City of Middleton, WI

Request for Proposal

For Enterprise Resource Planning System(s) and Services

Issue Date: September 18, 2025

Closing Date: October 21, 2025, at 2:00PM CST

RFP documents available:

www.cityofmiddleton.us/rfp

Pre-Proposal Meeting:

September 29, 2025, at 10:30am CST

Join the meeting now
Meeting ID: 298 023 055 719 3
Passcode: iE2Hs6TX

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1.   Proposal submission

Proposal due date: Submit to erp@cityofmiddleton.us by October 21, 2025 by 4:00PM CST

Submit to City of Middleton, WI:

Digital format of one technical proposal, including the following files:

- **Attachment A – ERP Software and Services – Vendor Forms.docx**
- **Attachment B – ERP Software and Services – Pricing Forms.xlsx**
- **Attachment C – ERP Software and Services – ERP Functional Requirements.xlsx**

An electronic version of the proposal and all attachments in the required format noted in the prior paragraph are to be submitted by the proposal due date through the City website: www.cityofmiddleton.us/rfp .The City is not responsible for electronic submissions not received by the deadline.

1.1   RFP clarifications and questions

Effective immediately upon release of this request for proposal (RFP), and until notice of contract award, all official communications from Vendors regarding the requirements of this RFP shall be directed via email to: erp@cityofmiddleton.us**.** An addendum including changes to RFP and Vendor Questions and City Answers will be posted to the website by the date indicated in the timeline section above.

If any person contemplating submitting a proposal is in doubt as to the true meaning of any part of this RFP, they may submit a written request to the contact above. The person submitting the request will be responsible for its prompt delivery. Any interpretation will be made only by an addendum. Failure on the part of the prospective proposal responder to receive a written interpretation before the submission deadline will not be grounds for withdrawal of the proposal. The Vendor will acknowledge receipt of each addendum issued by stating so in their proposal. No oral explanation or instruction of any kind or nature whatsoever given before the award of a contract to a Vendor shall be binding. Questions should reference the RFP number and title, the section of the RFP to which the questions pertain, and all contact information for the person submitting the questions. The City designee shall distribute all official changes, modifications, and responses to questions or notices relating to the requirements of this RFP. Any other information of any kind from any other source shall not be considered official, and Vendors relying on other information do so at their own risk.

1.2   Anticipated timeline overview

Listed below are specific and estimated dates and times of actions related to this RFP. The milestones with specific dates must be completed as indicated unless otherwise changed. If it is necessary to change any of the specific dates and times in the calendar of events listed below, an addendum to this RFP will be issued.

Milestone	Timeframe
RFP issuance	September 18, 2025
Vendor pre-proposal meeting	September 29, 2025, at 10:30am
Deadline for clarification questions	September 30, 2025
City responds to Vendor RFP clarification questions	October 6, 2025
Vendor proposals due	October 21, 2025 @ 2:00PM CST
Demonstrations of software (subject to change and will vary based on the number of responsive Vendors)	End of November/Early December, 2025
Contract negotiations and award	December 2025-February 2026
Estimated start date of contract	March 2026

2.   Introduction

2.1   Definitions

The following definitions are used in the RFP:

- **Vendor** means a firm, company, or organization responding to the RFP document to provide services to implement the software described in the RFP.
- **Business days** mean Monday through Friday, 8 a.m. to 5 p.m. local time in WI, excluding City of Middleton holidays.
- **Business function** means business functional areas such as finance, budget, procurement, human resources, and payroll.
- **Change order** means a written document signed by the state and issued to the Vendor that alters the scope of the work to be performed by the Vendor, schedule changes regarding the performance of the work, increases or decreases the Vendor's compensation, or any other change to the contract.
- **Client or City** means City of Middleton, WI.
- **Completion** means fulfillment of all the Vendor's obligations under the contract.
- **Confidential information** means information that may be exempt from disclosure to the public or other unauthorized persons under city, state, or federal statutes and regulations. Confidential information includes, but is not limited to, any information identifiable to an individual that relates to a natural person's health, finances, education, business, use or receipt of governmental services, names, addresses, telephone numbers, email addresses, Social Security numbers, driver license numbers, financial profiles, credit card numbers, financial identifiers and any other identifying numbers, law enforcement records, City source code or object code, or City security information.
- **Configuration** means the use of application features to establish business rules in the application to meet the City's business needs.
- **Contract** means the written agreement entered between the City and the Vendor evidencing the terms and conditions related to the project. The contract includes the proposal, including executed bid/response forms, pricing, specifications, and other attachments; notice(s) to proceed; and all amendment(s) issued prior to, and all modifications (change orders) issued after, the execution of the contract.
- **Core/required functionality** means the software functionality that the City intends to implement as part of this project.
- **Optional modules** represent an optional module that may be considered as part of this project.

- **ERP application software** means the software solution for which the successful Vendor will be responsible for providing software integration and implementation services.
- **Holdback** means the payment amounts held back by the City from each deliverable's charges.
- **Key staff** means the Vendor's personnel or subcontractor staff whose experience, skills, abilities, or background make them uniquely valuable to the City and who are named as key staff in this contract or a Statement of Work.
- **Outside agency/third-party interface** means an interface or integration with outside agencies or organizations.
- **Personal data** includes, but is not limited to, any information identifiable to an individual that relates to a person's health, finances, education, business, use or receipt of governmental services, names, addresses, telephone numbers, email addresses, Social Security numbers, driver license numbers, financial profiles, credit card numbers, financial identifiers and any other identifying numbers, law enforcement records, City source code or object code, or City security information.
- **Plante & Moran, PLLC** is the City's software as a service (SaaS) ERP procurement assistance consultant for the project.
- **Preexisting material** means proprietary products, software, methods, devices, or the like delivered by the contractor to fulfill its obligations under this contract. Preexisting material does not originate from this contract but may be incorporated into or be required to properly support deliverables under this contract. Preexisting material may be owned by the contractor or a third party that has permitted its use hereunder.
- **Price** means charges, costs, rates, and/or fees charged in United States dollars for the services under this contract.
- **Project** means the City's overall objective or endeavor of which this RFP document forms a part.
- **Proprietary information** means information owned by the contractor to which the contractor claims a protectable interest under the law. Proprietary information includes, but is not limited to, information protected by copyright, patent, trademark, or trade secret laws.
- **System/Software** means the licensed software application, including third-party software applications that are intended to be implemented by the City.
- **Software as a service (SaaS)** means the software Vendor's supported and managed software solution provided as a remote service to the client. The software implementer will work with the software Vendor to implement the software solution chosen by the City.
- **Software integrator** means the Vendor selected through this RFP process to implement the software solution chosen by the City.
- **Software Vendor** means the company providing the software to the City.

- **Subcontract** means any agreement, including purchase orders (other than one involving an employer/employee relationship), entered between the Vendor and a subcontractor calling for services, labor, equipment, and/or materials required for the performance of the work required by the RFP document, including any modification thereto.
- **Subcontractor** means any individual, firm, partnership, corporation, joint venture, or other entity, other than an employee of the Vendor, which contracts with the Vendor or a subcontractor to furnish services, labor, equipment, or materials required for the performance of the work required by this RFP document, including any modification thereto.
- **Supplies, materials, and equipment** as used herein shall include, without limitation, all items, tangible or intangible, to be incorporated in the work or otherwise delivered to the City hereunder.
- **System interfaces** define where the City has identified an integration is needed.
- **System requirements** mean functional and technical requirements for the software solution chosen by the City.

2.2   City of Middleton and project background

The City of Middleton is located just west of Madison, Wisconsin, with a population of approximately 23,700. Known as "The Good Neighbor City," Middleton features highly rated schools, a robust parks and recreation system, and an extensive network of trails that connect neighborhoods to schools, workplaces, and natural areas. The city offers a wide variety of recreational programs for all ages and is home to scenic areas like the Pheasant Branch Conservancy, which includes over 680 acres of wetlands and prairie ideal for outdoor activities.

The City currently operates on the Caselle ERP system, which has served as the core platform for financial and utility billing functions. However, the City has outgrown the capabilities of Caselle and seeks to implement a modern, integrated ERP solution that offers enhanced functionality, robust reporting, increased automation, and real-time data access. The City also leverages iSolved for payroll among other ERP-related systems to support Department processes. In addition to improving operational efficiency, the City aims to transition to a secure, cloud-based technology environment that supports greater connectivity and data protection. A key objective of this initiative is to significantly reduce the cost and time associated with transaction processing while redesigning and streamlining business processes to better serve internal and external stakeholders. The City is committed to selecting a solution or suite of solutions that align with its long-term strategic goals and deliver measurable value.

The City of Middleton hired Plante Moran to provide advisory services for the selection of the new enterprise software solution(s) proposed. Plante Moran conducted a comprehensive ERP needs assessment to identify gaps in current processes and technology, as well as recommendations for future state system requirements and process and policy changes. Plante Moran reports that the City has demonstrated exceptional dedication and proactive leadership throughout the ERP selection and implementation process. From early strategic planning to stakeholder engagement, their unwavering support has been instrumental in driving momentum, aligning departmental goals, and fostering a culture of collaboration and innovation to prepare for this large transformation initiative.

2.3   Current application environment

*Legend for current applications		
Legend Code		**Description**
R	Replacement	City intends to replace this application with the selected solution.
C	Consider	City will consider replacing this application with the selected solution based on the strength of the finalist Vendor's offering and the cost/benefit of the replacement module.
M	Maintain	City intends to retain the application, not replace it, through this effort.
I	Interface	City intends to keep the application and interface/integrate it with the selected solution.
C/I	Consider/ Interface	City will consider replacing this application with the selected solution based on the strength of the finalist Vendor's offering and the cost/benefit of the replacement module. If the City maintains this application, it will require an interface to the ERP. Therefore, the Vendor must provide interface experience and pricing for these applications.

Current application	Application notes/description	Likely future of system? *
Adobe	Document editing software	M
ArcServe	Data collection and business continuity platform	M
Bibliovation	Integrated Library System providing enterprise content management	I
Canva	Graphic design platform for creating visual content	M
Caselle (Govineer Solutions)	ERP for Financials and Utility Billing	R
Central Square	Records police reports	M
Cisco	Security platform	M

Current application	Application notes/description	Likely future of system? *
CivicSend (Civic Plus)	Communication and distribution platform	M
Club Prophet Systems (Full Stream)	Golf Management and POS software	I
FirstDue	Fire and EMS RMS software	I
iSolved	Payroll	R/I
iWorq	Municipal record keeping software	I
KnowB4	Cybersecurity training platform	M
LabTech (ConnectWise Automate)	ePCR incident reporting and scheduling	I
MaintainX	Maintenance management system	C/I
Mi Viewpoint (Caselle bolt-on)	Used to view Caselle without access	R
Microsoft Excel	Utilized by various City Departments for reporting, reconciling, and tracking data	M/R
Microsoft Outlook	Personal information manager including emails, calendars, task management contacts, and to-do lists	M
NeoGov	Recruiting software	C/I
OnBase (Hyland Software)	Document Management software	M
Power Time	Public safety scheduling software	I
RecTrac (Vermont Systems)	Comprehensive fully integrated parks and recreation management software	I

Current application	Application notes/description	Likely future of system? *
Sensus Field Collection Systems (FCS)	Utilities meter reading data	I
SharePoint	Communication and distribution repository	M
TIPS	Parking ticket software	M
XpressBillPay (XPress Solutions)	Utility billing payment platform	C/I

2.4   Current technical environment

As part of the proposal process, Vendors will be required to submit significant technical details about the proposed solution. Any potential conflicts with the City's current technical environment must be noted in the Technical and Vendor Hosting Requirements Form in **Attachment A – ERP Software and Services – Vendor Forms.docx**.

- Bandwidth: Primary ISP is 1GB, scalable to 10 GB
- Remote access and/or VPN used: VPN with Cisco Duo MFA for remote site access
- Active directory: ERP not AD-integrated; OnBase integrated; M365 partially integrated.

2.5   Summary of organization metrics

A summary of organization metrics and standards is included below. These volumes and standards reflect actual and estimated amounts for the current environment.

Metric	Current
Population	23,868
Form of government	City
Jurisdictional area (square miles)	~10 sq miles
Number of cost centers	~80
Budget (general fund)	$25.7 million
Budget (all funds)	$82.3 million

Metric	Current
Total staff (full time: 1FTE)	158
Total staff (part time: 0.5 FTE)	270
Number of IT users	3
Number of current ERP system users	~50
Number of future ERP system users	~100
Number of Users (Anticipated Future) Per Area	
Accounts receivable	~5
Purchasing/Inventory	~80
Payroll/Personnel	~5
Year End Processing	~5
Time-keeping	~100
General Ledger/Bank Reconciliation	
Fiscal year end	December 31
Number of funds	30
Number of department codes	1764
Number of expense accounts	2212
Number of revenue accounts	579
Number of project numbers	N/A
Number of work order numbers	N/A
Number of manual journal entries (monthly)	~140
Number of cash accounts	31
Number of bank accounts	120

Metric	Current
Number of annual check voids	~100
Budgeting	
Pre-encumbrance controls?	No
Encumbrance controls?	No
Position control?	No
Budget entry model (centralized or decentralized)	Decentralized
Number of approval levels	4
Budget frequency	Annual
Number of funds budgeted	30
Fixed Assets	
Number of capitalized fixed assets	~500
Fixed asset tagging?	No
Fixed asset capitalization threshold	$5,000 general; $25,000 infrastructure
Tracking/Reporting of non-depreciable assets?	Non-depreciable IT equipment tracked by IT department
Project/Grant Accounting	
Do projects/grants cross funds?	No
Do projects/grants cross departments?	No
Purchasing/Contract Management/Inventory	
Number of requisitions per month	N/A
Number of purchase orders per month	N/A
Number of blanket purchase orders per month	N/A
Number of invoices without purchase orders per month	N/A

Metric	Current
Number of vendors in purchasing system	N/A
Use of inventory item codes?	No
Number of item ship to locations	8
Average frequency of physical inventories	Annually
Accounts Payable	
Number of vendors maintained in Accounts Payable System	4116
Number of invoices input annually	~4800
Frequency of check/EFT runs	Semi-Monthly
Check signature method	Electronic
Payment types supported	Check
Number of 1099s processed annually	~100
Cash Receipting	
Receipting model (centralized or decentralized)	Decentralized
Number of cash registers/POS terminals	~5
Human Resources and Payroll	
Number of permanent full-time employees	~150
Number of part-time employees	~50
Number of seasonal employees	~250
Number of bargaining units	2
Number of applicants (annually)	~900
Payroll Frequency	Bi-weekly (every 2 weeks)
Utility Billing	
Number of Accounts	~6,000
Frequency of Billing	Quarterly

Metric	Current
Number of Billing Cycles	1

2.6   Expected scope of system solution

The scope of the Project is to replace legacy system software with ERP software spanning multiple service areas, as further detailed below. Vendors are expected to provide the solution(s) and implementation services to include configuration, testing, conversion, training, reporting, stakeholder change management, and coordinate all communications throughout the Project. In addition, the resulting Project implementation is expected to deploy "best practices" of the latest application release.

The Successful Vendor shall plan and lead the Project and report to a City-defined steering committee, meeting key deliverables as described in this section, along with directing a City team who will be assigned to work as internal team leads and subject matter experts throughout the software implementation. It is expected that the Successful Vendor will also plan and support culture change management efforts, including team/employee training and knowledge transfer to ensure the City team will be able to fully support the on-going functionality/technologies identified in this RFP. Vendor's must respond to one of the scope options listed below. Scope option 1 is for Core ERP software which includes Financials, HR/Payroll, and Optional Utility Billing. Proposers responding to Option 1 Core ERP are encouraged (but not required) to partner with another Vendor/vendor to provide the expanded module functionality. The City will also consider proposals for best-of-breed Utility Billing solutions (Scope Options 2) recognizing that this may not be offered in all ERP software. The City expects best-of-breed solutions to integrate with the core ERP modules and will expect evidence of prior integrations achieved with previous client ERP systems. The City recognizes the potential advantages of a fully-integrated ERP solution as well as best-of-breed functionality for optional scope areas like Utility Billing and Business Licensing. The City will review proposals and weigh the options and their advantages to ultimately choose an approach that best meets the needs of the City. Proposals containing multiple software solutions should complete a separate response to the Technical Requirements in Attachment C all proposed solutions. The City is only considering a SaaS/vendor hosted solution. On-premise proposals will not be considered.

2.7   Software scope Option 1: *Core ERP (Financials, HR/Payroll), Optional UB, Business Licensing and others)*

- Financials

- o Accounts payable

- o Accounts receivable and miscellaneous billing

- o Bank reconciliation

- o Budgeting

- o Contract management

- o Financial reporting

- o Fixed assets

- o General ledger

- o Grant management

- o Project Accounting

- o Purchasing

- HR/Payroll/Time Entry

   - o Employee benefits management

   - o Employee and manager self service

   - o Employee records

   - o Performance management

   - o Personnel actions

   - o Position control, classification, and compensation

   - o Payroll

   - o Time entry

- *Optional* application software:

   - o Utility Billing (optional)

      - ▪ Account management

      - ▪ Billing

      - ▪ Customer portal

      - ▪ Delinquency

      - ▪ Device management

      - ▪ Payment and cash receipting

      - ▪ Rates

- - - Service orders
  - HR (optional)
    - Recruitment
    - Learning management
    - Offboarding
    - Onboarding
  - Business Licensing (optional)

2.8   Software scope Option 2: *Utility Billing only*

- Utility Billing
  - Account management
  - Billing
  - Customer portal
  - Delinquency
  - Device management
  - Payment and cash receipting
  - Rates
  - Service orders

2.9   Services scope (for all software scope options above)

- **Required services**
  - Project management
  - Software installation/set-up
  - Security design and configuration
  - Business design/software configuration
  - Technical design and standards
  - Data conversion and migration
  - Business analytics, report, and form development
  - Integration and interface development
  - Software modifications/upgrades

    o Testing

    o Training

    o Change management

    o Knowledge transfer to staff

    o System documentation development

    o Deployment

    o Ongoing support and maintenance services

    o Ongoing cloud hosting services

2.10 Overall evaluation process

Responses to this RFP will be evaluated by an RFP Selection Committee consisting of various process owners within the City. The City's intent is to acquire the solution that provides the best value to the City and meets or exceeds both the functional and technical requirements identified in this RFP. The City will use the following process to reach a finalist Vendor decision:

2.10.1   <u>**Minimum criteria:**</u> As part of the Vendor's RFP response, the following minimum criteria must be met for a proposal to be considered for further evaluation. Failure to meet all criteria will disqualify the Vendor's response from further consideration:

Minimum criteria checklist	
Response timeliness	RFP response is submitted by the due date and time.
Response authorization	RFP response is signed by an authorized company officer.
Response completeness	Vendor(s) complied with all instructions in the RFP and responded to all items requested with sufficient detail, allowing for the proposal to be properly evaluated. Any deficiencies in this regard will be determined at the sole discretion of the City to be either a defect that will be waived or that the proposal can be sufficiently modified to meet the requirements of the RFP.
Minimum client software installations	Vendor (System Software and Integrator) must propose the Core Scope areas at a minimum. Vendors must have implemented proposed software for at least 1 similar organization of similar size (System Software/Integrator must have implemented proposed software for at least one similar organization of similar scope and size (approximately 20,000+ residents, $82.3 mil annual budget, and/or 100 FTE) in the previous 5 years.

2.10.2 **Round 2 evaluation:** For those Vendors whose proposals pass the minimum criteria, the following categories of criteria will be used to further evaluate the proposals in the following order of preference from high to low:

Round 2 evaluation criteria	Weighting
Functionality Requirements compliance; supporting data flows in/out of the system to support processes.	25%
Cost One-time and On-going	20%
Implementation Overall approach and timeline, staffing (Vendors and City), division of responsibility between Vendors and City. Process redesign support to allow City to leverage system functionality and best practices.	20%
On-Going Support Available support methods (online, phone, etc.), hours, and response times. Frequency and volume of new updates, patches, upgrades, etc.	15%
Technical Security, hosting, patching/update process, ease of administration, integration tools, etc.	10%
Vendor Stability, experience, right fit	10%
Total	**100%**

2.10.3 **Round 3 evaluation:** The top Vendors in the second-round evaluation will then proceed to an additional level of due diligence that may include the following activities:

- Follow-up questions and answers with the Vendors.

- Vendor demonstrations to include module/functionality demonstrations, technical demonstrations, service presentations, and other due diligence.

- Reference checking with comparable entities using the Vendor's product.

- At any point in time during the third round of evaluation, a Vendor may be eliminated from further consideration.

After the round three activities, the finalist Vendors will be evaluated on all information collected to date against the following criteria in order of preference:

Round 3 evaluation criteria	Weighting
Functionality Requirements compliance; supporting data flows in/out of the system to support processes.	25%
Cost One-time and On-going	20%
Implementation Overall approach and timeline, staffing (Vendors and City), division of responsibility between Vendors and City. Process redesign support to allow City to leverage system functionality and best practices.	20%
On-Going Support Available support methods (online, phone, etc.), hours, and response times. Frequency and volume of new updates, patches, upgrades, etc.	15%
Technical Security, hosting, patching/update process, ease of administration, integration tools, etc.	10%
Vendor Stability, experience, right fit	10%
Total	**100%**

3.   Vendor and proposal response guidelines

3.1   Responder guidelines

3.1.1   Intent

It is the intent of the City, through this request for proposal and the contract conditions contained herein, to establish, to the greatest possible extent, complete clarity regarding the requirements of both parties to the agreement resulting from this request for proposal. It shall be the Vendor's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date. The terms of the RFP and the Vendor shall be determined by personal examination and by such other means as may be preferred, the conditions and requirements under which the agreement must be performed.

3.1.2   No ex parte communications during the competitive bidding period

To ensure the proper and fair evaluation of a response, the City prohibits ex parte communication (e.g., unsolicited) initiated by the proposed Vendor to a City official or an employee evaluating or considering the responses prior to the time a formal decision has been made. Questions and other communication from Vendors will be permissible until the Question Submission Deadline. Any communication between the responder and the City after the deadline for questions will be initiated by the appropriate City official or employee to obtain information or clarification needed to develop a proper and accurate evaluation of the response. Ex parte communication may be grounds for disqualifying the offending responder from consideration or award of the solicitation in evaluation or any future solicitation.

3.1.3   Basis for award, evaluation criteria, and questions

The qualification of proposal responders on this project will be considered in making the award. The City is not obligated to accept any proposal if deemed not in the best interest of the City to do so. The City shall award to the qualified proposal responder based on fees submitted and responses to this RFP.

Failure to include in the proposal all information outlined herein may be cause for rejection of the proposal. The City reserves the right to accept or reject any and all proposals, in whole or in part, that are deemed to be in the best interest of the City at its sole discretion. A proposal may be considered nonresponsive at any time during the solicitation if conditions change. The City reserves the right to waive any informalities or irregularities in proposals.

The City reserves the right to negotiate separately the terms and conditions or all or any part of the proposals as deemed to be in the City's best interest at its sole discretion. Information and/or factors gathered during interviews, negotiations, and any reference checks, and any other information or factors deemed relevant by the City shall be utilized in the final award. The final award of a contract is subject to approval by the City.

3.1.4   Right to request additional information

The City reserves the right to request any additional information that might be deemed necessary during the evaluation process.

3.1.5   Advertising

Vendor shall not advertise or publish the fact that the City has placed this order without prior written consent from the City except as may be necessary to comply with a proper request for information from an authorized representative of a governmental unit or agency.

3.1.6   Advice of omission or misstatement

In the event it is evident to a Vendor responding to this RFP that City has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding Vendor shall advise the contact identified on **section 2, Proposal submission** of such omission or misstatement.

3.1.7   Confidential information

Information contained in the Vendor's proposal that is company confidential must be clearly identified in the proposal itself. The City will be free to use all information in the Vendor's proposal for the City's purposes. Proposals shall remain confidential until the City's RFP Selection Committee makes its recommendation to the Finance and Personnel Committee. The Vendor understands that any material supplied to the City may be subject to public disclosure under the Wisconsin Public Record law.

3.1.8   Confidentiality statement

Any information, including materials, drawings, designs, documentation, and other property or data, disclosed to the proposal responder shall not be used, reproduced, appropriated, or otherwise disseminated to anyone other than the City.

3.1.9 Reserved rights

The City reserves the right to waive any irregularities; accept the whole, part of, or reject any or all proposals; and select the firm which, in the sole opinion of the City, best meets the City's needs. The City also reserves the right to negotiate with potential Vendors so that the City's best interests are served.

3.2 Proposal response guidelines

3.2.1 Turnkey solution

All prices quoted must include all hardware, equipment, software, and services necessary to make the system specified fully operational for the intent, function, and purposes stated herein. The City reserves the right to purchase hardware separately.

3.2.2 Requirements for signing proposal

- Each Vendor, by proposing, represents that this document has been read and is fully understood.
- The proposal must be signed digitally by an individual authorized to legally bind the person, partnership, company, or corporation submitting the proposal.
- All manual signatures must have the name typed directly under the line of the signature.
- The above requirements apply to all RFP addenda.

3.2.3 Tax exempt status

The City is exempt from paying sales taxes.

3.2.4 Trademarks

The City warrants that all trademarks that the City requests the Vendor to affix to articles purchased are those owned by the City, and it is understood that the Vendor shall not acquire or claim any rights, title, or interest therein, or use any of such trademarks on any articles produced for itself or anyone other than the City.

3.2.5 Proposal preparation costs

The Vendor is responsible for all costs incurred by the Vendor or subcontractors in responding to this request for proposal.

3.2.6   <u>System design costs</u>

The successful Vendor shall be responsible for all design, information gathering, and required programming to achieve a successful implementation. This cost must be included in the base proposal.

3.2.7   <u>Pricing eligibility period</u>

All Vendor proposals are required to be offered for a term not less than **180 calendar days** in duration. A proposal may not be modified, withdrawn, or canceled by the Vendor during the 180-day period following the time and date designated for the receipt of proposals. It is the City's intent to procure that software solution that meets the long-term criteria for the City. The City, during the selection process, may decide to purchase a subset of the proposal components with the initial contract. The City requires that Vendors agree for a period of three years from the date of the proposal to honor software and services pricing established within the Vendor's response for proposed components that are not included in the City's initial purchase. The price of the proposed components can only be increased by the Vendor during such time by an amount equal to the annual CPI-U adjustment for the region or 3%, whichever is less.

3.2.8   <u>Additional charges</u>

No additional charges, other than those listed in **Attachment B - ERP Software and Services - Pricing Forms.xlsx** shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to all sites, unpacking, setup, installation, operation, testing, cleanup, training, and Vendor travel charges.

3.2.9   <u>Purchase quantities</u>

The City reserves the right to purchase any quantities of hardware or software items bid without altering the unit purchase price upon award and throughout the contract period.

3.2.10   <u>Rights to pertinent materials</u>

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the Vendors that are submitted as part of the proposal shall become the property of the City upon receipt, a part of a public record upon opening, and will not be returned.

The City reserves the right to accept any proposal, to reject any or all proposals, to waive any irregularities in the proposal process, and to accept any proposal in the best interest of the City.

3.2.1   Award of contract

The Vendor shall be deemed as having been awarded a contract when the formal notice of acceptance of the proposal has been duly served upon the intended awardee by an authorized agent of the City. Note that the successful Vendor, at the time of contract execution, must be licensed to do business in the state of Wisconsin.

3.2.2   Insurance requirements

The City will require the finalist Vendor to retain insurance coverage in amounts and kinds to be negotiated with the finalist.

4.   Proposal response format

To facilitate the analysis of responses to this RFP, the Vendor is required to prepare their proposals in accordance with the instructions outlined in this section. **Vendors must respond in full to all RFP sections and follow the RFP format (section numbering, etc.) in their response. Failure to follow these instructions may result in rejection.**

Proposals shall be prepared to satisfy the requirements of the RFP. *EMPHASIS SHOULD BE CONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.* All parts, pages, figures, and tables should be numbered and labeled clearly. The proposal should be submitted to address the following items:

1. Proposal response (see section 4.1.1)
2. Attachment A - ERP Software and Services - Vendor Forms.docx (section 4.2)
3. Attachment B - ERP Software and Services - Pricing Forms.xlsx (section 4.3)
4. Attachment C - ERP Software and Services - ERP Functional Requirements.xlsx (section 4.4)

4.1   RFP response

This file should be limited to 20 pages describing the proposed solution beyond what is asked in **Attachment A – ERP Software and Services – Vendor Forms.docx**. For each section in the RFP, the Vendor shall provide the section with their response using the section numbering of the RFP.

The RFP response should include the following sections:

Section references below (in parentheses) refer to the section numbers for your proposal submission.

4.1.1   Executive summary (section 1)

The Vendor should provide a brief narrative, not to exceed two pages, describing the proposed solution. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The executive summary should not include cost quotations.

4.1.2   Application software (section 2)

The Vendor is required to provide a general description of the application program product and how it will meet the requirements of this RFP. As part of the proposal process, Vendors will be required to submit significant technical details about the proposed solution. Any potential conflicts with the City's current technical environment must be noted in this section.

The Vendor is required to provide a general description of the application program product and how it will meet the requirements of this RFP. This section must address, at a minimum, the following items:

- Describe your overall proposed technology solution.
- Describe the product direction for the company, including time frames.
- Describe unique aspects of the Vendor's solution in the marketplace.
- Describe components of the solution that are industry standards versus being proprietary to the Vendor.

For all third-party products:

- List all third-party products proposed.
- The reason that this product is a third-party product versus being part of the software Vendor's solution.
- The extent to which this third-party product is integrated with the Vendor's solution.

4.1.3   General implementation approach (section 3)

Provide a general overview of the implementation approach you plan to use for the City that includes addressing the following items:

- Provide a detailed work plan or schedule in a work breakdown structure format as part of the proposal response.
- Please provide a schedule that you, as the Vendor, would recommend based on the information you have from this RFP including the City size and complexity, scope, and proposed approach.
- Provide an overall description of the Vendor project management approach toward this type of engagement and projected timing for major phases.
- Describe key differentiators of the approach as it relates to implementing a solution on time, within budget, and with the ability to meet the needs of a diverse client like the City.
- Describe how you conclude on a preferred implementation phasing of software modules. What is your recommended approach for this implementation?
- Describe your approach toward running parallel systems, if necessary.
- Any unique tools, techniques, or methods that you use should be described in this section.

4.1.4   Integrations and interfaces (section 4)

It is expected that information generally would need to be entered only once into the system. Modules within the system should be integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another unless

that is the preference of the City. Existing City interfaces between core modules that may currently exist (e.g., AP posting to GL) or shadow systems that will likely be replaced are not included as they are assumed to be included in an integrated ERP system.

The Microsoft Excel pricing spreadsheet contains a listing of desired City application interfaces and their likely need in a future integrated environment. Provide pricing for interfaces in the associated Microsoft Excel pricing spreadsheet and explain how the integration maps the data from the old system to the new system.

In addition to the information provided in **Attachment B – ERP Software and Services – Pricing Forms.xlsx**, the following is required:

- Describe the extent to which the various modules are integrated versus being purchased separately and interfaced
- Describe your approach toward interfacing and integration with other solutions, including the use of specific tools, methods, and standards.
- Describe data exchange standards (e.g., XML, Web Services, or EDI) supported or provided by your product.
- As it pertains to the City's current technical environment described previously, identify potential issues for integrating with specific technologies that are used within the City.
- If local customizations are made, do you provide any tools or assistance to easily incorporate customizations into new versions/releases of your software?

4.1.5   Organizational change management approach (section 5)

The City recognizes that a movement from the current environment to a new solution will require an active change management program. The Vendor should clearly identify their approach toward organizational change management, including any unique approaches or tools that will be used.

4.1.6   Operational redesign approach (section 6)

With the deployment of a new application, the City wishes to take advantage of capabilities within the software that provide support for operational improvements. Vendors are requested to describe their approach toward operational redesign including a discussion on the optimal time in which to conduct redesign as it relates to implementation of the new software.

4.2   Attachment A – ERP Software and Services – Vendor Forms.docx

This attachment will be used as a guided tool for Vendors to answer specific questions about their software, methodology, approach, and more. Vendors are required to answer all questions in the

forms. Failure to respond to all questions can result in disqualification of the entire proposal. The forms are as follows:

1. Company Background Form
2. Technical and Vendor Hosting Requirements Form
3. Project Management Approach Form
4. Report Development Form
5. Training Form
6. Staffing Plan Form
7. Ongoing Support Services Form
8. Client Reference Form
9. Subscription and Maintenance Agreement

4.3   Attachment B – ERP Software and Services – Pricing Forms.xlsx

Please complete the pricing forms that have been provided in the associated Microsoft Excel pricing spreadsheet. It is the responsibility of the Vendor to ensure the accuracy of the pricing provided as part of your response. Any errors in providing an accurate price response due to inaccuracies in the provided templates are the sole responsibility of the responding Vendor. If there is not enough space to describe the pricing on these forms, please attach a separate pricing page and provide the pricing information in the same type of format so that it is easy to understand. The City requests a firm, fixed price for each of the components described below that are included on the attached Microsoft Excel pricing spreadsheet as separate tabs:

☐ Vendor checklist (including hosting/licensing model, travel and lodging costs, and discount)

☐ Proposal summary (no direct input required)

☐ Proposed scope

☐ Software information

☐ Data Conversion Services

☐ Integrations

☐ Modifications

☐ Other services

☐ Optional

One electronic copy of the cost proposal shall <u>be submitted in a separate file</u>. The electronic copy of the cost proposal response shall include the completed cost worksheets that have been provided in Microsoft Excel.

- The City will not consider time and materials pricing. Vendors shall provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is one-time, annual, or other.
- Vendors shall specify their proposed annual increase, if any, for ongoing costs.
- The Vendor shall provide price information for each separate component of the proposed solution, as well as the costs of any modifications necessary to fully comply with the RFP specifications.
- In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect.
- In the event the product or service is not being included in the proposal, the item should be noted as "no bid."
- Vendors shall provide all pricing alternatives in these cost sheets.
- Vendor shall provide prices in U.S. dollars.
- Vendor shall make clear the rationale and basis of calculation for all fees.
- Vendors shall show separate subtotals for the required elements of the proposed solution and any layers of optional elements.

In presenting software subscription fees, the Vendor shall:

- Explain all factors that could affect subscription fees.

- Indicate which product versions, operating platform(s), and machine classes are included for each price.

- Indicate whether a product is for "server" or "client," as applicable.

- Make clear the extent of any implementation services that are included in the subscription fees (installation, configuration, training, etc.).

To the extent possible, Vendors shall show any applicable discounts separately from the prices for products and services. The Vendor is encouraged to present alternatives to itemized costs and discounts, such as bundled pricing, if such pricing would be advantageous to the City. The City reserves the right to pursue direct purchase of all items and services proposed, as well as to obtain independent financing.

4.4   Attachment C - ERP Software and Services - Requirements.xlsx

Vendors will use the Microsoft Excel spreadsheet to respond to the requirements of this RFP must be provided in this section of the Vendor's response. Vendors must use the **Attachment C - ERP Software and Services - Requirements.xlsx** addendum to this RFP and attach added explanation pages as necessary. Please include any costs associated with modifications in the Microsoft Excel

pricing spreadsheet. **Please note: The response to these requirements must be submitted in the exact format with no additional macros, formulas, new columns, modifications, or passwords. Failure to adhere to this requirement can result in disqualification of the entire proposal.**

The requirements in this section contain the desired functionality of the requested software solution.

Vendors must replace cell G2 in the instructions tab with the Vendor's **company name**, which will be repeated for each subsequent module.

The **Required Product(s)** column is to be used to specify what product (e.g., product name or software module) is proposed. Use the **comment** column to provide additional comments pertaining to your response for that item.

Vendors proposing a multi-product solution should complete a general and technical module specification response **only in one submission.** The City will assume that the general and technical specification response applies to other proposed scope areas unless a Vendor responds otherwise.

Note: The response to these requirements should be provided in the exact format as provided (e.g., no additional macros, formulas, additional columns, modifications, passwords, etc.). Failure to do so can result in disqualification of the entire proposal.

Vendors should review the requirements listed and respond with their availability within the Vendor's proposed solution. The responses should be entered under the **Availability** column of each form as follows:

Y - Yes	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table-driven setups, and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality unless specifically excluded in the statement of work, as part of the deployment of the solution.
R - Reporting	Functionality is provided through reports generated using proposed reporting tools. **Any required costs for report creation that cannot be performed by users must be included in the pricing forms.**

T – Third party	Functionality is provided by a proposed third party (third party is defined as a separate software Vendor from the primary software Vendor). **The pricing of all third-party products that provide this functionality MUST be included in the cost proposal.**
M – Modifications	Functionality is provided through customization to the application, including the creation of a new workflow or the development of a custom interface, that may have an impact on future upgradability. **The pricing of all modifications identified in the functional requirements must be included in the pricing forms.**
F – Future	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N – Not available	Functionality is not provided.