



City of Cape Girardeau

Development Services Department
401 Independence Street
Cape Girardeau, MO 63701

E-Procurement Software



Request for Proposals

Addendum 1 12/4/2020

All proposals shall be submitted to:

Anna Kangas
Transformation Manager
401 Independence Street
Cape Girardeau, MO 63701

Published: Friday, November 6, 2020
Due Date: Friday, December 11, 2020

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Background

The City of Cape Girardeau, population approximately 38,000, is located in Cape Girardeau County, in Southeast Missouri. The City council consists of a Mayor and six Council members. The City operates under a City Manager form of Government.

The City currently posts bid information by any of the following methods: on the Finance Department's bid webpage, publishes in the local newspaper, manually notifies vendors by email, phone and regular mail, and advertises on department Facebook pages. The City procures several types of services and products, including:

1. Design and/or construction services for infrastructure projects such as extension or replacement of streets, water, sanitary sewer or storm sewer mains, sidewalks, etc., and city facilities ranging in size from park restrooms to a new city hall.
2. Bulk purchasing of items such as fuel, copy paper, janitorial supplies, swimming pool chemicals, etc.
3. On-call services such as annual contracts for electrical work, concrete and asphalt patching, lab testing, etc.

Annually, the City procures several dozen services and products through RFPs/RFQs for design and/or construction services, notice to bids for construction projects, and bulk purchasing.

The City is accepting proposals from qualified providers to replace the city's current bid webpage with a Software as a Service (Saas) E-Procurement solution, designed to automate vendor management, solicitation, evaluation, reporting and auditing. The City may also consider the following based on need and proposed pricing: contract and project management, insurance certificate and bond management.

The City utilizes Tyler Technologies Munis ERP solution for other functions such as general ledger, utility billing, permits, and licensing.

The City's intent is to enter into a contract for an initial term of 12 months, with option to renew annually for four (4) additional consecutive one-year terms.

General Information

Please contact Transformation Manager Anna Kangas with any questions, at (573) 339-6613, or akangas@cityofcape.org. The deadline for questions concerning this RFP is Wednesday, December 2, 2020. **Direct contact with other staff, elected or appointed officials, or selection committee members concerning this RFP at any time is strictly prohibited.**

Please return your proposal by December 11, 2020 by 4 pm (CST) by mail or in person to:

City of Cape Girardeau
Attn: Anna Kangas
401 Independence Street
Cape Girardeau, MO 63703

Provide 6 hardcopies and one PDF of the proposal on CD or flash drive, in a sealed envelope marked as **Proposal for E-Procurement Software**.

Late submissions will not be accepted and shall be returned unopened. The City reserves the right to reject any or all submissions, or any part thereof.

Scope of Services

Proposals shall provide the City with a web-based, Software as a Service (SaaS) e-procurement solution to automate one or more of the following “modules”: vendor management, solicitation, evaluation of proposals/bids, contract and project management processes, insurance and bond management.

Features and functionality of the software shall include the following, at a minimum:

1. Self-service vendor management:
 - a. Web-page interface with the City’s website
 - b. Vendor self-registration 24/7
 - c. Technical support for vendors
 - d. Commodity/Service category code identification
 - e. Vendor notification and emailing
 - f. Vendor performance ratings, including a narrative, for each contract
 - g. List other available options, if any
2. Solicitation process:
 - a. Allow the City to upload solicitation templates and related documents in various formats including Word, PDF, Excel
 - b. Allow the City to upload construction plans, project manuals, etc, and allow registered bidders to download and print these documents
 - c. Automated invitation/notification of registered vendors for newly posted solicitations based on Commodity/Service category code
 - d. Allow the City to manually add additional participants/vendors to solicitations
 - e. Secured E-Bidding for Requests for Proposals, Requests for Qualifications, Bidding of construction projects, Bidding of on-call services, and Bidding of bulk purchases
 - f. Administrative support functionality such as on-line plan holder lists, distribution of addenda, and distribution of bid tabulations
 - g. Accept and verify bid bonds; verify receipt of addenda
 - h. Allow registered vendors to upload electronic submissions in multiple files and document types, and provide confirmation email of successful electronic upload
 - i. Track and report on vendor notifications and downloads
 - j. Pre-bid meeting management and online Q&A management
 - k. Sealed bids management
 - l. Bid award functions including both itemized and lump sum
 - m. Ability to receive, evaluate and select based on add alternate bids
 - n. List other available options, if any
3. Evaluation process:
 - a. Automated bid tabulation and sealed bidding, with ability to download the bid tabulation report
 - b. Allow city staff to register evaluation panel members with review and scoring roles, as needed
 - c. RFP automated evaluation functions, including sharing documents, evaluation criteria development, review/score/rank matrix with/without knowledge of pricing, monitor

- evaluator status, automatic email notifications, tracking of notes and information from evaluation panel members
 - d. The ability to review all bid document requirements
 - e. List other available options, if any
- 4. Contract/Project management process:
 - a. Add/edit contract template drafting
 - b. Track subcontractor information
 - c. Upload contract document files
 - d. Ability to upload certified payrolls, OSHA cards, Debarment Certification, Insurance certificates, etc.
 - e. View existing and past contract history
 - f. Contract modifications tracking such as change orders, amendments, etc.
 - g. Ability to monitor project costs, including encumbered amount, amount paid to date for contract total, change orders, pay requests, amount paid to date per each bid item.
 - h. Milestones and event tracking, such as terms, renewals, tasks, etc.
 - i. Ability to monitor project schedule
 - j. Automated email
 - k. Generate standard and ad-hoc reports, charts, etc.
 - l. Secure negotiation portal
 - m. Category and Spend analytics management, reporting on purchasing transactions, including metrics tracking
 - n. List other available options, if any
- 5. Insurance Certificate and Bond Management:
 - a. Add/edit insurance certificates, Upload ACORD certificates in PDF
 - b. Broker/agent and insurance administration
 - c. View existing and past ACORD certificates for history
 - d. Run reports such as vendor name, insurance type and status, certificate dates, contract title, project name, etc.
 - e. Automated notification settings for renewal, change, etc.
 - f. List other available options, if any
- 6. Standard reporting:
 - a. Solicitation/project outreach reports
 - b. Activity and management reports
 - c. Vendor reports and searches
 - d. List other available options, if any
- 7. Ensure security of web-based solution:
 - a. Maintain private and confidentiality of vendor records
 - b. Ability to control/restrict access by individuals
 - c. Protect against unauthorized web-based application intrusion
 - d. Data back-up and disaster recovery
 - e. List other initiatives, if any
- 8. Training courses for city users.
 - a. Describe the class format (in person, by video conference, etc.) and duration.
 - b. Indicate how additional training will be provided for new employees, for staff refresher, and how training will be provided on upgrades/new releases of the software.
 - c. List other training information, if any.
- 9. Technical support
 - a. To assist and solve problems for the City and its vendors.

- b. Indicate any limitations on hours of technical support.
- c. Indicate how support can be obtained (online chat, web portal, phone, etc.)
- d. List other technical support information, if any

Submittal Requirements

The response to this RFP must be organized according to the following format. Information should be concise and specific to address each request.

1. Contain a letter of interest (no more than one page long);
2. Profile on the proposing firm including a brief description of the firm size, the firm's financial stability, capacity and resources. This section shall also list any lawsuit or litigation and the result of that action, where litigation is still pending or claims or settlements were paid by the proposer or its insurers, within the last 5 years.
3. A brief description of the proposer's and sub-proposer's qualifications and experience on similar projects. Provide, in table format, descriptions of relevant project experience, percentage of work the proposer was responsible for, the period of time over which the work occurred, and contact information of each client identified including name, title and phone number. Describe the proposer's ability to adhere to the project schedule and budget. Indicate if any clients are no longer clients, and why they chose not to continue with your software.
4. Describe the approach to this project, including a schedule of major tasks and subtasks, and identify responsible party for each task. Indicate the expected amount of time to implement the software, and possible "Go Live" date.
5. Describe the software's ability to meet each of the requirements in the Scope of Services.
6. Propose technical or procedural innovations that have been implemented successfully on other projects of similar scope and size that may provide the city with better service delivery.
7. Identify key staff for this project, including name, title and specific responsibilities on this project. Include an organizational chart for the project team and resumes for key personnel.
8. Discuss any exceptions or requested changes the proposer has to the City's RFP conditions and requirements.
9. Submit cost information in a separate, sealed envelope within your proposed response.
 - a. Providing pricing for the full implementation of a SaaS, including all license fees, training, etc. This initial price should be all-inclusive of a turnkey system.
 - b. Provide a cost proposal for any modifications or other options that would be in the City's best interest that your firm would like to offer.
 - c. Provide in the pricing proposal what training is included and what is provided at additional costs, and define those costs.
 - d. Provide a fixed cost for your firm to conduct training for the City of Cape Girardeau. Clarify if the training will be virtual or in-person; for in-person training, including costs for travel, accommodations, etc.
 - e. Provide a fixed rate for maintenance and support for the first year and following year(s).
 - f. Provide information on cost and frequency of upgrades, including what type of training is included with upgrades, and how long previous versions are supported.
10. Provide a sample of the proposed Licensed Agreement.

Selection Criteria

A City review team will evaluate each submission based upon the criteria stated in this Request for Proposal and the ability to execute the services. If necessary, the top firms will be invited to an interview and to provide a demonstration of the software. Following the interview and demonstration, the team will select the firm the City considers most qualified and negotiate a fee. The City reserves the right to negotiate modifications to the RFP it deems acceptable. The City reserves the right to terminate this process in the event it deems the progress towards a contract to be insufficient. Firms will be evaluated in accordance with the weighted criteria listed below.

Criteria Weight

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|--|-----|
| 1. Quality and Completeness of Proposal | 10 |
| 2. Key System Features and Functionality | 35 |
| 3. Reporting capabilities | 10 |
| 4. Customer Service | 15 |
| 5. Schedule | 10 |
| 6. Cost | 20 |
| TOTAL | 100 |

Schedule

Consultants must be able to accommodate the following schedule:

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| <u>SOQs due by 4:00 p.m.</u> | <u>Friday, December 11, 2020</u> |
| <u>Firms on short list notified by</u> | <u>Monday, December 21, 2020</u> |
| <u>Interviews</u> | <u>week of January 11, 2020</u> |
| <u>Final selection by</u> | <u>Wednesday, February 3, 2020</u> |
| <u>City Council authorization of agreement</u> | <u>Monday, February 15, 2020</u> |

Request for Proposals: E-Procurement Software

ADDENDUM #1

December 3, 2020

Clarifications / Additional Information:

1. Item 9 – Cost Information
 - a. How many users by module and in total (should users need access across all modules) are required by the City for this project?
 - i. E-Procurement: approximately 16 (this does not include additional users that would participate in evaluating proposals; it only includes users who would initiate a project.)
 - ii. Contract Management: approximately 15
 - iii. Project Management: approximately 10
2. Ideally the Bid Management portion of the software would capture unit prices per bid item. The software would report quantity and percentage complete for each bid item.
3. Would you be open to pricing for the e-Procurement System to be hosted by vendor (SaaS/cloud) or deployed on your organization's server (on-premise)?
 - a. We are open to receiving proposals for both SaaS and self-hosted. However, with self-hosted, the costs of any required servers, server hardware and software will be evaluated as well.
4. Can you please provide information on the user roles that your team envisions and how many of each user role there would be?
 - a. We anticipate at least: Project creators, Evaluators, and Project managers. See question 1 for number of users. We have not had eProcurement software before so we are unsure of which roles we should consider.
5. Can you please expand upon the data migration / importing details for the e-Procurement System?
 - a. We will not migrate or import any historical data into the eProcurement system.
6. Can you please provide details about the columns/fields are currently tracked in the current/legacy system?
 - a. We do not have a legacy system.
7. How many total electronic Records (rows in excel spreadsheet) and how many total electronic files in current/legacy system?
 - a. We do not have a legacy system.
8. How many total legacy (historic) electronic contract files will be imported into the e-Procurement System?
 - a. None
9. Where are the legacy (historic) electronic contract files currently stored (shared folders, SharePoint, document management system, paper, etc.)?
 - a. We have paper files.
10. Can you please expand upon your preferences to integration with third-party systems? Please provide system details (system name, database used, home-grown or commercial) if applicable. The RFP specifically mentions Tyler Technologies Munis ERP.
 - a. Tyler Munis is the system the city utilizes for financials, utility billing, permits, licenses, etc. We would like to know if there is any existing integration between your company and Tyler Munis that would reduce double-data entry from one software to another.
11. Will this be an ongoing data integration or a one-time data import?

- a. If an integration exists, it would be on-going. It would be helpful for project information to transfer from the eProcurement software to Requisitions and requesting payments through Munis. This would reduce double data-entry between the two programs.
- 12. What data will your organization be passing in the data integration between the e-Procurement System and other third-party systems?
 - a. At a minimum, vendor and contract information such as overall bid and individual bid items.
- 13. Are the other systems installed/deployed on your organization's server(s) or is the vendor hosting the software (cloud/SaaS)?
 - a. Currently, the city self-hosts Tyler Munis, but we are considering SaaS.
- 14. Does the third-party system have one of the following available for integration: SOAP API, REST API?
 - a. This is not known.
- 15. What bid and agreement types would you like to author within the system (number of templates)?
 - a. Bid packages and agreements for:
 - i. construction services
 - ii. design and other professional services
 - iii. design-build services
 - iv. on-call services
 - v. bulk purchases
- 16. Would your team prefer assistance in configuring these document templates?
 - a. If we have additional questions after the initial training and setup it would be helpful to work with someone from Support.
- 17. Can you please provide additional details about your organization's workflow/approval processes? Can you please provide number of steps and examples?
 - a. This is dependent on the capabilities of the software. We would like to see how approval processes are typically set up.

From a high level overview, projects are typically initiated by a project manager, who works with a project specialist to create bid package. This bid package is advertised on the city's website, in the local newspaper, and emailed manually to a list of relevant vendors. During the bidding phase, any addenda and communication is released by email and/or fax to registered bidders, who pay to receive paper copies of the bid package. After the bid, the contract is emailed to the vendor, who then returns original signed paper copies to the project specialist for signature by the city manager and distribution to relevant parties (such as the project manager, permanent project file, a copy is sent back to the vendor, etc.). Pay requests and RFIs are received by email, and documents such as change orders, requiring original signature are received by paper.

Ideally, many of these steps could be accomplished automatically (vendor notification), and digitally (e-signatures, digital plans for bidders).
- 18. Is your organization eligible to purchase off the GSA Schedule 70? If yes, would you like GSA pricing in the bid response or retail pricing?
 - a. Yes, the city can purchase from GSA Schedule 70. Submit whichever pricing is more competitive.
- 19. Is vendor participation in United States E-Verify a requirement for award?
 - a. Yes.
- 20. Does your organization require a full-time dedicated Project Manager for this implementation? Typically, implementations do not require a full-time dedicated project management resource for the project duration, but rather project management/coordination services hours (remote) are included with the proposal to support the implementation project management. If a full-time dedicated project management resource is a requirement for this project, are these services expected to be provided online or onsite?
 - a. A full time project manager is not expected but we do expect a single point of contact for the duration of implementation. We are pushing more of our training to digital/virtual due to the current COVID pandemic.
- 21. Does your organization require digital signature or electronic signature options? *Digital* signature solutions leverage certificate-based digital identification for validation of document integrity as

opposed to the more common electronic signatures. Digital signature requires additional validation services and are priced higher.

- a. We do not have digital or electronic signature services but are currently researching how we would use them in our processes.
22. Does your team currently utilize a third-party electronic signature tool such as DocuSign and/or AdobeSign? If so, which one?
- a. Not currently, but we are looking into these services.
23. If in the event our response is subject to an Open Records Request, will we be notified and given the opportunity to provide a redacted response in accordance with applicable Freedom of Information laws?
- a. Responses may be released in response to open records requests, unless they qualify to be closed under RSMo Sections 610.021 (11) or (12).
24. Can companies from outside USA apply for this?
- a. Yes, but companies must comply with e-Verify. Customer service hours during the city's work hours (8am to 5pm CST) are required to be provided. Customer service shall be provided by individuals who speak fluent English.
25. Do company representatives need to be present for meetings?
- a. No, we expect the meetings and configuration to occur remotely by phone or video calls.
26. Can we perform the tasks related to RFP outside USA?
- a. Yes, if your staff is available during our work hours.
27. Can we submit the proposals via email?
- a. Hardcopy and digital copies are required as indicated in the proposal.

This addendum must be signed and attached to your Bid Documents.

_____ Date _____