The Village of Hoffman Estates, IL

Request for Proposal

For Enterprise Resource Planning System Selection

Issue Date: January 18, 2024

Closing Date: February 29, 2024, at 5:00 pm CST

RFP documents available:

https://www.hoffmanestates.org/business/rfps-rfqs-bids

(Optional) Pre-Proposal Meeting

January 25, 2024, at 11:00 am CT

Click here to join the meeting on Teams

Proposal Submission

Proposal Due Date:	Submit to the Village of Hoffman Estates by February 29, 2024, at 5:00 pm CST
Submit to the Village of Hoffman Estates:	Vendors must electronically submit the following documents: • Proposal Response • Attachment A – Village of Hoffman Estates System Selection – Vendor Forms.docx • Attachment B – Village of Hoffman Estates System Selection – Pricing Forms.xlsx • Attachment C - Village of Hoffman Estates System Selection – Requirements.xlsx Electronic submissions will be electronically received through email: Jon.Pape@vohe.org. The Village of Hoffman Estates is not responsible for electronic submissions not received by the deadline due to technical failures of its or the proposer's systems.

Important Notice:

Effective immediately upon release of this request for proposal (RFP), and until notice of contract award, all official communications from proposers regarding the requirements of this RFP shall be directed via email to: Jon.Pape@vohe.org

The Village of Hoffman Estates or designee shall distribute all official changes, modifications, 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 proposers relying on other information do so at their own risk.

Table of Contents

1.   Anticipated Timeline Overview

Listed below are specific and estimated dates and times of actions related to this request for proposal (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	January 18, 2024
Vendor pre-proposal meeting	January 25, 2024
Deadline for clarification questions	February 1, 2024
Village of Hoffman Estates provides responses for Vendor RFP clarification questions	February 8, 2024
Vendor proposals due	February 29, 2024
Demonstrations of software (subject to change and will vary based on the number of responsive Vendors)	Spring 2024
Contract negotiations and award	Summer 2024

2.   Introduction

2.1   Overview

The Village of Hoffman Estates is interested in soliciting proposals from qualified providers of ERP software for municipalities whose product offering meets or exceeds current Village of Hoffman Estates requirements and whose complete product offering provides a robust solution set that will allow the Village of Hoffman Estates to continue to leverage this investment well into the future as the needs of the Village of Hoffman Estates grow and evolve.

2.2   Definitions

The following definitions are used in the RFP:

- **Bidder, Vendor, or Proposer** means a firm, company, or organization responding to the RFP document to provide services to implement the software described in the RFP.
- **Business Days** means Monday through Friday, 8 a.m. to 5 p.m. local time in Illinois, excluding the Village of Hoffman Estates 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 Bidder, which alters the scope of the Work to be performed by the Bidder, changes of the schedule for performance of the Work, increases or decreases the Bidder's compensation, or any other change to the Contract.
- **Client or The Village** means Village of Hoffman Estates, IL.
- **Completion** means fulfillment of all the Bidder's obligations under the Contract.
- **Confidential Information** means information that may be exempt from disclosure to the public or other unauthorized persons under local, 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, the Village of Hoffman Estates source code or object code, or the Village of Hoffman Estates security information.
- **Configuration** means the use of application features to establish business rules in the application to meet the Village of Hoffman Estates' business needs.

- **Contract** means the written agreement entered between the State and the Bidder evidencing the terms and conditions related to the Project. The Contract includes the Bidder-submitted Response, 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 execution of the Contract.

- **Core/Required Functionality** means the software functionality the Village of Hoffman Estates intends to implement as part of this project.

- **Optional Modules** represents an optional module that may be considered as part of this project.

- **ERP Application Software** means the software solution for which the successful Bidder will be responsible providing software integration and implementation services.

- **Holdback** means the payment amounts held back by the Village of Hoffman Estates from each Deliverable's Charges.

- **Key Staff** means Bidder's personnel or subcontractor staff whose experience, skills, abilities, or background make them uniquely valuable to the Village of Hoffman Estates and who are named as Key Staff in this Contract or a Statement of Work.

- **Outside Agency/3rd Party Interface** an interfaces or integration with an outside agencies or organization.

- **Personal Data** 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, the Village of Hoffman Estates source code or object code, or the Village of Hoffman Estates security information.

- **Plante & Moran, PLLC** is the Village of Hoffman Estates ERP 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 given permission for 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 Village of Hoffman Estates 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 law. Proprietary Information includes, but is not limited to, information protected by copyright, patent, trademark, or trade secret laws.
- **Software** means the licensed software application, including third-party software applications that are intended to be implemented by the Village of Hoffman Estates.
- **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 Village of Hoffman Estates.
- **Software Integrator** means the Bidder selected through this RFP process to implement the software solution chosen by the Village of Hoffman Estates.
- **Software Vendor** means the company providing the software to the Village of Hoffman Estates.
- **Subcontract** means any agreement, including purchase orders (other than one involving an employer/employee relationship), entered between the Bidder 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 Bidder, which contracts with the Bidder 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 Village of Hoffman Estates hereunder.
- **System** means the fully installed, configured, and implemented software application(s), including any third-party software, necessary to meet the Village of Hoffman Estates' requirements and defined work.
- **System Interfaces** defines where the Village of Hoffman Estates has identified an integration is needed.
- **System Requirements** means functional and technical requirements for the software solution chosen by the Village of Hoffman Estates. These system requirements and the software Vendor's response form are available in the attached **Attachment C – Village of Hoffman Estates System Selection – Requirements.xlsx.**

2.3   The Village of Hoffman Estates and Project Background

The Village of Hoffman Estates, IL is in the northwest suburbs of Chicago and has a current population of approximately 52,000 residents. The Village's current ERP software is CentralSquare, which serves around 350 employees across 10 departments. The Village has been utilizing CentralSquare since 1998, so the Village is looking to explore new solution options. The Village intends to procure Financial, Human Resources, Payroll/Time Entry, Community Development, and Utility Billing functionality. The full scope is further detailed in section **2.7 Software Scope.**

The Village of Hoffman Estates hired Plante Moran to provide advisory services for the selection of a new Enterprise Resource Planning solution. With experience in software procurement for public sector organizations, Plante Moran will provide assistance to the Village of Hoffman Estates in the RFP development, release, and selection process.

2.4 Current Application Environment

	Legend for Current Applications	
	Legend Code	**Description**
R	Replacement	The Village of Hoffman Estates intends to replace this application with the selected solution.
C	Consider	The Village of Hoffman Estates will consider replacing this application with the selected solution, based on the strength of the finalist Vendor offering and cost / benefit of the replacement module.
M	Maintain	The Village of Hoffman Estates intends to retain the application, not replacing it through this effort.
I	Interface	The Village of Hoffman Estates intends to keep the application and interface/integrate it with the selected solution.
C/I	Consider/Interface	The Village of Hoffman Estates will consider replacing this application with the selected solution based on the strength of the finalist Vendor offering and cost/benefit of the replacement module. In the event the Village of Hoffman Estates maintains this application, it would 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 PDF	PDF documents	M
Advanced Meter Infrastructure (AMI)	Integrated system of smart meters that remotely collects customer water usage data in real time.	M
BlueBeam	Electronic plan review markup/comment utility used by plan review disciplines involved in the planning and permitting review processes.	M
Brivo	System that produces employee ID cards and access to Village facilities .	M

Current Application	Application Notes/Description	Likely Future of System? *
PlanSource	Benefits administration system that feeds files to vendors regarding benefit changes and enrollments, as well as reports.	I
Cartegraph Asset Management	Track assets, work codes, and training information	I
CentralSquare Community Development	Land management system used by the Village to manage planning/building applications, inspections, and issue permits.	R
CentralSquare CommunityPlus	Legacy system containing land file information (e.g. property ownership information) that was not migrated to CentralSquare Community Development when it was implemented in 2022. Also used utility billing activities such as customer information, meter reads and data, delinquency process.	R
CentralSquare FinancePlus	The Village's existing financial management system for GL, AR, AP, Misc. Receivables, Budgeting, Point-of-Sale Systems, etc.	R
CentralSquare TimeEntry	Timesheet function within CentralSquare to record employees' hours, exceptions, and time off requests.	R
CHECK-IT	Inventory tracking software for the Fire Department.	M
Checkmate	Backflow tracking system.	R
Criterion	Recruitment and onboarding solution used by Human Resources.	R
Cognos	Used for reporting activities.	R
Cook County Register of Deeds	Access to property ownership and business ownership information.	M
Cook County Treasurer's Office (Tax Portal)	Access to tax payment records	M

Current Application	Application Notes/Description	Likely Future of System? *
DACRA	Code enforcement citation management system used to receipt fees and fines as determined by code officers or through adjudication proceedings through the special magistrate or administrative law judge.	I
DataProse	3rd party utility bill printing vendor	I
eFinance Plus	Data storage service for accounts payable.	R
Electronic Health Record System (portal) through Lead Squared	Medical software program streamlines scheduling, managing client information, and assisting with reminder emails/texts.	M
Employee Access Center (EAC)	The EAC is part of CentralSquare and imports employee deductions, address changes, direct deposit/tax information, dependent information, annual employee benefits open enrollment,. and posts to the payroll system.	R
Employee Resources Webpage	Access to information, vendors and forms, other education materials for employees.	M
ESRI	GIS application to view infrastructure and utility maps.	I
eTRACKiT Public Portal	Electronic plan review submittals and applications are received through the eTRAKiT Portal that was launched for public access by the Village in 2022.	R
Everbridge	Reverse 911 system for snow removal.	M
FileZilla	Application utilized for sending files to FirstBilling/PAYA.	R
First Billing and Payment Systems	Payment processing gateway for fine collection used to collect fees that have to be manually entered into DACRA.	I
FrontLine	Policies and procedures for the Police Department are housed here.	M
GoTo Meetings	Web conferencing software for online training.	M

Current Application	Application Notes/Description	Likely Future of System? *
GovAccess	Updated list of businesses are manually uploaded to GovAccess, which are published on their website.	M
GovQA	Used for answering questions from residents; similar to FOIA but for billing questions and work orders.	R
Heartland Payment Systems	Credit card payment processing gateway used for the receipting of building permit fees at the Village's point-of-sale counter.	I
ICARE	Solution for Health Services to enter patients vaccination records.	M
InTime	Scheduling and timekeeping software for Police and Fire.	C/I
Laserfiche	Enterprise content management system used by the Village to archive current and old planning/development project files and permits, as well as the Village-wide document storage solution (including invoices, payments, personnel changes, immunization records, therapy records,).	I
Microsoft Access	Police uses this database for Supervisor Kelly Time and officer time due as well as used to track anniversary dates, step increases, etc.	M
Microsoft Excel	Used by many departments to track various information such as budget, assets, purchasing cards, project and grants, personnel action notices, performance evaluations, employee deductions, timekeeping information, FMLA and other leave, employee information, time off requests, risk management information, water billing appointment information, etc. The Village is looking to replace as much of this as possible with a new ERP system.	R
Microsoft Word	Budget narratives, performance evaluations, permits, etc.	R
Motorola One System	Captures calls for service for police services.	M

Current Application	Application Notes/Description	Likely Future of System? *
MS Outlook	Emails, calendar appointments, reminders, etc.	I
Neptune 360	Software for providing hourly water usage for meters.	I
Paper - Code Enforcement	Code inspection report (triplicate) used when necessary.	R
PAYA (used to be FirstBilling)	Integrated payment solution for residents to pay utility bills.	R
Previous Client Database (HHS)	Still in access because HHS needs to keep historical records; only way to know which client is associated with which client number.	M
SHL Talent Central	A talent assessment portal that provides powerful insights on your people through an engaging user experience.	M
Snapii - Mobile Inspection Forms Capture	Application used to capture the inspection results associated with conducting 525 annual health inspections for businesses.	R
SunGard/Central Square	Transfer via manual data entry from Criterion (previously CivicHR) to payroll system so a new employee can be added to the payroll system.	R
Superion	Logged checks, annual fire inspections, payroll and expense reports, time entry	R
SurveyMonkey	Online survey tool to gauge feedback on staff training.	M
The TEAM Platform	Arranges training that meets standards of the state for required anti-harassment training, cybersecurity training, and tracks training records.	M
Theranest EMR	System used for Human and Health Services' therapy notes and reports.	M
Vector Solutions	Training solution for the Fire Department.	I
Volgistics	Volunteer management software for commission members.	M

2.5   Current Technical Environment

As part of the proposal process, Proposers will be required to submit significant technical details about the proposed solution. Any potential conflicts with the Village of Hoffman Estates' current technical environment must be noted in the vendor's Technical and Vendor Hosted/Cloud requirements form in **Attachment A – Village of Hoffman Estates System Selection – Vendor Forms.docx**.

2.6   Expected Scope of System Solution

The Village of Hoffman Estates requires responding Vendors to propose a Vendor-hosted/cloud solution, including software, hardware requirements, implementation and project management, and other technology services for the entire scope of the project that may or may not include components owned by the Vendor. The desired software scope is listed below. If a vendor is unable to meet the entirety of the scope, The Village asks that they try to partner with a vendor that does in order to meet the needs of the Village. The Village of Hoffman Estates recognizes that this project will have a significant impact on their staff and is looking to minimize that impact insofar as possible. To the extent Vendor is able, the Village of Hoffman Estates is looking for the Vendor to conduct a thorough business analysis at the start of each module and to provide the Village of Hoffman Estates with a pre-configured system using its best practices and experience as a model. The Village of Hoffman Estates expects to review and test this pre-configured system, requesting minimal changes as required.

2.7   Software Scope

Finance

- o   Accounts Payable
- o   Accounts Receivable
- o   Banking
- o   Budgeting
- o   Cash Receipting
- o   Contract Management
- o   Fixed Assets
- o   General Ledger
- o   Grants

Human Resources

- o   Employee Benefits
- o   Employee Self Service
- o   Learning Management
- o   Onboarding and Offboarding
- o   Performance Management
- o   Personnel Actions
- o   Position Control
- o   Recruitment
- o   Risk Management

- o   Projects

- o   Purchasing

- o   Payroll

- o   Time Entry

Utility Billing

- o   Account management

- o   Billing

- o   Customer portal

- o   Delinquency

- o   Device management

- o   Rates

- o   Reporting and analysis

- o   Service orders

Community Development

- o   Business licensing

- o   Code enforcement

- o   Contractor licensing

- o   Rental licensing

- o   Reporting

- o   Electronic plan review

- o   Fee management

- o   Inspections

- o   Permitting

- o   Planning and zoning

- o   Reporting, Dashboards, and Data Analytics Tools

2.8   Services Scope

Required Services for all scope options:

- Project Management

- Software Set-up / Access

- 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, if applicable

- Testing Services

- Training Services

- Change Management Services

- Knowledge Transfer to Staff

- System Documentation Development

- Deployment Services

- Ongoing Managed, Support, and Maintenance Services

- Ongoing Hosting Services, if applicable

2.9   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	52,530
Jurisdictional Area (Square Miles)	22.1
Number of Departments	10
Budget (General Fund)	$79 MM
Budget (Central IT)	$3 MM
Budget (All Funds)	$207 MM
Total Staff (Full time: 1FTE)	342.20
Total Staff (Part time: 0.5 FTE)	20.97
Number of IT users	6
Current ERP Users	140
Future ERP Basic Users (only use time entry, employee self-service, etc.)	370

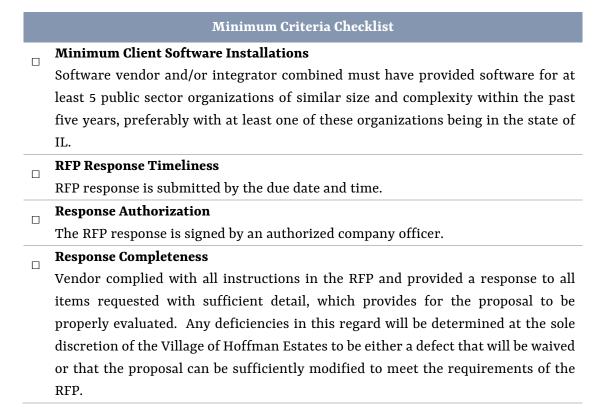| Metric	Current
Power users - Finance	5
Power users – HR	1
Power users - CED	4
Power users - UB	3
Number of Employees Per Area	
Finance	19
Human Resources	5
Time and Attendance	80 (not including police, fire, PW)
Community Development	35
Utility Billing	5. Also included in finance above
General Ledger/Bank Reconciliation	
Current Chart of Accounts Structure:	XXXXXXXXX-XXXX
Chart Segment One Name/Account Mask	Fund
Chart Segment Two Name/Account Mask	Department
Chart Segment Three Name/Account Mask	Division
Fiscal Year End	12/31
Number of Funds	35
Number of Department Codes	9
Number of Expense Accounts	1,220 (all funds)
Number of Revenue Accounts	270 (all funds)
Number of Project numbers	0
Number of Bank Accounts	20
Budgeting	

Metric	Current
Position Control	Yes
Budget Frequency	Annual
Number of Funds Budgeted	35
Fixed / Capital Assets	
Number of Capitalized Fixed Assets	2,090
Fixed Asset Capitalization Threshold	$10,000
Project / Grant Accounting	
Do Projects/Grants Cross Funds?	Yes
Do Projects/Grants Cross Departments?	Yes
Purchasing / Contract Management	
Use of NIGP/Commodity Codes?	No
Number of Requisitions per Month	110
Number of Purchase Orders per Month	110
Number of Vendors in Purchasing System	5,230
Average Frequency of Physical Inventories	Annual
Accounts Payable	
Number of Invoices Input Annually	4,000
Frequency of Check/EFT Runs	Twice per month
Check Signature Method	Electronic
Payment Types Supported	Check, credit card, ACH
Number of 1099s Processed Annually	70
Cash Receipting	
Receipting Model (Centralized or Decentralized)	Centralized
Number of Cash Registers / POS Terminals	10

2.10   Overall Evaluation Process

Responses to this RFP will be evaluated by a selection committee consisting of various process owners within the Village of Hoffman Estates. The Village of Hoffman Estates' intent is to acquire the solution that provides the best value to the Village of Hoffman Estates and meets or exceeds both the functional and technical requirements identified in this RFP.

The Village of Hoffman Estates will use the following process to reach a finalist Vendor decision:

2.10.1   **Minimum Criteria:** 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 automatically disqualify the Vendor's response from further consideration:

Minimum Criteria Checklist
☐ **Minimum Client Software Installations** Software vendor and/or integrator combined must have provided software for at least 5 public sector organizations of similar size and complexity within the past five years, preferably with at least one of these organizations being in the state of IL.
☐ **RFP Response Timeliness** RFP response is submitted by the due date and time.
☐ **Response Authorization** The RFP response is signed by an authorized company officer.
☐ **Response Completeness** Vendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined at the sole discretion of the Village of Hoffman Estates to be either a defect that will be waived or that the proposal can be sufficiently modified to meet the requirements of the RFP.

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 using the following criteria:

Round 2 Evaluation Criteria
Ability to meet functional requirements
Ability to meet technical requirements

Cost considerations (one-time and ongoing), including level of services required internally

General Vendor capabilities, including number and size of comparable municipal references, financial stability, completeness of response, and quality of proposal response

Implementation services and ongoing support

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 presentation, 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. At the conclusion of the round three activities, the finalist Vendors will be evaluated on all information collected to date against the following criteria:

Round 3 Evaluation Criteria
Ability to meet Vendor functional requirements
Ability to meet Vendor technical requirements
Cost considerations (one-time and ongoing), including level of services required internally
Implementation and ongoing support
General Vendor capabilities, including number and size of comparable municipal references, financial stability, completeness of response, and quality of proposal response

3.   Vendor Proposal Guidelines

3.1   Intent

It is the intent of Village of Hoffman Estates, 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.

Before submitting a proposal, the Vendor shall be thoroughly familiarized with all contract conditions referred to in this document and any addenda issued before the proposal submission date. The selected Vendor's proposal and any additional documentation (e.g., including Vendor questions and responses) provided by the Vendor during the solicitation process will be integrated into the final contract for services entered between Village of Hoffman Estates and the selected Vendor. 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.

3.2   Deadline for Proposals

Proposals must conform to the requirements set forth in the RFP. Proposals not conforming to these guidelines may be rejected as non-responsive.

Proposals must be submitted by the date specified in **Section 1. Anticipated Timeline Overview** in this RFP**.**

Electronic submissions will be electronically received through the site specified in **Section 1. Anticipated Timeline Overview** in this RFP.

Proposals received after the deadline will not be accepted. The Village of Hoffman Estates is not responsible for electronic submissions not received by the deadline due to technical failures of its or the proposer's systems or delivery services.

The electronic proposals should also include the following files:

- Attachment A – Village of Hoffman Estates System Selection – Vendor Forms.docx

- Attachment B – Village of Hoffman Estates System Selection – Pricing Forms.xlsx

- Attachment C – Village of Hoffman Estates System Selection – Requirements.xlsx

The Vendor technical proposal response shall include the completed specification worksheets and pricing worksheets that have been provided in Microsoft Excel. Pricing should be provided in the Pricing Forms released with this RFP.

3.3   Preparation of Proposals

Proposals shall be prepared in accordance with the proposal response format, **provided in Section 4. Proposal Response Format**. Proposals not complying with this format may be considered non-responsive and may be removed from consideration on this basis.

3.4   Requirements for Signing Proposal

- Each proposer, by making a proposal, 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.

3.5   No Ex-Parte Communications during Competitive Bidding Period

To insure the proper and fair evaluation of a response, The Village of Hoffman Estates prohibits ex-parte communication (e.g., unsolicited) initiated by the proposed Vendor to a Village of Hoffman Estates 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 5:00pm CT on the day specified as the deadline for questions. Any communication between the responder and the Village of Hoffman Estates after the deadline for questions will be initiated by the appropriate Village of Hoffman Estates 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 then in evaluation, or any future solicitation.

3.6   RFP Clarifications and Questions

If any person contemplating submitting a proposal is in doubt as to the true meaning of any part of this RFP, he/she may submit a written request to the Village of Hoffman Estates for an interpretation thereof. 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 proposal. Vendor will acknowledge receipt of each addendum issued by stating so in his/her 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.

All inquiries regarding this proposal must be submitted to the site listed in **Section 1. Anticipated Timeline Overview**. Responses to questions will be posted to the Village of Hoffman Estates website are also listed in **Section 1**.

3.7   Vendor Pre-Proposal Meeting

A non-mandatory Vendor pre-proposal meeting will be held virtually on the date and time listed in **Section 1. Anticipated Timeline Overview.**

3.8   Basis for Award, Evaluation Criteria and Questions

The qualification of proposal responders on this project will be considered in making the award. The Village of Hoffman Estates is not obligated to accept any proposal if deemed not in the best interest of the Village of Hoffman Estates to do so. The Village of Hoffman Estates shall grant 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 Village of Hoffman Estates 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 Village of Hoffman Estates at its sole discretion.

A proposal may be considered non-responsive at any time during the solicitation if conditions change.

The Village of Hoffman Estates reserves the right to waive any informalities or irregularities in proposals.

The Village of Hoffman Estates reserves the right to negotiate separately the terms and conditions or all or any part of the proposals as deemed to be in the Village of Hoffman Estates 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 Village of Hoffman Estates, shall be utilized in the final award. The final award of a contract is subject to approval by the Village of Hoffman Estates.

3.9   Advice of Omission or Misstatement

In the event it is evident to a Vendor responding to this RFP that the Village of Hoffman Estates 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 in on **page 2, Proposal Submission** of such omission or misstatement.

3.10   Confidential Information

Information contained in the Vendor's proposal that is company confidential must be clearly identified in the proposal itself. The Village of Hoffman Estates will be free to use all information in the Vendor's proposal for the Village of Hoffman Estates purposes. Vendor proposals shall remain confidential until the Village of Hoffman Estates Selection Team makes its recommendation to <Appropriate Party>. The Vendor understands that any material supplied to the Village of Hoffman Estates may be subject to public disclosure under the Illinois Freedom of Information Act (FOIA).

3.11   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 Village of Hoffman Estates, unless required under FOIA.

3.12   Award of Contract

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

3.13   Reserved Rights

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

3.14   Advertising

Vendor shall not advertise or publish the fact that the Village of Hoffman Estates has placed this order without prior written consent from the Village of Hoffman Estates, except as may be necessary

to comply with a proper request for information from an authorized representative of a governmental unit or agency.

3.15   Trademarks

The Village of Hoffman Estates warrants that all trademarks the Village of Hoffman Estates requests the Vendor to affix to articles purchased are those owned by the Village of Hoffman Estates, 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 Village of Hoffman Estates.

3.16   Right to Request Additional Information

The Village of Hoffman Estates reserves the right to request any additional information that might be deemed necessary during the evaluation process.

3.17   Proposal Preparation Costs

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

3.18   System Design Costs

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.

3.19   Pricing Eligibility Period

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 cancelled by Vendor during the 180-day time period following the time and date designated for the receipt of proposals. It is the Village of Hoffman Estates intent to procure that software solution that meets the long-term criteria for the Village of Hoffman Estates. The Village of Hoffman Estates, during the selection process, may decide to purchase a subset of the Vendor's proposal components with the initial contract. The Village of Hoffman Estates requires that Vendors agree for a period of (3) years from the date of the Vendor's proposal to honor software and services pricing established within the Vendor's proposal response for Vendor proposed components which are not included in the Village of Hoffman Estates 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.

3.20   Additional Charges

No additional charges, other than those listed on **Attachment B – Village of Hoffman Estates System Selection – 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.

3.21   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 Village of Hoffman Estates reserves the right to purchase hardware separately.

3.22   Purchase Quantities

The Village of Hoffman Estates 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.

3.23   Rights to Pertinent Materials

All responses, inquires, 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 Village of Hoffman Estates upon receipt, a part of a public record upon opening, and will not be returned.

The Village of Hoffman Estates 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 Village of Hoffman Estates.

3.24   Insurance Requirements

The Village of Hoffman Estates 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 – Village of Hoffman Estates System Selection – Vendor Forms.docx (section 4.2)
3.   Attachment B – Village of Hoffman Estates System Selection – Pricing Forms.xlsx (section 4.3)
4.   Attachment C – Village of Hoffman Estates System Selection – 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 – Village of Hoffman Estates System Selection – Vendor Forms.docx**. For each section in the RFP, the proposer 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 (2) 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 requirements of this RFP. As part of the proposal process, Vendors will be required to submit significant technical detail about the proposed solution. Any potential conflicts with the Village of Hoffman Estates 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 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,
- Reason that this product is a third-party product versus being part of the software Vendor's solution,
- 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 Village of Hoffman Estates 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.
- Provide an overall description of the Vendor project management approach towards 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 Village of Hoffman Estates.
- Describe how you conclude on a preferred implementation phasing of software modules. What is your recommended approach for this implementation?
- Describe your approach towards 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 Village of Hoffman Estates. Existing Village of Hoffman Estates 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 Village of Hoffman Estates 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.

- o In addition to the information provided in **Attachment B – Village of Hoffman Estates System Selection – Pricing Forms.xlsx**:
  - Describe the extent to which the various modules are integrated together versus being purchased separately and interfaced
  - Describe your approach towards interfacing and integration with other solutions including 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 Village of Hoffman Estates current technical environment described previously, identify potential issues for integrating with specific technologies that are used within the Village of Hoffman Estates.

4.1.5   Organizational Change Management Approach (Section 5)

The Village of Hoffman Estates 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 towards 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 Village of Hoffman Estates wishes to take advantage of capabilities within the software that provide support for operational improvements. Vendors are requested to describe their approach towards operational redesign including discussion on the optimal time in which to conduct redesign as it relates to implementation of the new software.

In addition, describe your organization's capabilities to assist in a redesign of the chart of accounts to best leverage the capabilities of the system in order to meet the Village of Hoffman Estates' overall financial tracking and reporting objectives.

4.2   Attachment A – Village of Hoffman Estates System Selection – 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 form. 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. Other Required Forms and Attachments
    9.1. Proposal Signature Form
    9.2. Non-Collusion Affidavit
    9.3. Minimum Criteria
    9.4. Subscription and Maintenance Agreement
10. Addenda

4.3   Attachment B – Village of Hoffman Estates System Selection – Pricing Forms.xlsx

Please complete the pricing forms that have been provided in the associated Microsoft Excel pricing spreadsheet. If a Vendor is responding to multiple scope areas, they must submit one pricing form for each scope area. 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 Village of Hoffman Estates 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 & Lodging Costs, and Discount)

☐   Proposal Summary (no direct input required)

☐   Proposed Scope

☐   Module Information

☐   Software

☐   Implementation Services

☐   Trainer Services

☐   Data Conversion Services

☐   Integrations

☐   Modifications

☐   Other Implementation Services

☐   Optional

One (1) 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.

o   The Village of Hoffman Estates 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.

o   Vendors shall specify their proposed annual increase, if any, for ongoing costs.

o   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.

o   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.

o   In the event the product or service is not being included in the Vendor proposal, the item should be noted as "no bid."

o   Vendors shall provide all pricing alternatives in these cost sheets.

o   Vendor shall provide prices in U.S. dollars.

o   Vendor shall make clear the rationale and basis of calculation for all fees.

o   Vendors shall show separate subtotals for the required elements of the proposed solution, and for 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; and,

- 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 Village of Hoffman Estates.

The Village of Hoffman Estates reserves the right to pursue direct purchase of all items and services proposed, as well as to obtain independent financing.

4.4   Attachment C – Village of Hoffman Estates System Selection – Requirements.xlsx

Vendors will use the Microsoft Excel spreadsheet to provide responses to the requirements of this RFP must be provided in this section of the Vendor's response. Vendors must use **Attachment C - Village of Hoffman Estates System Selection - 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, 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 cells 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 Village of Hoffman Estates 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 proposed third party functionality (i.e., 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 creation of a new workflow or 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.