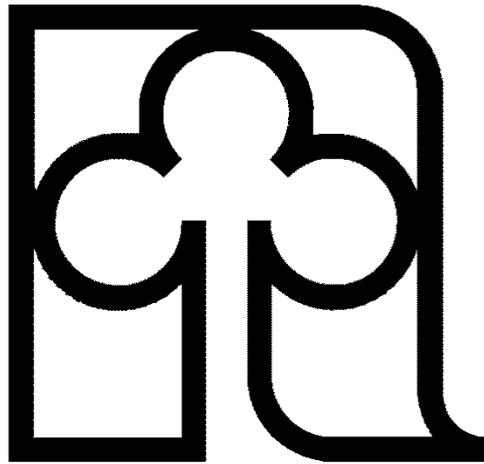


CITY OF NEWARK
REQUEST FOR PROPOSALS (RFP)



ENTERPRISE RESOURCE PLANNING (ERP)
PROJECT MANANGMENT & IMPLEMENTATION SERVICES

ISSUE DATE: OCTOBER 7, 2019
PROPOSAL DUE DATE: DECEMBER 13, 2019 AT 5:00 P.M.

TABLE OF CONTENTS

- I. INTRODUCTION
- II. SCOPE OF SERVICES
- III. SUBMISSION REQUIREMENTS
- IV. FIRM SELECTION
- V. GENERAL PROVISIONS

INTRODUCTION

The City of Newark (hereinafter “City”) is soliciting written proposals from qualified firms for enterprise resource planning (ERP) project management and implementation services. As a Request for Proposal (RFP), this is not an invitation to bid, and although price is essential, other factors will be taken into consideration.

The City reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether the proposal was selected. Submission of a proposal indicates acceptance by the proposer of the conditions contained in this Request for Proposal, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City and the selected firm.

The proposer must agree to use the City’s contract template with minor amendments (attached to this RFP). A recommendation and proposed contract will be prepared for City Council consideration at its January 2020 meeting. The City reserves the right to reject any or all proposals. The proposal package shall present all-inclusive fees for each phase of the engagement.

The City of Newark is installing a new ERP system that includes the following Tyler Technologies New World product components:

Phase I Financial Management Base

- Project Accounting
- Fixed Assets
- Miscellaneous Billing & Receivables
- GASB/CAFR Reporting
- Bank Reconciliation
- Third Party Document Imaging
- Purchase Orders
- CC – DSS Base Datamart,
- CC – FM Analytics
- CC – FM Dashboards
- Business Licensing
- Animal Licensing

Phase II Human Resources / Payroll Base

- Employee Event Tracking
- Personnel Actions
- Benefits Administration
- Leave Management
- Applicant Tracking
- Position Budgeting
- Time & Attendance Interface
- HR Datamart
- CC – HR Analytics
- CC – HR Dashboards
- eSuite base
- eEmployee
- eTimesheets
- eBenefits Administration

ABOUT THE CITY

The City of Newark, incorporated in 1955, is located on the eastern shores of San Francisco Bay at the end of the Dumbarton Bridge and in the northern part of Silicon Valley, fifteen miles north of San Jose, California. The City serves an area of approximately fourteen square miles, with a population of 47,467.

The City is a general law city and operates under the Council-Manager form of government. Under this form of government, policy-making and legislative authority are vested in a five-member elected City Council consisting of the Mayor and four Council members. The Mayor and City Council are responsible for passing ordinances, adopting and amending the operating and capital budgets, appointing various committee members, a City Attorney, and a City Manager. The City Manager is responsible for carrying out the policies and ordinances established by the City Council, for overseeing the day-to-day operations of the City, and for appointing the various department heads.

The City provides a full range of municipal services to its residents including law enforcement; construction and maintenance of streets, parks, storm drains and other infrastructure; recreational activities and cultural events; planning, zoning, and other community development activities; and administrative services including information systems, finance, and human resources. Fire protection services are contracted from the Alameda County Fire Department. The City has no municipal utility services.

The City prepares its budgets on a basis consistent with generally accepted accounting principles. A biennial operating budget and capital improvement plan are adopted by City Council resolution prior to July 1 of even number years.

The Finance Department consists of the Acting Finance Director, a vacant Accounting Manager, 1 Sr. Accountant, 2 Accountants, 3 Accounting Technicians, and 1 Cashier. The IT Department consists of an IT Manager and 2 part-time IT Technicians.

The City's financial management system (comprised of general ledger, budget, accounts payable, purchasing, payroll, cash receipts, accounts receivables, business licenses, animal licenses, and human resources applications) is Harris SELECT, wIntegrate. Harris SELECT was installed in 1995 and runs on a Linux platform (Red Hat version 6.2) branded HP server. In July of 2019, the City selected Tyler New World as their new ERP provider and will start the implementation of Tyler New World for all of the systems listed above in November 2019.

SCOPE OF SERVICES

The City of Newark is requesting proposals from interested, highly qualified firms to provide Project Management, System Implementation, and Quality Assurance testing services in its Finance Department. This project is estimated to be 12-24 months in duration with the City of Newark, located at 37101 Newark Boulevard, Newark, California 94560. Requested services can be extended for up to two (2) additional one (1) year periods.

The Project Manager will coordinate the overall implementation schedule and serve as the primary point of contact with Tyler and will be responsible for reporting to the City Project Team members and determining appropriate escalation points. Internal team leaders are Krysten Lee, Finance Manager/Acting Finance Director, and Larry Kezar, IT Manager.

Other primary duties include, but are not limited to:

- Planning
 - a. Review and acknowledge Implementation Management Plan
 - b. Defines project tasks and resource requirements for City Project Team
 - c. Collaborates in the development of and approval of the Project Plan and Project Schedule
 - d. Collaborates with Tyler Project Manager(s) to plan and schedule Project timelines to achieve on-time implementation
 - e. Review internal staffing for the project and recommend augmentation needed for successful project implementation.

- Implementation Management
 - a. Tightly manages Scope and budget of Project and collaborates with Tyler Project Manager(s) to establish a process and approval matrix to ensure Scope changes and budget planned versus actual are transparent and handled effectively and efficiently
 - b. Collaborates with Tyler Project Manager(s) to establish and manage a schedule and resource plan that supports the Project Plan, as a whole, that is also in balance with Scope/budget
 - c. Collaborates with Tyler Project Manager(s) to establish risk/issue tracking/reporting process between the City and Tyler and takes all necessary steps to proactively mitigate these items or communicates with transparency to Tyler any items that may negatively impact the outcomes of the Project
 - d. Collaborates with Tyler Project Manager(s) to establish key business drivers and success indicators that will help to govern Project activities and key decisions to ensure a quality outcome of the Project
 - e. Routinely communicates with both City staff and Tyler, aiding in the understanding of goals, objectives, current status, and health of the Project by all team members
 - f. Collaborates with Tyler Project Manager(s) to monitor quality assurance testing to ensure software quality and accuracy
 - g. Leading all stakeholders to analyze business requirements to test application functionality, system processes, workflow, integrations, and reporting;
 - h. Analyzing and reviewing test results and working closely with subject matter experts (SME) and development team to help identify root causes and propose solutions to resolve software defects

- Team Management
 - a. Acts as liaison between Project Team and Stakeholders
 - b. Identifies and coordinates all City resources across all modules, Phases, and activities including data conversions, Forms design, hardware and software Installation, reports building, and satisfying invoices
 - c. Manages the appropriate assignment and timely completion of tasks as defined in the Project Schedule, task list, and Production Cutover Plan
 - d. Assesses team performance and recommend corrective action, if needed
 - e. Provides guidance to City Technical Support to ensure appropriate response and collaboration with Tyler Technical Support Teams to ensure timely response and appropriate resolution

- f. Coordinates within Scope Third Party providers to align activities with ongoing Project tasks

A copy of the timeline for the project and Tyler Technology's proposal are posted on the City's website at this link: <http://www.newark.org/departments/administrative-services/finance>.

SUBMISSION REQUIREMENTS

Proposers should submit at least the following information:

1. Introduction of firm
2. Discussion of the firm's approach to the project, and description of recent experience with local government financial system implementation projects in California
3. Identification of key project management staff and their background and experience.
4. At least three references representing California local government clients served in the past 3 years, both by the firm and by the key project management staff.
5. A statement that your firm can sign the City's standard consultant agreement, template attached, and meet its insurance requirements. If there are any concerns with the standard agreement, please edit the Word document attached using track edits to indicate the changes so desired.
6. Any observations your firm has about the project and/or the City's ability to meet the project deadlines.
7. Under separate cover, a quotation for the project cost.

FIRM SELECTION

The City reserves the right to select the firm it believes would deliver the best service to the City. Evaluation criteria include, but it not limited to:

- Prior recent related California government financial system implementation experience, both for the firm and the key project team members;
- Qualifications of key project team members and experience;
- References;
- Firm's willingness to accept City's standard consulting agreement with minor modifications only;
- Firm's demonstration of its understanding of the project and the ability to meet the City's needs.

During the evaluation process, the City reserves the right to request additional information or clarifications from the proposer. At the discretion of the City, individuals or firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

Proposals must be received no later than 5:00 pm PST, on Friday, December 13, 2019. Please submit one unbound original, three bound copies, and one soft copy (flash drive) of the proposal as follows:

Deliver To:

Krysten Lee, Finance Manager/Acting Finance Director
City of Newark
Finance Department
37101 Newark Boulevard
Newark, CA 94560

Proposals will not be accepted after the date and time stated above. Incomplete proposals that do not conform to the requirements specified herein will not be considered. Issuance of the RFP does not obligate the City to award a contract, nor is the City liable for any costs incurred by the proposer in the preparation and submittal of proposals for the subject work. The City retains the right to award all or parts of this contract to several bidders, to not select any bidders, and/or to re-solicit proposals. The act of submitting a proposal is a declaration that the proposer has read the RFP and understands all the requirements and conditions.

During the evaluation process, the City reserves the right, where it may serve the City's best interest, to request additional information or clarification from proposers, or to allow corrections of errors or omissions. At the discretion of the City, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

For questions concerning the anticipated work or scope of the project, please contact Michelle Villanueva, Sr. Accountant, via email at michelle.villanueva@newark.org. Answers to questions or any addenda will be posted on the City of Newark's site at <http://www.newark.org/departments/administrative-services/finance>

It is the vendor's responsibility to check this site.

It is anticipated that the selection of a firm will be completed by the end of December, 2019. Following the notification of the selected firm, a recommendation and proposed contract will be prepared for review and approval by the City Council.

GENERAL PROVISIONS

INSURANCE

The selected contractor will be required to maintain general liability insurance in the minimum amount of \$2,000,000, automobile liability insurance in the minimum amount of \$1,000,000, and a professional liability insurance policy in the amount of \$2,000,000 to cover any claims arising out of the performance of the contract. The general liability and automobile insurance must name the City, its officers, agents, volunteers and employees as additional insureds.

WORKER'S COMPENSATION INSURANCE

A selected contractor who employs any person shall maintain workers' compensation insurance in accordance with state requirements. Sole proprietors with no employees are not required to carry Worker's Compensation Insurance.

BUSINESS LICENSE

The individual or firm selected must acquire and maintain a City business license upon execution of the final agreement and maintain that business license throughout the term of any agreement. There is no expressed or implied obligation for the City to reimburse responding individuals or firms for any expenses incurred in preparing proposals in response to this request. Materials submitted by proposers are subject to public inspection under the California Public Records Act unless exempt. Any language purporting to render the entire proposal confidential or proprietary will be ineffective and disregarded.