

REQUEST FOR PROPOSALS

Item Description: LAWSON SYSTEM UPGRADE - TWO YEAR CONTRACT

Date to be opened: November 27, 2017

Bids may be submitted up to **2:15 P.M.** on the above meeting date at the **Department of the City Clerk. Room 311, City Hall.** At 2:15 P.M. all bids will be publicly opened and read at the Board of Contract Meeting in the City Council Chambers, on the 3rd floor of City Hall.

INSTRUCTIONS

Potential vendors must submit sealed bids in an envelope labeled with the above captioned Item Description.

Communications to the Board of Contract and Supply that are not competitive sealed bids (i.e. product information/samples) should have "**NOT A BID**" written on the envelope or wrapper.

The bid envelope and information relative to the bid must be addressed to:

Board of Contract and Supply
Department of the City Clerk – City Hall, Room 311
25 Dorrance Street
Providence, RI 02903

Bid Package Checklist

Forms are available in the City of Providence Purchasing Department Office or online at http://providenceri.com/public-property/vendor-center/forms

The bid package must include the following, in order:

- 1- Required: Bid Form 1: Bidder's Blank as the cover page/ 1st page
- 2- Required: Bid Form 2: Certification of Bidder as 2nd page
- 3- <u>Required:</u> Forms from the Minority and Women Business Enterprise Program, based on Bidder Category
- 4- Optional: Bidder's Proposal/Packet, including additional pricing information and details related to the good(s) or service(s) being provided, if Bidder's Blank (Bid Form 1) is not adequate
- 5- Financial Assurance, as indicated, if checkbox 1a or 1b is checked under Bid Terms on Page RFP-3 of this document



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NOTICE TO VENDORS

- 1. The Board of contract and Supply will make the award to the lowest responsible bidder.
- 2. No proposal will be accepted if made in collusion with any other bidder.
- 3. A bidder who is an out-of-state corporation shall qualify or register to transact business in this State, in accordance with R.I. General Laws (as amended) in the Rhode Island Business Corporation Act, RIGL Section 7-1.2-1401, et seq.
- 4. The Board of Contract and Supply reserves the right to reject any and all bids.
- 5. In determining the lowest responsible bidder, cash discounts based on preferable payment terms will not be considered.
- 6. Where prices are the same, the Board of Contract and Supply reserves the right to award to one bidder, or to split the award.
- 7. Competing bids may be viewed in person at the Department of the City Clerk, City Hall, Providence, immediately upon the conclusion of the formal Board of Contract and Supply meeting during which the bids were unsealed/opened. Bids may also be accessed electronically on the internet via the City's Open Meetings Portal.
- 8. As the City of Providence is exempt from the payment of Federal Excise Taxes and Rhode Island Sales Tax, prices quoted are not to include these taxes.
- 9. In case of error in the extension of prices quoted, the unit price will govern.
- 10. The contractor will **NOT** be permitted to: a) assign or underlet the contract, b) assign either legally or equitably any monies hereunder or its claim thereto without the previous written consent of the City Purchasing Director.
- 11. Delivery dates must be shown in your bid. If no delivery date is specified, it will be assumed that an immediate delivery from stock will be made.
- 12. A certificate of insurance may be required of a successful vendor.
- 13. Bids may be submitted on an "equal" in quality basis. We reserve the right to decide equality. Bidders must indicate brand or the make being offered and submit detailed specifications if other than brand requested.
- 14. For contracts involving construction, alteration and/or repair work, the provisions of State Labor Laws concerning payment of prevailing wage rates apply (See R.I. General Laws Sec. 37-13-1 et seq. As amended)
- 15. No goods should be delivered or work started without a Purchase Order.
- 16. Submit an ORIGINAL and three (3) copies of your bid to the City Clerk, unless the specification section of this document indicates otherwise.
- 17. Vendor must certify that it does not unlawfully discriminate on the basis of race, color, national origin, gender, gender identity or expression, sexual orientation and/or religion in its business and hiring practices and that all of its employees are lawfully employed under all applicable federal, state and local laws, rules and regulations.



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BID TERMS

1.	Service contracts. If either of the first two checkboxes below is checked, the specified assurance must accompany a bid, or the bid will not be considered by The Board of Contract and Supply. The third checkbox indicates the lowest responsible bidder will be contacted and required to post a bond to be awarded the contract.	
	a)	☐ A certified check for \$ must be deposited with the City Clerk as a guarantee that the Contract will be signed and delivered by the bidder.
	b)	A bid bond in the amount of per centum (%) of the proposed total price, to be deposited with the City Clerk as a guarantee that the contract will be signed and delivered by the bidder; and the amount of such bid bond shall be retained for the use of the City as liquidated damages on account of default.
	c)	☐ A performance and payment bond with a satisfactory surety company will be posted by the successful bidder in a sum equal to one hundred per centum (100%) of the awarded contract.
	d)	No financial assurance is necessary for this item.
2.		s hereby mutually understood and agreed that no payment for extra work shall or will be claimed or made ess ordered in writing by the Board of Contract and Supply.

- 3. Awards will be made within sixty (60) days of bid opening. All bid prices will be considered firm, unless qualified otherwise. Requests for price increases will not be honored.
- 4. Failure to deliver within the time quoted or failure to meet specifications may result in default action in accordance with the general specifications. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and Acts of God.

The following entry applies only for COMMODITY BID TERMS:

5. Payment for partial delivery will not be allowed except when provided for in blanket or term contracts.

The following entries apply only for CONSTRUCTION AND SERVICE BID TERMS:

- 6. Only one shipping charge will be applied in the event of partial deliveries for blanket or term contracts.
- 7. The successful bidder shall, prior to commencing performance under the contract, attach and submit evidence that they have complied with the provisions of the Rhode Island Worker's Compensation Act Title 28, Chapter 29, Section 1, et seq. (R.I.G.L.). If the successful bidder is exempt from compliance under the Worker's Compensation Act, an officer of the successful bidder shall so state by way of sworn Affidavit, which shall accompany the signed contract.
- 8. The successful bidder shall, prior to commencing performance under the contract, attach and submit a certificate of insurance, in a form and in the amount satisfactory to the City by which the successful bidder will indemnify and hold harmless the City during the term of the contract from and against all loss or damages arising from the performance under the contract including all claims for personal injury or damages to property sustained by third persons, or their agents, servants and/or those claimed under them.



BOARD OF CONTRACT AND SUPPLY CITY OF PROVIDENCE, RHODE ISLAND

DESCRIPTION AND / OR SPECIFICATIONS

Introduction

The City of Providence is the capital of Rhode Island, and under the direction of the Mayor of Providence and the Providence City Council, maintains government services for a population of approximately 180,000 residents. Services are delivered by over 5,000 employees of City Departments, Providence Schools, and the Providence Water Supply Board.

The City maintains an on-premises hosted instance of Infor/Lawson S3 ERP application, with over 250 Portal users. This system provides the following services:

Finance/Accounting

Annual Budgeting of \$750M among ten distinct companies; General Ledger and Project Accounting; AP checks to 30,000 annual vendor payments; AR from tax collection system, permitting system, licensing systems, fines and fees; financial reporting and integration with Crystal Reports, DashboardGear, SQL and LBI; Interfaces to banking services.

Purchasing

Requisition through Purchase Orders for \$350M annually of goods and services; approval processes; electronic delivery of documents; vendor management; bidding.

HR

Personnel Administration of over 5,000 employees and 2,500 retirees; Employee and Manager Self-Service; Benefits Administration and dependent management; position history, employee history, position control and assignment.

Payroll

Payroll management of over 5,000 employees and 2,500 retirees; Absence Management; interfaces to timekeeping systems; custom time entry and approval processes; interfaces to electronic pay advices; benefit plans, insurance coverages, ACA compliance and reporting.

Retirement

Retirement estimates; retirement loans; retirement annuity management.

Existing Conditions and Technology

The City maintains a Microsoft Windows server farm, running 2008R2, and SQL Server 2008R2. The current Lawson release version is 10.0.5.x, along with Ming.le, IPA 10.1.1.66, LSF and LBI services. Custom security classes are maintained using LSA. The City hosts Development, Test and Production lines of the applications, databases and the following related components:

BSI Tax Factory



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- MHC Document Express and Image Express integration
- LBI Reporting Services, with 100+ objects
- 20+ Custom Web Forms and 200+ Custom COBOL programs and modules
 - o Customizations range from user exits from form operations to multi-staged processes.
 - The City Retirement platform includes custom programming to calculate, initiate and manage revolving employee loans. Additional screens include logic to calculate service credits and wages, contract terms and retirement options, to produce an accurate individual retirement estimate.
 - o Bidders will be required to conduct discovery on the number and extent of Lawson customizations to ensure a successful migration.
- Add-ins for Microsoft Office

The City Lawson support group consists of a Systems Administrator, two reporting and analysis staff, one application programmer, and one contracted support provider. The City is actively recruiting candidates to fill a Project Manager position.

Scope of Project

Bidders may submit solutions for either Option 1 or Option 2, or both.

Option 1 - Upgrade Lawson Components

The City has a need to utilize new features within the latest Infor Lawson Finance & Supply Management (FSM) platform, Landmark v.11, as well as d/EPM specifically for budgeting. Additional upgrades to Global HR and Payroll will follow.

Phase 1 of the project will focus on the migration from v10x to FSM, including database creation and data migration.

Phase 2 of the project will focus on the installation, configuration and deployment of d/EPM.

Phase 3 of the project will focus on the upgrades to HCM components and Payroll, as releases become available.

Bidders must submit bids for Phase 1 and Phase 2. The City intends to proceed with Phase 3 as Lawson Payroll upgrades become available. Bidders may submit estimates for Phase 3 work, and the City reserves the right to award Phase 3 as a separate contract.

The City has conducted extensive research into Infor and Vendor hosted Lawson environments, and prefers to maintain an on-premises solution.

Option 2 – Migration to a Competitive Platform

The City will entertain options to migrate operations managed by its Lawson system to a competitor's platform. Careful consideration will be given to solutions which meet or exceed the functionality of the existing Lawson system, while providing complete project data migration, reduced complexity, licensing and ongoing support costs, as well as mainstream availability of current and future staff trainers, programmers and system administrators.



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In proposing Option 2, bidders should closely follow the Submission Requirements and format. Bidders shall provide a minimum of three end user references of their proposed software, currently in use in a municipal government organization, for a minimum of three years, of a size and scale similar to the City of Providence. These references are intended to provide information on the proposed software solution, and are not required to be under contract with the bidder, or initially implemented by the bidder. Vendor references will be required under a separate portion of the bid submission, and may or may not be the same as their end user references.

Submission Requirements

Bidders shall document their approach to implementing a version upgrade from v. 10x to Landmark 11, and implementing d/EPM. Specifically, bidders shall explain the steps planned for this project, including discovery, environment research and verification, and development of a Project Plan. The Project Plan shall include a Scope of Work, Bidder Staffing Assignments, City Team Assignments, Phases and Timelines.

Bidders shall document their Design Methodology, including Current State Analysis, Future State Design and Data Migration. Bidders shall document their approach to interface discovery, definition and migration, as well as custom program upgrades and migration. Bidders shall designate resources by role to review existing custom programs, screens and interfaces, as well as migration to the new platform. Bidders shall model existing security roles and migration to the new platform.

Bidders shall document their Testing Plan, including functional testing, data migration analysis and verification, end-user testing requirements, interface testing and User Acceptance Testing.

Bidders shall document their Training Plan, including any and all in-person, online and hard copy support materials.

Bidders shall document their Cutover Plan, including deployment to Development, Test and Production environments, system verification and go-live support.

Bidders shall document their end-user support after go-live. Bidders are expected to provide on-site staff support for a minimum of one full work week.

Bidders shall document their maintenance plan, and warranty of all work completed under each Phase, for a period of one year from acceptance.

Documentation

Bidders shall provide documentation of deliverables and milestones.

Bidders shall provide a sample project timeline to match proposed steps, deliverables and timelines of each Phase.

System Design

Bidders shall provide detailed hosting requirements for all Phase 1, 2 and 3 components, including server storage capacity, CPU cores, RAM, network security requirements and minimum specifications. The City prefers Microsoft



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Windows Server 2016 Datacenter/Hyper-V hosts and Microsoft SQL Server 2014 or 2016 Enterprise database instances.

Bidders shall provide detailed software requirements for all Phase 1, 2 and 3 components. Bidders shall indicated in their project schedule, when new software must be procured and licensed to meet the bidder's schedule.

The City of Providence shall directly purchase and license any Infor/Lawson software or modules required to complete this project, along with related programming or runtime applications.

Estimated Bid Schedule

Advertisement: November 3, 2017

Bid Opening: November 27, 2017

Bid Award: December 11, 2017

Bidder Submission

Cost Proposal and Payment Schedule

Bidders shall submit a detailed cost proposal for each Phase of work. Bidders shall submit a cost and payment schedule to match deliverables, milestones and maintenance.

Bidders shall make every effort to minimize project management and overhead costs. There is an expectation that a portion of this work may be completed on-site in City offices, online via web conferences, remotely connected to City resources, and after work hours/nights/weekends. Bidders shall estimate travel expenses as part of the Cost Proposal.

The City reserves the right to holdback up to 10% of each vendor payment, to be paid upon satisfactory completion and acceptance of each Phase. Details of payment retainage will be negotiated and documented in the Project Contract.

Vendor Qualifications

Bidders should list, at a minimum, the following information in response to the RFP:

- History of company and list of principals and key personnel
- History of projects, of similar size and scope
- Availability of staff assigned to this project
- Detailed experience with Landmark 11 upgrade projects and d/EPM implementation
 - Bidders proposing work valued at \$50,000 or above, under this contract, to be completed by subcontractors shall submit the same information as above, along with a brief scope of work to be completed by that subcontractor
 - o Bidders shall be wholly responsible for all work completed by subcontractors. Bidders shall be the primary point of contact for all work or projects completed by subcontractors.



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Project Implementation Plan

The Project Implementation Plan and Statement of Work shall include:

- Bidder understanding of the scope of the project.
- A list of all system implementation stages, from project commencement through testing, acceptance, training, warranty, and maintenance.
- Vendor should submit a one page "Blue Print" of the system architecture showing all system components and all system levels, including minimum network communication throughput requirements.
- Implementation costs for all labor/service-oriented items required to deploy the components of the system.
- Number of people involved in system implementation and composition of the implementation team.
- Identification of the project manager, who shall be a full-time employee of the vendor who has at least two years honorable service with the vendor and has served as a project manager for at least one other system similar to the one proposed.
- Project timeline.
- Training plan for City IT support staff as well as end users

Communication Plan

Bidders shall document their preferred communication plan, including the use of Project Management software, project meetings, schedule maintenance and primary points of contact.

The City will provide a primary point of contact for the overall project, as well as Subject Matter Experts and Functional Leads for each Department.

Maintenance Plan

Bidders shall be required to warranty all work completed for each Phase, for a period of one year. Bidders shall provide contact vehicles and procedures for ongoing support, emergency fixes, testing plans and implementation of patches, and shall be responsible for implementation of such updates as they relate to work completed under this contract. Routine Infor/Lawson updates, MHC, BSI or other component updates shall not be the responsibility of the bidder.

References

Please provide at least three (3) customer references from clients where you have completed and/or are scheduled to deploy a system similar to what is specified herein.

As part of the evaluation process described below, City of Providence officials may be interested in seeing live demonstrations of the product in use by current clients.

Bidders will supply the following information:



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- Address
- City, State, Zip
- System installed
- Software version
- Hardware platform
- Date of system installation or anticipated date of installation
- Contact (name and title)
- Phone number

Bidders proposing the use of subcontractors for work valued over \$50,000 shall submit the above reference information for each proposed subcontractor.

Evaluation Criteria

The major criteria which will be used in evaluating your proposal are presented below:

- Bidder reputation from reference accounts or installations similar in scope and nature to the needs of the City of Providence (references which can be contacted and/or visited) and from all written responses to the RFP.
- Ability and reliability of the bidder to meet the functional requirements defined in this RFP.
- Cost of development, software, service, training, programming, hosting, updates to software where applicable and all related support activities.
- Quality of bidder's staff to implement the proposed solution.
- Support and service options including, but not limited to, online help, technical support options, documentation types and manuals, and system customization capabilities.
- Training and education to be provided and the location of these services.
- Project timeline.

Confidentiality

All bid submissions will be posted to the City's Open Meetings Portal, under the Board of Contract and Supply meeting group.

Bids may be viewed at http://openmeetings.providenceri.com

Point of Contact

For all questions concerning this RFP, please contact Jim Silveria, CIO, via email at jsilveria@providenceri.gov. Questions regarding this RFP will be answered directly.