

August 2017
RFP 157740

**PURCHASING DEPARTMENT
101 EAST 11th STREET, STE. G-13
CHATTANOOGA, TENNESSEE 37402**

Request for Proposals for the City of Chattanooga, TN

Requisition No.: RFP – 157740
Ordering Dept.: Information Technology Department
Buyer: Sharon Lea / slea@chattanooga.gov
Phone No.: 423 643-7235
Fax No.: 423 643-7244

Request for Proposals for CityWorks Hosted Services

*****REQUEST FOR PROPOSALS MUST BE RECEIVED*****

NO LATER THAN

4:00 PM E.S.T. on Tuesday, September 19, 2017

*****ALL QUESTIONS MUST BE SUBMITTED IN WRITING*****

NO LATER THAN

4:30 PM E.S.T. on Monday, September 11, 2017

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/purchasing/standard-terms-and-conditions>

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.

PLEASE PROVIDE US WITH THE FOLLOWING

Company Name: _____
Mailing Address: _____
City & Zip Code: _____
Phone/Toll-Free No.: _____
Fax No.: _____
E-Mail Address: _____
Contact Person: _____
Signature: _____

City Of Chattanooga, Tennessee

Department of Information Technology



Request for Proposal 157740

Cityworks Managed Hosting

The City would like to move our Cityworks solution to a hosted and managed cloud platform such as Amazon Web Services or Google Cloud Platform environment along with updating the solution to the latest version and provide ongoing support services.

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SECTION I - GENERAL INFORMATION

Introduction

The purpose of this section is to define the scope of the project and describe this Request for Proposal (RFP).

Purpose of RFP

This request solicits proposals to furnish the municipal government of Chattanooga, hereinafter referred to as “The City”, with a Cityworks managed hosted solution. Specifications describing the functional and technical requirements of the product and service solution can be found in Section IV of this document. It is The City’s intent to select the most suitable solution based on responses to this RFP.

This request solicits proposals covering five areas. The proposals should provide recommendations and service level agreement details (herein after referred to as “SLA”) for each area:

- (1) Deployment Time and Upgrades
- (2) Redundancy
- (3) Flexibility and Customized Services
- (4) Security
- (5) Scalability
- (6) Cost benefits
- (7) Total cost

SECTION II – ADMINISTRATIVE AND CONTRACTUAL INFORMATION

Introduction

The purpose of this section is to identify the administrative requirements related to this RFP.

Inquiries

All questions concerning this RFP must be received in writing within stated deadline on cover page to the attention of:

Sharon Lea, Procurement Analyst
City of Chattanooga Purchasing Division
101 E. 11th Street, Ste. G13
Chattanooga, TN 37402
Phone: (423) 643-7235
Email: slea@chattanooga.gov

Exceptions to RFP Specifications

This RFP is intended to describe The City's minimum requirements and response format in sufficient detail to secure comparable proposals. However, vendors 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. Any exceptions to specifications should be clearly noted and will be considered as they apply to the overall interest of The City.

Implied Requirements

All products and services not specifically mentioned in this RFP, but which are necessary to provide the full recommended solution described by the vendor, must be included in the proposal.

Vendor-Supplied Materials

Any material submitted by a vendor shall become the property of The City unless otherwise requested at the time of submission. Any material considered confidential in nature must be so marked.

Issuing Office

This RFP shall be governed by the laws of the State of Tennessee and is issued by the Purchasing Department for The City.

Rejection of Proposals

The City reserves the right to reject any and all proposals resulting from this RFP.

Incurring Costs

The City is not liable for any cost incurred by vendors prior to the issuance of a purchase agreement for the proposed Data Center solution and will not pay for information solicited or obtained.

Vendor Proposals

Vendors must submit a response to this RFP with a printed original response along with one additional copy and an electronic copy. The electronic format must be Google Docs, MS Word, or PDF. The vendor proposal must follow the format as defined in Section II of this document.

Economy of Preparation

Proposals must be prepared simply and economically. They should provide a straightforward and concise description of the product or service solution proposed. Colorful bindings, displays, promotional materials, etc. are not desired. Emphasis should be placed on clarity and content. Lengthy proposals may be viewed as attempts to obfuscate issues and may be rejected.

Conditions of Agreement

The successful vendor will be expected to enter into contract negotiations with The City that will result in a formal purchase agreement between the parties. This purchase agreement will be a twelve (12) month blanket contract. The contract term may be renewed for an additional two (2) twelve (12) month terms under the same terms and conditions by mutual agreement. The City of Chattanooga and the contractor may bilaterally extend the contract by providing written confirmation of agreement by both parties at least thirty (30) days prior to the contract's current expiration date into any successive term as provided herein.

SECTION III – RFP LIFECYCLE

Introduction

The purpose of this section is to inform prospective vendors of the process that will take place as a result of this RFP. The information contained herein discloses all details about dates, times, and places as they pertain to this RFP.

Response Date

Sealed proposals to be considered must arrive at the issuing office on or before the time and date referred to on the cover sheet of this document.

Initial Screening

The initial screening of submitted proposals will occur as soon as practical following the opening. The initial screening process will involve evaluating all proposals for completeness, clarity, and conformity to all RFP requirements. Proposals not meeting minimum requirements will not receive further consideration.

Oral Presentation

Vendors submitting a proposal that passes initial screening may be invited to make an oral presentation of their proposal to The City. Invitations will be given solely at the initiative of The City for such purposes as The City deems necessary. Such presentations provide an opportunity for the vendor to clarify their proposal and ensure that a thorough, mutual understanding exists. Oral presentations are not mandatory. These presentations may be conducted in person, by WebEx or teleconference.

Product Demonstration

Vendors may be requested by The City to demonstrate the product or service solution they are proposing. Demonstrations will be conducted in the most economical manner possible.

Final Evaluation, Evaluation Criteria

After all requested oral presentations and product demonstrations have been completed, the final evaluation will begin. In the final evaluation, the proposals submitted by the vendors will be reviewed and a recommendation will be made by an evaluation committee for the proposal that best meets the following weighted evaluation criteria:

Project Approach 40%

Technical Quality 30%

Qualifications 15%

Price Proposal 10%

Interview 5%

Recommendations by the evaluation team or staff members are subject to review and concurrence or nonconcurrence by the Mayor's Office.

Proposal Acceptance

After the final evaluation, the chosen vendor(s) will be notified and contract discussion and negotiation between The City and the selected vendor(s) will begin. The content of this RFP and the successful vendor's proposal will become an integral part of the contract, but may be modified by provision of the contract. Vendors are requested to submit current contract forms with their proposal for review by The City.

Section IV – Requirements for the Proposed System

Introduction

The purpose of this section is to describe the required and desired features of a Cityworks managed hosted solution for The City. The vendor may propose additional features and options to be considered. The sequence in which the following items appear in this document does not represent any priority of importance for this proposal. The City requests that prospective vendors use these specifications to develop proposals within the guidelines set forth in Section II.

General Requirements

The vendor selected will be tasked with moving the current Cityworks data from the on-premise hosted server to a cloud based, hosted solution, and managed by the vendor. This would include regular maintenance to any server hardware or software including but not limited to the operating system of the server and the applications necessary to support the Cityworks environment. This may include moving and managing GIS data, Consent Decree data, and various other modules that are needed to support the City's desire to get the most functionality out of the Cityworks application.

Vendor Information

Prospective vendors should provide the following information pertaining to their organization and this project:

- Size of the organization
- Public financial records from the past two years
- Client list including those using products recommended by the prospective vendor
- Number of years in business providing similar services
- Number of service and support personnel in the organization
- Frequency of software updates (if applicable)
- A reference list including clients who have used the vendor's services
- A list of all government clients who have used the vendor's services
- A firm timeline for implementation

- A project start date commitment
- A resource availability date commitment
- Complete references for the prospective vendor's Project Manager for this project
- A required roles list for initial implementation and for future sustainability.
- A sample project plan
- Detailed information on prospective vendor's "discovery" methodology

Prospective vendors, regardless of previous experience, should demonstrate a thorough knowledge of the differences associated with municipal government as opposed to those of the private sector with regard to security, open records, data availability and public safety considerations.

Prospective vendors should understand that adherence to all vendor-proposed dates and timelines will become part of said vendor's contractual obligation should their proposal be selected by The City.

Training

Proposals must include all training plans and costs. Training must be provided for each City role required for implementation and for future sustainability of the proposed solution. The vendor is expected to be familiar with any software and services recommended in the proposal.

Technical Support Services

Proposals must provide all costs associated with supporting the proposed solution.

Cost Summary

Vendor must supply a line item detail to support Proposal Cost Summary in Appendix A.

Functional Requirements

Perform data migration of current server data to hosted cloud platform such as Amazon Web Services or Google Cloud Platform

Upgrade Cityworks to latest version (15.1, 4.1)

Update any supporting software (O.S., Antivirus, Cityworks Modules, Storeroom)

Remove any Service Requests from previous integrations with Motorola CSR

Support the Cityworks to Oracle Client Interface (may require re-writing interface or updating to hosted environment)

Provide ongoing support of Cityworks environment

Provide access to Server as requested by the City

Cleaning up /scrubbing the enlarged data Base

- for Duplicate work order templates, old employees, old materials, duplicate work orders, old work orders that were imported in from the old Otter System - they begin with an O

Remove the old Cityworks SR data

Include an Oracle Payroll employee interface to update the Cityworks Public Works, Waste Resources, and Transportation employees weekly

Provide the duplication of the existing Waste Resources Division Cityworks Store Room to Oracle General Ledger interface to be configured to a hosted environment

Technical Requirements

Vendor selected will be required to host and manage three Cityworks environments including the following servers: CW Application Server, CW Database Server, and CW Test Server. These servers require Windows O.S. 2012 or latest version, running MS SQL Server Standard. The Cityworks environment should also account for 25 Mobile Module Users, the Sewer TVI Module, and GIS data. The remaining specifications for the servers should be based on recommended best practice from the Cityworks manufacture, Azteca.

Appendix A

Proposal Cost Summary Form

The undersigned, being familiar with the requirements of The City of Chattanooga Request for Proposal, proposes to furnish products and services to The City in accordance with that request.

The summary below reflects projected cost for The City for the CityWorks hosted services solution and implementation. Supporting detail must be attached describing hourly rates, projected expenses, software and hardware expenses, annual support and maintenance, discounts along with any other detail that will lead to a clear understanding of the proposal.

Item	Cost
Software Licensing/Subscriptions	
Consulting Services	
Technical Support Services	
Training Services	
Annual Maintenance and Support	
Other Costs (Describe)	
Total	

Appendix B

Affirmative Action Plan

Affirmative Action Plan

For

RFP 157740

(Name of Contractor)

The above named Contractor is an equal opportunity employer and during the performance of this contract, the Contractor agrees to abide by the Affirmative Action Plan of the City of Chattanooga as follows:

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 that 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.

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, or national origin, or handicap.

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.

During the term of this contract the following non-discriminatory hiring practices shall be employed to provide employment opportunities for minorities and women:

All help wanted ads placed in newspapers or other publications shall contain the phrase "Equal Employment Opportunity Employer".

Seek and maintain contracts with minority groups and human relations organizations as available.

Encourage present employees to refer qualified minority group and female applicants for employment opportunities.

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.

Minority statistics are subject to audit by City of Chattanooga staff or other governmental agency.

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 Construction Company)

(Date)

Requirements for Insurance Coverage

The Contractor shall not commence work under these contract Documents until he has obtained all of the insurance required herein, nor shall the Contractor allow any Subcontractor to commence work on a subcontract until insurance required of the Subcontractor has been obtained and evidenced. The Contractor and any Subcontractor shall obtain insurance from one or more insurance carriers licensed to do business in the State of Tennessee. Each insurance policy shall be renewed no fewer than ten (10) days before the expiration date of the policy.

Certificates of insurance shall be filed with the City prior to commencement of the work. These certificates shall contain a provision that coverages afforded under the policies will not be changed or canceled unless at least fifteen (15) days' written notice has been given to the City. The Contract shall not be binding upon the City until the insurance coverage required herein has been obtained and certificates have been filed with the City.

Adequate insurance coverage shall be maintained by the Contractor at all times. Failure to maintain adequate coverage shall not relieve the Contractor of any responsibilities or obligations under these Contract Documents. In the event any insurance coverage is canceled or allowed to lapse, the Contractor will not be permitted to prosecute the work until adequate and satisfactory insurance has been obtained and certificates of insurance furnished to the City. Failure to keep insurance policies in effect will not be cause for any claims for extension of time under these Contract Documents.

All such policies shall be subject to approval by the City Attorney. Should the City Attorney at any time in his sole discretion determine that the insurance policies and certificate provided may not be sufficient to protect the interests of the City because of the insolvency of the insurance company or otherwise, the Contractor shall replace such policies with policies meeting his approval.

The Contractor shall procure and maintain at his own expense, during the Contract Time, insurance as hereinafter specified:

Workmen's Compensation Insurance that shall protect the Contractor against all claims under applicable state workmen's compensation laws shall be maintained. The Contractor shall also be protected against claims for injury, disease or death of employees which, for any reason, may not fall within the provisions of a workmen's compensation law. This policy shall also include an endorsement providing coverage in all states in which work is performed. The Contractor shall require all the Subcontractors to provide similar Workmen's Compensation Insurance for all the Subcontractors' employees on the work unless such employees are covered by the protection afforded by the Contractor. The liability limits shall not be less than that required by statute.

General Public Liability and Property Damage Insurance that shall be written in comprehensive form and shall protect the Contractor against all claims arising from injuries including death, to members of the public or damage to property of others arising out of any act or omission of the Contractor or his agents, employees, or Subcontractors. In addition, this policy shall specifically insure the contractual liability

assumed by the successful bidder to defend and indemnify the City of Chattanooga against such claims or suits.

To the extent that the work may require blasting, explosive conditions or underground operation, the comprehensive general public liability and property damage coverage shall contain no exclusion relative to blasting, explosion, collapse of buildings, or damage to underground property.

The comprehensive general public liability and property damage coverage shall also protect the Contractor against all claims resulting from damage to: Private driveways, walks, shrubbery and plantings; Public utility facilities; and U.S. Government monuments.

The liability limits shall not be less than:

Bodily Injury	\$ 500,000 each person
	\$1,000,000 each occurrence

Property Damage	\$ 250,000 each occurrence
	\$ 500,000 aggregate

The general public liability and property damage insurance shall carry an endorsement in form satisfactory to the City to the effect that the Contractor shall save harmless the City from any claims and damage whatsoever, including patent infringement. General public liability and property damage insurance shall be kept in force at all times during the course of the work until such time as the work covered by these Contract Documents has been completed and accepted by the City.

Comprehensive Motor Vehicle Liability and Property Damage Insurance that shall be written in comprehensive form and shall protect the Contractor against all claims for injuries to members of the public and damage to property of others arising from the use of motor vehicles, and shall cover operation on or off the site of all motor vehicles licensed for highway use, whether they are owned, non-owned, or hired.

The liability limits shall not be less than:

Bodily Injury	\$ 250,000 each person
	\$ 500,000 each occurrence

Property Damage	\$ 100,000 each occurrence
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Iran Divestment Act

Chapter No. 817 (HB0261/SB0377). "Iran Divestment Act" enacted.

Vendor Disclosure and Acknowledgement

By submission of this bid, each bidder and each person signing on behalf of any bidder 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 bidder is not on the list created pursuant to § 12-12-106.

(SIGNED) _____

(PRINTED NAME) _____

(BUSINESS NAME) _____

(DATE) _____

Affirmation and Signature

In submitting this proposal, I understand that The City reserves the right to reject any and all proposals.

The undersigned further agrees that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between his or herself or any other interested party.

Business Name	Mailing Address
Business Phone Number	Fax/other Number

Printed name of first signatory	Title
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Signature	Date
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Printed name of second signatory	Title
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Signature	Date
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