Request For Proposals

Advisory Services for ERP Selection and Implementation

Prepared by the Daly City Finance and Administrative Services Department

Abby Veeser, Deputy Director
Finance and Administrative Services
City of Daly City
333 90th Street
Daly City, CA 94015

PROPOSAL INFORMATION

Title:	Advisory Services for ERP Selection and Implementation
Contact:	Abby Veeser, Deputy Director of Finance and Administrative Services
Phone:	(650) 991-8049
Email:	aveeser@dalycity.org

TIMELINE FOR SUBMISSION AND EVALUATION

March 7, 2022	Release of Proposal
March 21, 2022	Deadline for Submission of Questions
April 4, 2022	Proposals due by 4:00 p.m.
April 25, 2022	Evaluation of Proposals/Optional Interviews
May 23, 2022	Tentative City Council Award of Contract

SUBMISSION INSTRUCTIONS

Submit Proposals To:

Abby Veeser – Deputy Director
Finance and Administrative Services
City of Daly City
333 90th Street
Daly City, CA 94015

Format:	*Mail four (4) printed copies, including one (1) signed original *Submit one (1) electronic (pdf) copy via email
Deadline:	April 4, 2022 at 4:00 p.m.

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1. Purpose

The City of Daly City is requesting proposals from qualified professional firms with proven experience to conduct a needs assessment for an anticipated ERP replacement, draft an RFP for ERP replacement, and facilitate some client-side project management during implementation of the new ERP.

2. Background

Known as the "Gateway to the Peninsula," Daly City (pop. 108,000) is ideally located on the Pacific Ocean at the northernmost edge of San Mateo County, just minutes away from San Francisco Bay. Centrally located between two of the Bay area's major job growth zones—San Francisco and San Mateo counties—Daly City has become a regional hub for healthcare, retail, and small businesses while offering residents easy transportation to nearby metropolitan areas, quality affordable housing, and numerous recreation and education opportunities.

Daly City has a Council-Manager form of government. Five Council members serve at-large for four-year terms. The Council selects a Mayor from among its members each December for a one-year term. The City Manager is appointed by the Council and serves as chief executive officer responsible for the day-to-day administration of City affairs. The City Council also appoints a City Attorney. The City provides a full range of municipal services, including police, fire, streets and roadways, parks, recreation library, planning and zoning, building, economic development, and general administrative services. The City also operates a water utility and a sanitary sewer district. The City offers 18 parks, 11 community centers and clubhouses, one senior center, and four libraries. The City operates two enterprise funds, one to account for sanitary sewer operations, maintenance, and capital and the other to account for the water utility system. The City has an elected City Treasurer who oversees management of the investment portfolio.

The City's current ERP software is Central Square's Finance Enterprise, which serves approximately 600 users in 10 Departments. The ERP system was originally purchased and implemented by the City in 1996 and upgraded in 2020, and the City is now looking to explore new solution options.

Below is a list of functional components/applications of the current software platform, and/or what is desired for a new ERP system.

System Administration
- User security/configuration
- Integrated login
- Hosted vs. on premises (currently on a hosted solution)
- Interface capabilities with other software (Tyler Cashiering/Energov)
- Ability to run Security Audits and checks
- Creation of custom reports

General Ledger
- Journal entries
- Reporting (expenditure, revenue, balance sheet by object; transaction detail)
- Chart of Accounts setup

Project Accounting
- Project setup
- Project reporting

- CIP transfers

Payroll
- Time entry
- Approving time
- Generating payables
- Creating new deduction/benefit/pay codes
- Overtime calculations (safety and non-safety)
- Fair Labor Standards Act (FLSA) compliant
- W2 processing/reporting/generation
- CalPERS Reporting
- Tax/Federal Quarterly Reporting

Budget
- Submitting budget requests
- Creating budget scenarios/budget worksheets/decision packages
- Entering budget adjustments
- Long-term forecasts
- Committing budget to GL
- Creating personnel budget/entering assumptions and adjustments by bargaining unit to create position budget

Human Capital Management
- Creating new employee record (have operating department enter data, have HR review through approval queue)
- Certification tracking
- Ability to support electronic personnel records
- Electronic personnel appraisal system
- Leave of absence administration
- Manage/Change in benefits
- Mass pay increases (i.e. negotiated salary increases)
- Position Control
- Employee Portal where one can view/download pertinent information (Paychecks, Leave Balance, Emergency Contacts)

Accounts Payable
- Entering/approving invoices
- 1099 (MISC and NEC) preparation/issuance
- Check run reporting
- Vendor creation/maintenance
- Document management (invoices, contracts, insurance certs)
- Generating AP Checks/Positive Pay Files

Accounts Receivable
- Generating invoices
- Credit memos
- Aging report
- Processing daily cash receipts from Tyler Cashiering/Energov

Purchasing
- Entering/approving requisitions
- Generating POs
- Rolling POs/year end
- Change orders

3. Scope of Services

The City of Daly City is requesting proposals from qualified professional firms with proven experience to conduct a needs assessment for an anticipated ERP replacement, draft an RFP for ERP replacement, and some client-side project management during implementation of new ERP.

Task #1 – Project Management
Facilitate identification of all project stakeholders; formalize a consultant communication plan; develop a project plan including timelines; facilitate project meetings; track all decisions; and track all issues with proposed actions.

Deliverable
Project documents necessary to support a project of this size – including but not limited to project plan including timelines, communication plan, executive status reports, etc.

Task #2 – Needs Assessment/ Gap Analysis
In consideration of the City's goals and objectives, review, evaluate, and document existing systems; and determine and document the functional requirements necessary to meet the business needs of City departments. The Consultant, in collaboration with the City's function experts, will identify deficiencies within the current systems that can be enhanced with a new ERP software solution, and propose opportunities for improved system design and efficiency.

Deliverable
Needs Assessment/Gap Analysis report which should include current business practices and areas in which current needs are not being met by the current ERP solution.

Task #3 – Develop a Request for Proposal (RFP)
Based on the results of the Needs Assessment and Gap Analysis, prepare an RFP to be issued by the City for new ERP software and implementation services.

Deliverable
Completed RFP for new ERP software and implementation

Task #4 – Develop an Action Plan to Implement Solution
Complete a comprehensive action plan to implement solution, including prioritization of solution requirements, suggested time frames for implementing the solution, necessary City staff resources, and allocation of time.

Deliverable
Detailed action plan report related to the implementation of solutions and the phases of each. Action plan will clearly detail City resources needed to implement the solutions, including assessment of staff's current workloads in consideration of the workload demands associated with an ERP implementation, and identification of areas in which outside temporary help could be utilized.

Task #5 – Evaluation and Selection of Vendor
Lead the City through the RFP selection process, including coordinating software demonstrations and on-site visits. Assist with the identification of potential risks and issues to ensure the City makes a quality selection decision, which achieves the City's ERP requirements.

Deliverable
Written analysis of vendor proposals and recommendations of the vendor that best meets the City's objectives.

Task #6 – Contract Negotiations
Once the software vendor has been recommended, the Consultant will be required to assist City staff in successfully negotiating a contract. Consultant may be required to attend the City Council meeting and assist with the presentation for the selection and award of the chosen vendor.

Deliverable
Review of proposals and assistance with negotiation of the contract. If requested, consultant will attend City Council meeting to support City staff.

Task #7 – Implementation
Guide the City through the implementation of the selected software and assist with the identification and assessment of process changes necessary for a successful ERP software roll-out, including monitoring training; monitoring vendor compliance to negotiated contract; providing guidance in conducting user acceptance testing; and authorizing system acceptance for project closeout.

Deliverable
Consulting and project management services during the selection and implementation phases for potential ERP solution.

4. Proposer Qualifications

Please prepare and organize your Statement of Qualifications based on the requirements provided below. Any other information you would like to include should be placed in a separated section at the back of your Statement of Qualification. Please note that the RFP submittal is limited to **30 pages maximum** single-sided and should be submitted on 8 ½ x 11 paper, in 12-point font. Page limit excludes a table of contents, tabbed dividers, and resumes for Consultant's team.

Interested firms are to submit their proposal as follows:

1. Enclose a cover letter not to exceed one page, describing the firm's interest and commitment to perform work necessary to provide consulting services for a preliminary engineering study. The person authorized by the firm to negotiate a contract with the City of Daly City shall sign the cover letter. Please include this cover letter within document and not as a separate page.

2. State the qualifications and experience of the firm/individual(s). Please emphasize the specific qualifications and experience with engagements of similar scope and complexity.

3. Provide at least three references (names and current phone numbers) from recent work (previous five years) similar to the services outlined in this request for qualification. Please include a brief description of the work performed and the role your firm performed.

4. List key staff members, including identification of the Principal-in-Charge and Project Manager/primary point-of-contact. Include each team member's availability, including all existing committed hours, and the ability of being able to complete the project in time and budget.

5. Provide an approach to completing this project, showing the flow of various tasks of the work and demonstrating the clear understanding of the requested work.

6. Provide a project schedule.

7. Present proposed project budget separated by Task # and include a compensation rate schedule for services.

8. Provide confirmation of your firm's ability to meet the draft Professional Services Agreement and insurance requirements. Exceptions to the Agreement and insurance requirements shall be specifically noted in the Proposal.

Please provide four (4) original proposals and one electronic copy **no later than April 4, 2022 by 4:00 p.m.** The entire Proposal should be a **maximum** of 30 pages as specified above. Submittals should be addressed as follows:

Finance and Administrative Services Department
Attn: Abby Veeser, Deputy Director
City of Daly City
333 90th Street
Daly City, CA 94015
aveeser@dalycity.org

Post-marked packages dated on the specified proposal due date will not be accepted. Proposals submitted after the stated deadline will not be accepted for consideration.

5. Selection Process

In accordance with the goals of the City of Daly City, the following criteria will be used as the basis for evaluation of the proposals and the award recommendation:

The firm's understanding of the scope of services required including demonstrated abilities to coordinate delivery of the services and understanding of the needs and operational requirements of the City of Daly City.

Award may not be made to the firm submitting the lowest price proposal. The City of Daly City will choose the firm submitting the best and most responsive overall proposal to satisfy its needs.

General Terms and Conditions

The City of Daly City reserves the right to reject any or all proposals and will not be liable for any costs incurred by responding firms relating to the preparation and submittal of proposals, making of initial presentation to the City, negotiating a contract for services, or any other expense incurred by the bidder prior to the date of an executed contract. In addition, no bidder shall include any such expenses

as part of the price proposed to conduct the scope of work for this project.

Proposals must be valid for 120 calendar days from due date.

The firm should agree to the terms of the draft Professional Service Agreement as provided in Attachment A of this RFP, including all insurance requirements.

The City reserves the right to expand or diminish the scope of the work subject to negotiation with the successful bidder.

The City is not required to select the proposal that may indicate the lowest price or costs. The City expressly reserves the right to reject all proposals at its sole discretion and opinion, without indicating any reason(s) for such rejection. If all proposals are rejected, the City may or may not request additional proposals. The City may withdraw this RFP at any time without notice.

Proposals must not be marked as confidential or proprietary. The City may refuse to consider a Proposal so marked. Information in Proposals shall become public property and subject to disclosure laws. All Proposals shall become the property of the City. The City reserves the right to make use of any information or ideas in the Proposals.

Costs for developing proposals are entirely the responsibility of the Proposer and shall not be chargeable to the City.

In the event the City deems it necessary to clarify or make any changes to this RFP, these changes shall be made in the form of a written addendum authorized and issued only by the Director or authorized designee.

The scope of work under this proposal includes performing services within the City of Daly City. The successful Proposer must obtain a City of Daly City Business License prior to performance of the services.

ATTACHMENT A

DRAFT CITY OF DALY CITY PROFESSIONAL SERVICE AGREEMENT
(SAMPLE PROVIDED FOR VENDOR REVIEW)

PROFESSIONAL SERVICES AGREEMENT
BETWEEN THE CITY OF DALY CITY
AND [PROFESSIONAL SERVICES CONTRACTOR]

THIS AGREEMENT is made at Daly City, California, effective _____ by and between the City of Daly City, a municipal corporation ("City") and [Professional Services Contractor] ("Contractor"), who agree as follows:

1.   **SERVICES.** Subject to the terms and conditions set forth in the Agreement, Contractor shall provide advisory services for Enterprise Resource Planning (ERP) software selection and implementation to the City of Daly City and other associated entities, as set forth in **Exhibit A, Scope of Work** and herein incorporated to the Agreement by this reference.

2.   **PAYMENTS.** City shall pay Contractor for services rendered pursuant to this Agreement in the amount listed in **Exhibit B, Summary of Fees**. Contractor shall submit all billings for said services to City and City agrees to make payment within 30 days of receipt of all undisputed invoices.

3.   **RELATIONSHIP OF THE PARTIES**. Contractor agrees and understands that the work/services performed by Consultant under this Agreement are performed as an Independent Contractor and not as an employee of the City and that Contractor and Consultant acquire none of the rights, privileges, powers or advantages of City employees.

4.   **HOLD HARMLESS**. It is agreed that Contractor shall defend, hold harmless, and indemnify the City, its officers, and employees from any and all claims, suits, or actions of every name, kind, and description, brought for, or on account of, injuries to or death of any person(s) or damage to property of any kind whatsoever and to whomsoever belong, which arise out of the negligent acts or omissions of the Contractor, its officers and/or employees, other than Contractor, provided that this shall not apply to injuries for which City has been found by a court of competent jurisdiction to be solely liable by reason of its own negligence or willful misconduct.

In the event of concurrent negligence of the City, its officers and/or employees, Contractor, its officers and/or employees, to persons and/or property, which arise out of terms and conditions of this, Agreement shall be apportioned according to the California theory of comparative indemnity.

The duty to indemnify and save harmless as set forth herein shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

5.   **LIABILITY INSURANCE.** The Contractor is liable for damage including negligence in the performance of this contract. Contractor agrees to maintain a policy of insurance in the minimum amount of $1 Million to cover any negligent acts or omissions committed by Contractor or Contractor's employees or agents during the performance of any duties under this agreement. General liability insurance shall include endorsements that:
        a. Identify the policy number;
        b. Include a statement that "the City of Daly City, including its officer, employees and volunteers are additional insureds;
        c. Include a statement that the insurance shall be primary and that the insurance shall not be cancelled except upon prior written consent to Daly City (30 days prior);
        d. A CG 20 10 11 85 form is required;
        e. Endorsements must be signed by the insurance company or broker, and provided to the City;

f. Any deviations from the above insurance requirements must be approved by the City Attorney's Office.

6. **NON-ASSIGNABILITY**. Contractor shall not assign this Agreement or any portion thereof to a third party without the prior written consent of City, and any attempted assignment without such prior written consent in violation of this section automatically shall terminate this Agreement.

7. **TERMINATION OF AGREEMENT**. Contractor or City may, at any time after ten days from execution of Agreement, terminate this Agreement, in whole or in part by giving thirty (30) days written notice specifying the effective date and scope of such termination. In the event of termination, all finished or unfinished documents, data, studies, maps, photographs, reports and materials (hereafter referred to as materials) prepared by Contractor under this Agreement shall become the property of the City and shall be promptly delivered to the City. Upon termination, the Contractor may make and retain a copy of such materials. Contractor shall be entitled to receive payment for work / services provided prior to termination of the Agreement. Such payment shall be that portion of the full payment, which is determined by comparing the work / services completed to the work / services required by the Agreement.

8. **COMPLIANCE WITH LAWS.**   Consultant shall use the standard of care in its profession to comply with all applicable federal, state and local laws codes, ordinances and regulations.

9. **LICENSES.** Contractor represents and warrants to the City that it has all licenses, permits, qualifications, insurance and approvals whatsoever nature which are legally required of Contractor to practice its profession. Contractor represents and warrants to City that Contractor shall, at its sole cost and expense, keep in effect or obtain at all times during the term of this Agreement, any licenses, permits, insurance and approvals which are legally required to Contractor to practice its profession

10. **NON-DISCRIMINATION**. Contractor shall not discriminate, on the basis of a person's race, ancestry, sex, creed, color, national origin, religion, age, political affiliation, martial status, medical condition, sexual orientation, or disability, against any employee, applicant for employment, subcontractor, bidder for a subcontract, or participant in, recipient of, or applicant for any services or programs provided by Contractor under this Agreement. Contractor shall apply with all applicable federal, state and local laws, policies, rules, and requirements related to equal opportunity and non-discrimination. Contractor shall ensure full equal employment opportunity for all employees under this Agreement.

11. **RETENTION OF RECORDS**. Contractor shall maintain all required records for three years after the City makes final payment and all other pending matters are closed and shall be subject to the examination and/or audit of the City, a federal grantor agency, and the State of California.

12. **CONTRACT ADMINISTRATION.** This Agreement shall be administered by the Finance Director ("Administrator"). All correspondence shall be directed to or through the Administrator or her designee.

13. **TERM OF AGREEMENT.** This agreement shall commence on _____ and shall remain in effect until terminated or completion of the Scope of Work.

14. **NOTICES.** Any written notice to Contractor shall be sent to:

[Professional Services Contractor - insert name and title]

Any written notice to City shall be sent to:

Timothy Nevin
Director of Finance and Administrative Services
333 90th Street
Daly City, CA 94015

15. **GOVERNING LAW.**   This Contract and all interpretations thereof shall be governed by the laws of the State of California.

IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement as of the date first above written.

_____   CITY OF DALY CITY, a municipal corporation
       Date

                                        By:_____
                                        Timothy Nevin
                                         Director of Finance & Administrative Services

                                        [Professional Services Contractor]
Date:_____   By_____
                               [name and title]