



Request for Proposal (RFP)

For

Enterprise Resource Planning Software

Issue Date: 11/06/2017

Issued by: Snohomish County Fire District 7

Inquiries: Assistant Chief Steve Guptill / sguptill@snofire7.org

Proposals Due: by 4:00 PM on 11/20/2017

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A. Vendor Instructions

1. INTRODUCTION

It is the intent of the Snohomish County Fire District 7 to purchase financial software to enhance current capabilities in the Finance Department. This is to be done by taking advantage of the latest technology in computer software. Vendors will be required to furnish a detailed proposal which will provide the functions as outlined in this document or so state those functions which require exceptions to be taken.

INTER-LOCAL AGREEMENT

It is the intent of this bid document to make available to other local government entities of the State of Washington, and neighboring states, as authorized by Inter-Local purchasing agreements as provided for by RCW 39.34, the right to purchase the same services/product at the prices quoted for the period of the contract. Therefore, upon award and execution of the contract, the bid unit price and any option prices herein shall remain valid for a period of 1 year from time of bid. Specifically, the following agencies reserve the right to purchase from this proposal;

- The City of Monroe, WA.
- Marysville Fire District
- Snohomish County 911

This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications.

2. GENERAL REQUIREMENTS

The proposed financial software must include at a minimum the following modules:

- General Ledger
- Purchasing
- Accounts Payable
- Bank Reconciliation
- Budgeting
- Project Accounting
- Fixed Assets
- Accounts Receivables
- Payroll
- Human Resources
- Employee Self Service
- Budget Forecasting

Additionally, since the City of Monroe may choose to participate in this purchase process, the following additional modules shall be included:

- Cashiering
- Utility Billing
- Service Orders

Snohomish County Fire District 7 intends to purchase a total system solution from a single vendor. This will include all database management software, ad-hoc query/reporting software, application software, data conversion, training, project implementation/administration, and on-going maintenance and support services. Snohomish County Fire District 7 is seeking two bids, one for server based and one for cloud service.

The primary criteria for vendor evaluation and consideration are:

- Overall Product Quality
- Suitability of Product to Snohomish County Fire District 7 Requirements
- Stability (Financial Viability, Business Longevity, Stable Ownership)
- Customer Service and Support

Additionally, Snohomish County Fire District 7 seeks the following technical foundation:

- Web-based System
- SAAS/Intranet Deployment
- SQL Database
- Ease of interfacing to Microsoft Office products

3. PRESENT PERIPHERALS:

A list of peripheral equipment currently in use by Snohomish County Fire District 7 personnel is available upon request from the District.

4. BACKGROUND:

Snohomish County Fire District 7 is located in south Snohomish County. Snohomish County Fire District 7 has a population of approximately 116,000 and a staff of 220 employees which includes part time staff.

5. INSTRUCTIONS TO BIDDERS

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of the proposal.

6. INQUIRIES

For inquiries or clarifications regarding this RFP please contact Assistant Chief Steve Guptill at 360-794-7666 or sguptill@snofire7.org. Responses affecting the content of the Request for Proposals will be provided to all vendors. It is the responsibility of the vendor to inquire about and clarify any material contained in the RFP or any question which is not fully understood or that is believed to be susceptible to more than one interpretation. Due to the short turnaround time for this RFP, these inquiries may be emailed to the above address.

7. IMPORTANT DATES

RFP Available:	11/06/2017
Final Submission:	by 16:00 on 11/20/2017
Award Date:	Approximately 11/22/2017

8. CLARIFICATION OF BIDS

Snohomish County Fire District 7 reserves the right to contact bidders individually for the purpose of clarifying bids.

9. SUBMISSION OF BIDS

Bids to these specifications must be presented in a **SEALED ENVELOPE** and mailed or delivered to:

Attn: Assistant Chief Jamie Silva
Snohomish County Fire District 7
163 Village Court
Monroe, WA 98272.

The envelope shall be marked as ERP Software Bid.

Each bid must include a letter of transmittal which bears the signature of an authorized representative of the vendor and which also includes the names of the individuals authorized to conduct business with Snohomish County Fire District 7. It is the sole responsibility of the vendor to see that their RFP response is received in the proper time. Any proposal received after the proposal opening date and time shall be eliminated from consideration and returned to the vendor unopened.

10. VENDOR INCURRED COSTS

Snohomish County Fire District 7 is not liable for any cost incurred by vendors prior to issuance of any agreement, contract, or purchase order.

11. BID WITHDRAWAL

No bid may be withdrawn for a period of ninety (90) days after the scheduled closing time for receipt of bids.

12. BID PROPERTY

All bids submitted in response to this RFP become the property of Snohomish County Fire District 7. Bids submitted may be reviewed and evaluated by any person(s) at the discretion of Snohomish County Fire District 7.

13. CONFIDENTIALITY

All bids will be available for inspection by interested parties following the bid opening. If a bidder wishes that any part of his/her bid document remain confidential, he/she should clearly state so.

14. PRICE PROTECTION

All prices quoted shall be firm and not subject to increase before the contract is signed.

15. PRIME CONTRACTOR RESPONSIBILITIES

Vendors are responsible for determining the specific software requirements from the specifications stated in this RFP and through their own analysis of Snohomish County Fire District 7 needs. The selected vendor will be required to assume sole responsibility for delivery, installation, operational testing, and maintenance of all hardware and support services stated in the bid. Snohomish County Fire District 7 will consider the selected vendor to be the sole point of contact with regard to all guarantees in the bid for the price stated in the bid. In the event that the system does not perform as stated, the vendor is responsible for all costs to bring the system up to the required performance level.

16. EXCEPTIONS

Any and all exceptions to the specifications included in this RFP must be fully detailed and explained in the vendor's bid response. Should the bidder not indicate and explain exceptions, that bid may be automatically disqualified.

17. BID SELECTION

A contract will be awarded by Snohomish County Fire District 7 to the lowest responsible bidder whose bid conforms to this Request for Bid AND is most advantageous to Snohomish County Fire District 7, price and other factors considered.

18. NON-DISCRIMINATION

The non-discrimination clause which appears herein is a condition of the contract. The contract must be signed by the successful bidder.

21. ALTERNATE BIDS

Do not submit alternate bids unless called for on the bid proposal form. When alternate bids are requested, the bidder must submit documentation as a part of the bid to show that the product is comparable to the item(s) referred to in the specifications.

B. Proposal Response Requirements and Format

The proposal must be prepared in the following format:

<u>Section</u>	<u>Title</u>
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Vendor Background and Qualifications
3.0	Response to Software Requirements
4.0	Technology
5.0	Implementation and Training Plan
6.0	On-Going Product Support and Maintenance
7.0	References
8.0	Pricing Information

Section 1.0 Executive Summary

This section should be limited to a brief narrative highlighting the bidder's proposal. The summary should contain as little technical jargon as possible, should be oriented toward non-technical personnel, and be no more than 5 pages.

The complete name of the firm or person(s) submitting the proposal, the main office address, and primary and secondary contact person(s) and their respective telephone numbers and email addresses must be included in this section.

Section 2.0 Vendor Background and Qualifications

Provide narrative responses to the following questions, including any necessary documentation, for each item listed below:

1. Specify the number of years the vendor has been in the software business. Provide the number of customers and the percentage of annual revenues from public sector customers.
2. Provide information on product implementation scope of work.
3. Has this company or product being proposed ever been purchased by another company or acquired because of a merger or acquisition?
4. If yes, provide details regarding the name of the companies involved, specific products affected and when such merger or acquisition(s) took place.
5. Describe your customer support procedures and the typical interaction that can be expected on a customer support call.
6. Describe the company's commitment to research and development for the specific public sector applications being proposed; include development staff size and percentage of annual revenue invested in application development and existing software enhancements and upgrades.
7. If any of the proposed software applications were developed by a third party organization, please provide the following information on each software application:
 - a. Name, address, and contact name of developing organization
 - b. How is the product integrated with other proposed applications?
 - c. Provide at least 3 customer references using the proposed software application.
 - d. Provide description of the development technologies used for each product.

Section 3.0 Response to Software Requirements

This section must include all of the completed product requirement checklists provided in Appendix C.

In addition to providing the completed checklists, please provide the following information relating to the proposed software:

1. Describe how the proposed software meets the Functional Requirements specified in the checklists and what, if any, optional requirements are met.
2. Describe how you're reporting system works and what tools are included for creating custom reports.
3. Describe the administration of application security, include how it is configured, how groups or roles are used, and what actions can or cannot be taken for various settings, etc.

Section 4.0 Technology

Provide the following information relating to hardware platforms and peripherals and development tools used for the proposed software applications:

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1. Describe your database platform and requirements
2. What development platform is used throughout your application including the application and presentation layers?
3. What reporting services are available for use with your applications?
4. Describe all available client platform requirements including desktop applications and browser clients (and supported web browsers).
5. What are your minimum recommended hardware requirements (clients and servers)?

Section 5.0 Implementation and Training Plan

Provide answers to the following questions and provide the necessary documentation for each item listed below:

1. Describe the approach and resources needed to implement the proposed software applications. Attach a proposed Scope of Work with key activities and estimated schedule.
2. Describe your overall user training approach.
3. Describe project management services that are included within the implementation process.
4. Describe your data conversion methodology

Section 6.0 Ongoing Product Support and Maintenance

1. Describe your company's service and support philosophy, how it is carried out and how success is measured.
2. The vendor must provide ongoing services and support, such as a toll free customer support number, annual training classes, online customer service and support web site, disaster recovery services, refresher training classes from a web site.
3. Provide a complete description of help desk services including phone support, remote support, and ongoing maintenance.
4. Describe how you service and resolve problems for your current customers.
5. The vendor must provide software updates and enhancements on a regular basis. The vendor must also stay abreast of all statutory additions and changes and provide software updates that meet those changes. The vendor must describe their software release program, any associated costs, how the customer is notified of those release updates, and how the release update process is implemented.

Section 7.0 References

Please provide at least (3) customer references that are representative of the requested system.

Section 8.0 Pricing Information

Please include the following costs associated with all proposed software applications and associated services:

- Application software license fees
- Implementation, Training, and Support Services Costs
- Annual Software Maintenance costs
- Annual Services Costs (if applicable)
- Other anticipated costs (i.e. travel, data conversions, etc.)

Provide the following hourly rates and other charges for additional and on-site services provided:

System Development/Design	\$ _____
Programming	\$ _____
Training	\$ _____
Hourly charge for travel time	\$ _____
Per mile charge for travel	\$ _____
Per Diem charge for overnight travel	\$ _____

C. Terms and Conditions

1. REJECTION OF BIDS

Snohomish County Fire District 7 reserves the right to reject any or all bids. It further reserves the right to waive formalities and technicalities insofar as it is authorized to do so, where it deems advisable in protection of the best interest of the Snohomish County Fire District 7; and to award the bid in the best interest of Snohomish County Fire District 7. Bids may be rejected if they show any omissions, conditional bids, or irregularities of any kind.

2. DEFAULT

In case of default of the contractor, the Snohomish County Fire District 7 may procure the articles and/or services from other sources and hold the contractor responsible for any excess cost occasioned thereby.

3. RIGHT OF CANCELLATION

Award to the selected vendor will be made under a contractual arrangement cancelable after the first year or at the end of a fiscal year in the event that continuing funds are not appropriated.

4. PROTESTS

Any vendor desiring to protest the award of this bid must do so in writing by certified mail. The protest must be directed to Camille Tabor, CFO, Snohomish County Fire District 7, within two weeks of the award of the bid. Protesters must specify the reason for the complaint citing the law, rule, or the requirements upon which the protest is based.

6. EVALUATIONS

The primary criteria for vendor evaluation and consideration are:

- Suitability of Product to Snohomish County Fire District 7 Requirements
- Customer Service and Support (References, Retention)
- Ability to Provide a Comprehensive Integrated Solution to meet the stated requirements
- Pricing

Evaluation of the proposals is expected to be completed by 11/22/2017. The proposals will be reviewed on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest price proposal will not necessarily be selected.

Snohomish County Fire District 7 reserves the right to:

- a) Reject any or all proposals, or to make no award,
- b) Require modifications to initial proposals, or
- c) Make partial or multiple awards.

Snohomish County Fire District 7 further reserves the right to excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to Snohomish County Fire District 7.

Snohomish County Fire District 7 may award on initial proposals received, without discussion of such proposals. Selected vendors may be invited to make oral presentations to the evaluation team.

Appendix A
SOFTWARE BID FORM
Snohomish County Fire District 7

Financial Software

<u>Required Software Modules</u>	<u>Purchase Price</u>	<u>Annual Maintenance</u>
General Ledger	_____	_____
Purchasing	_____	_____
Accounts Payable	_____	_____
Bank Reconciliation	_____	_____
Budgeting/Forecast	_____	_____
Project Accounting	_____	_____
Fixed Assets	_____	_____
Accounts Receivable	_____	_____
Payroll	_____	_____
Human Resources	_____	_____
Employee Self Service	_____	_____
Budgeting Forecasting	_____	_____
Total Required Application Software	_____	_____
<u>Optional Software Modules</u>	<u>Price</u>	<u>Maintenance</u>
Cashiering	_____	_____
Utility Billing	_____	_____
Service Orders	_____	_____
Total Optional Application Software	_____	_____
Software Modification Costs	_____	

Other Costs

Installation/Setup	_____
Project Administration	_____
Training	_____
Total Other Costs:	_____

Cost Summary

Grand Total Application Software	_____
Total Other Costs	_____
Total Bid Price	_____

**Appendix B
PROPOSAL AGREEMENT**

Snohomish County Fire District 7

The undersigned bidder guarantees the prices herein quoted against any increase for whatever delivery date is specified and further agrees to give Snohomish County Fire District 7 the benefit of any general market price reduction up to the time of delivery.

The undersigned further certifies that no federal transportation tax or excise tax have been included in the figures herein quoted.

This proposal shall be irrevocable after the public opening and cannot be withdrawn after that time and said deposit shall be forfeited to Snohomish County Fire District 7 as liquidated damages if this bid is withdrawn after the public opening or if the undersigned bidder fails to execute formal contract and provide satisfactory surety within 10 days after the award.

It is also certified that this proposal is made in good faith and without collusion or connection with any other person bidding on the same work or that no official or no employee of Snohomish County Fire District 7 will be admitted to any share or part of the contract or any benefit that may arise therefrom if the contract is awarded to this company.

It is distinctly understood that Snohomish County Fire District 7 reserves the right to reject any or all bids or to waive any and all informalities therein should it deem it to be in the best interest of Snohomish County Fire District 7 taking into consideration quality, performance, and the time of delivery.

Company Name

Address

City/State/Zip

Phone

Date

Officer Name / Title

Officer Signature

Appendix C

SOFTWARE FUNCTIONAL REQUIREMENTS

The following pages list features of each application module to be installed. The Vendor should complete the check by following the instructions below.

Instructions:

For each of the software modules, indicate your proposed solution's ability to provide the listed functionality. For your response, please input an "x" in the appropriate column to the right of the feature/function statement. Further explanations should be provided in the comments column. Each row should have only one "x". Blank rows will be scored as Not Available.

Items marked as "Future Functionality" must have timelines spelled out in the comments section to indicate specific availability.

Items marked as "3rd Party App" must identify the specific vendor and application name with cost estimate in the comments section.

Items marked as "3rd Customization" must identify the cost estimate (if any) as well as the proposed timeline for completion in the comments section.

If additional space is needed to clarify comments, additional sheets may be attached to the response but must clearly identify the Module Name, Item Line Number and Column being clarified.