's Department is responsible for recording cemetery sales and issuing cemetery deeds. In addition to these tasks, the Clerk is a member of Board of Review (BOR) and reviews the assessment roll for errors and omissions, prepares BOR meeting minutes, the statement of assessment, and the statement of taxes, files reports for exempt property, and prepares documentation for property tax assessments. The Clerks Department also supervises and monitors the conduct of all elections and certifies election results, manages the registration of voters within the City of Onalaska, maintains listing of permanent absentee voter applications, maintains the voter registration database system for all City of Onalaska registered voters, and ensures elections are held in compliance with state and federal laws.
- **Information Technology:** The IT Department is responsible for the safe and secure storage and transmission of City documents and communications, keeping the City up-to-date on technology and the usage of the technology, repairs of hardware, software inventory, and updating phone systems, printing, AV equipment, first responder electronics, cellular-connected devices, security cameras, physical security devices, wireless and wired infrastructure, server maintenance, among other things. The IT Department also maintains and manages the City's GIS system and integration with other software programs.
- **Parks and Recreation Department:** The Onalaska Parks and Recreation Department has the responsibility of providing for the efficient and effective delivery of recreation and park services throughout the city. The Department provides a wide range of services, programs, and facilities to strengthen and enhance the quality of life for City residents. These services include programs and events for youth and adults, aquatic programs, park facilities and reservations, operation and maintenance of a multi-purpose event center/two-sheet ice facility, and special events. The Department also serves to facilitate the coordination of services and facilities for the provision of recreational opportunities by other agencies and organizations.
- **Public Works Department:** The Public Works Department offers services in the following areas: water, sanitary sewer, storm sewer, street lighting, street, traffic signals, City cemetery, engineering, and solid waste. The Public Works Department administers quarterly utility billing.
- **Fire Department:** The Onalaska Fire Department's (OFD) objective is to enhance the quality of life for our citizens and visitors by providing comprehensive fire protection, fire prevention, and emergency medical service programs. The OFD provides the following services to the City and Town of Onalaska: fire suppression and rescue, EMT non-transport services, low angle rope rescue, confined space rescue, swift and ice water rescue, fire prevention inspection, code enforcement, fire prevention systems acceptance testing, pre-

incident fire plan development, site and building review process, community risk reduction, fire prevention month education, senior fall and fire safety, CPR certification programs, fire extinguisher education programs, and fire prevention education presentations.

- **Human Resources Department:** The Human Resources Department supports the City by recruiting, developing, and sustaining a diverse, talented, and engaged workforce. Our mission is to provide quality service in all personnel operations with integrity, responsiveness, and sensitivity to the employees of the City of Onalaska. Major department functions include recruiting, compensation and benefits administration, safety and risk management, training and development, leave administration, performance management, policy and procedure administration, employee/labor relations, and on/off boarding of employees.
- **Police Department:** The Onalaska Police Department's (OPD) mission is to build community partnerships and provide service-oriented policing to maintain a safe environment and enhance the quality of life. The OPD values compassion, integrity, professionalism, and service. The Police Department's scope involves public safety, through enforcement of state laws, local ordinances, traffic safety, and conducting criminal investigations when crime occurs. The Police Department strives to provide programs and community outreach through a variety of ways, such as DARE, a School Resource Officer, Santa's List, K9 Program, National Night Out, a Police Reserve program, and child safety seat checks. The OPD's duties are wide-reaching from traffic enforcement, criminal investigations, welfare checks, school safety, accident investigations, and many more tasks.

Dedicated to citizen participation, the City has Mayor-appointed boards, committees and commissions that are devoted to various aspects of the community. The Mayor appoints members to the following boards, committees and commissions which meet regularly (except as noted) and are generally advisory to the Common Council. The regular boards, committees and commissions consist of the following:

- Administrative and Judiciary Committee
- Board of Public Works
- Board of Zoning Appeals
- Community Development Authority
- Finance & Personnel Committee
- Historic Preservation Commission
- Joint Municipal Court Committee
- Long Range Planning Committee
- Municipal Harbor Commission
- Parks, Recreation & Library Board
- Plan Commission
- Police & Fire Commission
- Public Transit Committee
- Room Tax Commission

3 Current Environment

This section documents the state of the current environment to help Proposers prepare their proposal responses.

The City of Onalaska uses the Tyler Incode 9 and 10 ERP system to support many of its financial, operations and administrative functions. While Tyler has served the City well for many years, system enhancements and improvements are minimal and the response to support requests has been extremely slow. That, coupled with our desire to move to an online ERP system, is the reason for this RFP.

The City's current agreement with Tyler includes software and maintenance, though it is not fully utilized. The following modules have limited use due to a lack of integrations with other programs and abilities the City desires to have in a new system:

- Payroll
- Payroll/time entry (limited, use two different programs and paper timesheets with manual syncs)
- Budget
- Human Resource Management
- Business License
- Utility Billings
- Purchasing
- General Ledger
- Bank reconciliation
- Cashiering
- Accounts Payable
- Licensing – Version 9
- Permits – Version 9
- Receivables – Version 9
- Property Tax Management – Version 9
- Project Accounting – Not currently used
- Fixed Assets – Not currently used

Exhibit 2 identifies the third-party applications the City expects to be interfaced with the new ERP.

Exhibit 2. Proposed ERP Interfaces

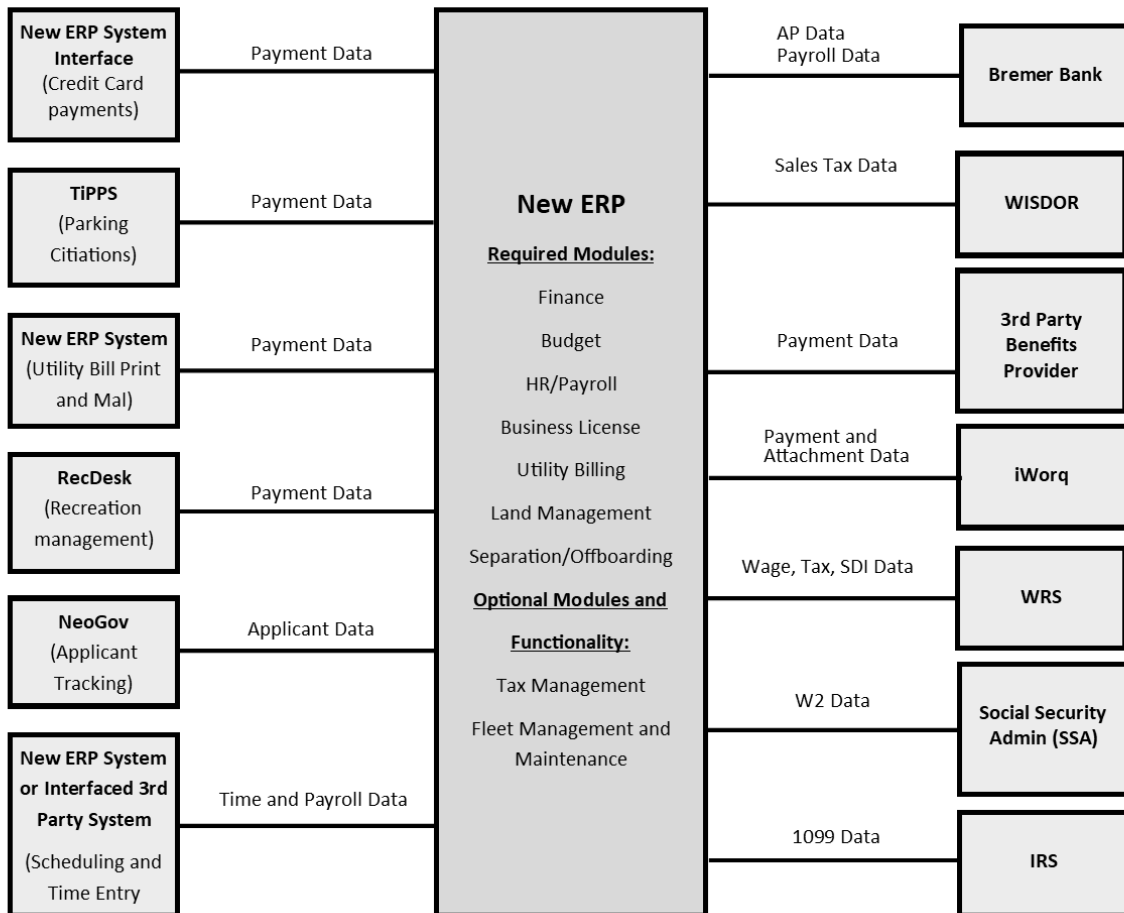


Exhibit 3 provides additional information on the expected interfaces identified in Exhibit 2.

Exhibit 3. Additional Interface Information

Application	Purpose	Frequency
Tyler Payments or new ERP Payment Program	Sends credit card payments to new ERP	Daily
Tipps	Parking and Court citations: sends credit card information. Currently, it does not integrate.	Monthly
New ERP Utility Billing	Utility bill print and mail: upload and download some meters and statement info	Periodically
RecDesk	Recreation Management: Sends cash receipt data to new ERP.	Daily
NeoGov	Recruiting: Send recruiting data to new ERP (current ERP does not integrate)	Daily
New ERP or new Timekeeping System (currently using Timeclock Plus)	Sends time & attendance data to new ERP and back to the timekeeping system. This should include additional rates if possible	Daily/weekly
Bremer Bank	New ERP sends payroll data, warrant data, accounts payable data, and bank reconciliation data to Bremer Bank. Bremer Bank sends bank reconciliation data back to the new ERP.	Payroll: bi-weekly AP and bank rec: daily
Wisconsin Department of Revenue	Sales Tax Data	Weekly/monthly/ quarterly/annually
3 rd Party Benefits Programs	<ul style="list-style-type: none"> Wage Report Data Currently Exports SDI Data 	Annually
WRS Wisconsin Retirement System	Retirement/Deferred Compensation: new ERP needs to be able to generate our biweekly payroll report to upload to WRS. Current ERP does not currently offer any health enrollment or deferred compensation integration with WRS.	Bi-weekly
Social Security Administration (SSA)	Sends W2 data to SSA. This should also be an export.	Yearly
Internal Revenue Service (IRS)	Produce ACA/IRS compatible files that could be uploaded to IRS	Annually
Fleet Management Maintenance	Tag Numbers	TBD

Exhibit 4 identifies the City's current technology standards. The proposed system must be compatible with the existing technical environment or accessible from it. Proposers will be required to confirm conformance to these requirements or clearly articulate proposed alternatives.

Exhibit 4. Technology Standards

Technology	Current Standard
Database(s)	Microsoft SQL
Server OS	Windows Server 2016/2019/2022
Desktop OS	Windows 10/11
Server Hardware	Dell Hosts running Microsoft Hyper-V
Desktop Hardware	Dell Optiplex Desktops
Laptop/Mobile Hardware	Dell Latitude Laptops/ iOS/iPadOS devices
Browsers	Edge, Chrome, and Safari
Email Server/Client	Microsoft Exchange 2019
Virtual Environment	Microsoft Hyper-V
Storage Area Network	Synology
Active Directory	Window 2016/2019
VPN	Available upon request
Scanners	ScanSnap
Printers	Sharp/HP
Internet Bandwidth Redundancy	1GB with 500MB backup

Exhibit 5 provides information regarding key statistics (approximations) to aid the Proposers in preparation of their proposed solutions and pricing.

Exhibit 5. Key Statistics

Functional Area	Volume/Statistics	Frequency (if applicable)
Human Resources		
Recruitments	Approximately: 60	Per year
CBAs (Collective Bargaining Agreements)	3	N/A
Full time	115	N/A
Part-time/seasonal	Variable (300)	N/A
Position classifications	250	N/A
Employee action forms (e.g. new hire, pay changes, employee separation, misc. pay assignments and status, etc.)	High volume. Forms are used for any position or pay-related change.	N/A
Finance		
Purchase orders	370	Monthly
Invoices	700	Monthly
Journal entries	300	Monthly
# of funds	85	N/A
Miscellaneous bills	N/A	N/A
# of bank accounts	2 Checking Accounts	N/A
Payroll checks issued	Approximately 400 to 420 (30 Manual Checks)	Monthly
Vendors (active)	4,570	N/A
Utility Billing		
Utility bills	7,000	Quarterly
Disconnect bills	50	Monthly
Service orders	40	Monthly
Meter read inputs	4	Yearly
Land Management		
Permits Issued: • Inspections/Engineering/Planning	800	N/A
Code Property Maintenance/ Erosion Control Inspections	700	N/A

4 ERP System Requirements

4.1 Required Modules

The City is seeking a highly integrated system that can serve as many of the City's various department needs as possible. Mandatory solution modules include the following:

- Finance
 - General Ledger/Accounting
 - Budgeting
 - Vendor Management
 - Procurement/Purchasing
 - Contract Management
 - Accounts Payable
 - Payroll Processing
 - Fixed Assets
 - Accounts Receivable/Miscellaneous Billing
 - Cash Receipts (Cashiering)
- Human Resources
 - Position Control
 - Employee Master File
 - Benefits Administration
 - Leave Administration
 - Training and Certification
 - Performance Reviews
 - Personnel Actions
 - Employee Self-Service
 - Pay Administration
 - Time and Attendance
 - Other Non-Mandatory functionality
 - Recruitment
 - Onboarding
 - Separation/Offboarding
- Workflow
- Reporting
- Utility Billing
- Land Management
- Business License

4.2 Key Functionality

The City is interested in adopting modern, automated tools that support financial and human resource best practices. Key functionality in these areas would include, but not be limited to, dashboards, mobility, employee portal with electronic time reporting, vendor portal, workflow, reporting, etc. **The specific functionality required can be found in Appendix A - Requirements.**

4.3 Implementation Timeline

The City is seeking guidance from the Proposers based on their experience with the recommended module phasing and timing. Proposers should clearly communicate all key assumptions along with their proposed schedule. The City is open to suggestions for how best to implement the Proposer's solution. The Proposer's recommended implementation timeline should be clearly articulated in their proposal response as Section F – Implementation Approach and Work Plan (See section 5.2, page 20, of RFP).

4.4 Requirements

Proposers must respond to the requirements included in Appendix A - Requirements. The City will incorporate the requirements and the selected Proposer's responses into the final contract that is executed between the parties.

5 Proposal Submission Requirements

5.1 General Instructions

Proposals should be prepared simply and economically and provide a straightforward, concise description of the Proposer's company, qualifications, proposed solution, and capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content.

Proposals must be organized consistent with the outline provided in this section. Proposers must follow all formats and address all portions of the RFP set forth herein, providing all information requested.

Proposers may retype or duplicate any portion of this RFP for use in responding to the RFP, provided that the proposal clearly addresses all the City's information requirements.

5.2 Proposal Format and Content

Information must be structured, presented, and labeled in the following manner:

- Cover Letter
- Table of Contents
- Section A - Executive Summary
- Section B - Company Background
- Section C - Company Qualifications
- Section D - References
- Section E - Proposed Solution
- Section F - Implementation Approach and Work Plan
- Section G - Hosting and Support
- Section H - Pricing
- Section I - Software Licensing and Maintenance Agreements

Information should be prepared on standard 8½" x 11" paper.

Failure to follow the specified format, to label the responses correctly, or to address all the subsections may, at the City's sole discretion, result in the rejection of a proposal.

Cover Letter

The proposal must include a cover letter that provides the following:

- Proposer's legal name and corporate structure, including the state incorporated in.
- Proposer's primary contact to include name, address, phone, and email.
- Solution name, version, and confirmation the solution is SaaS.
- Identification of subcontractors (if any) and scope of work to be performed by subcontractors.
- Identification of any pending litigation against the Proposer.
- Disclosure of any bankruptcy or insolvency proceedings in the last ten (10) years.
- Statement indicating the proposal remains valid for at least 180 days.

- Statement that the Proposer or any individual who will perform work for the Proposer is free of any conflict of interest (e.g. employment by the City).
- Statement of acknowledgment that the City's RFP documents have been reviewed and accepted with or without exception. If exceptions are involved, those items requiring adjustment or modification must be identified and listed along with suggested modifications to the contract. If no exceptions are noted, the City will assume that the Proposer can perform all normal tasks and services without reservation or qualification to the contract.
- Signature of a company officer empowered to bind the Proposer to the provisions of this RFP and any contract awarded pursuant to it.

The Cover Letter should be concise and brief and not exceed three (3) pages unless a Proposer's exceptions to the City's legal documents require it.

Table of Contents

All sections should be identified and pages consecutively numbered.

Section A - Executive Summary

This section of the proposal should provide a brief and concise synopsis of the Proposer's proposal and a description of the Proposer's credentials to deliver the services sought under the RFP. This is to include the name and version of the solution proposed and confirmation that it is a SaaS solution. The Executive Summary should not exceed three (3) pages.

Section B - Company Background

This section of the proposal should identify the following:

- B-1: A brief description of the Proposer's background.
- B-2: Identify the location of headquarters, technical support, and field offices and the location of the office that would service the City.
- B-3: Identify Proposer's annual company revenues and profit for the last three (3) company fiscal years.
- B-4: Identify who the main contacts for the City will be for the transition process and then who the main contacts will be for support post launch.

The Background section should not exceed three (3) pages.

Section C - Company Qualifications

In this section of the proposal, the Proposer should identify company qualifications and experience in implementing solutions like what the City is seeking:

- C-1: Describe the Proposer's familiarity and history with public sector ERP systems and associated business processes, and experience with the requirements of municipalities. Highlight any successful local government ERP successes Proposer has had.
- C-2: Identify the Proposer's existing client base including the number of existing clients using the version/release of the software being proposed. Specifically, identify experience with similar-sized Wisconsin municipalities and their associated version of the software currently in use.

C-3: Provide a list of all clients using the proposed solution and length of time utilizing said solution.

The Company Qualifications section should not exceed three (3) pages.

Section D - References

The Proposer must provide at least five (5) references with at least three (3) of the references for systems that have been implemented in the last five years. References should be for the same product version/release as being proposed. The City prefers references from Wisconsin municipalities of similar size and complexity to the City. For each reference, Proposer must provide the following information:

D-1: Name and contact information (i.e. name, title, address, phone, and email)

D-2: Brief project description, including identifying the software version, modules, and interfaces implemented

D-3: Implementation timeline, go-live date, original cost, and actual cost

Section E - Proposed Solution

The City is seeking a SaaS solution. In this section of the proposal, the Proposer should describe the proposed solution by providing the following:

E-1: Solution Overview

- Name and origin of solution
- Release history and current release being proposed
- Confirmation solution is a SaaS solution
- Proposed modules
- Mobile capabilities of the proposed modules
- Roles and responsibilities of Proposer vs. the City

E-2: Application Integration/Interface

The required integration/interfaces and the relevant data to be sent (including the direction and frequency) are identified in Exhibit 3 (page 12 of RFP). Please describe the following for each specific integration/interface:

- Proposer's integration/interface solution (web services, Application Programming Interfaces (APIs), etc.)
- Data availability/transfer (real-time, nightly, etc.)
- How Proposer will ensure data security
- The involvement, if any, that is required from the owners of the applications to be integrated/interfaced with the ERP
- The involvement, if any, that is required from the City of the applications to be integrated/interfaced with the ERP
- If Proposer has previous experience developing/implementing the relevant integration/interface

E-3: Data Storage and Backup

- Describe the approach to data storage

- Describe the data backup process
- Describe the network bandwidth required between the City and hosting facilities
- Describe what options are available for dedicated bandwidth (if available)
- Describe scalability options for computing power (CPU, RAM, and storage)

E-4: Data Access and Security

- Describe how data access is managed
- Describe the environment (single or multi-tenant)
- Describe how environment security is managed
- If a multi-tenant environment, how is the data segregated?
- If a multi-tenant environment, how is security managed?

E-5: Business Continuity and Disaster Recovery

- Describe the approach to business continuity & disaster recovery

E-6: Service Level Agreements (SLAs)

- Describe supported SLA options (e.g. reliability, availability, performance, issues, requests, system response time, etc.)

E-7: Transition

- Describe the proposed exit strategy at contract transition

E-8: Response to Appendix A – Requirements:

- The City will provide a copy of RFP Appendix A in MS Word. To address this section, Proposers should use that file to address each requirement in Appendix A. Please see Appendix A for additional instructions.

Section F - Implementation Approach and Work Plan

The Proposer should describe the proposed implementation approach to include the following:

- F-1: Provide a project schedule that identifies implementation tasks, activities, dates, durations, resources, deliverables, and milestones (ensuring that the development, testing, and implementation of all required integrations/interfaces are accounted for).
- F-2: Provide a project organization chart that identifies proposed staff – in response to this, also include a discussion of how the Proposer will address any issues the City may have with staff.
- F-3: Provide biographies for key staff.
- F-4: Provide a staffing matrix (as shown in Exhibit 6) that identifies the specific roles/responsibilities to be filled by Proposer or subcontractor staff versus those to be filled by City staff. As part of this matrix, identify the estimated level of effort for each staff person and when that person would be required (what part of implementation).

Exhibit 6. Proposed Staffing Matrix

Task	Phases (Task Start – Task End)	Vendor Staff (Role)	City Staff (Role)	Task Hours	Work Split (% Vendor/% City)

- F-5: Describe Proposer's project management methodology – this should be in the form of a Project Plan that addresses the Proposer's approach to change management, risk management, issues management, communications management, etc.
- F-6: Describe the roles and responsibilities of City staff during implementation and provide an estimated level of effort (%) for the City versus the Proposer.
- F-7: Describe the conversion strategy, including what data should be converted, the number of years of data to convert, and the conversion methodology (extract, transform, and load).
- F-9: Describe Proposer's training methodology and how you ensure users are prepared to use the proposed solution; include a description of the approach to training for different learning styles (classroom, online, hands-on, etc.). Proposers must describe the training and anticipated hours to be provided for each specific module being proposed. Outline the plans for training future new key staff after the project is implemented.
- F-10: The Implementation Approach and Work Plan section should not exceed fifteen (15) pages (excluding the project schedule).

Section G - Hosting and Support

In this section of the proposal, the Proposer should address the following:

- G-1: Describe ongoing hosting and support services including help desk processes and procedures, support hours (in Central Standard Time), escalation procedures, and response time commitments.
- G-2: Describe the frequency that application patches and releases that have been made available within the past two (2) years, and how upgrades and patches are applied, specifically describing your notification process and City's ability to delay, test, accept, and/or deny applying changes.
- G-3: Describe how you would complete a Post-Implementation Evaluation Report (PIER) that evaluates whether project objectives were met, determines how effectively the project was run, and ensures that the organization gets the greatest possible benefit from the project, and a full week of follow-up training for each separate implementation: FIN, HR/Payroll, etc.
- G-4: Describe any solution user groups and/or conferences. The Hosting and Support section should not exceed five (5) pages.

Section H - Pricing

The City seeks a clear and comprehensive understanding of all costs associated with the implementation and ongoing maintenance of the proposed system.

To address pricing, the City will provide a copy of RFP Appendix B – Price Sheets - in MS Excel. To address this section, Proposers should complete all the price sheets in Appendix B.

Proposers must itemize all costs associated with the implementation and ongoing maintenance. In addition to the evaluation criteria in Section 6 of this RFP, the City will evaluate information based on the "Total Cost to Implement (TCI)" and the "Total Cost to Operate (TCO)." TCI will include all costs required for a successful implementation. The TCO will be calculated based on TCI plus five (5) years of annual maintenance fees.

Proposers must identify all costs required to complete a successful implementation to include:

- Licensing and costs
- Services
- Any 3rd Party programs used to meet the requirements should be quoted by the Proposer
- Project management
- Implementation, installation, configuration, and testing
- Data conversion and migration
- Interface development
- Training and documentation
- Travel reimbursement (all travel expenses must be pre-approved by the City)

Proposer's hosting costs should clearly identify the annual costs for five years inclusive of:

- Hosting
- Support
- PIER and additional training

The City will evaluate Proposer price information based solely on the information provided in Appendix B. Appendix B includes space for Proposers to identify any assumptions or comments that will ensure the City understands what is being proposed.

Section I - Software Licensing and Maintenance Agreements

To address this section, the Proposer must provide any software licensing and maintenance agreements that will be required to implement the Proposer's solution.

6 Proposal Evaluation

A City evaluation committee will review all information to determine which Proposers have qualified for consideration. The evaluation will include at least an initial review and a subsequent detailed review. The initial review will evaluate all submissions for conformance to stated specifications to eliminate all responses that deviate substantially from the basic intent and/or fail to satisfy the mandatory requirements. Only those that meet or exceed the intent of the mandatory requirements will be further evaluated. Submitted proposals will be evaluated on the following criteria:

- Quality, clarity, and responsiveness of the proposal
- Ability to meet the needs of the City
- Well-thought-out timeline and roadmap to support going live with a phased approach
- Proven technical ability to design, install, and support the proposed system
- Demonstrated ability to work cooperatively and collaboratively with clients
- Anticipated value and price
- Perceived risk or lack thereof
- Company financial stability
- References for each application proposed
- Results of interviews, demonstrations, and site visits
- Ability to prepare and execute a contract promptly
- Commitment to continually evolving the system to remain current with evolving best practices

The City reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all Proposers. The purpose of any such discussions shall be to ensure a full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by the City and, if held, shall be after the initial evaluation of the proposal is complete. If clarifications are made as a result of such discussion, the Proposer shall put such clarifications in writing.

7 RFP Terms and Conditions

A. Collusion

By submitting a response to the RFP, each Proposer represents and warrants that its response is genuine and not made in the interest of or on behalf of any person not named therein; that the Proposer has not directly induced or solicited any other person to submit a sham response or any other person to refrain from submitting a response; and that the Proposer has not in any manner sought collusion to secure any improper advantage over any other person submitting a response.

B. Gratuities

No person will offer, give, or agree to give any City employee or its representatives any gratuity, discount, or offer of employment in connection with the award of a contract by the City. No City employee or its representatives will solicit, demand, accept, or agree to accept from any other person a gratuity, discount, or offer of employment in connection with a City contract.

C. Required Review and Waiver of Objections by Proposers

Proposers should carefully review this RFP and all attachments including, but not limited to, the Standard Professional Services Agreement for comments, questions, defects, objections, or any other matter requiring clarification or correction (collectively called "comments"). Comments concerning RFP objections must be made in writing and received by the City no later than the "Deadline for Proposal Questions" detailed in Table 1 - RFP Timeline. This will allow the issuance of any necessary amendments and help prevent the opening of defective information upon which contract award could not be made.

Protests based on any objection will be considered waived and invalid if these faults have not been brought to the attention of the City, in writing, by the Deadline for Proposal Questions.

D. Nondiscrimination

No person will be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in the City's contracted programs or activities on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal or Wisconsin State Constitutional or statutory law; nor will they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with the City or in the employment practices of the City's contractors. Accordingly, all Proposers entering into contracts with the City will, upon request, be required to show proof of such nondiscrimination and to post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

E. Proposal Preparation Costs

The City will not pay any costs associated with the preparation, submittal, or presentation of any proposal.

F. Proposal Withdrawal

To withdraw a proposal submitted prior to the Deadline for Proposal Submissions, the Proposer must submit a written request, signed by an authorized representative, to the RFP Coordinator (Section 1.4). After withdrawing a previously submitted proposal, the Proposer may submit another proposal at any time up to the Deadline for Proposal Submissions.

G. Proposal Errors

Proposers are responsible for all errors or omissions contained in their information. Proposers will not be allowed to alter proposal documents after the Deadline for Proposal Submission.

H. Incorrect Proposal Information

If the City determines that a Proposer has provided for consideration in the evaluation process or contract negotiations, incorrect information that the Proposer knew or should have known was materially incorrect, that proposal will be determined non-responsive, and the proposal will be rejected.

I. Assignment and Subcontracting

The Contractor may not subcontract, transfer, or assign any portion of the contract without prior, written approval from the City. Each subcontractor must be approved in writing by the City. The substitution of one subcontractor for another may be made only at the discretion of the City and with prior, written approval from the City.

Notwithstanding the use of approved subcontractors, the Proposer, if awarded a contract under this RFP, will be the prime contractor and will be responsible for all work performed and will be responsible for all costs to subcontractors for services provided by the Proposer. The Proposer is prohibited from performing any work associated with this RFP or using contractors for any service associated with this RFP offshore (outside the United States).

J. Right to Refuse Personnel

The City reserves the right to refuse, at its sole discretion, any subcontractors or any personnel provided by the prime contractor or its subcontractors. The City reserves the right to interview and approve all Proposer staff members.

K. Proposal of Additional Services

If a Proposer indicates an offer of services in addition to those required by and described in this RFP, these additional services may be added to the contract before contract signing at the sole discretion of the City.

L. Licensure

Before a contract pursuant to this RFP is signed, the Proposer must hold all necessary, applicable business and professional licenses. The City may require any or all Proposers to submit evidence of proper licensure.

M. Conflict of Interest and Proposal Restrictions

By submitting a response to the RFP, the Proposer certifies that no amount will be paid directly or indirectly to an employee or official of the City as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the procurement under this RFP.

Notwithstanding this restriction, nothing in this RFP will be construed to prohibit another governmental entity from making a proposal, being considered for award, or being awarded a contract under this RFP.

Any individual, company, or other entity involved in assisting the City in the development, formulation, or drafting of this RFP or its scope of services will be considered to have been given information that would afford an unfair advantage over other Proposers, and said individual, company, or other entity may not submit a proposal in response to this RFP.

N. Contract Negotiations

After a review of the information and completion of the demonstration and proof-of-capabilities (POC), the City intends to enter into contract negotiations with the selected Proposer. These negotiations could include all aspects of services and fees. If a contract is not finalized in a reasonable period of time, the City will open negotiations with the next ranked Proposer.

O. Execution of Contract

If the selected Proposer does not execute a contract with the City within fifteen (15) business days after notification of selection, the City may give notice to that service provider of the City's intent to select from the remaining Proposers or to call for new information, whichever the City deems appropriate.

P. Right of Rejection

The City reserves the right, at its sole discretion, to reject any and all information or to cancel this RFP in its entirety.

Any proposal received which does not meet the requirements of this RFP may be considered nonresponsive, and the proposal may be rejected. Proposers must comply with all the terms of this RFP and all applicable State laws and regulations. The City may reject any proposal that does not comply with all the terms, conditions, and performance requirements of this RFP.

Proposers may not restrict the rights of the City or otherwise qualify their information. If a Proposer does so, the City may determine the proposal to be a nonresponsive counteroffer, and the proposal may be rejected.

The City reserves the right, at its sole discretion, to waive variances in technical information provided such action is in the best interest of the City. Where the City waives minor variances in information, such waiver does not modify the RFP requirements or excuse the Proposer from full compliance with the RFP. Notwithstanding any minor variance, the City may hold any Proposer to strict compliance with the RFP.

Q. Disclosure of Proposal Contents

All information and other materials submitted in response to this RFP procurement process become the property of the City. Selection or rejection of a proposal does not affect this right. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process. Upon the completion of the evaluation of information, the information and associated materials will be open for review by the public to the extent allowed by the Wisconsin Open Records law. By submitting a proposal, the Proposer acknowledges and accepts that the contents of the proposal and associated documents will become open to public inspection.

R. Proprietary Information

The master copy of each proposal will be retained for official files and will become public record after the award of a contract unless the proposal or specific parts of the proposal can be shown

to be exempt by law. Each Proposer may clearly label part of a proposal as "CONFIDENTIAL" if the Proposer hereby agrees to indemnify and defend the City for honoring such a designation. The failure to so label any information that is released by the City will constitute a complete waiver of all claims for damages caused by any release of the information.

S. Severability

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the City and Proposers will be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

T. RFP and Proposal Incorporated into Final Contract

This RFP and the successful proposal will be incorporated into the final contract.

U. Proposal Amendment

The City will not accept any amendments, revisions, or alterations to information after the Deadline for Proposal Submission unless such is formally requested, in writing, by the City.

V. Consultant Participation

The City reserves the right to share, with any consultant of its choosing, this RFP and proposal responses in order to secure a second opinion. The City may also invite said consultant to participate in the Proposal Evaluation process.

W. Warranty

The selected Proposer will warrant that the proposed software will conform in all material respects to the requirements and specifications as stated in this RFP, demonstrated in both the software demonstration and subsequent proof-of-capabilities. In addition, the selected Proposer will warrant that it rightfully possesses the right, title, or interest to the intellectual property (IP) necessary for any underlying technology implicated by or involved with their proposed technological solution. Further, the requirements as stated in this RFP will become part of the selected Proposer's license and the Proposer will warrant the requirements. The selected Proposer must warrant that the content of its proposal accurately reflects the software's capability to satisfy the functional/technological requirements as included in this RFP. Furthermore, the warranty, at a minimum, should be valid for the duration of the implementation and until final acceptance (as will be defined during the negotiation process) of all application modules included in the implementation.

X. Rights of the City

The City reserves the right to:

- Make the selection based on its sole discretion
- Reject any and all information
- Issue subsequent Requests for Proposal
- Postpone opening proposals, if necessary, for any reason
- Remedy errors in the Request for Proposal process
- Approve or disapprove the use of specific subcontractors
- Negotiate with any, all, or none of the Proposers
- Accept other than the lowest offer
- Waive informalities and irregularities in the proposal

- Enter into an agreement with another Proposer in the event the originally selected Proposer defaults or fails to execute an agreement with the City

An agreement will not be binding or valid with the City unless and until it is approved by the Common Council and executed by authorized representatives of the City and of the Proposer.

Appendix A – Requirements

See separate Word document. You can download by clicking in the upper right corner.

The document may be downloaded at: <https://files.onalaskawi.gov/url/uwi3rzyixikkf3gh>

Appendix B – Price Sheets

See separate Excel document. You can download by clicking in the upper right corner.

The document may be downloaded at: <https://files.onalaskawi.gov/url/d3krt3cnemnsxpsu>

Appendix C – City Standard Agreement

See separate Word document. You can download by clicking in the upper right corner.

The document may be downloaded at: <https://files.onalaskawi.gov/url/bikeeqrrje52njzd>