



REQUEST FOR PROPOSALS

Cloud-Based Enterprise Resource Planning Software Solution (ERP)

RELEASE DATE: 10/4/2024

DUE DATE: 10/25/2024

INTRODUCTION

The City of Sammamish, Washington invites proposals from qualified vendors, systems integrators, and/or Value-Added Resellers (VARs) who can demonstrate that they possess the organizational, functional and technical capabilities to provide an Enterprise Resource Planning (ERP) Software solution that meets the City's needs. The modules included are Financials, Human Resources, and Payroll. The City's preference is to select and begin implementation of a replacement ERP solution in the first quarter of 2025.

DELIVERY INSTRUCTIONS

Proposals may be emailed to vcarlsen@sammamish.us with the subject line: RFP Cloud-Based Enterprise Resource Planning Software Solution (ERP). Proposals received by the City after the deadline will not be considered.

SECTION 1: GENERAL RFP INFORMATION

1.1 RFP PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit proposals from software vendors, systems integrators, and/or Value-Added Resellers (VARs) who can demonstrate that they possess the organizational, functional and technical capabilities to provide an Enterprise Resource Planning (ERP) Software solution that meets the City's needs. The modules included, but not limited to, are Financials, Human Resources, and Payroll. The City's preference is to select and begin implementation of a replacement ERP solution in the first quarter of 2025.

1.2 INTRODUCTION

The City of Sammamish (City) was incorporated on August 31, 1999, and operates as a non-charter optional code city with a Council-Manager form of government. The City Council is comprised of seven members, elected at large by the voters of Sammamish. They are part-time officials who exercise the legislative powers of the city and determine matters of policy. The Mayor is a Councilmember selected by the Council to chair meetings, authenticate documents, and serves as the ceremonial head of the city. Several advisory boards and commissions support the Council. The Council appoints a full-time City Manager who is the head of the executive branch and serves as the professional administrator of the organization, coordinating day-to-day activities. There are approximately 150 full-time employees of the City, excluding seasonal workers. There is one bargaining unit representing the majority of City employees— AFSCME Council 2 Local 1425 ("Union") represents all staff who are not in a confidential position and are not supervisors or managers.

The City contracts for Police and Fire services and manages over 100 contracts for various other services provided by the City. Additionally, the City provides various in-house services including: public works, project management, recreation activities, parks and facilities maintenance, fleet repair and replacement, human resources, IT, and financial services including GAAP accounting.

1.3 CURRENT SOFTWARE SOLUTIONS

The City currently uses the software Springbrook for financial modules and NeoGov for human resources and payroll. The Recreation Department utilizes the software PerfectMIND for class and event registrations and facility bookings. Community Development and Public Works uses the software TRAKiT for permit activity. The City recently implemented NexGen for Fleet Management and will be implementing BidNet for procurement and contract management.

1.4 OBJECTIVES

The City is seeking an integrated "commercial off the shelf", configurable, packaged solution(s) that will meet its core requirements with minimal modifications. The City expects the Vendor to perform the related professional services (e.g. best practices guidance, training, project management, implementation, integration and report development) in a timely and professional manner. Services should be provided by experienced ERP experts who have successfully implemented the proposed solution(s) at comparable municipalities with similar requirements for the modules in scope, including financials, human resources, payroll, and licenses.

The City is willing to consider a "best of breed" approach and will consider proposals from single Vendors or from multiple Vendors working as a team. In the event multiple Vendors submit a proposal together, the City expects that there will be one primary contact that will be responsible for the whole project and for coordinating the work of the other Vendors.

The ideal Vendor shall have experience in successfully implementing the proposed solutions at local government agencies of similar size to the City and/or in larger agencies. The successful Vendor shall be responsible for the final City approved design, installation, implementation and commissioning of the ERP system, including development of user acceptance testing, system integration and connectivity to existing resources.

This RFP process seeks to find the best overall solution(s) for the City for this investment. The award shall be made to the qualified Vendor whose proposal is most advantageous to the City with price and other factors considered. Other factors that may contribute to the selection process include but are not limited to the following:

- Project approach and understanding of the City's objectives and requirements;
- Supplier's implementation methodology and implementation success;
- Feedback from customer references;
- Compliance with the City's terms and conditions;
- Ability to meet the City's requirements including software modules, functionality, usability, performance, flexibility, integration and technology;
- Supplier's installed base and experience with municipalities similar to the City;
- Supplier's installed base with similar municipalities in the State of Washington;
- Ability to integrate with other City systems;
- Cost and quality of ongoing maintenance and support.

Overall, the ERP system must provide the following:

- Compatibility with the City's Technology strategic objectives.
- A complete commercial off the shelf solution that has been successfully implemented in the last 18 months for public agencies of comparable size and that follows best practices offered by the software.
- Alignment with the functional requirements as defined in this RFP.
- A solution that requires no modification to base code but is configurable to meet the needs of the City now and into the future.
- An intuitive interface and an easy learning curve to facilitate rapid adoption and minimize the need for external on-going training services.
- A system that is stable, secure, and accessible and supports business processes, service delivery and transparency.
- Vendor must have an ongoing and sustainable product and corporate strategy to avoid obsolescence.
- Comprehensive library of standard reports and tools for end user ad hoc reporting and queries.
- Foster collaboration and process efficiencies between departments.
- Easy integration with other systems.
- Compliance with State of Washington requirements including BARS and DRS reporting.

1.5 CITY BUSINESS GOALS

The City requires an ERP solution to enable the City to meet the following business goals:

- Establish a technical foundation for the ERP solution that is reliable and accommodates the changing business needs of the City.
- Enable consistent adoption and application of policies and procedures across City departments.
- Increase efficiency to improve City services for our residential and business communities.
- Work with all stakeholders to increase the capabilities of the City workforce and optimize the delivery of City government services.
- Reduce the effort required to convert data to actionable information and increase the accuracy and timeliness of financial, personnel, and acquisition information to enable the City to optimize resources and make better-informed decisions.
- Protect the privacy and security of City employee and resident personal information (including health

and financial-related personal information and Financial Management System similar personal information of City employees and/or residents).

- Facilitate open and transparent City government operations.
- Establish core functionality within the ERP Solution that delivers the greatest business benefit to the City, by reducing the number of redundant systems and processes at the City.
- Provide an ERP solution that minimizes risk and maximizes business benefits.

1.6 SCOPE OF WORK

The City is seeking a cloud-based, integrated solution that will meet its core requirements out of the box with minimal modifications. The goal is to optimize system utilization for all users, improve response times, reduce errors, reduce manual efforts, improve analytical capabilities and improve customer service. The City intends to minimize its total cost of ownership without any degradation in performance and level of service and to implement a system which can remain on the upgrade path with minimal cost and business impact. The modules being considered in this evaluation include the following:

Required	Significant Interest	Possible Interest
General Ledger	Grant Management	Inventory
Project Accounting	Contract Management	Land
Cash Receipting	Bank Reconciliation	Resident Services
Accounts Receivable	Benefit Administration	
Fixed Assets	Applicant Tracking	
PCard	Budgeting	
Purchasing	Human Resources	
Accounts Payable		
Payroll		
Time & Attendance		
Employee Self-Service		

The primary focus for this evaluation is to replace the Financial and HRIS solutions with fully integrated modules that meet the specific requirements of the City.

The City would consider standalone 3rd Party applications for budgeting and HRIS; however, the preference is for an integrated suite or open integration technology such as Web Services or prebuilt API's to 3rd Party solutions.

The following chart lists other City applications currently in use that the City would like interfaced or integrated to the replacement ERP solution:

Application	Function	Integrate/Interface
TRAKiT	Permitting, Code Enforcement, possible business licenses	Yes
Wells Fargo	Banking	Yes
NexGen	Fleet management	Yes
Perfect Mind	Recreation Registration and Facility Booking	Yes. Cashiering for Recreation is done through Perfect Mind
3 rd Party payments	Wells Fargo - Merchant Accounts US Bank – Safekeeping US Bank – PCard Program Any credit card processors utilized by the City	Possible
Washington State Department of Retirement Systems	Employee Pension Program	Possible
NeoGov	Recruitment and Applicant Tracking	Possible

The City has identified a team of individuals that will be assigned to the implementation of replacement system(s). The City requests Vendor to indicate level of staffing needed for implementation as well as ongoing support. Vendor should estimate hours required for implementation for IT staff and business users by functional area.

1.7 CURRENT ENVIRONMENT

The City has approximately 150 full time employees and approximately 30 seasonal and part-time employees, 185 PCs and 68 virtual servers. City employees are located at 2 primary locations, all connected by fiber. Voice and data needs for these sites are served by fiber.

The City’s standard network operating system is Windows Server 2016/2019. The standard desktop operating system is Windows 10. The City is currently using applications in Office 365 and Azure. SharePoint is used to generate dashboard views for some Management data outside of the financial system. The data backbone is Cisco Meraki 10/100/1000 and Dell 10 gigabit switches, Watchguard firewalls, and Cisco routers.

Our datacenter is comprised of 5 physical nodes as part of the Dell VxRail system. All Servers have redundant power supplies, and built-in Ethernet 10/100/1000. There are a total of sixty-eight virtual servers running in our datacenter. VMware hypervisor is used to manage our servers. All servers are backed up nightly using Veeam Backup and Recovery software. The backups are replicated to an offsite location every night. Additionally, a smaller subset of virtual servers are backed up to a cloud repository nightly.

The City also maintains a wireless network. The wireless network is part of our Cisco Meraki family of products. The access points are located throughout city hall and our maintenance facility.

1.8 OFFICIAL CONTACT AND PROPOSAL SUBMISSION ADDRESS

Upon release of this RFP, all Vendor communications concerning the RFP should be directed to the City's Finance Director listed below. Unauthorized contact regarding this RFP with any other City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City. Vendors should rely only on written statements issued by the Finance Director. The City's Finance Director is:

Name: Vicky Carlsen
Address: 801 228th Ave SE, Sammamish WA 98075
E-mail: vcarlsen@sammamish.us
Phone: 206.962.7055

Proposals must be received via email no later than 2:00 pm PST on October 25, 2024. Email address is vcarlsen@sammamish.us

Questions regarding this RFP must be received by the date listed in the "Schedule" section of this RFP. Answers to questions received by this date will be posted on the City's website under the "Bidding" webpage at <https://www.sammamish.us/business/bidding/>.

1.9 SCHEDULE

The procurement schedule for this project is provided in the following table. The City reserves the right to adjust this schedule as necessary. Cost proposal must be valid for 120 days.

Event	Deadline
RFP Issue Date	October 3, 2024
Submit Questions Regarding RFP	October 11, 2024 by 5:00 p.m.
*Proposals Due	October 25, 2024 by 2:00 p.m.
Software Demos	November, 2024
Vendor Selection	December, 2024

1.10 EVALUATION PROCEDURES

Evaluation Criteria	Weight
Staff expertise and overall experience of personnel assigned to the work.	20
Thoroughness and understanding of the tasks to be completed. Overall content quality and responsiveness to the RFP requirements.	50
Background and expertise with similar projects, preferably in a municipal setting.	10
Cost.	20
M/WBE	3
Total	103

The Finance Director and other implementation team staff will evaluate the submitted proposals. The initial technical and functional evaluation will be based on written responses to this RFP.

It is important that the responses be clear, concise, and complete so that the evaluators can adequately understand all aspects of the proposal. The City is not interested in unnecessary sales verbiage.

The evaluators will consider the completeness of the proposal, how well the Vendor complied with the response requirements, responsiveness of Vendor to requests, the number and nature of exceptions (if any) the Vendor takes to the terms and conditions, the total cost of ownership, and how well the Vendor's proposed solution meets the needs of the City as described in the Vendor's response to each requirement and form.

As part of the evaluation, the City reserves the right to request additional information, ask for a Web or onsite demo, conduct conference calls to review the response, or take any other action necessary to perform a thorough and objective evaluation of each Vendor's response. This evaluation includes, but is not limited to conducting customer reference checks, and reviewing any other information about the Vendor and its solution (e.g. performance, viability, technology, mergers and acquisitions, organizational changes, litigation, industry analyses, etc.)

The evaluation process is intended to help the City select the Vendor with the best combination of attributes, including but not limited to total cost of ownership, ease-of-use, performance, reliability, vision, flexibility, stability, sustainability, Vendor viability and Vendor capacity to successfully implement the selected applications.

The City also reserves the right to require that a subset of finalist Vendors conduct a scripted product demonstration to its selection team during a time chosen by the City. All demonstrations will be virtual.

1.11 TERMS AND CONDITIONS

DISCRETION AND LIABILITY WAIVER

The City reserves the right to reject all proposals or to request and obtain supplementary information as may be necessary for the City to analyze the proposals pursuant to the consultant selection criteria listed above.

The consultant, by submitting a response to this RFP, waives all right to protest or seek any legal remedies whatsoever regarding any aspect of this RFP.

TITLE VI NON-DISCRIMINATION ASSURANCES

The City of Sammamish, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION

This material can be made available in an alternate format by calling 425-295-0500.

DIVERSITY, EQUITY, INCLUSION, AND BELONGING. To support the City's Diversity, Equity, Inclusion, and Belonging ("DEIB") efforts, additional points will be awarded in Request for Proposals scoring for Minority and Women's Business Enterprises ("MWBE"). To receive an additional 3 points, the business or organization must be registered as a Minority or Women's Business Enterprise with Washington State before the RFP due date.

RFP Amendments

The City reserves the right to change the schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP. Any changes to the schedule or amendments to the RFP will be posted on the City's website in the Digital Records Center.

Good Faith Statement

All information provided by the City in this RFP is offered in good faith. Individual items are subject to change at any time. The City makes no certification that any item is without error. The City is not responsible or liable for any use of the information or for any claims asserted therefrom.

Proposal Acceptance

The City reserves the right to accept the bid, bids or parts of a bid deemed most advantageous to the City. If applicable, the City reserves the right to request from the software Vendor a different implementation provider, and/or Value-Added Reseller than the one proposed, or, at its sole discretion, select a different implementation provider, and/or Value-Added Reseller on its own.

Proposed Costs for ERP Software Solution

All costs related to implementation, training, configuration, data conversion, annual support, or any other component related to the proposed solution must be fully disclosed in the RFP response. The City will not be responsible to pay for any element that is not clearly identified and quantified in the RFP response.

Any information contained in the proposal that the Vendor desires to claim as proprietary or confidential, and exempt from disclosure must be clearly designated, including identifying the page and particular exception(s) from disclosure. The City will try to respect all material identified by the Supplier as being Proprietary or Confidential, but requests that Vendors be highly selective of what they mark as Confidential. The City will make a decision predicated upon applicable laws and can choose to disclose information despite its being marked as confidential or proprietary.

Marking the entire proposal as proprietary or confidential, and therefore, exempt from disclosure will NOT be accepted or honored and may result in disclosure of the entire proposal or disqualification of the proposal solely at the discretion of the City.

Documents identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence, the information is publicly available, the information is already in the City's possession, the information is obtained from third parties without restrictions on disclosure or the information was independently developed without reference to the Confidential information.

Acquisition Authority

This RFP and acquisition are authorized pursuant RCW 39.04.270.

Contract Award and Execution

Upon selection of a vendor, the City intends to enter into an agreement using its standard Consulting Services Agreement, which shall be used to secure these systems. [Please click here to read the Agreement.](#) No changes or deviations from the terms set forth in this document are permitted without the prior approval of the City. Please submit any requested deviations with your proposal.

Ownership of Documents

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of the City.

SECTION 2: VENDOR INSTRUCTIONS

Proposals shall include the following information:

1. **Executive Summary:** Summarize your proposal and include your firm's contact information.
2. **Methodology:** Explain your experience with local jurisdictions, your timeline for this project, and how you will support the City in implementation.
3. **Pricing:** Provide information on your firm's proposed fee. All fees and costs must be disclosed.
4. **Qualifications:** Identify the individual(s) you propose to assign as project manager and all members of the project team. Include a statement of qualifications and/or resume for each member.
5. **References:** Provide a list of three references for similar-sized projects including contact name, contact information, and a description of the project.

All costs for developing proposals in response to this RFP are the obligation of the consultant and are not chargeable to the City.

2.1 KEY FUNCTIONAL AND TECHNICAL REQUIREMENTS

This section includes the Requirements to be evaluated in this RFP. **Use the electronic format provided with this RFP package (Exhibit A).** This is not a comprehensive list of all of the City's requirements, but includes the key requirements that will be used to evaluate the RFP responses and will be included as part of the signed contracts. Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must provide a response for every item for all Modules they are bidding on. If the requirement does not pertain to the proposal being submitted, enter "N/A". In addition, **each line item should include a brief explanation of how the required item is supported.** Do not modify the format, font, numbering, etc. of this section. If a submitted RFP includes blank responses the document may be considered in violation and rejected. If the submitted RFP response includes changes, modifications, or deletions of line items, the document may be considered in violation and rejected. Vendors are encouraged to respond by either providing a response to requirements based on Vendor-offered solutions, or by identifying third party partnership solutions.

SECTION 3: EXHIBITS

Exhibit A – Functional and Technical Requirements

RFP PROPOSAL EXCEPTIONS

Add any additional line items for exceptions as necessary and reference any explanatory attachments within the line item to which it refers.

	Reference	Exception	Reason	Alternate Approach
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

EXHIBIT A – FUNCTIONAL AND TECHNICAL REQUIREMENTS

Functional and technical requirements are contained in a spreadsheet. Tabs in the spreadsheet are color coded: green tabs represent required modules, blue tabs represent desirable modules, and orange tabs represent modules the City is interested in obtaining information on but most likely not include in the initial implementation. The spreadsheet can be found on this RFP bid page on the City's website.