

**CITY OF CHATTANOOGA PURCHASING DEPARTMENT
101 EAST 11th STREET, CITY HALL, SUITE G-13
CHATTANOOGA, TENNESSEE 37402**

Request for Proposal No.: **189199**

Ordering Dept.: Department of Information Technology

Buyer: Deidre Keylon; e-mail: rfp@chattanooga.gov (NO E-MAILED PROPOSALS ACCEPTED)

Phone No.: 423-643-7236; Fax No.: 423-643-7244

Products and/or Services Being Purchased: **Enterprise Resource Planning (ERP) System**

**SEALED PROPOSALS MUST BE RECEIVED AS SPECIFIED AND NO LATER THAN
4:00 P.M. E.S.T. ON FEBRUARY 13, 2020
ALL QUESTIONS MUST BE RECEIVED AS SPECIFIED AND NO LATER THAN
4:00 P.M. E.S.T. ON JANUARY 27, 2020**

The City of Chattanooga reserves the right to reject any and/or all proposals, waive any informalities in the proposals received, and to accept any proposal which in its opinion may be for the best interest of the City. The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color or national origin. The City of Chattanooga (COC) Terms and Conditions posted on Website are applicable:

[http://www.chattanooga.gov/images/City_of_Chattanooga - Standard Terms and Conditions Revised 7.18.2018.pdf](http://www.chattanooga.gov/images/City_of_Chattanooga_-_Standard_Terms_and_Conditions_Revised_7.18.2018.pdf)

NOTE: ALL PROPOSALS MUST BE SIGNED.

All proposals received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated within Offeror's proposal.

PROVIDE THE FOLLOWING:

Company Name: _____

Mailing Address: _____

Phone/Toll-Free No.: _____

Fax No.: _____

Contact Person for RFP: _____

E-Mail Address for all RFP communications: _____

Proposal Signature: _____

Date of signature: _____

COMPLETED AND SIGNED COVER PAGE MUST BE RETURNED WITH PROPOSAL

City of Chattanooga, Tennessee
Department of Information Technology



Request for Proposals

Enterprise Resource Planning (ERP) System

January 16, 2020

The City of Chattanooga is seeking proposals from qualified suppliers to provide a SaaS ERP system and services solution.

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1.0 General Information and Project Background

1.01 Introduction

This Request for Proposals (RFP) is intended to solicit Proposals from qualified software firms (Offerors) capable of satisfying the City of Chattanooga's needs for software and related goods and professional services to provide, implement, and support an Enterprise Resource Planning System (ERP) for the City. The City plans to move to a SaaS Enterprise Resource Planning System and Services solution. This will include all software, hardware, implementation, continued maintenance and support, and any other related goods and services necessary to complete and maintain the solution that will meet the City's needs.

1.02 About Chattanooga

Founded as a ferry landing and warehouse site in 1815, the City of Chattanooga was incorporated under the State of Tennessee Private Acts of 1839. The City is the County Seat of Hamilton County and is located near the southeastern corner of the State on the Tennessee-Georgia border. The City has a population of 180,557 as of the most recent 2018 Census Bureau estimate, making it the fourth largest city in Tennessee.

The City Mayor is elected at-large and is not a member of the City Council. The Council is composed of nine members, with each member being elected from one of nine districts within the geographic boundaries of the City. The Mayor and Council are elected on a non-partisan basis for four-year terms. The Mayor is the City's chief executive officer and oversees the operation of all City departments. The City provides a full range of municipal services including but not limited to fire and police protection; sanitation services and recycling; construction and maintenance of highways, streets and infrastructure; recreation and cultural activities; youth and family development; public library; community development; planning and zoning; neighborhood services; social services; and administrative services for the government as a whole.

The fiscal health of Chattanooga City Government is strong. Standard and Poor's Ratings Services raised the City's bond rating to AAA in November 2013, which was reaffirmed as AAA Stable in October 2019. Fitch Ratings affirmed their bond rating for the City at AA+ Stable in September 2019. The City's assets and deferred outflow of resources for the primary government exceeded liabilities and deferred inflow of resources by \$2.2 billion (net position), an increase of \$143.3 million or 7.0 percent, at the close of the 2019 fiscal year. Net position of governmental activities was \$1.2 billion, an increase of \$56.6 million, or 4.8 percent for FY2019. Long-term liabilities for the City's primary government decreased \$23.3 million or 2.0 percent, during the 2019 fiscal year. At the end of the current fiscal year, the unassigned fund balance for the General Fund was \$78.2 million. The City had approximately 3,150 full-time equivalent employees at the end of FY2019.

1.03 Statement of Need

The City is considering the replacement of its current Oracle software systems environment with a fully-integrated SaaS ERP System designed for government agencies, including all goods and services related to delivery, installation, integration, customization, data conversion, data management, training, documentation, deployments, project management, and other related goods and services as needed for optimal performance, initially and on an ongoing basis, for the City of Chattanooga. The City is seeking a proven system that is in current operational use by no fewer than three (3) cities or counties (within the 50 United States). In adopting a new, integrated ERP system, the City seeks to address several challenges in the current environment, including but not limited to:

- Multiple City Departments have manual processes and use MS Excel to track information outside of the current system
- Multiple City Departments rely on paper based processes to support key functions
- The current system does not have a user-friendly employee self-service function
- There is limited integration with third-party applications used by the City

2.0 Scope of Work

This scope of work is not intended to be all inclusive of the work the City expects to be performed, and there is not a complete listing of all services that may be required or desired. Offerors' capabilities will be considered.

2.01 Functional Areas

The City plans to implement a Commercial-off-the-Shelf (COTS) software system, Offeror supported, customizable and upgradable ERP Solution that includes the major areas of functionality as specified in Table 1 – Core System Functionality:

Table 1 – Core System Functionality

No.	Functional Area
1	General Ledger and Financial Reporting
2	Budgeting & Forecasting
3	Capital Planning
4	Procurement & Inventory
5	Accounts Payable
6	Accounts Receivable
7	Fixed (Capital) Assets
8	Cash Management
9	Debt Management
10	Grant and Project Management
11	Investment Management
12	Human Resources
13	Payroll

2.02 City Objectives

The City requires an ERP Solution to enable the City to meet the following objectives:

- 2.2.1 Establish a technical foundation for the ERP solution that is reliable and accommodates the changing business needs of the City.
- 2.2.2 Enable consistent adoption and application of policies and procedures across City departments.
- 2.2.3 Increase efficiency to improve the capabilities of the City workforce and optimize the delivery of City services
- 2.2.4 Reduce the effort required to convert data to actionable information and increase the accuracy and timeliness of financial, personnel, and acquisition information to enable the City to optimize resources and make better-informed decisions.

- 2.2.5 Protect the privacy and security of City employee and citizen personal information (including health and financial-related personal information and similar personal information of City employees and/or residents)
- 2.2.6 Establish core functionality within the ERP Solution that delivers the greatest business benefit to the City, by reducing the amount of redundant systems and processes at the City.
- 2.2.7 Provide an ERP Solution that minimizes risk and maximizes business benefits.
- 2.2.8 Implement and operate an ERP solution that reduces organizational disruption and impact to the City by minimizing complexity in implementation, operation, and support.

2.03 City and Project Staffing

The City intends to have both functional and technical resources available during Project implementation. Additional resource planning will be done based upon the selected Offeror(s). Offerors shall clearly indicate in the proposal responses the estimated level of City resource involvement in the implementation process, including the number of City staff members needed for implementation, in order to allow the City to perform adequate planning. The City will utilize the response to Tab 4 of Proposals as an input into the staffing plan the City develops, and requests that Offerors clearly articulate estimated staffing considerations in their responses.

2.04 Deployment Model

The City is seeking proposals from Offerors for a subscription as a service (SaaS) deployment model.

2.05 Implementation and Target Live Dates

The City requests that Offerors provide potential phase start and target go-live dates in proposal responses per Tab 5. These dates should be estimates based on anticipated resource requirements and dependencies between functional areas. These dates are subject to negotiation.

2.06 End-User Training Objective

The City's objective is to fully support an end-user training program with City staff. Each Offeror, in its Proposal, shall provide their training approach to the City. The overall strategy shall include the nature, level, and amount of training to be provided, by role.

2.07 Current City Software Environment

The City currently uses an Oracle system, which was implemented more than a decade ago. The City also interfaces with a number of third-party software and agencies. A list of third-party application interfaces is included in Appendix J.

2.08 Estimated Number of Users

The following user counts by module contained in the table below are estimates and are provided for planning purposes only. The number of users represents the anticipated future number of users of a new system.

Functional Area	Estimated Number of Users
Finance, Planning and Budgeting	135
Human Resources	2,700
iExpense	1,000
iProcurement	40,000
Project Management	25 - 50
Asset Management	20
Grants	5

It is anticipated that some users will use multiple modules, causing overlap in each functional area. The counts were broken down by the above functional area to allow Offerors to formulate responses based on each area.

2.09 Budget

Budget planning for this ERP initiative is ongoing.

3.0 Information for Offerors

3.01 RFP Schedule of Events*

RFP Issued	Thursday, January 16, 2020
Deadline for Questions From Offerors	Monday, January 27, 2020 at 4PM EST
Addendum for Questions Published	Friday, January 31, 2020
Deadline for Proposal Submissions	Thursday, February 13, 2020 at 4PM EST
Short List Offerors notified	Week of March 2, 2020
Offeror Demonstrations	Week of March 16, 2020

**RFP Schedule subject to change*

3.02 Package Labelling and RFP Due Date/Time

Sealed Proposals must be in a clearly labelled package (a non-transparent envelope or box) and submitted as otherwise specified to the Purchasing Department, City of Chattanooga, for time-stamping by the RFP due date/time stated on the RFP cover page to the attention of:

Chattanooga Purchasing Dept/**RFP**
101 East 11th Street, Suite G13
Chattanooga, TN 37402

Phone number if needed:
(423) 643-7230

Late or misdirected proposals shall be rejected and offered for return at the expense of the supplier or destroyed without exception. Postmarks are not accepted. E-mailed proposals are not accepted.

Clear labelling includes:

- the business name, address, and phone number **on the exterior (or on the label)**
- the name and number of the RFP **on the exterior (or on the label)**

The purpose of exterior labelling is to allow handling of the proposal without opening it.

3.03 Number of Copies and Identical Copies

Proposer shall submit two (2) complete copies of the proposal as follows: one (1) original - unbound; and one (1) electronic copy in PDF format on a USB flash drive or jump drive. Discs will not be accepted.

Whether electronic or paper, all copies must be exactly the same as the original except for the original ink signature.

3.04 Questions or Requests for Information and Answers By Addendum

All questions and requests for information or clarification must be submitted in writing, and will be accepted until the deadline for questions stated on the RFP cover page, and shall be submitted as follows:

Preferred method: email to rfp@chattanooga.gov with subject line: **QUESTION for RFP 189199 ERP System**.

Alternative method: mail or fax with clear marking on outside of package or cover sheet **QUESTION for RFP 189199 ERP SYSTEM**.

City of Chattanooga Purchasing Division
Attn: Deidre Keylon, Buyer
101 East 11th Street, Suite G13
Chattanooga, TN 37402

Fax: (423) 643-7244

All answers will be provided by addendum posted at <http://www.chattanooga.gov/purchasing/bidssolicitations>, as soon as possible after the deadline for questions.

3.05 Withdrawal Procedure

With a written notice, proposals may be withdrawn at any time up until the date and time set above for opening of proposals. Any Proposal not so withdrawn shall, upon opening, constitute an irrevocable offer for a period of 90 days, or until the successful proposal(s) is/are accepted and the contract(s) have been executed between the City and the successful Proposer(s).

3.06 Communication Procedure

Any communication concerning this RFP must be conducted exclusively with the City of Chattanooga Purchasing Division Buyer until the evaluation and award process has been completed. Failure to follow this procedure may have negative consequences in the selection process.

3.07 Response Content In General

Offerors are not precluded from submitting proposals that recommend a solution that differs from the provided specifications as long as the required response format is followed.

Complete technical submittals shall be submitted with the Proposal. These technical submittals shall describe in detail how the Offeror complies with each specification of the RFP. Any deviations from the specifications shall be noted.

3.08 Implied Requirements

All products and services not specifically mentioned in this RFP but which are necessary to provide the complete recommended solution described by the Offeror shall be included in the Proposal.

3.09 Incurring Costs

The City shall not be liable for any cost incurred by the Offeror prior to the issuance of a contract purchase agreement and will not pay for any information solicited or obtained. Offeror shall not include or integrate any such expense as part of its proposal. Response preparation costs, shipment costs, presentation costs, travel costs, and any other costs incurred, are also not compensable. No submission or supporting documentation will be returned to Offeror.

3.10 Economy of Preparation

Proposals may be prepared simply and economically. Proposals should provide a straightforward and concise description of the goods or services proposed. Emphasis should be placed on clarity and content. Excessively long or disorganized proposals may be viewed as attempts to obfuscate issues with possible negative consequences.

3.11 Reservation of City of Chattanooga Rights

- A. The City reserves the right to request clarification of submitted information and to request additional information of one (1) or more Offeror(s).
- B. The City reserves the right to negotiate this Agreement/Contract for work covered by this RFP with the next most qualified Offeror if the successful Offeror does not execute a contract within seven (7) days after submission of an Agreement/Contract by the City. The City reserves the right to negotiate all elements of work that comprise the selected Proposal.
- C. The City reserves the right, after opening the Proposals or at any other point during the selection process, to reject any or all Proposals, modify or postpone the proposed project, evaluate any alternatives offered or accept the Proposal that, in the City's sole judgment, is in its best interest.
- D. The City reserves the right to terminate the Agreement/Contract if a successful Offeror fails to commence the work described herein upon giving the Offeror a thirty (30) day written Notice.
- E. **Proposer-Supplied Materials - Open Records**
All proposals, responses, inquiries, correspondence, and any other material submitted by an Offeror shall become the property of the City of Chattanooga. All records

submitted to the City of Chattanooga with limited bases for exclusion are subject to review through the Tennessee Public Records Act. **Any firm (Offeror) submitting a proposal should assume the information included in the proposal is subject to the Act, regardless of submitter designation, including that of confidentiality.** The City of Chattanooga assumes no liability for the disclosure of any information as required by law.

- F. The City of Chattanooga may contact any firm for the purpose of obtaining additional information or clarification of submitted material.
- G. Offerors, regardless of previous experience with ERP System, must demonstrate a thorough knowledge of the differences associated with a municipal government ERP System as opposed to those of the private sector with regard to security, open records, data availability, public safety considerations, and all other areas.\
- H. Offerors should understand that adherence to all vendor-proposed dates and timelines may become part of Offeror's contractual obligation should their proposal be selected by the City for its ERP System.
- I. The City guarantees no minimum or maximum purchase to be made during the lifetime of any contract resulting from this RFP.

3.12 RFP, Terms and Conditions of Agreement, and Exceptions

Any contract resulting from this Request for Proposal will be subject to the City of Chattanooga's Standard Terms and Conditions which may be read at:

http://www.chattanooga.gov/images/City_of_Chattanooga_-_Standard_Terms_and_Conditions_Revised_7.18.2018.pdf

With the Proposal, Offeror(s) shall state any exceptions to or deviations from the terms of this Request for Proposals and the Standard Terms and Conditions. Where Offeror wishes to propose alternative approaches to meeting the City's technical or contractual requirements, these should be thoroughly explained. The Contractor shall be bound to accept all stated terms not excepted in its proposal.

The City reserves the right to accept or reject any or all exceptions / deviations at its sole discretion. The City reserves the right to reject excepted or conditional proposals at its sole discretion.

Only exceptions that are specified within a solicitation response submission packet will be considered for potential negotiation by the City. Negotiation is not guaranteed.

Format Required: **Isolate and reference the specific Section of the City of Chattanooga Standard Terms and Conditions to which an exception is taken, and provide alternative language for that specific section. Do not provide a full replacement Terms**

and Conditions document.

Failure to include any desired exceptions within a solicitation response submission packet may result in disqualification of a solicitation response.

Failure to include any desired exceptions in the format required may result in disqualification of a solicitation response.

3.13 Resulting Contract

Conditions of Agreement

The successful Offeror(s) will be expected to enter into contract negotiations with the City that may result in formal purchase agreement(s) between the parties.

Contract Administration Activity

The Offeror will be expected to provide periodic reporting and/or attend contract administration meetings, as requested by the City or as otherwise required by the City Purchasing Division.

3.14 Data Sharing and Open Data

To minimize duplication of effort and to allow the City to coordinate data requests and data available for the services requested within this RFP, as well as for previous and future projects, the awarded Offeror's/s' findings and data may be shared by the City with other City contractors, as deemed appropriate by the City.

In addition, the City of Chattanooga makes data available for public viewing through its Open Data Portal and other avenues. <https://www.chattadata.org/>

3.15 Payment of Services

1. The City will make payment according to the City's policies and procedures.
2. Invoices
 - a. Accurate and complete Invoices, with all backup documentation, shall be submitted to:

City of Chattanooga
Attn: Accounts Payable Division
101 East 11th Street, Suite 101
Chattanooga, TN 37402
acctspayable@chattanooga.gov

With a copy to:
IT Invoicing at itinvoicing@chattanooga.gov

- b. Vendor's Invoice must list a valid Email Address for billing questions and

inquiries.

- c. Vendor's Invoice Date must minimally be the date that the Invoice is submitted to the City. The Invoice Date must not precede submission date, the Ship Date or Service Date.
- d. Invoice descriptions on transaction lines must match the Blanket Purchase Order transaction line items, and must reference the corresponding transaction line number. The Vendor shall not invoice the City for any item that does not correspond to a line on the Purchase Order.
- e. Invoices to the City shall reference the Purchase Order number.
- f. Invoices must be received by the City within two (2) weeks of the completed quoted work, with emphasis on earlier submission.
- g. Any Vendor invoice that is incomplete, inaccurate, or otherwise unable to be processed will not be considered valid or procedurally compliant.
- h. Revised Invoices - must be clearly marked "Revised", and must reference the Invoice Number that it is replacing.

4.0 RFP Lifecycle, Evaluation and Award

4.01 RFP Lifecycle

Initial Examination - Responsible/Responsive/Viable

All proposals received and time-stamped in the Purchasing Department by the due date and time specified will be examined initially for *responsiveness*, that is conformity in all material respects to the requirements of the RFP. All required content and forms must be completed and signed as requested in order for a proposal to be responsive.

All Proposers will also be screened for their *responsibleness*, that is the Proposer's ability to perform the scope of work and to meet the City's needs. At the discretion of the City, any proposal found to be non-responsive or any proposal by a Proposer deemed non-responsible will be eliminated from further consideration.

In addition, the City, at its sole judgment, will decide if a proposal is viable, including its completeness and clarity.

Evaluation Committee

A committee consisting of individuals selected by the City will receive and evaluate all viable Proposals, and, if applicable, Finalist Presentations.

Proposal Evaluation by the Committee

A Proposer may be selected based solely on evaluation of viable written Proposals. The City reserves the right to determine whether or not a Proposer can be selected based solely on the viable written Proposals submitted.

Formal Presentations

In the event that a Proposer cannot be selected solely on the Proposals submitted, the City may invite qualified firms for formal presentations. Such presentations provide an opportunity for clarification of the proposal submitted and an opportunity to ensure that a thorough, mutual understanding exists.

The City reserves the right to invite any number of Proposers if the quality of the Proposal(s) so merit(s) or other circumstances justify doing so.

The Evaluation Committee may revise the initial scores based upon additional information and clarification received in this phase. If your company is invited to give a formal presentation to the City, the offered dates may not be flexible.

A formal presentation may not be required, and therefore, **complete information must be submitted with a proposer's proposal.**

Selection of Awardee/Awardees

After review of the Proposals by the Evaluation Committee and after Formal Presentations, if any occur, the City may, at its sole option, elect to reject all proposals or elect to pursue the project further. In the event that the City decides to pursue the project further, the City will select the highest ranked proposal(s) or the proposal(s) that is(are) in the best interest of the City to negotiate agreement.

4.02 Evaluation Criteria

In preparing responses, Offerors should describe in detail how they propose to meet the specifications as detailed in this solicitation document.

The minimum categorical criteria that will be applied to the proposal information, in order to assist the City in selecting the most qualified Offeror(s) for contract(s), are as follows:

Category	Sub-Category	Weighting
Functional/Technical	This criterion considers the ability of the proposed software to meet the City's functional needs. This includes the ability to meet the Functional and Technical Capabilities for the functional areas that are proposed and the ability for the proposed software to integrate with the City's system environment.	40%
Approach	This criterion considers the Offeror's understanding of the scope of work, and the quality and clarity of the Offeror's written methodology and description of the proposed approach to accomplish the work. This criterion also considers the Offeror's approach to implementation, training and support.	25%
Qualifications: Organization, Team and Individual	Related experience of the team resulting in qualifications that make the company, the team members dedicated by the company to this scope of work, and the support network available to the team described, who will be most heavily involved and their support network, most qualified to perform the scope of work.	15%

Qualifications: Three Main Reference Projects	Company and project references	10%
Price/Value/Cost	This criterion considers the price of the Services solicited by this RFP. Offerors will be evaluated on their pricing scheme as well as on their price in comparison to the other Offerors.	10%

Evaluation Criteria, detail:

- Functional and technical competence of the software to perform the Scope of Work
- The proposed software's:
 - Quality
 - Ability to meet the City's functional needs
 - Ability to meet the Functional and Technical Capabilities for the functional areas that are proposed
 - Ability to integrate with the City's system environment
 - Ability to exceed the City's minimum acceptable performance expectations
 - Other similar factors
- Offeror's Approach to the Scope of Work:
 - Offeror's understanding of the Scope of Work
 - Description of the proposed approach to accomplish the work
 - Quality and clarity of the Offeror's written methodology and plan
 - Offeror's approach to implementation
 - Offeror's timeline for implementation, not date specific
 - Offeror's approach to training, maintenance, and support, initially and for the life of the contract
 - Offeror's assignment of teams and individuals to the project
 - Other obligations of Offeror affecting Project
 - Other similar factors
- Qualifications: Organization, Team and Individuals Assigned
 - Qualifications of Organization
 - Organization's values, philosophy
 - Organization's financial strength
 - Pending factors affecting stability of organization for provision of initial and ongoing goods/services to the City of Chattanooga
 - Other similar factors
 - Qualifications of Team and Individuals Assigned
 - Knowledge
 - Experience in general
 - Experience successfully performing a similar Scope of Work for a

- government of similar size and structure
 - Other similar factors
- Organization, team and individual accreditations, awards, accolades
- Qualifications: Three Main Reference Projects
 - Demonstrated success, generally
 - Demonstrated success, especially in performing similar Scope of Work for government of similar size and structure
 - Performance history
 - Other similar factors
- Price/Value/Cost
 - Affordability to City
 - Pricing
 - Value
 - Comparative pricing and value

Selection of Short Listed Offeror(s)

Selection of Short Listed Offeror(s) for formal presentation(s) (if any) and for contract negotiation will be determined based on an objective evaluation of the criteria listed above.

NOTE: Other factors considered

The outcome of reference calls, product demonstrations, site visits, and other factors not specifically named but inherently important to the Evaluation Committee and to the City of Chattanooga are incorporated into the criteria.

5.0 Response Format and Content

5.01 General Instructions

This RFP is intended to describe The City's minimum requirements and response format in sufficient detail to secure comparable proposals.

5.02 Proposal Organization Guidelines

To assist the Evaluation Committee in its effort, it is asked that Offerors adhere to the requests for tabbed sections.

5.03 Tab 1 – Cover Letter, Exceptions, and Company Information

- Firm's Cover Letter signed by authorized person
- RFP Cover Sheet completed and signed by authorized person
- Company Information
 - Description of organization
 - Philosophy of organization
 - Size of organization
 - Number of years in business providing similar services
 - Number of service and support personnel in the organization
 - Proposer Qualification Data (see Appendix D) including public financial records from the past two years
 - List of clients and references (see Tab 13)

5.04 Tab 2 – Software Solution Narrative

The second tab of the Proposal should include a summary description of the capabilities for each functional area contained in Table 01, in narrative format. This tab should also include narrative around the software solution's ability to help the City achieve its objectives outlined in Section 2.0, Project Scope, including the following:

- Increase efficiency to improve the capabilities of the City workforce and optimize the delivery of City services.
- Protect the privacy and security of City employee and citizen personal information (including personal identification data, health and financial-related personal information and similar personal information of City employees and/or residents).
- Establish core functionality within the ERP Solution that delivers the greatest business benefit to the City, by reducing the amount of redundant systems and processes at the City.

- Implement and operate an ERP solution that reduces organizational disruption and impact to the City by minimizing complexity in implementation, operation, and support.

The purpose of this summary is to provide the City with a high-level understanding of the proposed solution. The narrative should be written for an audience of the end-user community. Descriptions should be included for any products proposed by third-parties to meet the capabilities described in the Functional and Technical Capabilities in Appendix K.

5.05 Tab 3 – Project Approach and Implementation Methodology

Offeror must include at a minimum:

- A list of required roles and responsibilities for implementation
- A list of required roles and responsibilities for future sustainability
- Sample project plan
- Sample implementation plan for Offeror’s average implementation
- A summary or sample plan detailing the average software upgrade
- Detailed information regarding Offeror’s “discovery” methodology
- Explanation of typical data transfer
- Software system migration plan
- Explanation of the general process of migrating from one system to another
 - Are both systems in use simultaneously?
 - Is there a systematic “go live” plan by function or department?

5.06 Tab 4 – Key Proposed Personnel and Team Organization

Offeror must include at a minimum:

- Assigned Team and Individuals
 - Organization of team
 - Support structure
 - Project roles and responsibilities
 - Resumes of key personnel
 - Experience Reference Form(s) (Appendix E) - with valid contact information
 - References of Offeror’s assigned Project Manager, complete with current contact information

5.07 Tab 5 – Project Schedule

Offeror must include at a minimum:

- Schedule
 - Project Schedule (time specific but not date specific)
 - Proposed dates
 - A project start date commitment
 - A resource availability date commitment
 - Disclosure of potential conflicts (other projects)
 - Sample schedule of Offeror’s typical updates and upgrades, showing frequency

5.08 Tab 6 – Functional and Technical Capabilities Response

All Offerors must request RFP 189199 Enterprise Resource Planning (ERP) System Excel spreadsheet(s) from Purchasing by sending an email to rfp@chattanooga.gov. The subject line must be: REQUEST SPREADSHEET FOR RFP 189199 ERP SYSTEM. The spreadsheets must be completed and returned electronically on a USB flash drive with the Offeror’s Proposal. A printed version of the Offeror’s response is also required. Emailed versions are not accepted.

The sixth tab of the Proposal should include the proposed capability to provide the City’s preferences as defined in Appendix K, Functional and Technical Capabilities Response Matrix.

When providing responses to the preferences in the Excel spreadsheet, Offerors shall use the response indicators contained in the following table.

Indicator	Definition	Instruction
FP	Feature/Function is fully provided through the proposed ERP software and is included in the base price detailed in Column “A” of Appendix C: Proposal Cost Summary Form.	Offerors are required to provide additional information in the Comments column to further demonstrate the system’s ability to meet the requirement./preference.
TP	Feature/Function is not included in the current software release and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system, which is not included in the base price. This system should be specified in the Comments column. An estimated cost of the third-party system must be included in Column “B” of Appendix C: Proposal Cost Summary Form.	If a response indicator of “TP” is provided for a requirement/preference that will be met by integration with a third-party system, the Offeror shall identify this third-party system and include a cost proposal to secure this system in Column “B” of Appendix C: Proposal Cost Summary Form.
CU	Feature/Function is not included in the current software release, is not planned to be a part of a future software release, and is not included in the proposed base price. However, this feature could be provided with custom modifications. An estimated cost of the customization must be included in Column “B” of Appendix C: Proposal Cost Summary Form.	If a response indicator of “CU” is provided for a requirement/preference that will be met through a custom modification, the Offeror shall indicate the cost of such a modification in Column “B” of Appendix C: Proposal Cost Summary Form.

NI	Feature/Function could be provided with a third-party system or customization, but is not included in the proposed price provided in Column “B” of Appendix C: Proposal Cost Summary Form.	If a response indicator of “NI” is provided for a requirement/preference, the Offeror shall not include the cost of a third-party system or customization in Column “B” of Appendix C: Proposal Cost Summary Form.
NA	Feature/Function cannot be provided.	N/A

5.09 Tab 7 – System and Application Architecture

The seventh tab of the Proposal shall include a description of the proposed system and application architecture, including the following information in addition to any other information that may be relevant and useful to the City.

- A. Describe the design philosophy of your application. Include in your response the degree to which there is a common design philosophy across all modules, common programming languages and tools, and the extent of shared software code across all applications.
- B. List all hardware/operating system/database platforms upon which the product is supported. Provide specifications in terms of processors, processor speed, memory requirements, and other sizing and capacity factors to assist the City in budgeting for and acquiring hardware. List which industry standard benchmarks or guidelines measures are used to establish this recommendation.
- C. Describe your approach to ensure scalability of the product. This includes transaction growth, upgrades and replacements of components of the architecture, technology, and application.

5.10 Tab 8 – Data Conversion Plan

Offeror must provide a data conversion plan.

5.11 Tab 9 – Testing and Quality Assurance Plan

5.12 Tab 10 – Training Plan

5.13 Tab 11 – Ownership of Deliverables

Proposals should identify the ownership of each project deliverable. Offeror should explain the typical approach to providing the City technical support after implementation. Offeror should also provide a sample schedule of system upgrades and updates.

5.14 Tab 12 – References

- Offeror must provide a list of companies and of governments that have experience using products and services recommended
- Offeror must provide three references to be contacted. The City may contact others, in addition. For three references to be contacted, Offeror must use Experience Reference Form(s) or the equivalent and must provide current contact information.

5.15 Tab 13 – Price Proposal

Refer to Appendix C, Proposal Cost Summary Form.

5.16 Tab 14 – Additional Required Forms

- Affirmative Action Plan Form (Appendix F)
- Iran Divestment Act Form (Appendix G)
- No Contact/No Advocacy Statement (Appendix H)
- Supplier Information Form (Appendix I)
- To acknowledge receipt of information provided by Addendum, Offeror is required to submit with the Proposal a signed Addendum cover page for each Addendum posted
 - Any and all signed Addenda cover pages from Addenda documents posted to www.chattanooga.gov, then “Doing Business With The City,” then “Open Bids,” related to this solicitation item. These postings may occur up to 48 hours before the RFP due date/time. For addenda posted in the last seventy-two (72) hours before the due date/time, properly identified, signed addenda cover pages to accompany proposals that have already been shipped will be accepted by e-mail to rfp@chattanooga.gov.
 - Internet Address: <http://www.chattanooga.gov/purchasing/bidssolicitations>

Appendix A: Software Standard Requirements

The items set forth below are intended to be informational and provide a minimum list of expected requirements for any software product. It is not exhaustive and is not intended to serve as a contract or a replacement for or exhibit to the City Purchase Order Standard Terms and Conditions. It would be expected that the items on this checklist would be incorporated into a contract or exhibit to the City's Standard Terms to be agreed upon and signed by the contracting parties.

Definitions

- **API:** Application Program Interface; functions and procedures available to developers by which certain software functions may be automated.
- **COTS:** Commercial, Off-the-Shelf software. This refers to software packages by the City of Chattanooga as opposed to custom software written for the City of Chattanooga (either by a vendor or Applications Development).
- **Geocoding:** A method by which a street address is converted to information for mapping or other geo-location purposes.
- **LTS:** A Long-Term Support version of a given software package. Vendors sometimes alternate between LTS and non-LTS version; LTS should be selected for enterprise use in most cases.
- **No SQL:** A non-relational DBMS. This format is increasing in popularity at the time of this writing.
- **SME:** Subject-Matter Expert; an end-user that is exceptionally well versed in a particular software package, prepared for and available to provide guidance to his or her peers.

Purpose

This document should serve as a guide for the selection, purchase, and implementation of Commercial Off-the-Shelf (COTS) software, as well as any custom software developed for or by the City of Chattanooga.

Scope

This procedure applies to all DIT staff who make decisions with regard to the purchase of COTS software, and DIT partners who seek to purchase and use COTS software. Likewise this applies to custom-developed software created for or by the City of Chattanooga

Responsibility

Any City of Chattanooga staff member, whether a member of the DIT or not, who is involved in the decision-making process for the purchase and selection of COTS software or custom-developed software created for or by the City of Chattanooga.

Policy

- Database Systems:

COTS software must use an approved Database Management System (DBMS) from the following list, based upon what is currently in use at the City of Chattanooga and what is regarded as acceptable industry-wide for enterprise use: Oracle DBMS, Microsoft SQL Server, Oracle MySQL/MariaDB, PostgreSQL, NoSQL (MongoDB/Cassandra).

- Data:

- Data Access:

- Vendor must provide an industry-standard method of accessing stored database information:
- Vendor must provide documentation of methods;
- Vendor must provide reasonable support for said methods.

- Data Ownership:

- Data belongs to the City.
- Provider does not acquire any rights or licenses to use the data for its own purposes by virtue of the transaction.
- Provider is obligated to return the City's data in both the Provider's format and in a platform-agnostic format.
- Provider does not acquire or may not claim any security interest in the data.

- Upgrades:

- Database as provided must be the current production/LTS version of the DBMS or its -1 version. Vendor should agree to database upgrades as follows:

- A new DBMS release is deemed “current” when it has been in production release for 180 days;
 - Upon designation of a new “current” version, the previous “current” version becomes Current -1;
 - The previous Current -1 goes into a 270-day countdown period, by then end of which vendor should make available the current version.
- Address validation:
 - An approved geocoding interface must exist for the validation of entered and modified street addresses;
 - Address formats should conform to industry standards and best practices.
- Hosting: *(also refer to Appendix B: Cloud/Hosted Solution Standards)*
- Software must be hosted by vendor or approved alternative. Hosting agreement must include:
 - Technical Support
 - Test instance(s)
 - One (1) or more as deemed necessary;
 - Regular clones from production instance to test instance(s) must be provided;
 - A mechanism by which an additional test instances can be requested, should be provided.
 - Interfaces
 - Vendor should provide accessible interface “hooks” via tools such as APIs and/or web services;
 - Vendor should provide reasonable access for DIT personnel.
- Support:
 - Technical Support
 - Issues relating to network and client devices (desktops, laptops, tablets, etc.) shall be provided by DIT when relevant;
 - The software vendor and/or a third-party vendor must provide other forms of technical support.

- Functional Support
 - Vendors should provide access to an online user community supported by and/or participated in by vendor representatives;
 - Vendor must provide an avenue for functional support, whether through said vendor or an approved third-party.
- Maintenance:
 - Vendor to provide patching schedule and version upgrade roll out;
 - Standard managed services.
- Training:
 - Vendor Commitment:
 - Vendor to provide training material for all software versions;
 - Vendor should provide release notes for new versions or patches including pushed notifications for security related fixes.
 - Vendor to provide at minimum “train the trainer” sessions during initial installation and as needed after major upgrades.
- City Departmental Partner Commitment:
 - Sponsoring partner must designate an appropriate number of SMEs (based upon planned user base);
 - Partner shall provided for initial and ongoing training of said users including, but not necessarily limited to:
 - In-person, instructor-led online, or CD/DVD based-training;
 - Periodic attendance of user groups and conferences.
 - Partner shall name replacements and/or new SMEs when necessary and provide for their training.
 - Sponsoring partner must provide for and agree to an internal methodology by which end-users may contact SMEs for education and issue resolution.
 - Sponsoring partner must designate one or more SMEs to act as liaisons to vendor support if required by vendor.

Appendix B: Cloud/Hosted Solution Standards

The items set forth below are intended to be informational and provide a minimum list of expected requirements for any cloud-based product. It is not exhaustive and is not intended to serve as a contract or a replacement for or an exhibit to the City Purchase Order Standard Terms and Conditions. It would be expected that the items on this checklist would be incorporated into a contract or exhibit to the City's Standard Terms to be agreed upon and signed by the contracting parties.

User Licenses

- Specify the quantity of licenses provided to cover the number of users.
- User license types (Concurrent or Seat).
- Renewal options (Subscription or Maintenance).
- Are user licenses transferable?

Service Level Agreements

- Identify the amount of guaranteed "uptime".
- Describe the process and timeline for dealing with "downtime".
- Describe the consequence for any failures (including credits, etc.).
- Notification process of outages and resolution.
- Service package offerings for support (Silver, Gold, Platinum).
- Patch testing to be performed in Test environment with designated City Staff for sign-off and approval.

Data Management

- Data to be hosted and managed by Provider.
- If Test environment is provided - must be maintained and kept current with production.
- What options are available for pulling and pushing data (API, Web services, Database access)?

Ownership of Data

- Data belongs to the City.
- Provider does not acquire any rights or licenses to use the data for its own purposes by

virtue of the transaction.

- Provider is obligated to return the City's data in both the Provider's format and in a platform-agnostic format.
- Provider does not acquire or may not claim any security interest in the data.

Data Retention

- Provider to retain all City data consistent with City Retention requirements and all local, state and federal laws.
- Provider to destroy all City data on provider's server within thirty (30) days of written request by the City.

Location of Data

- Location and process that the data is stored and backed up.
- Backup should be stored in multiple physical locations for disaster recovery purposes

Certifications for specific information types

- Provider to produce any required certification for specific data/information types (e.g. PHI, CJI, etc.).
- Provider to identify any special requirements or restrictions for particular information or data types (e.g. if a separate agreement must be entered to store PHI).

Data Accessibility

- Vendor should provide a methodology by which the City can access the data via scheduled ETL (extract, transform, and load) processes.

Data Security

- Provider to specify the specific independent security standard utilized by the Provider.
- Provider to provide an audit (SAS70/Type II audits).
- IT to obtain and review the appropriate audit report before contracting.
- Provider to provide notice of security/data breaches immediately upon learning of such a breach. This notification is in addition to any breach notification requirements set forth in local, state or federal law. How will notifications be provided?
- Logging capabilities that will be available.

Emergency Security Issues

- Describe the objective standard that applies to emergency suspension of services and

include a materiality component or similar threshold.

Data Privacy

- Provide the privacy policy that describes the different types of information collected; how it is used, disclosed, and shared; and how the provider protects the information.

Data Encryption

- Provide the encryption of data in both transmission and storage (“at rest”) and explain the encryption standards applied.
- Provide the level of encryption.

Data Redundancy

- Explain the data backup practices, including the frequency of the data backup as well as ongoing access to the data or the delivery of such data to the City.
- Provide any redundant paths.

Data Conversion

- Provider to identify whether any data conversion must take place in order to make the software available to the City and at termination of the agreement in order to return data to the City.
- Provider to provide cost estimates for any hourly rates that may apply to such conversion.
- The cost of any initial data conversion must be included in the initial fee schedule or invoice.
- Conduct appropriate testing to verify the simplicity of the provider’s mapping scheme.

Cyber Security Insurance

- Provider to identify whether it carries cyber security insurance.
- Provider to add the City as an additional insured to any cyber security policy and provide a certificate of insurance naming the City as an additional insured.

Electronic Discovery (e-discovery)

- Identify the format in which data will be produced in the event of a discovery request.
- Identify tools are available to access City data in the event of an e-discovery need.

Suspension of End User Accounts

- Suspension of end user accounts for violations of AUP or terms of service are limited to material violations or violations that significantly threaten the security or integrity of the

Provider's system. With "material" and "significant" to be clearly defined.

Suspension and Termination of Service

- Provider to identify the events or conditions that would allow for suspension or termination of services
- Provider must provide a minimum 60 days advance notification of suspension and termination of services.
- Provider must identify the basis for the suspension or termination.
- Provider must give adequate time for the City to make arrangements for migration of its data and the identification of a new service provider.
- Provider must ensure the data remains available to the City, in a usable format, for a specified period of time following a termination.
- Regardless of the reason for the termination, Provider must return the data to the City in an agreed upon format within 30 days of termination.
- If suspension is due to Provider fault, no payment will be made for the period of suspension or Provider will credit the City for any days when the service is suspended.

Warranty

- Provider to warrant that the service conforms to and will perform to in accordance with its specifications and that it does not infringe on any third-party intellectual property rights.

Incorporation of URL Terms

- While it may be reasonable to deal with technical standards and guidelines or other "non-legal" matters elsewhere, all legal terms must be included in the contract itself or attached as an Exhibit.
- Provider must provide direct, individual notice sufficiently in advance of the effective date of any amendments to incorporate terms, along with the right to terminate if such amendments are unacceptable or materially detrimental to the City's interests.

Appendix C: Proposal Cost Summary Form

An Offeror must present the cost to the City for complete delivery of the proposed solution for the life of the contract. The cost should be provided by item and by year of contract, if applicable. Applicable supporting documentation should be attached. The Offeror's expected fee payment terms should also be presented for consideration. Pricing should be based upon proposed goods and services. This form or a similar substitute is acceptable.

	A. Base Price (FP)	B. Customization Price (CU) & Estimated Third-Party System (TP) Price
Functional Area		
General Ledger and Financial Reporting		
Budgeting & Forecasting		
Procurement & Inventory		
Accounts Payable		
Accounts Receivable		
Fixed (Capital) Assets		
Cash Management		
Debt Management		
Grant and Project Management		
Investment Management		
Human Resources		
Payroll		
Capital Planning		
Additional Items		
Software Licensing/Subscriptions		
Hardware and other related supplies		

Implementation including data transfer		
Testing Services (and Re-testing)		
Data Management		
Consulting Services (including Design, Planning; Risk Control; Project Management; etc.)		
Programming Services (including Configuration; Customization, Integration, Report Creation, Interfaces, Enhancements, Re Engineering)		
Technical Support Services		
Training Goods/Services (during and after implementation)		
Estimated travel costs		
Annual Maintenance and Support		
Other (describe)		
TOTAL Annual Cost for Year One		
TOTAL Annual Cost for Year Two		
TOTAL Annual Cost for Year Three		
TOTAL Annual Cost for Year Four		
TOTAL Annual Cost for Year Five		

Appendix D: Offeror Qualification Data Form

OFFEROR QUALIFICATION DATA

All questions must be answered clearly and comprehensively. If necessary, separate sheets may be attached.

1. Company Name of Offeror (Please list official name, and any and all "doing business as" names, if any, associated with the company):

2. Main office address:

3. Phone: _____ Fax: _____

a. Email Address: _____

4. Proposers federal tax identification number: _____
(Please attach Form W-9)

5. The Offeror is organized as a (specify type of entity, e.g. sole proprietor, partnership, for profit corporation, non-profit corporation, limited liability company, etc.)

6. The date the Offeror was organized in its current form:

7. If a corporation or limited liability company, the state where it is formed:

8. Is your company registered with the Tennessee Secretary of State?

a. YES

b. NO - Please explain

9. How many years have you served the population described in this solicitation:

10. Describe any pending plans to reorganize or merge your organization.

11. Have you, or any officers and/or directors of your company, ever been debarred or suspended by a government from consideration for the award of contracts?

a. YES - Please list the contract party, and explain

b. NO

12. Have you, or any officers and/or directors of your company, ever been disqualified, removed, sued, or otherwise prevented from proposing on or completing any contract?

a. YES - Please list the contract party, and explain

b. NO

13. Have you, or any officers and/or directors of your company, ever been charged with liquidated damages on a contract?

a. YES - Please list the contract party, and explain

b. NO

14. Bonding, as applicable

a. Limit: \$ _____

b. Bonding Company: _____

c. Address: _____

d. Phone Number: _____

Appendix E: Experience Reference Form

Experience Reference Form

Bidder/Offeror: _____

(Attach as many copies of this form as may be needed)

Reference

Name of Project: _____

Location: _____

Service Date Range:

Firm Name for Contact Person: _____

Name of Contact Person: _____

Telephone Number for Contact Person: _____

Email Address (required): _____

Reference

Name of Project: _____

Location: _____

Service Date Range:

Firm Name for Contact Person: _____

Name of Contact Person: _____

Telephone Number for Contact Person: _____

Email Address (required): _____

Appendix F: Affirmative Action Plan Form

City of Chattanooga, Purchasing Division

July 2016

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and the employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. During the term of this contract the following non-discriminatory hiring practices shall be employed to provide employment opportunities for minorities and women:
 - a. All help wanted ads placed in newspapers or other publications shall contain the phrase "Equal Employment Opportunity Employer."
 - b. Seek and maintain contracts with minority groups and human relations organizations as available.

- c. Encourage present employees to refer qualified minority group and female applicants for employment opportunities
 - d. Use only recruitment sources which state in writing that they practice equal opportunity. Advise all recruitment sources that qualified minority group members and women will be sought for consideration for all positions when vacancies occur.
5. Minority statistics are subject to audit by City of Chattanooga staff or other governmental agency.
 6. The Contractor agrees to notify the City of Chattanooga of any claim or investigation by State or Federal agencies as to discrimination.

(Signature of Contractor)

(Title and Name of Company)

(Date)

Appendix G: Iran Divestment Act Form

**Chapter No. 817 (HB0261/SB0377). “Iran Divestment Act” enacted.
Vendor Disclosure and Acknowledgement**

By submission of this bid, each proposer and each person signing on behalf of any proposer certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each proposer is not on the list created pursuant to § 12-12-106.

(SIGNED) _____

(PRINTED NAME) _____

(BUSINESS NAME) _____

(DATE) _____

For more information, please contact the State of Tennessee Central Procurement Office,
<https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/library-/public-information-library.html>

Appendix H: No Contact/No Advocacy Statement

No Contact/No Advocacy Statement City of Chattanooga, Purchasing Division

State of _____
County of _____

_____ (agent name) says that:

(1) He/She is the owner, partner, officer, representative, or agent of _____ (business name),
the Submitter of the attached sealed solicitation response to Solicitation
_____;

(2) _____ (agent name) swears or affirms that
the Submitter has taken notice, and will abide by the following No Contact and
No Advocacy clauses:

NO CONTACT POLICY: After the posting of this solicitation, a potential submitter is prohibited from directly or indirectly contacting any City of Chattanooga representative concerning the subject matter of this solicitation, unless such contact is made with the Purchasing Division.

NO ADVOCATING POLICY: To ensure the integrity of the review and evaluation process, companies and/or individuals submitting sealed solicitation responses, as well as those persons and/or companies formally/informally representing such submitters, may not directly or indirectly lobby or advocate to any City of Chattanooga representative.

Any business entity and/or individual that does not comply with the No Contact and No Advocating policies may be subject to the rejection or disqualification of its solicitation response from consideration.

Submitter Signature:

Printed Name:

Title: _____

Date: _____

Appendix I: Supplier Information Form



City of Chattanooga Supplier Information Form

Business Name: _____

PO Address: _____

Remittance Address: _____

If your business Tax Filing Status is Individual/Sole Proprietor or a Partnership and you provide a service to the City of Chattanooga, you will be issued a 1099 Form for the preceding Tax year. Please indicate which address you wish your document sent to if applicable:

1099 Address: _____

Contact Name: _____

Primary Phone Number: _____

Primary Fax Number: _____

Primary Email: _____

Are you Providing: (Check All That Apply)

- | | | | |
|---------|--------------------------|--------------|--------------------------|
| Service | <input type="checkbox"/> | Construction | <input type="checkbox"/> |
| Goods | <input type="checkbox"/> | | |
| Both | <input type="checkbox"/> | | |

Vendor Type (Must be Marked-Check All That Apply)

- | | |
|--|--------------------------|
| MBE-Minority Business Enterprise | <input type="checkbox"/> |
| WBE-Woman Business Enterprise | <input type="checkbox"/> |
| SDVBE-Service Disabled Vet Business Enterprise | <input type="checkbox"/> |
| LGBTE-LGBT Business Enterprise | <input type="checkbox"/> |
| None of the Above | <input type="checkbox"/> |

Preferred Payment Method

- | | |
|-------|--------------------------|
| Check | <input type="checkbox"/> |
| ACH | <input type="checkbox"/> |

ACH-Please provide remittance notice email and complete Separate City ACH Authorization Form:

Authorized Representative Signature

Print Name

Date

Appendix J: Application Interfaces

#	City's 3rd Party Application	Interface Description	Direction	Frequency	Comments
1	Harris Support-Govern	City Treasury collections (Govern) to GL Interface Table	Inbound	Daily	GL Journal Entries
2	City Works	City works inventory GL updates	Inbound	Daily	GL Journal entries to update Inventory accounts
3	ICMA	City Deferred Comp	Outbound	Weekly	Employee Deferred Comp Information
4	ING	City Deferred Comp	Outbound	Weekly	Employee Deferred Comp Information
5	Nationwide	City Deferred Comp	Outbound	Weekly	Employee Deferred Comp Information
6	Health Equity	City Create Health Equity HSA	Outbound	Weekly	Employee HSA contribution to Health Equity
7	Hartford	Employee Demographic and FMLA	Outbound	Weekly	Employee Demographic info with FMLA details: STD, LTD, LU Management
8	TASC	Employee Demographic and Flexible Spending	Outbound	Weekly	Employees demographic and Flexible Spending information
9	Blue Cross Blue shield	BCBS Enrollment Changes Interface file	Outbound	Weekly	Employee demographic and Medical deductions
10	Marathon	City Marathon HDHP Weekly Interface Census File	Outbound	Weekly	Extract of Employee High Deductible Health Plan
11	Marathon	City Marathon Weekly Interface Census File	Outbound	Weekly	Extract of Employees dependent High Deductible - having their Own Insurance.
12	Timeclock	City Timeclock Interface	Inbound	Weekly & Biweekly	Create employee Daily Time entry & Adjustments
13	SunTrust Bank	City Payables -Bank of America extract	Outbound	Weekly	Generation of ACH payments file
14	Fire and Police Pension Board	City Fire and Police Pension Board Interface	Outbound	Biweekly	Extract of Pension Payouts for Fire and Police Pension board
15	City Pension Board	City Create GPP CSV Interface File	Outbound	Annual on Demand	Extract of Pension details to City Pension board
16	SunTrust Bank	NACHA --Payroll deposit file	Outbound	Weekly On demand	Payroll Deposit file
17	SunTrust Bank	City Payroll Positive Pay File generation	Outbound	Weekly On demand	Payroll Positive Pay file
18	SunTrust Bank	Bank Statement Loader --Check recon Payables	Inbound	Weekly On demand	Bank statement - Payables
19	SunTrust Bank	Bank Statement Loader --Check recon - Payroll	Inbound	Weekly On demand	Bank statement - Payroll
20	IRS	1099 Electronic Media	Outbound	Annual	1099 electronic file - manual upload to IRS
21	IRS	Multiple Worksite Report for	Outbound	Quarterly	Employee Work Location file - Manual

		SPWL process			upload to IRS
22	IRS	State Periodic Wage Listing (Enhanced)	Outbound	Quarterly	Quarterly State Periodic Wage Listing - Manual upload to IRS
23	IRS	Benefits ACA 1095C Print Report	Outbound	Annual	Benefits ACA 1095C - Electronic
24	IRS	Federal W-2 Magnetic Media	Outbound	Annual	Federal W-2 Magnetic Media
25	City Fleet - RTA	*City Fleet to GL (6 files)	Inbound	Monthly	GL journal entries. 6 files are created from Fleet (RTA) for Fuels, Repairs etc., All files having the same file format but with different data sets.
26	3rd Party Checks	City Payroll to AP Interface	Inbound	Weekly On demand	Payable Invoices (payments) for 3rd Party via employee deduction.
27	NeoGov	Location, Position, Grade & Job titles	Outbound	Weekly - On Demand	Extract of work Location, Position, Grade & Job details to NeoGov recruiting system
28	NeoGov	New Recruits	Inbound	Daily - On Demand	Employee record - for new recruits
29	Cityworks	HR to Cityworks	outbound	weekly	
30	BOA	P-card	Inbound	Monthly	Import p-card transactions to GL
31	SunTrust	P-card	Inbound	Daily	Import P-card transactions to GL
32	Govern	Refunds	inbound	On Demand	Import AP invoices for Govern refunds
33	ENCO	Sewer billing	Inbound	Daily	GL entries