E-Procurement Software

Request for Proposals

Background

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

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

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

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

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

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

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

General Information

Please contact Transformation Manager Anna Kangas with any questions, at (573) 339-6613, or akangas@cityofcape.org. The deadline for questions concerning this RFP is Wednesday, September 30, 2020. **Direct contact with other staff, elected or appointed officials, or selection committee members concerning this RFP at any time is strictly prohibited.**

Please return your proposal by October 9, 2020 by 4 pm (CST) by mail or in person to:

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

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

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

Scope of Services

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

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

evaluator status, automatic email notifications, tracking of notes and information from evaluation panel members

    d.   The ability to review all bid document requirements

    e.   List other available options, if any

4. Contract/Project management process:
    a.   Add/edit contract template drafting
    b.   Track subcontractor information
    c.   Upload contract document files
    d.   Ability to upload certified payrolls, OSHA cards, Debarment Certification, Insurance certificates, etc.
    e.   View existing and past contract history
    f.   Contract modifications tracking such as change orders, amendments, etc.
    g.   Ability to monitor project costs, including encumbered amount, amount paid to date for contract total, change orders, pay requests, amount paid to date per each bid item.
    h.   Milestones and event tracking, such as terms, renewals, tasks, etc.
    i.   Ability to monitor project schedule
    j.   Automated email
    k.   Generate standard and ad-hoc reports, charts, etc.
    l.   Secure negotiation portal
    m. Category and Spend analytics management, reporting on purchasing transactions, including metrics tracking
    n.   List other available options, if any

5. Insurance Certificate and Bond Management:
    a.   Add/edit insurance certificates, Upload ACORD certificates in PDF
    b.   Broker/agent and insurance administration
    c.   View existing and past ACORD certificates for history
    d.   Run reports such as vendor name, insurance type and status, certificate dates, contract title, project name, etc.
    e.   Automated notification settings for renewal, change, etc.
    f.   List other available options, if any

6. Standard reporting:
    a.   Solicitation/project outreach reports
    b.   Activity and management reports
    c.   Vendor reports and searches
    d.   List other available options, if any

7. Ensure security of web-based solution:
    a.   Maintain private and confidentiality of vendor records
    b.   Ability to control/restrict access by individuals
    c.   Protect against unauthorized web-based application intrusion
    d.   Data back-up and disaster recovery
    e.   List other initiatives, if any

8. Training courses for city users.
    a.   Describe the class format (in person, by video conference, etc.) and duration.
    b.   Indicate how additional training will be provided for new employees, for staff refresher, and how training will be provided on upgrades/new releases of the software.
    c.   List other training information, if any.

9. Technical support
    a.   To assist and solve problems for the City and its vendors.

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

Submittal Requirements

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

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

Selection Criteria

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

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

Schedule

Consultants must be able to accommodate the following schedule:

SOQs due by 4:00 p.m.	Friday, October 9, 2020
Firms on short list notified by	Monday, October 19, 2020
Interviews	week of November 2, 2020
Final selection by	Wednesday, November 18, 2020
City Council authorization of agreement	Monday, December 7, 2020

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ADDENDUM #1

September 30, 2020

Clarifications / Additional Information:

1. Would the City consider a longer (standard) initial term of 3 or 5 years as opposed to an initial 12 month term if provided a termination for convenience clause?
   Answer: yes, the City would consider a longer term. Please state the proposed term in your proposal.
2. In the Background section, the City states "… may also consider the following based on need and proposed pricing: contract and project management, insurance certification and bond management".   Scope Requirements include these item in #4 and #5. Are these modules optional or in scope? Should pricing be inclusive of these modules? How will the City evaluate and score the bid in consideration of the aforementioned?
   Answer: Contract and project management, insurance certification and bond management are optional. E-Procurement is the primary focus of this RFP. If these optional services are available, please provide separate pricing.
3. Has the City established a budget for this project? If so, what is the range?
   Answer: no budget has been established.
4. Item 2(g) – please clarify the City's need with respect to "accept and verify bid bonds
   Answer: We would like the ability to "checkmark" that a bid bond has been verified by staff on an external website.
5. Item 4(f) – please clarify that contract modification tracking would be for contracts only (as an amendment) and not against purchase orders (noted as *change orders*) unless the City also desires order management capabilities as part of this scope (e.g. create requisitions, purchase orders, receive, invoice, etc.)
   Answer: Munis is used for Purchase Orders.
6. Item 4(g) – Does the City desire to expand the scope requirements to include order management capabilities? Typically, monitoring project costs, encumbrance amounts, paid amounts, change orders, spend against contracts, etc. would be a function of order management/invoicing which is presumed to continue to be Munis (using their procurement capabilities).
   Answer: These functions are through Munis.
7. Item 4(i) – please clarify the desired capability to monitor project schedules? Is the City seeking a solution such as Primavera or Microsoft Project?
   Answer: We want the capability to track the issuance of a bid package or RFP, issuance of addenda, evaluation by staff, scheduling interviews, pre-bid meetings, deadlines for questions, dates sent to City Council, notice to proceed, substantial and final completion, etc.
8. Item 8 asks for exceptions or requested changes to the City's RFP conditions and requirements. For clarification, are these requested changes or exceptions to the Scope Requirements and/or general terms of the RFP or does it make reference to the City's contractual Terms & Conditions which were not included in the RFP?
   Answer: Requested changes or exceptions to the Scope Requirements and/or general terms of the RFP.
9. Item 9 – Cost Information

     a. How many users by module and in total (should users need access across all modules) are required by the City for this project?

        i. E-Procurement: approximately 16 (this does not include additional users that would participate in evaluating proposals; it only includes users who would initiate a project.)

        ii. Contract Management: approximately 15

        iii. Project Management: approximately 10

10. Does the City require integration with Tyler Technologies Munis ERP?
Answer: No

11. How many departments will use the software?
Answer: Police, Fire, Development Services, Administrative Services, Airport, Public Works and Parks.

12. Ideally the Bid Management portion of the software would capture unit prices per bid item. The software would report quantity and percentage complete for each bid item.

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

_____   Date _____