

**Request for Proposal (RFP)**  
**for an**  
**Enterprise Resource Planning (ERP) System**  
**for**  
**City of Willmar**



<b>Release Date</b>	May 2, 2022
<b>Addendum number</b>	<b>1a</b>
<b>Pre-Proposal Conference</b>	May 9, 2022 10:00 a.m.
<b>Due Date</b>	June 6, 2022 4:00 p.m.

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## Section A: RFP Introduction

### A.1 Purpose of the RFP

With this Request for Proposals (RFP) the City of Willmar, MN (the City) desires to purchase or otherwise acquire rights to use an Enterprise Resource Planning (ERP) System that meets the requirements identified in this RFP. The City requires that any proposal for an ERP also include professional services necessary to implement the system. Proposers offering hosted services or software as a service (SaaS) systems are encouraged to propose.

### A.2 About the City

The City of Willmar functions as a regional center for retail trade, medical care, education, and small manufacturing. Willmar is situated at the intersection of U.S. Hwy 12 and 71; it is connected to St. Cloud via Minnesota 23 and to western Minnesota via Minnesota 40.

Over the past 30 year’s Willmar has experienced over a 5% growth in population each Census and expects population growth to continue for the next 30 years due to expanded business growth and the growth of Willmar’s diverse population. Over 40% of the City’s population is comprised of African American, Native American, Asian, Pacific Islander, Hispanic, Latino and less than 2% from other races.

Background Statistics	
Background Summary	
Current Population	21,015
Operating Budget	\$48,981,627
Approximate Number of Employees (FTE)	150
Fiscal Year (City)	12/31

### A.3 Project Background –

The City of Willmar desires to update software and processes through the purchase or acquire the rights to use an Enterprise Resource Planning (ERP) System that meets the requirements identified in this RFP. Willmar requires that any proposal for an ERP also include professional services necessary to implement the system. The City’s financials are a fiscal year end of 12/31. The 2022 operating budget of \$48,981,627 covers Council, Administration, Human Resources, Informational Systems, Finance, Engineering, Law Enforcement, Fire, Planning & Development, Parks & Recreation, Public Works, Sanitary Sewer and Municipal Airport. Total full-time staff is approximately 150 and 80 part-time staff hired throughout the seasons to maintain the Dorothy Olson Aquatic Center, Recreational Event Center, Civic Center, Robbins Island Destination Playground.

### A.4 Notice to Proposers

Failure to carefully read and understand this RFP may cause the proposal to be out of compliance, rejected by the City, or legally obligate the proposer to more than it may realize. Information obtained by the proposer from any officer, agent or employee of the City shall not affect the risks or obligations assumed by the proposer or relieve the proposer from fulfilling any of the RFP conditions or any subsequent contract conditions. Attempts by or on behalf of a prospective or existing vendor to contact or

to influence any member of the selection committee, any member of the City Council, or any employee of the City with regard to the acceptance of a proposal may lead to elimination of that vendor from further consideration. Only the format described in the RFP and the attachments included with this RFP will be accepted as compliant for the submitted proposal. Failure to completely fill out all required attachments may result in disqualification.

## **A.5 Conditions**

- A.5.1** In the event that all RFP requirements are not met with products and services provided by one firm, proposers are encouraged to partner with another firm to submit a joint proposal. We also welcome standalone requirement solutions, so long as they can communicate and work together with other systems. Failure to meet all requirements will not disqualify a firm. However, the City will evaluate each proposal to determine its overall fit in the best interests of the City.
- A.5.2** In the event that multiple firms partner to submit a joint proposal, the proposal must identify one firm as the primary contact. This primary contact will be the primary point of contact throughout the procurement process and will be held responsible for the overall implementation of all partners included in the joint proposal.
- A.5.3** All third-party solutions or firms proposed as part of a joint proposal are subject to the same requirements of this RFP, unless otherwise stated.
- A.5.4** Pricing must be submitted on a “milestone” basis. For services under a milestone arrangement, the City compensates the vendor a fixed amount for the completion of major milestones. Proposers are to provide all work effort and assumptions used to calculate a fixed fee for each milestone.
- A.5.5** The scope of the project will be defined by a statement of work mutually agreed upon between the City and successful proposer focused on completion of the detailed functional requirements included as Attachment 13 (Functional Requirements).
- A.5.6** All proposals and any subsequent clarification or response to the City’s questions shall be valid for a minimum of 180 days.

## **A.6 City’s Rights Reserved**

- A.6.1** The City reserves the right to select the proposal(s) which in its sole judgment best meets the needs of the City. The lowest proposed cost will not be the sole criterion for recommending the contract award.
- A.6.2** The City reserves the right to award multiple contracts from this RFP.
- A.6.3** The City reserves the right to reject any or all proposals and to waive technicalities and informalities when such waiver is determined by the City to be in the City’s best interest.
- A.6.4** The City may modify this RFP by issuance of one or more written addenda. Addenda will be posted on May 13, 2022 and sent electronically to all proposers registered with the City. (See Section A.8)
- A.6.5** The City reserves the right to meet with select proposers at any time to gather additional information. Furthermore, the City reserves the right to remove or add functionality (i.e., modules, components, and/or services) until the final contract signing.
- A.6.6** This RFP does not commit the City to award a contract. All proposals submitted in response to this RFP, and any subsequent clarifications, communications, and the resulting agreement will become the property of the City and public records, and as such, may be subject to public

review.

- A.6.7** The City shall not be liable for any pre-contractual expenses incurred by prospective vendors, including but not limited to costs incurred in the preparation or submission of proposals. The City shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.

### **A.7 Communication Regarding this RFP**

All communication from prospective proposers regarding this RFP must be in writing by email to the address listed in section A.8 of this RFP. Communication by telephone or in person will not be accepted.

Attempts by or on behalf of a prospective or existing vendor to contact or to influence any member of the selection committee, any member of the City Council or any employee of the City with regard to the acceptance of a proposal may lead to elimination of that vendor from further consideration.

### **A.8 Inquiries and Requests for Clarification**

- A.8.1** In an effort to maintain fairness in the process, inquiries concerning this procurement, including questions related to technical issues are to be directed through email.

*Contact:* Leslie M. Valiant  
*Title:* City Administrator  
*Email:* lvaliant@willmarmn.gov  
*Phone:* 320-214-5160  
*Website:* [www.willmarmn.gov](http://www.willmarmn.gov)

- A.8.2** All questions concerning the RFP must reference the RFP page number, and section heading. Questions will be answered and posted to website in the form of addenda to the RFP.
- A.8.3** Inquiries or requests for clarification submitted prior to the pre-proposal conference will be addressed at the pre-proposal vendor conference. Additional inquiries or requests for clarification will be accepted until the deadline specified in Section A.10.

### **A.9 Pre-Proposal Conference**

A pre-proposal vendor conference will be held via GoTo on May 9, 2022. Attendance at the pre-proposal conference is not mandatory. Proposers intending to participate in the pre-proposal conference should request meeting access information when registering. Answers to questions submitted prior to the conference and answers to all questions asked at the pre-proposal meeting will be officially answered by addendum after the meeting. Please contact Janell Sommers [jsommers@willmarmn.gov](mailto:jsommers@willmarmn.gov) for GoTo invitation.

### **A.10 Procurement Schedule**

The expected procurement schedule is listed below. The City reserves the right to change the procurement schedule. If changes are made, proposers will be notified by the City in the form of an addendum to this RFP.

<b>Procurement Schedule</b>	
5/2/2022	RFP released

<b>Procurement Schedule</b>	
5/9/2022	Pre-proposal conference – 10:00 AM (CST)
5/9/2022	Last day to accept questions and requests for clarification on the RFP - 4:00 PM (CST)
5/13/2022	Answers to submitted questions provided
6/6/2022	Proposals due – 4:00 PM (CST)
6/17/2022	Up to three proposers elevated and notified for software demonstrations
6/27 – 6/30, 7/1	Software demonstrations and Implementation Presentations
7/11 – 7/29/2022	Complete contract negotiations and Statement of Work (SOW)
8/1/2022	Award of contract by City Council
8/15/2021	Implementation can begin.

**A.10.1** Software demonstrations and implementation presentations will be held zoom and can cover all functional areas listed in this RFP. The City expects to elevate up to three (3) proposers for demonstrations. Demonstrations will include both presentations on software and implementation services. **It recommended that key member’s proposer’s implementation staff proposed for this project be present at the demonstration and lead presentation of any implementation topics.** To avoid unnecessary delays, the City expects that proposers will be available for software demonstrations and on Zoom or other virtual platform. Discovery sessions on the dates identified on the procurement schedule and to identify any potential issues or conflicts in their response to this RFP using Attachment 2 (Signature Page). Proposers that cannot demonstrate their software during the dates identified or make key members of their proposed project team available may be eliminated. The agenda and software demonstration scripts will be distributed to proposers that have been short-listed for software demonstrations approximately two weeks in advance of the interviews.

**A.10.2** The City expects that the implementation project will be able to commence in mid-August 2022. Prospective vendors are required to ensure that all proposed resources will be available to begin work at the appropriate time to facilitate completion of the City’s schedule as identified in Section C.3.

**A.11 Evaluation Criteria**

The City will review all proposals received as part of a documented evaluation process. For each decision point in the process, the City will evaluate proposers according to specific criteria and will then elevate a certain number of proposers to compete in the next level. Proposers not previously elevated may be elevated at a later date.

The sole purpose of the proposal evaluation process is to determine which solution best meets the City’s needs. The evaluation process is not meant to imply that one proposer is superior to any other, but rather

that the selected proposer can provide and has proposed the best software and implementation approach for the City's current and future needs based on the information available and the City's best efforts of determination.

The proposal evaluation criteria, which will be developed by the City prior to opening of proposals, should be viewed as standards that measure how well a proposer's approach meets the desired requirements and needs of the City. The criteria that will be used to evaluate proposals may include, but are not limited to the following:

- Cost
- Response to Attachment 13 (Functional Requirements)
- Qualifications of Proposed Project Team
- Software Demonstrations
- Implementation Approach
- Project Management Approach
- Past Experience with Similar Organizations and References
- Proposed Integration to Other Modules / Systems in RFP Scope
- Technical Compatibility
- Service Level Guarantees
- Overall Understanding of the City's Needs and Project Risk Mitigation
- Compliance with Contract Terms and Conditions

The City reserves the right to determine the suitability of proposals on the basis of any or all of these criteria or other criteria not included in the above list. The City's evaluation team will then make a recommendation to be approved by the City's steering committee to elevate proposals for software demonstrations, discovery, and final contract negotiations.

## **A.12 Proposal Submission Instructions**

**A.12.1** Proposals are to be submitted directly to City Hall in sealed packages as well as copy submitted electronically by **4:00 p.m. CST June 6, 2022**. Late submissions will not be accepted. Date stamped uploads to Exavault preceding delivery of hard copies will still be considered as on time delivery.

**Submittal Address:** Leslie M Valiant  
Willmar City Administrator  
333 SW 6<sup>th</sup> Street  
Willmar, MN 56201

**Electronic copy Submittal:** Electronic Delivery of complete Proposal  
Willmarmn.gov

**A.12.2** Failure to comply with the requirements of this RFP may result in disqualification. Proposals received subsequent to the time and date specified above will not be considered.

**A.12.3** Signature of the proposal by the proposer constitutes acceptance by the proposer of terms, conditions, and requirements set forth herein.

**A.12.4** Proposers are required to separate their proposals into two sections, a technical proposal and a price proposal.

- Proposers are required to submit TWO (2) hard copies in a sealed package, and ONE (1)



Electronic copy (uploaded to the electronic document location on City of Willmar Website) of the technical proposal that is clearly labeled with the proposer’s company name, the RFP name and the words “Technical Proposal”. All copies of the technical proposal must include a submittal letter signed by an authorized agent of each firm involved in the proposal. The letter should include appropriate contact information for each firm.

- Proposers are required to submit TWO (2) hard copies in a sealed package and ONE (1) electronic copy of the price proposal (uploaded to the electronic document location on City of Willmar Website), clearly labeled with the proposer’s company name, the RFP name and the words “Price Proposal”.

**A.12.5** Use Attachment 1 (RFP Submittal Checklist) to ensure that all required documents, forms, and attachments have been completed and submitted as instructed.

By submitting a proposal, the proposer is providing a guarantee to the City that, if chosen, it will be able to provide the proposed products and services during the period of time discussed in the RFP. Upon submission, all proposals shall be treated as confidential documents until the selection process is completed. All proposals and supporting documents become public information after an award has been made and are available for public inspection by the general public in accordance with State of MN public records statutes.

**A.12.6** In the event that a proposer desires to claim portions of its proposal exempt from disclosure, it is incumbent upon the proposer to clearly identify those portions with the word “Confidential” printed on the top of each page for which such privilege is claimed. Each page shall be clearly marked and readily separable from the proposal in order to facilitate public inspection of the non-confidential portion of the proposal. The City will consider a proposer’s request for exemptions from disclosure; however, the City will make its decision based upon applicable laws. An assertion by a Proposer that the entire proposal, or large portions, is exempt from disclosure will not be honored and vendor may be asked to re-submit proposal for consideration. Prices, makes and models or catalog numbers of the items offered, deliverables, and terms of payment shall be publicly available regardless of any designation to the contrary.

### **A.13 Organization of Proposal**

The proposal must be organized into major sections defined in Section B. Specific instructions for each section are provided in Section B of this RFP. Any required attachments must be included in the proper section as indicated by the instructions.

### **A.14 Format of Electronic Submission**

Proposers must provide electronic copies of all files via upload to Exavault using the following file formats. Attachments not listed in the table below do not have a required file format and may be supplied in either the original file format or PDF.

RFP Section	Attachment/Document	Required File Format
E.11	Attachment 11 (Conversions)	Microsoft Word or Excel (.doc, .docx, .xls, or .xlsx)
E.12	Attachment 12 (Staffing)	Microsoft Excel (.xls or .xlsx)
B.8.1	Sample agreements	Microsoft Word (.doc or .docx)
E.13	Attachment 13 (Functional Requirements)	Microsoft Word or Excel (.doc, .docx, .xls, or .xlsx)

		.docx, .xls, or .xlsx)
E.14	Attachment 14 (Cost)	Microsoft Word or Excel (.doc, .docx, .xls, or .xlsx)

\* NOTE: Attachment 13 (Functional Requirements) is password protected to prevent responders from making changes to the functional requirements.

## Section B: Detailed Submittal Requirements

So that competing proposals can be compared equally, proposers must assemble their proposals in strict adherence to the submittal requirements identified in Section A.14. Failure to follow all proposal organizational requirements may result in disqualification. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance, and clarity of content. Proposals must address the following questions and contain the following sections.

### B.1 Executive Summary and Introductory Materials

**(Proposal Section 1.0)** The introductory material should include a title page with the RFP name, name of the proposer, address, telephone number, the date, a letter of transmittal, and a table of contents. The executive summary should be limited to a brief narrative (less than 3 pages) summarizing the proposal.

**B.1.1** Complete Attachment 1 (RFP Submittal Checklist)

**B.1.2** Complete Attachment 2 (Signature Page)

**B.1.3** Complete Attachment 3 (Proposer Statement)

### B.2 Scope of Services

**(Proposal Section 2.0)** This section of the proposal should include a general discussion of the proposer's overall understanding of the project and the scope of work proposed including the following:

**B.2.1** Complete Attachment 4 (Scope of Proposal)

**B.2.2** For each firm identified on Attachment 4 (Scope of Proposal), explain the following:

- Complete the Attachment 5 (Company Background)
- Complete Attachment 6 (Reference Form).
- Role of the firm in the project

**B.2.3** List and describe all proposed software products that will be delivered as part of the project and if the City will need to maintain/host the software on its servers. If software is sold by module, proposer must explicitly state the software module name and versions that are proposed.

- All functional requirements that are responded to with a positive response (anything except "N") are considered to be in scope. Proposed software and any necessary services required to meet the requirements of the RFP or implement the proposed software should be included in the proposal.

### B.3 Functional Requirements

**(Proposal Section 3.0)** This section describes the software **and implementation scope** of the overall project and the requirements for each functional area. Responses to the functional requirements should be completed to identify the capability of the software, the scope of the implementation plus if the

requirement will be included under the scope of any proposed support agreement. Responses to the functional requirements shall use the following response codes:

<b>Functional Requirements Responses</b>	
<b>Response column: Available Responses</b>	
Y	Requirement Met and Proposed (Standard features in the generally available product)
Y-ND	Requirement Met and Proposed (Features that are not offered as a generally available product or require custom development)
N	Requirement Not Met with Proposal
I	Need More Information/Discussion

**B.3.1** Submit Attachment 13 (Functional Requirements)

- Failure to provide some requirements or excluding some requirements from scope will NOT eliminate the proposer from contention. The City will evaluate the proposal as a whole including price/value comparisons when evaluating proposals.
- The requirements responses submitted will become part of the agreement. Proposers are expected to warrant both software and implementation of all positive responses (every response except “N” and “I”).
- The City will clarify any requirements with the response of “I” during software demonstrations. Immediately following software demonstrations, proposers would be expected to re-submit Attachment 13 (Functional Requirements).
- For requirement responses other than “N” or “I” proposers must indicate the module or product that is required to meet the requirement.
- For requirement responses other than “N” or “I” proposers must indicate the phase of the project that the functionality will be implemented.
- All responses which are marked Y, or Y-ND will be considered to be included in the scope, and the cost proposal and all other information submitted in this proposal should reflect this. Furthermore, the module necessary to perform that functionality must be included in the scope and cost of this proposal.
- Proposers must be ready to demonstrate any requirements listed as “Y” during software demos.

**B.3.2** Identify any licenses, hardware, or other products not included in this proposal that would be required to operate any of the proposed solutions contained in this proposal.

**B.3.3** Describe the technical environment necessary for this software for any products that are to be hosted by the City by completing Attachment 7 (Technical Specifications) (if applicable).

**B.4 Implementation Plan**

**(Proposal Section 4.0)** This section should describe the proposed implementation plan. Proposers should reference Section C.4 for listing of likely City resources that will contribute to this project.

**B.4.1** Provide a detailed plan for implementing the proposed system. This information must include:

- Proposed phasing for roll-out of proposed system
- Schedule of key dates

**B.4.2** Explain the proposed plan for implementation. This information must include:

- Description of implementation tasks and activities
- Description of key deliverables (and how they relate to the implementation approach and activities). *Please note the required deliverables listed in Section C.*

**B.4.3** Explain the proposed vendor staffing for the project including:

- Approximate dedication to the project of each resource and approximate time work will be completed on-site vs. off-site
- Identify how the vendor plans to control costs by utilizing remote meetings
- Major roles and responsibilities for each resource

**B.4.4** Explain proposed project management services including:

- Role of the vendor project manager
- Use of project collaboration site
- Expected role of the City project manager
- On-Site presence of vendor project manager
- Proposed quality assurance procedures

**B.4.5** Explain the expected City staffing for the project including:

- Assumed participation in the project (average portion of FTE). This should include all time spent working on the project (including time spent with and without vendor consultants)
- Assumptions about prior skills / competencies of resources
- Complete Attachment 12 (Staffing). Refer to Section C.4 of the RFP for project staffing assumptions.

**B.4.6** Provide an overview of proposed training plan/strategy, specifying how and when training is to be delivered for both on-site and off-site training and web training services for the core project team, end users, and technology personnel (if required).

- Explain any roles and responsibilities the City is expected to provide for the training effort including (but not limited to) training coordination, training material development, training delivery, etc.

**B.4.7** Complete Attachment 11 (Conversions). The City expects proposers to include all conversions listed in the RFP.

## **B.5 Ongoing Support and Hosting Services**

**(Proposal Section 5.0)** The proposal should specify the nature of any post-implementation and on-going support, including hosting services provided by the vendor including:

**B.5.1** Complete Attachment 8 (Software-as-a-Services / Hosting) (if applicable)

**B.5.2** Describe proposed services for hosting including:

- Information on the specific hosting services provided
- Help desk support services
- Application support
- Operational support services
- Technology infrastructure services

- Disaster recovery
- Will all products (including third party products) be hosted through the same provider?
- Will the City need to host anything on its servers?

**B.5.3** For each of the services proposed explain service levels that are used to guarantee performance for the City through the proposed hosting agreement. Complete Attachment 9 (Proposed Service Level Agreement)

**B.5.4** Complete Attachment 10 (Maintenance and Support)

## **B.6 Exceptions to the RFP**

**(Proposal Section 6.0)** All requested information in this RFP should be supplied. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section, with a written explanation of the exception and an alternate proposal (if applicable). The City, at its sole discretion, may reject any exceptions or specifications within the proposal.

*To avoid the scenario where the City is unable to negotiate successfully with its finalist vendor, any material exceptions to the RFP including those to the terms and conditions listed in Section D will be clarified prior to elevation for software demonstrations. The City reserves right to negotiate terms at any point and elevation for software demonstrations does not constitute acceptance of vendor's alternative terms.*

## **B.7 Deliverables and Project Outcomes**

**(Proposal Section 7.0)** This section should describe proposed project deliverables and past client outcomes specifically addressing the following:

**B.7.1** Provide a listing of project deliverables (work products) and for each identify:

- Purpose of deliverable
- Expected scope / contents of deliverable
- If deliverable is expected to have value outside the ERP implementation project

**B.7.2** Provide an excerpt from project deliverables showing process documentation, configuration documentation, testing scripts, training materials, and requirements traceability

**B.7.3** The City's long term fiscal sustainability depends on ability to make smart budget decisions, create long-range financial plans, and effectively manage its existing capital infrastructure and equipment. Please describe a past project where the proposed software is used to complete the following:

- Create a program budget
- Consider multiple scenarios that impact service levels
- Create long term financial projections
- Develop a multi-year CIP
- Create asset replacement schedules
- Identify long term funding needs for capital projects

**B.7.4** With the system, the City expects to improve the effectiveness of its purchasing function and a significant part of that will depend on the ability to collect and report information from p-cards. Please describe how past clients have used p-card integration to track spending by vendor, type of purchase, and user.

**B.7.5** With modern technology providing greater access to information, City employees and managers are able to better utilize information for decision making. However, much of this relies on having technology that is truly accessible. Please identify how a past client used mobile features, dashboards, reporting tools, and self-service capabilities to create a source of information that is widely used across the organization.

## **B.8 Sample Documents**

**(Proposal Section 8.0)** Proposers should include sample copies of the following documents.

**B.8.1** Any sample agreements that the City would be required to sign upon contract award. This would include any applicable software license agreements, professional service agreements, hosting agreements, third party agreements, etc.

**B.8.2** Sample Project Plan

## **B.9 Price Proposal**

**(Proposal Section 9.0)** - Proposers should submit their price proposal in a separate and sealed packet according to the format provided in Attachment 14 (Cost) to this RFP.

**B.9.1** Identify major milestones as part of the project. It is required that costs will be invoiced upon completion of major milestones and cumulative payments should not exceed incurred work. Please provide a schedule of all payments necessary to complete the proposed scope.

**B.9.2** Complete and submit Attachment 14 (Cost)

- It is important that proposers use the format presented in this RFP even if an additional format is provided. Attachment 14 (Cost) should include total price for all software and services, including third parties. If third party products or services are included, do not provide separate version of Attachment 14 (Cost) for each third-party product.
- **All pricing must be submitted as fixed by milestone. Costs listed as “to-be-determined” or “estimated” will not be scored.**
- All service costs must be provided on a task or completion basis with costs assigned to each milestone, deliverable and/or task. Proposers are required to fill in deliverables and tasks under the provided headers (project initial knowledge transfer, process analysis/system design, system build, testing, training, and closure) Additional detail may be provided to further explain deliverable/task costs.
- City requires that milestone payment for final acceptance of each phase (as defined in Section D) be at least 10% of the total cost for each phase.
- Proposers should include all software modules and state any limitations on module use. If no limitations are listed, the City will consider that pricing is based on full enterprise-wide access for the City.
- **Proposers must submit implementation costs as fully loaded rates that include all necessary travel or other expenses.** By submitting a proposal, all proposers acknowledge that all pricing (including travel) must be a fixed fee or included in the implementation milestones.

## Section C: Scope of Project

### C.1 Project Scope - Software

The project scope for procurement and implementation of software solutions is briefly described in the chart below. Specific functionality within each category listed below is more thoroughly described in Attachment 13 (Functional Requirements)

Process List	
Process	Task / Topics
General Ledger and Treasury Management	<ul style="list-style-type: none"> <li>• Chart of Accounts</li> <li>• General Ledger Transactions</li> <li>• Budget vs Actual Reporting and Tracking</li> <li>• Grant / Project Tracking</li> <li>• Cash Receipts</li> <li>• Disbursements</li> <li>• Bank Reconciliation</li> <li>• Investment tracking</li> <li>• Data Storage</li> </ul>
Budgeting	<ul style="list-style-type: none"> <li>• Operating Budget</li> <li>• Capital Improvement Planning (CIP)</li> <li>• Capital Budget</li> <li>• Budget Adjustments / Amendments</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>• Financial Reporting</li> <li>• Daily, monthly, annual required reporting</li> </ul>
Project/Grant Management	<ul style="list-style-type: none"> <li>• Grant / Project Tracking</li> <li>• Reporting</li> </ul>
Accounts Payable and Purchasing	<ul style="list-style-type: none"> <li>• Vendors</li> <li>• Purchase Orders</li> <li>• Accounts Payable</li> <li>• Data Storage</li> </ul>
Capital Assets	<ul style="list-style-type: none"> <li>• Asset Acquisition</li> <li>• Depreciation</li> <li>• Transfer / Disposal / Retirement</li> </ul>
Special Assessments	<ul style="list-style-type: none"> <li>• Track Assessments</li> <li>• Assign Assessments</li> <li>• Track Payments</li> <li>• Deferred/delinquent Tracking</li> </ul>
Planning	<ul style="list-style-type: none"> <li>• Plan applications</li> <li>• Permit applications</li> <li>• Track fees</li> <li>• Data storage</li> </ul>
Asset Management	<ul style="list-style-type: none"> <li>• Work orders</li> <li>• Asset Management</li> <li>• Reporting</li> <li>• Data Storage</li> </ul>
Inventory	<ul style="list-style-type: none"> <li>• Inventory Tracking/Usage/Reporting</li> </ul>



Process List	
Contract Management	<ul style="list-style-type: none"> <li>• Contractor File</li> <li>• Data Storage</li> </ul>
Work Orders	<ul style="list-style-type: none"> <li>• Work Orders</li> <li>• Preventative Maintenance Orders</li> <li>• Tracking</li> </ul>
Permits and Inspections	<ul style="list-style-type: none"> <li>• Permit Applications</li> <li>• Track Fees</li> <li>• Payment Acceptance</li> <li>• Inspections</li> <li>• E-inspections</li> <li>• Code Enforcements</li> </ul>
Cash Receipts	<ul style="list-style-type: none"> <li>• Multiple Payment Type and Ability</li> <li>• Reconciliation with Bank and General Ledger</li> <li>• Real Time Receipts</li> </ul>
Public Safety	<ul style="list-style-type: none"> <li>• Ticketing tracking</li> <li>• Receivable</li> <li>• Linked to cash receipts</li> </ul>
General IT Tech Requirements	<ul style="list-style-type: none"> <li>• Various</li> </ul>

## C.2 Project Scope – Implementation Deliverables

To ensure quality throughout the implementation, the City’s project will include, at a minimum, the following deliverables. Each deliverable will be the responsibility of the vendor and will be formally presented to the City for review and sign off. For projects with multiple phases, the City expects each phase to contain each deliverable (unless noted)

1. **Comprehensive Project Plan** – Detailed listing of tasks for the entire project that includes the following for each task: due date, responsibility, predecessors. Tasks to itemize on the project plan will include all implementation activity, deadlines, milestones, sign offs, review periods, and deliverables. The project plan is also to include City staff resources and tasks.
2. **System Design Document** – Work product that identifies both the business process decisions as well as system configuration decisions for each in scope business process and system feature. System design documentation will be organized by business process and contain recommendations, City decisions, and detailed process and system documentation.
3. **Testing Scripts** – Test scripts based on the functional requirements and system design document that require successful completion of each item in scope (functional requirements) and the set-up of the system (system configuration).
4. **Training Documentation** – Complete system manual for how to use the configured system. Vendors should propose services to train end-users on how to use the software and operate within new business processes
5. **Requirements Traceability** – Vendor documents that all requirements identified in Attachment 13 (Functional Requirements) are included in the project.

## C.3 Project Schedule

The City has identified the schedule below as its preferred project schedule. Unless a prospective vendor believes its approach is advantageous for the City, all proposals should be consistent with the below schedule.

Project Schedule		
Phase	Start	Go -Live
1) Finance: General Ledger, Accounts Payable, Cash Receipts, Reporting, Project and Grant Reporting	9/1/2022	2/1/2023-4/1/2023
2) Planning: Planning, Permits and Inspections, Contract Management	11/1/2022	3/1/2023
3) Assets: Fixed Assets, Asset Management, Work Order, Inventory	10/1/22	1/1/2023
4) Special Assessments	11/1/2022	1/1/2023
5) Budget	3/1/2023	5/1/2023

### C.4 Project Staffing

The City will make every effort to staff the project appropriately and understands that staffing a project is important to its success. The following table lists resources that the City expects to be available for the project, their applicable areas of knowledge/assumed roles in the project, and the maximum participation levels in the project. Project staffing will be organized into four main teams (finance, planning, public safety, and public works). The City will also make technical staff available to serve any necessary roles.

Project Team

Key: L lead for module (significant involvement)  
S subject matter expert (part time involvement)  
X participant (limited involvement)

Resource	Department	approximate involvement in project (as FTE)	GOVERNANCE		Financials										OTHER			TECHNICAL				email	phone number			
			PROJ MANAGER	PIT CREW / PROJECT TEAM	POLICY TEAM	STEERING COMMITTEE	ACCOUNTING	PROJ/ GRANT	PROCURE TO PAY	CONTRACTS	AR / BILLING	ASSET MANAGEMENT	BUDGET	OTHER BILLING	PERMITTING	COMMUNITY DEVELOPMENT	PLANNING	TECH SUPPORT LEAD	REPORTING	WORKFLOW	SECURITY			Laserfiche		
Leslie Valiant	Administration	0.1	L	L	L	L	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	lvaliant@willmarmn.gov	320-214-5160
Steve Okins	Finance	0.1	S	S	S	L	L	L	L	L	L	L	L	L	L	S	X	X	L	S	S	X			sokins@willmarmn.gov	320-214-5175
Justice Walker	Planning	0.1	S	S	S	X	X	X	X	X	X	X	X	X	X	X	X	X	L	L	S	S	X		lwalker@willmarmn.gov	320-214-5184
Kelsi Delbosque	Engineering/PW	0.1	S	S	S	X	X	X	X	X	X	X	X	X	X	X	X	X	X	S	S	X	X		kdelbosque@willmarmn.gov	320-214-5170
Gerald Retka	IT	0.1	X	X	S														L	X	S	L	L		gretka@willmarmn.gov	320-214-5182
Janell Sommers	Administration	0.1	S	S	S		X	X	X	X	X	X	X	X	X	X	X	X	X	S	S	S			jsommers@willmar.gov	320-214-5161
Lynn Shuldes	Permitting	0.03	X			X	X	X	X	X	X	X	X	X	S	S	S	X	S	X	S	X	X		lshuldes@willmarmn.gov	320-214-5186
Deb Stulen	Cash Receipts	0.03	X			X	X								X	X			X	S	X	X			dstulen@willmarmn.gov	320-214-5167
Carol Cunningham	Accounts Pay	0.03	X			S	S	S	S	S	S	S	S	S	X				X	S	X	X			ccunningham@willmarmn.gov	320-214-5177
Jason Lindahl	Wastewater	0.03	X			X	X	X	X	X	X	X	X	X	S	X	X	X	X	S	X	X			jlindahl@willmarmn.gov	320-235-4760
Jacen Zwagerman	Building Official	0.03	X											X	X	S	S	S	X	S	X	X			jzwagerman@willmarmn.gov	320-214-5179
Gary Manzer	PW Work orders	0.03	S	S	S	X	X	X	X	X	X	X	X	X	X	S	S	X	X	S	X	X			gmanzer@willmarmn.gov	320-491-7366
Mayor						X																				
Members of Council						X																				

### C.5 Statement of Work

The City will require the development of a detailed statement of work, including a high-level project plan, prior to contract signing. The statement of work will include and describe at least the following and may include additional items the City deems necessary:

- Project scope

- Project milestones
- Project deliverables
- High level project schedule (listing of phases and go-live dates)
- Project resources
- Project roles and responsibilities
- Project change control procedures

**C.6 Number of Users**

It is difficult for the City to envision exactly who will use the system as implementation of the system will result in a major change in the way that the City does business. Proposers should plan however on having all City departments with access to the system for at least a few users to enter transactions. The following user counts identify expected users within each functional area. Additional users may be required for extra help and proposers should plan to provide sufficient system access for the City to fully implement their desired business processes. Proposals should include services to complete implementation and any appropriate training services to prepare all City staff for using the system. (Note: Employees are counted in multiple columns).

The City expects that pricing for software will be on an enterprise basis where all City employees will have access to the software to perform necessary tasks and the City will not encounter issues where individual employees are not licensed to perform tasks.

<b>Government Users</b>		
<b>Type of User</b>	<b>Estimated Number of Users</b>	<b>Estimated Number of Power Users</b>
Financials	Unlimited	1
Asset Management	Unlimited	1
Budgeting	Unlimited	1
Permitting	Unlimited	1
Technical/Administrative Users	1	1
Self Service Access	Unlimited	1

**C.7 Interfaces**

Interface requirements have been included in with the functional requirements. Proposers should respond to each functional requirement, including the interface requirements, to identify the proposed scope. Any positive response – “Y” or “Y-ND” is considered to be in-scope and all pricing for the proposed scope included in the submitted milestone pricing. Interfaces to the City’s existing systems and/or third party vendors are critical to the project success

**C.8 Data Conversion**

The City understands the level of effort required to convert data and is interested in converting only essential data required for the new system. Proposers are required to complete Attachment 11 (Conversions) and indicate the proposed data conversions that are included in scope.

## C.9 Current Applications

The following applications are used by the organization for major business functions. Information about their replacement or interface is provided for the proposer's convenience. The City intends to discuss the future use of these applications during software demonstrations and contract negotiations.

Existing software applications.

MS Word	MS Excel	MS Power Point
LaserFiche	Box Agenda	GIS
RecDesk	LOGIS	dobe Acrobat Pro

## C.10 Business Process Improvement

The City's ERP Project will include the City staff working to define improved processes. The City expects that the finalist vendor will leverage work already completed and not require significant time spent on understanding current process and working through gap analysis. Expected "to-be" process flows for many key processes will be available by demo dates. The City expects that vendors will leverage this documentation in project deliverables and make recommendations on how to best leverage the software to meet these processes – or improve upon processes with features of the software.

## C.11 On-Site Expectations

The City understands all projects are delivered with a mix of on-site and off-site services and requests that vendors consider both project quality and cost considerations when submitting proposals. The City expects that certain services, such as training, project management, change management, and other services where on-site presence is important be delivered onsite, however the City also expects that vendors explore use of remote service delivery through web meetings, and video conferencing as a method to reduce project costs.

## Section D: Contract Terms and Conditions

Below are important contract terms and conditions that the City of Willmar (the “City”) expects to be part of an agreement with the finalist proposer(s). Please indicate your willingness to comply with each condition by noting any exceptions per the instructions in section B.6 of this RFP. Contract terms in the final agreement should include but will not be limited to those listed below. The City will carefully evaluate any exceptions to the terms and conditions listed below.

### D.1 Personnel

The City requires assurances as to the consistency and quality of vendor staffing for its project. Key points of the City’s personnel provisions include:

- D.1.1** Vendor is responsible for hiring sufficient personnel to perform the services/duties required by this Contract, withholding their taxes and paying all other employment tax obligations on their behalf..
- D.1.2** Vendor, at all times and for all purposes hereunder, shall be an independent contractor and is not an employee of the City for any purpose. No statement contained in the Contract shall be construed so as to find vendor to be an employee of the City, and vendor shall not be entitled to any of the rights, privileges, or benefits of employees of the City, including but not limited to, workers’ compensation, health/death benefits, and indemnification for third-party personal injury/property damage claims. Vendor acknowledges that no withholding or deduction for State or Federal income taxes, FICA, FUTA, or otherwise, will be made from the payments due the City, and that it is the City’s sole obligation to comply with the applicable provisions of all Federal and State tax laws. Vendor shall at all times be free to exercise initiative, judgment and discretion as to how to best perform or provide services identified herein.

### D.2 Warranty

The Proposer will expressly warrant that

- D.2.1** All work performed in connection with this project be performed in a competent, professional, and workmanlike manner, and shall be consistent with the accepted practices of leading providers performing similar services or professional standards referenced in the vendor’s proposal
- D.2.2** All work will be performed by an adequate number of qualified individuals with suitable training, education, and experience
- D.2.3** All work performed shall comply with applicable laws
- D.2.4** Each deliverable shall be subject to a verification of acceptability by the City to ensure such deliverable satisfies stated requirements, as more particularly described in Paragraph A.4 below. The acceptability of any deliverable will be based on the City’s satisfaction or non-satisfaction with the deliverable based on requirements of the Contract. If any deliverable is not acceptable, the City will notify the vendor specifying reasons in reasonable detail, and the vendor will, at no additional cost, conform the deliverable to stated requirements of the Contract.
- D.2.5** All work performed and all deliverables, including the System itself will conform to the scope and specifications as stated in the RFP including the functional requirements identified as Attachment 13 (Functional Requirements) for a period extending no less than 12 months after final acceptance.

### D.3 Warranty Remedy

The City requires that the vendor commit to repair or replace any function not working in the system during the life of the warranty. In the event a problem cannot be fixed the vendor will reimburse the City for costs to acquire and implement an functionally equivalent replacement.

### D.4 System Acceptance

For purposes of acceptance of the system (or portions thereof), the City intends to use a two-staged acceptance procedure for each phase and for the entire project. Key points include:

- D.4.1 “Conditional Acceptance” will occur at or prior to go-live. The City will have up to forty-five (45) days to test the system (“pre-live testing”) before going live.
- D.4.2 The City will have a 60-day period after Conditional Acceptance to “live test” the system. Live testing is the City’s opportunity to verify that the system complies with the functional requirements and any other written specifications delivered to the City by the vendor during the course of the project.
- D.4.3 If after the live testing the system performs in accordance with the system specifications (including the design document and functional requirements), and all services identified in the statement of work are completed, the City will issue “Final Acceptance.”

### D.5 Additional Users and Modules

The City will require “price protection” for a minimum of two (2) years from the effective date of the agreement for additional City users and modules that are listed in the proposal but are not initially purchased.

### D.6 Accuracy of Proposal Fees

The City requires that any proposed licenses or fees to access the software be adequate to allow the City to use the system unrestricted for all business purposes of the City and the City agencies, departments, and other third-party entities under the control of the City. The City will not be subject to expansion fees, additional license purchases, or fees for additional users, increases in City employee count, budget size, population size, or data storage requirements for a period of 6 years from the effective date of the agreement.

### D.7 Insurance and Indemnification

- D.7.1 **Insurance.** The vendor agrees to procure and maintain, at vendor’s expense, the following insurance policies, including the minimum coverages and limits of liability specified below, or as specified in the applicable insurance certificate(s), or as required by law, whichever is greater:

Worker’s Compensation	Statutory Limits
Employer’s Liability	\$500,000 bodily injury by accident \$500,000 bodily injury by disease aggregate \$500,000 bodily injury by disease per employee
Commercial General Liability	\$2,000,000 property damage and bodily injury per occurrence \$4,000,000 annual aggregate

	\$2,000,000 annual aggregate Products – Completed Operations
Automobile Liability	\$1,000,000 per occurrence combined single limit for Bodily Injury and Property Damage (shall include coverage for all owned, hired and non-owned vehicles
Umbrella or Excess Liability	\$1,000,000
Technology Errors and Omissions Insurance	\$2,000,000 – per occurrence; \$4,000,000 – annual aggregate

**D.7.2 Indemnification.** The vendor shall indemnify, protect, save, and hold harmless the City, and its respective officers, directors, employees and members and agents, from and against any claims, liability, damages, costs, judgments, or expenses, including reasonable attorney’s fees, to the extent attributable to or caused by the negligent or otherwise wrongful acts or omissions, including breach of a specific contractual duty, of vendor or vendor’s independent contractors, subcontractors, agents, employees, vendors or delegates with respect to the Contract or the Project. The vendor shall defend the City against the foregoing, or litigation in connection with the foregoing, at the vendor’s expense, with counsel reasonably acceptable to the City, except that for professional liability claims, the vendor shall have no upfront duty to defend the City, but shall reimburse defense costs to the City to the same extent of the vendor’s indemnity obligation herein. The City, at its expense, shall have the right to participate in the defense of any claims or litigation and shall have the right to approve any settlement, which approval shall not be unreasonably withheld. The indemnification provision of this Section shall not apply to damages or other losses proximately caused by or resulting from the negligence or willful misconduct of the City. All indemnification obligations shall survive termination, expiration or cancellation of the Contract. The vendor agrees, that in order to protect itself and the City under the indemnity provisions set forth above, it will at all times during the term of the Contract keep in force policies of insurances required in the Paragraph entitled, “Insurance.” Nothing in the Contract shall be construed to waive any immunities or limitations to which the City is entitled under Minn. Stat. Ch. 466 or otherwise.

The City shall indemnify protect, save, and hold harmless the vendor, and its respective officers, directors, employees and members and agents, from and against any claims, liability, damages, costs, judgments, or expenses, including reasonable attorney’s fees, to the extent attributable to or caused by the negligent or otherwise wrongful acts or omissions of the City or its agents, employees, contractors or subcontractors with respect to the City’s performance of its obligations under the Contract. The City shall defend the vendor against the foregoing, or litigation in connection with the foregoing, at the City’s expense. The vendor, at its expense, shall have the right to participate in the defense of any Claims or litigation. The indemnification provision of this Section shall not apply to damages or other losses proximately caused by or resulting from the negligence or willful misconduct of the vendor. All indemnification obligations shall survive termination, expiration or cancellation of the Contract.

Nothing contained in this Contract shall create a contractual relationship with or a cause of action in favor of a third party against the City or the vendor. The vendor’s services under the Contract are being performed solely for the City’s benefit, and no other entity shall have any claim against the vendor because of the Contract or the performance or nonperformance of services provided thereunder.

## D.8 Other Terms

- D.8.1 Dispute Resolution.** The parties agree to negotiate all disputes between them in good faith for a period of Thirty (30) days from the date of notice of dispute prior to proceeding to formal dispute resolution or exercising their rights under law.
- D.8.2 Assignment.** The Contract may not be assigned by either party without the written consent of the other party.
- D.8.3 Records—Availability and Retention.** Pursuant to Minn. Stat. § 16C.05, subd. 5, the vendor agrees that City, the State Auditor, or any of their duly authorized representatives at any time during normal business hours and as often as they may reasonably deem necessary, shall have access to and the right to examine, audit, excerpt, and transcribe any books, documents, papers, records, etc., which are pertinent to the accounting practices and procedures of the vendor and involve transactions relating to the Contract. The vendor agrees to maintain these records for a period of six years from the date of termination of the Contract.
- D.8.4 Covenant Against Contingent Fee.** The vendor warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the vendor to solicit or secure this Contract, and that it has not paid or agreed to pay any company or person, other than a bona fide employee, any fee, commission, percentage, brokerage fee, gift or any other consideration, contingent upon or resulting from award or making of this Contract.
- D.8.5 Non-Discrimination.** The provisions of any applicable law or ordinance relating to civil rights and discrimination shall be considered part of the Contract as if fully set forth herein.
- D.8.6 Interest by City Officials.** No elected official, officer, or employee of the City shall during his or her tenure or employment and for one year thereafter, have any interest, direct or indirect, in the Contract or the proceeds thereof.
- D.8.7 Governing Law.** This Contract shall be deemed to have been made and accepted in Kandiyohi County, Minnesota, and the laws of the State of Minnesota shall govern any interpretations or constructions of the Contract without regard to its choice of law or conflict of laws principles.
- D.8.8 Data Practices.** The parties acknowledge that the Contract is subject to the requirements of Minnesota's Government Data Practices Act (Act), Minnesota Statutes, Section 13.01 *et seq.* The vendor agrees to abide by the applicable provisions of the Act, HIPAA requirements and all other applicable state or federal rules, regulations or orders pertaining to privacy or confidentiality. The vendor understands that all of the data created, collected, received, stored, used, maintained or disseminated by the vendor in performing those functions that the City would perform is subject to the requirements of the Act, and the vendor must comply with those requirements as if it were a government entity. This does not create a duty on the part of the vendor to provide the public with access to public data if the public data is available from the City, except as required by the terms of the Contract.
- D.8.9 Data Disclosure.** Under Minn. Stat. § 270C.65, Subd. 3 and other applicable law, the vendor consents to disclosure of its social security number, federal employer tax identification number, and/or Minnesota tax identification number, already provided to the City, to federal and state agencies and state personnel involved in the payment of City obligations. These identification numbers may be used in the enforcement of federal and state laws which could result in action requiring the vendor to file state tax returns, pay delinquent state tax liabilities, if any, or pay other City liabilities.
- D.8.10 Patented Devices, Materials and Processes.** If the Contract requires, or the vendor desires, the use of any design, device, material or process covered by letters, patent or copyright, trademark



or trade name, the vendor shall provide for such use by suitable legal agreement with the patentee or owner and a copy of said agreement shall be filed with the City. If no such agreement is made or filed as noted, the vendor shall indemnify and hold harmless the City from any and all claims for infringement by reason of the use of any such patented designed, device, material or process, or any trademark or trade name or copyright in connection with the services agreed to be performed under the Contract, and shall indemnify and defend the City for any costs, liability, expenses and attorney's fees that result from any such infringement.

## Section E: Attachments

### E.1 Attachment 1 (RFP Submittal Checklist)

<b>Submittal Checklist</b>		
<b>Section</b>	<b>Item</b>	<b>Submitted</b>
B.1	Executive Summary and Introductory Materials	
E.1	Attachment 1 (RFP Submittal Checklist)	
E.2	Attachment 2 (Signature Page)	
E.3	Attachment 3 (Proposer Statement)	
B.2	Scope of Services	
E.4	Attachment 4 (Scope of Proposal)	
E.5	Attachment 5 (Company Background)	
E.6	Attachment 6 (Reference Form)	
B.3	Functional Requirements	
E.13	Attachment 13 (Functional Requirements)	
E.7	Attachment 7 (Technical Specifications)	
B.4	Implementation Plan	
E.11	Attachment 11 (Conversions)	
E.12	Attachment 12 (Staffing)	
B.5	Ongoing Support and Hosting Services	
E.8	Attachment 8 (Software-as-a-Services / Hosting)	
E.9	Attachment 9 (Proposed Service Level Agreement)	
E.10	Attachment 10 (Maintenance and Support)	
B.6	Exceptions to the RFP	
B.7	Deliverables and Project Outcomes	
B.8	Sample Documents	
B.9	Price Proposal (under separate cover)	

**E.2 Attachment 2 (Signature Page)**

The undersigned proposer having examined this RFP and having full knowledge of the condition under which the work described herein must be performed, hereby proposes that the proposer will fulfill the obligations contained herein in accordance with all instructions, terms, conditions, and specifications set forth; and that the proposer will furnish all required products/services and pay all incidental costs in strict conformity with these documents, for the stated prices as proposed.

Submitting Firm: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Authorized Representative (print): \_\_\_\_\_ Title: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Contact Information:**

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

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

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_

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

Cell Phone: \_\_\_\_\_

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

**Software Demonstrations / Implementation Interviews:**

Software demonstrations are currently scheduled for the following dates. Please indicate your availability and date preference to provide software demonstrations in the event your proposal is elevated to software demonstrations. Elevated proposers will be notified of the scheduled demonstration date when elevated.

Week	Availability (Y/N)	Preference (1,2,3,No Preference)
6/27/22		
6/28/22		
6/29/22		
7/1/22		

**E.3 Attachment 3 (Proposer Statement)**

By submitting a response, the respondent acknowledges that he/she has acquainted themselves with the terms, scope, and requirements of the project based on the information contained in this RFP and any addendums. Any failure by the proposer to acquaint themselves with available information will not relieve them from the responsibility for estimating properly the difficulty or cost of successfully performing the work available. The City is not responsible for any conclusions or interpretations made by the proposer on the basis of the information made available by the City.

The following addendums have been acknowledged and are included in our response. Proposals that do not acknowledge addendums may be rejected.

Addendum#	Initials

\_\_\_\_\_  
PRINTED NAME OF AUTHORIZED AGENT (TITLE)

\_\_\_\_\_  
SIGNATURE OF AUTHORIZED AGENT

\_\_\_\_\_  
DATE

### E.4 Attachment 4 (Scope of Proposal)

Identify the scope of the proposal and if the proposal contains software and services for each scope option. Scope options are defined in the RFP in section A and Section C.

**Software and Implementation Services:**

- Proposed
- Not Proposed

Primary Software Firm \_\_\_\_\_  
Software Product Proposed \_\_\_\_\_ Version \_\_\_\_\_  
Primary Implementation Firm \_\_\_\_\_

**Technology Services:**

- Hosting Services Proposed
- Software as a Service Proposed
- Not Proposed

Hosting Provider: \_\_\_\_\_

**Ongoing Support**

<input type="checkbox"/>	Ongoing Support Provided by Software Vendor
<input type="checkbox"/>	Ongoing Support Provided by Implementation Firm
<input type="checkbox"/>	Ongoing Support Provided by Third Party

Firm Primarily Responsible for Ongoing Support: \_\_\_\_\_

**Third Party Products/Services**

- Third Party Products/Services Proposed
- No Third Party Products/Services Proposed

<i>Firm</i> _____	<i>Purpose</i> _____
<i>Firm</i> _____	<i>Purpose</i> _____
<i>Firm</i> _____	<i>Purpose</i> _____
<i>Firm</i> _____	<i>Purpose</i> _____
<i>Firm</i> _____	<i>Purpose</i> _____
<i>Firm</i> _____	<i>Purpose</i> _____

**Name of Individual / Firm Submitting Proposal:**  
\_\_\_\_\_

**Signature of Proposer:**  
\_\_\_\_\_

**E.5 Attachment 5 (Company Background)**

Complete one form for each firm included in the proposal.

<b>Company Background</b>	
Company Name:	
Location of corporate headquarters:	
<b>Proposer Experience</b>	
# of years in business:	
# of years providing systems/services to public sector:	
<b>Customer Base:</b>	
# of clients using proposed software/services	
# of clients using other similar software/services	
<b>Market Focus:</b>	
Identify other industries serviced (other than local governments)	
<b>If not Primary Proposer</b>	
# of past projects partnering with primary proposer	
Official Partnership status/certification (if applicable)	
<b>About the Company</b>	
Number of Total Employees:	
Number of Employees Providing Implementation Services (if applicable)	
Number of Employees Supporting Product (Maintenance and Support) (if applicable)	
Number of Employees Dedicated to Product Development (if applicable)	

### E.6 Attachment 6 (Reference Form)

Please provide at least five (5) references for past projects that include products and services similar to those proposed for this RFP. Please use the following format in submitting references.

#### GENERAL BACKGROUND

Name of Client: \_\_\_\_\_

Project Manager/Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Software Program/Version: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

\_\_\_\_\_

Number of Employees: \_\_\_\_\_ Size of Operating Budget: \_\_\_\_\_

#### PROJECT SCOPE

Please indicate (by checking box) functionality installed:

- |   |  |
|---|--|
| <input type="checkbox"/> Core Financials              | <input type="checkbox"/> Budgeting                   |
| <input type="checkbox"/> Planning                     | <input type="checkbox"/> Work order/Asset Management |
| <input type="checkbox"/> Permitting/Inspections       | <input type="checkbox"/> Contract Management         |
| <input type="checkbox"/> Special Assessments          | <input type="checkbox"/> Project/Grant Accounting    |
| <input type="checkbox"/> Ticketing – code enforcement |  |

#### TECHNOLOGY INFORMATION

Hosted? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, hosting provider \_\_\_\_\_

#### IMPLEMENTATION INFORMATION

Project Duration: \_\_\_\_\_

Initial Go-Live: \_\_\_\_\_

Describe Role on Project: \_\_\_\_\_

\_\_\_\_\_

Project Challenges: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Major Accomplishments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**E.7 Attachment 7 (Technical Specifications)**

<b>Technical Specifications</b>	
<b>Required Licenses</b>	
Does the Proposed System Require that the City install software?	Yes/No
Provide full documentation of technical specifications and requirements necessary to host the system ( <i>vendors can submit documentation in alternate format and attach to this page.</i> )	
Hardware / Server / Database Requirements	
Desktop / Client Requirements	
Mobile Requirements	
<b>Business Intelligence</b>	
Describe how business intelligence tools operate and if the City would be able to leverage tools for non-ERP data	
Does the report writer utilize a separate database?	
<b>Security</b>	
Describe database security	
Describe application security	
Is system compatible with single sign on?	



**E.8 Attachment 8 (Software-as-a-Services / Hosting)**

\*Attach additional pages if necessary

<b>Alternative Delivery Options</b>	
<b>Options</b>	
Is system available through a hosted model (City owns license and system implemented on dedicated single tenant environment)	Yes/No
Is the system available through SaaS model (City pays subscription fee and system implemented in multi-tenant environment)	Yes/No
Is the system available through a managed services model (City owns and hosts system; vendor maintains system)	Yes/No
Where is the data center and disaster recovery data center located?	
<b>Network Bandwidth</b>	
If ASP or SaaS, what are the internet bandwidth requirements for optimal performance?	
<b>Contract</b>	
Describe any minimum contract periods (example: Minimum of 5 years)	
Does vendor contract provide for price increases above 0% per year for years 2-5	
After contract period, is it possible to transition to self-hosted model? Describe what is required for transition and cost	
Does vendor contract cap price increase to less than 5% for years 6-10	
<b>Proposed Services</b>	
Number of database instances (please list)	
Describe proposed disaster recovery services	
Describe proposed application availability service level	
<b>Support</b>	
Describe operations support	
Describe back up procedures and testing of backups and other quality assurance processes to ensure the backup is working correctly.	
Describe process for installing patches and updates	
Describe process for roll-back of patches and updates if major functionality is broken as a result of the patch and/or update	

**E.9 Attachment 9 (Proposed Service Level Agreement)**

If hosting services are proposed, please complete the following table identifying proposed service level guarantees. For each service, please indicate the metric used to measure the service quality, the proposed requirement (target for service), and the proposed remedy/penalty if guarantee is not met.

<b>Proposed Service Level Guarantees</b>			
<b>Service</b>	<b>Metric</b>	<b>Requirement/ Guarantee</b>	<b>Remedy if Not Met</b>
System Availability (Unscheduled Downtime)			
System Response (Performance)			
Issue Response Time			
Issue Resolution Time			
System Data Restore			
Implementation of System Patches			
Notification of Security Breach			
Please list other proposed service levels			

<b>Proposed Service Level Guarantees</b>	
How is performance against service levels reported to the City	
Describe process for City reporting issue to the vendor	

**E.10 Attachment 10 (Maintenance and Support)**

<b>Proposed Maintenance and Support</b>	
<b>Post-implementation Support:</b>	
Days of on-site support after go-live	
What is purpose of on-site support?	
Other on-site support after go-live (month end, quarter end, year-end, open enrollment, etc.)	
<b>Telephone Support:</b>	
Hours available (and time zone)	
Problem reporting and resolution procedures	
Response time for various levels of severity	
<b>Third Parties:</b>	
Support provided for third party products?	
<b>Upgrades/Patches:</b>	
Upgrade Frequency (major and minor releases)	
How are upgrades delivered?	
Are upgrades required?	
How many versions are currently supported?	
<b>Third Party Support</b>	
Upgrade Frequency (major and minor releases)	
How are upgrades delivered?	
Are upgrades required?	
How many versions are currently supported?	

**E.11 Attachment 11 (Conversions)**

**E.12 Attachment 12 (Staffing)**

**E.13 Attachment 13 (Functional Requirements)**

(See Separate Word documents)

**E.14 Attachment 14 (Cost) under separate cover**

**City of Willmar RFP for ERP  
Attachment 11**

**E.11 Conversion systems - details – Required Modules.**

No.	Functional Area/Metric	Statistic
<b>1</b>	<b>General ledger &amp; financial reporting</b>	
	Number of Funds	53
	Number of accounts	7841
	Fiscal Year End	12/31
<b>2</b>	<b>Budgeting</b>	
	Operating Budget	\$18,674,182
	Capital Budget	\$11,696,000
<b>3</b>	<b>Purchasing</b>	
	Number of Purchase Orders per Year	Not used
	Number of Contracts Managed Annually	30+
	Number of Item Locations	Various Depts
<b>4</b>	<b>Accounts payable</b>	
	Number of Vendors	3,700
	Number of Invoices per Year	9,391
	Number of 1099's issued per Year	14-30
<b>5</b>	<b>Accounts Receivable</b>	
	Number of invoices/statements per Year	610
<b>6</b>	<b>Fixed assets</b>	
	Amount of Fixed Assets	\$377,852,180
	Number of Fixed Assets	1,736
<b>7</b>	<b>Project accounting and grant management</b>	
	Number of Active Projects	15
	Number of Active Grants	12
<b>8</b>	<b>Cash receipting</b>	
	Number of current Cash Collection Points (Cash Only)	0
	Number of Cash Collection Points (All Payment Types)	4

No.	Functional Area	Current Application	Total Users	Concurrent Users	
1	Core Financials	General Ledger and Financial Reporting	Avenue Insights	23	23
2		Budgeting	Excel	5	5
3		Purchasing	Avenue Insights	N/A	
4		Accounts Payable	Avenue Insights	4	4
5		Accounts Receivable	QuickBooks	2	1
6		Project Accounting and Grant Management	Excel	4	4
7		Fixed Assets	Avenue Insights	4	4
8	Cashiering	Avenue Insights	11	11	
9	Current POS System Used		1	1	
10	Online option for collection	N/A	6	6	



**City of Willmar RFP for ERP  
Attachment 14**

**E.14 Pricing Summary – Details. All Costs – Required Modules.**

<b>Required Module</b>	<b>Notes</b>	<b>Comments</b>
<b>Core Financials</b>	<ul style="list-style-type: none"> <li>• 3 currently will want additional users for growth</li> <li>• Remote access required</li> </ul>	
<b>Budgeting</b>	<ul style="list-style-type: none"> <li>• Internal and external reporting</li> <li>• Works with K-Pay (Kronos application and GL)</li> </ul>	
<b>Cash Receipts</b>	<ul style="list-style-type: none"> <li>• 610 invoices per year</li> <li>• 4 collection points</li> <li>• Online collections required</li> </ul>	
<b>Accounts Payable</b>	<ul style="list-style-type: none"> <li>• 3,700 vendors</li> <li>• 14-30 1099's per year</li> <li>• P-Card capabilities</li> </ul>	
<b>Special Assessments</b>	<ul style="list-style-type: none"> <li>• Ability to handle multiple projects over multiple years</li> <li>• Track and maintain amounts due, delinquent, interest and penalties</li> </ul>	
<b>Project/Grant Accounting</b>	<ul style="list-style-type: none"> <li>• 15 named projects</li> <li>• 12 named grants</li> <li>• 4 named users</li> </ul>	
<b>Fixed Assets</b>	<ul style="list-style-type: none"> <li>• 1,736 named assets</li> <li>• \$377,852,180 total amount of assets</li> </ul>	
<b>Permitting, Inspections</b>	<ul style="list-style-type: none"> <li>• Ability to handle multiple applications</li> <li>• Remote access</li> <li>• Forms created to track inspections</li> <li>• Attach pictures and files</li> </ul>	
<b>Planning</b>	<ul style="list-style-type: none"> <li>•</li> </ul>	
<b>Contract Management</b>	<ul style="list-style-type: none"> <li>•</li> </ul>	
<b>Asset Management and inventory</b>	<ul style="list-style-type: none"> <li>• Work order system</li> <li>• Preventative maintenance system</li> <li>• Asset and inventory</li> </ul>	
<b>Implementation: Total cost for implementation, data conversion, training, report development, integration,</b>		



travel, etc. for required modules.		
<b>Maintenance:</b> Total cost years 1-10		
<b>Other Costs</b>		
<b>Total First Year Cost – required modules</b>		
<b>Total Ten-Year Cost – required modules</b>		