

East Bay Regional Park District (EBRPD)

**Request for Proposal (RFP)
for
Enterprise Resource Planning (ERP)
System and Implementation Services**

Issue Date: February 18, 2025

Proposal Due Date/Time: April 15, 2025 - 4:00 PM PT

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1 RFP Overview

1.1 Purpose of RFP

The East Bay Regional Park District (District) has issued this Request for Proposal (RFP) to solicit responses from vendors (Proposers) offering proven, integrated Enterprise Resource Planning (ERP) solutions to replace the District's existing ERP with one that supports the following high-level functions:

- ◆ Finance and related functionality, including Payroll, Time & Attendance, and Employee Expense Reporting
- ◆ Human Resources, including Recruitment, Employee Benefits, Employee Performance and related activities

Additional detail regarding specific functionality is provided in Section 4.1 of this RFP.

The District seeks a qualified Proposer who can demonstrate that they possess the organizational, functional, and technical capabilities, along with the experience, expertise, and qualifications necessary to provide a state-of-the-art ERP solution, along with the professional services necessary to complete the implementation and support the system post-implementation.

The District is looking to acquire a Software as a Service (SaaS) solution that meets the functional and technical requirements pertaining to Finance, Payroll, and Human Resources as identified in this RFP. If subcontractors and/or third-party application providers are included as part of their SaaS solution, Proposers must address the requirements specific to those subcontractors and/or third-party application providers as identified in RFP 5.2.E – Proposed Solution. Proposals that do not provide a comprehensive solution that meets the requirements of this RFP may be subject to immediate disqualification.

1.2 Project Objectives and Scope

With this RFP, the District intends to replace its existing ERP system with a proven, commercial-off-the-shelf (COTS) ERP system. The District's goal is to take advantage of a modern, SaaS ERP solution that is designed around best practices and meets the following objectives:

- ◆ Consolidates information, links processes and functions, and eliminates separate departmental systems/spreadsheets/access databases in favor of a single system that connects the District's financial and non-financial applications through a common database
- ◆ Streamlines and improves business processes through automation
- ◆ Provides a user-friendly and intuitive user interface to promote system use and increase user productivity
- ◆ Reduces or eliminates redundant data entry
- ◆ Provides timely, accurate, and easy-to-access information for decision making
- ◆ Reduces or eliminates the need for manual input when preparing various financial documents, including the annual budget and financial statements
- ◆ Improves and/or provides necessary reports and reporting capabilities and access to data through inquiry or drill down capabilities
- ◆ Supports interfaces with third-party systems through documented APIs or other standardized data exchange methods

- ◆ Provides appropriate security measures
- ◆ Improves services to stakeholders
- ◆ Complies with state and local statutory requirements

In addition to the objectives identified above, the District is also seeking a Proposer to provide professional services (e.g. best practices guidance, data conversion and migration, testing, training, project management, implementation, and integration/interface) that will help ensure a successful implementation in a timely and professional manner.

1.3 RFP Timeline

Table 1 presents the expected RFP Timeline.

Table 1 - RFP Timeline

RFP Event	Date/Time
District Issues RFP	February 18, 2025
Deadline for Proposer Questions	March 3, 2025 4:00 PM PT
District Provides Responses to Questions	March 7, 2025
Deadline for Proposal Submissions	April 15, 2025 4:00 PM PT
Finalist(s) Notified & Provided Proof-of-Capabilities (POC) Packet	May 19, 2025
POC Demonstration(s)	June 2025
Contract Negotiations	July 2025
Contract Award and Execution	August 2025
Project Start	October 2025

As identified in Table 1, finalist(s) will be required to participate in a proof-of-capabilities (POCs) demonstration to allow staff to fully understand the proposed solution. The POCs will be a scripted demonstration using scenarios/scripts to evaluate critical product functionality rather than the District viewing a generic product demonstration.

NOTE: Proposers must be prepared to invest the time and resources in the proof-of-capabilities demonstration to be successful in this procurement.

At the completion of the POCs, the District intends to select a finalist that may be asked to participate in further solution demonstrations, if necessary, to ensure that all pertinent functionality is reviewed prior to finalizing contract negotiations. The District reserves the right, at its sole discretion, to adjust the RFP Timeline as it deems necessary.

1.4 RFP Coordinator

The District is using a consultant, SDI Presence, to support the procurement and selection process. All communications concerning this RFP must be submitted via email to the RFP Coordinator identified below.

Greta Davis, ERP Procurement Consultant, gdavis@sdipresence.com

The RFP Coordinator will be the sole point of contact for this RFP.

NOTE: Proposer contact with any person(s) in the District other than the RFP Coordinator is expressly forbidden and may result in immediate disqualification of the Proposer's bid. Any communications to the RFP Coordinator other than email will be considered unofficial. Telephone calls will not be accepted.

1.5 RFP Posting, Amendment, and Cancellation

The RFP will be posted on the District's website: <https://www.ebparks.org/public-info/bids-rfps>

The District reserves the unilateral right to amend the RFP in writing at any time. The District also reserves the right to cancel or reissue the RFP at its sole discretion. If an amendment is issued, it will be posted on the District's website as indicated above.

Proposers must respond to the final written RFP, including any appendices and amendments.

1.6 RFP Questions

Questions concerning the RFP should be submitted via e-mail to the RFP Coordinator identified in Section 1.4 prior to the "Deadline for Proposer Questions" identified in Section 1.3. Proposer questions should clearly identify the relevant section of the RFP and page number(s) related to the question being asked. The District has no obligation to respond to any of the questions submitted. The questions submitted and the District's responses will be posted on the District website identified in Section 1.5.

1.7 Intent to Propose

Each Proposer who plans to submit a proposal should indicate as such via an email to the RFP Coordinator. The email should include:

- ◆ Proposer's company name
- ◆ Proposer's intent to respond to this RFP
- ◆ Name and title of Proposer main contact
- ◆ Address, telephone, and email address

Note that this "Intent to Propose" email is optional and does not require Proposers to submit a proposal. However, the District will ensure that any Proposer who submits this information will receive any information regarding RFP addendums and question and answer sets.

1.8 Proposal Submittal

Proposals are to be submitted no later than the "Deadline for Proposal Submission" identified in Section 1.3. Proposers assume the risk of the method of delivery chosen. The District assumes no responsibility for delays caused by any delivery service. A Proposer's failure to submit a proposal as required before the deadline may cause the proposal to be disqualified.

Proposers must submit in a sealed package: one (1) original, two (2) paper copies, and one (1) electronic copy (a single .pdf file containing all submitted material, including RFP Appendix A and Appendix C).

The proposal package shall be mailed, couriered, or hand delivered to:

East Bay Regional Park District
Attn: Katie Dignan
2950 Peralta Oaks Court
Oakland, CA 94605
510-544-2130

The package should be clearly labeled as follows:

- ◆ Proposal for ERP System and Implementation Services
- ◆ Due Date/Time: March 25, 2025 at 4PM PT
- ◆ Name of Proposing Firm, Proposer's Address, Proposer's Contact Person, Proposer's Telephone Number

All information must be received by the District on the date/time indicated in Section 1.3. Information received after this date/time may be returned unopened. Postmarks will not be accepted as proof of receipt.

2 District Overview

The East Bay Regional Park District is a system of beautiful parklands in Alameda and Contra Costa counties to the east of San Francisco. The system comprises 126,809 acres and includes 73 parks spanning across 1,330 miles of trails and 55 miles of shoreline. The District manages and preserves natural and cultural resources for all to enjoy and protect. The regional parks are ideal for healthful recreation and environmental education.

The District was incorporated in 1934 as a California Special District and operates under Sections 5500-5595 of the Public Resource Code of the State of California. It is a legally separate and fiscally independent entity from other government agencies, with capacity and authority to issue its own debt. The District's purpose is to acquire, develop, and maintain parks, recreation, and open space lands within Alameda and Contra Costa counties.

The District is governed by a seven-member Board of Directors, elected by voters in their respective wards and serving a four-year term. The District has 995.27 budgeted full-time equivalent positions (FTEs) and a head count of over 1,000 employees. The District's 2025 Operating Budget was \$317.8 million, and over 92% of General Fund revenue is generated from property taxes.

3 Current Environment

3.1 Primary Software

Since 2000, the District has used the cloud-based Central Square Finance Enterprise ERP System (current version is 19.2, with plans to upgrade to 22.2 in 2025) to support approximately 350 core users and over 850 users of the timecard system. The modules identified in Figure 4 are currently in use.

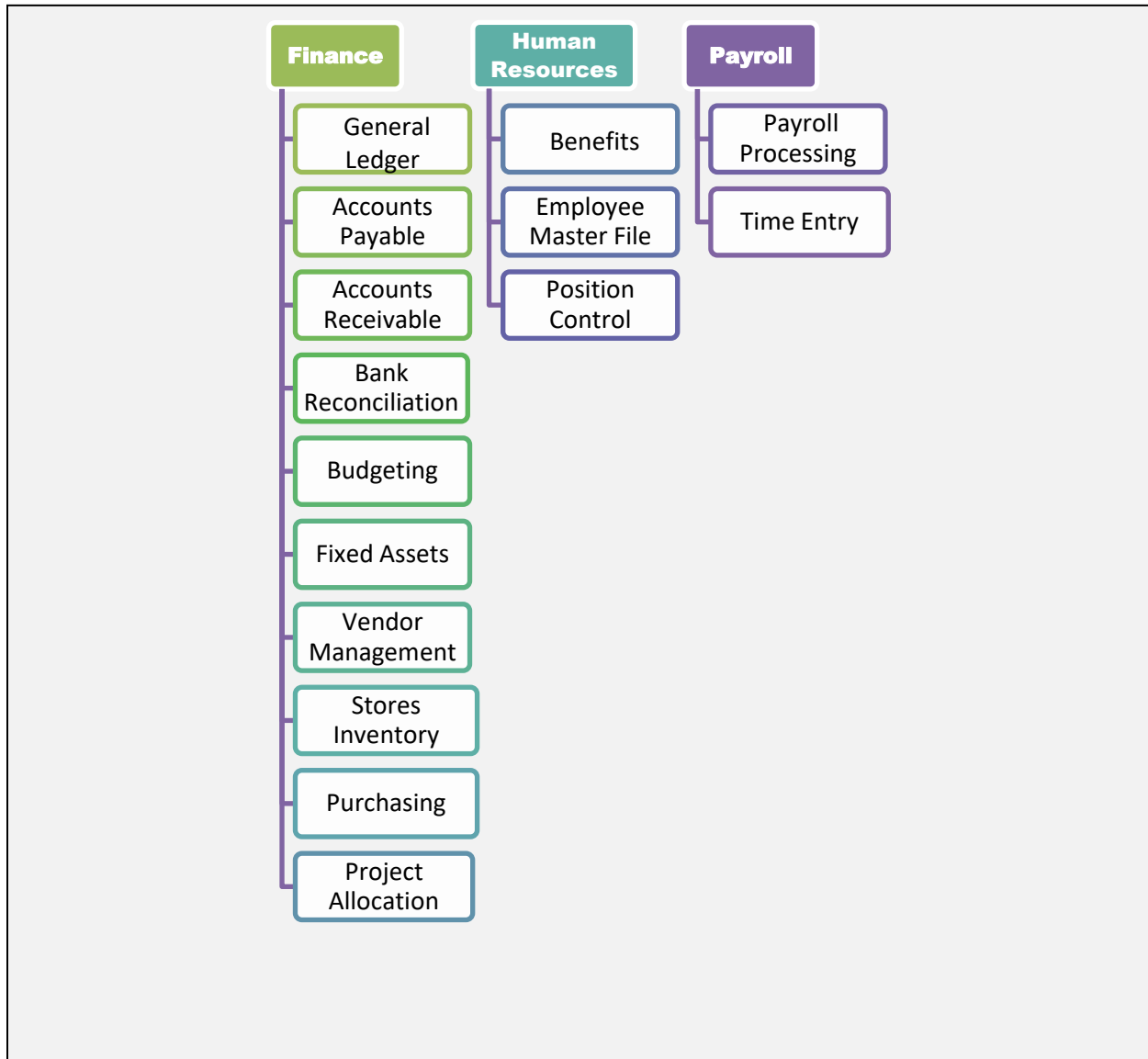


Figure 4 – CentralSquare Modules Currently in Use

In addition to CentralSquare, the District relies heavily on third-party systems and contracted vendors for operations. These systems and vendors are identified in Figure 5.



Figure 5 – Third-Party Systems and Contracted Vendors Currently in Use

3.2 Technology Standards

Table 3 identifies the District’s current technology standards. The proposed system must be compatible with the existing technical environment or accessible from it. Proposers will be required to confirm conformance to these requirements or clearly articulate proposed alternatives.

Table 3 – Technology Standards

Technology	Current Standard
Database(s)	SQL Server
Desktop OS	Windows (98%), Mac OSX (2%)
Desktop Hardware	Dell
Laptop Hardware	Dell
Mobile/Notebook Hardware	Microsoft Surface
Browsers	Edge, Chrome
Email Server/Client	Outlook
Virtual Environment	Mostly Hyper-V, small VMware
Storage Area Network	Dell/Vertex
Active Directory	Azure Entra ID and on-prem DC
VPN	Palo Alto and Secure Access (Absolute)
Scanners	Xerox
Printers	Xerox, some legacy HP inkjet
Internet <ul style="list-style-type: none"> • Bandwidth • Redundancy 	100MB via AT&T Calnet to ~50 sites 1MB DSL to one site Core HQ to internet 1GB (5GB aggregate) Fixed wireless microwave for ~5 sites, 10MB Currently non-redundant except for AT&T built-in service

3.3 Key Statistics

Table 4 provides information regarding key statistics (approximations) to aid the Proposers in preparation of their proposed solutions and pricing.

Table 4 – Key Statistics

Functional Area	Volume/Statistics (Averages)	Frequency (if applicable)
Finance		
Active Projects	585	N/A
Inactive Projects	74	N/A
Purchase Cards	583	N/A
Revenue Collection Sites	30	N/A
Requisitions	208	Monthly
Purchase Orders	195	Monthly
Invoices	1772	Monthly
Journal Entries	40	Monthly
Miscellaneous Bills	89	Monthly
Vendors	8609	Total/Active
Customers	4664	Total/Active
Human Resources		
Recruitments	287	Annually
MOUs	2	N/A
Full time employees	786	N/A
Part time employees	5	N/A
Seasonal Employees*	75	N/A
Temporary Employees*	10	N/A
Position Classifications	244	N/A
Personal Action Forms Submitted	100, with seasonal max at 150	Monthly
Total Current Central Square Users (District-wide)	For Central Square Users approximately 350 core users and over 850 users of timecard system	N/A

*Number of employees (not FTEs) in PT Seasonal and Temp positions approximately 250.

4 ERP System Requirements

4.1 Modules

The District is seeking a highly integrated system that can serve as many of the District's various departmental needs as possible. Proposer's proposal should include the following modules:

- ◆ Finance/Payroll
 - General Ledger/Accounting
 - Budgeting
 - Revenue Tracking
 - Vendor Management
 - Purchasing/P-Cards
 - Contract Management*
 - Accounts Payable
 - Capital Assets
 - General Billing/Accounts Receivable
 - Cash Receipts (Cashiering)
 - Project and Grant Accounting
 - Inventory
 - Pay Administration (Salary Management)
 - Time and Attendance
 - Payroll Processing
 - Employee Expense Reporting*
- ◆ Human Resources/
 - Position Control
 - Recruitment*
 - Onboarding*
 - Employee Master File
 - Benefits Administration
 - Leave Administration
 - Personnel Action Forms
 - Training Certifications and Licenses*
 - Performance Reviews*
 - Labor and Employee Relations*
 - Employee Self-Service (ESS)
 - Offboarding*

Modules identified with a “*” are optional (meaning optional for the District to select/purchase, but not optional for Proposer’s to propose and price - assuming they offer the functionality).

The modules listed are included in Appendix A – Requirements.

4.2 Key Functionality

The District is interested in adopting modern, automated tools that support financial, human resource, and payroll best practices and reporting. Key functionality in these areas would include, but not be limited to dashboards, mobile access, employee portal with electronic time reporting, vendor portal, workflow, reporting, etc. The specific functionality required can be found in Appendix A - Requirements.

4.3 Requirements

Proposers must respond to the requirements included in Appendix A - Requirements. The District will incorporate the requirements and the selected Proposer’s responses into the final contract that is executed between the parties. The District is seeking one vendor solution that provides all of the required modules as included in Appendix A; therefore, if the proposer’s solution is not able to address all modules that are listed as “Required”, the proposer will be disqualified.

5 Proposal Submission Requirements

5.1 General Instructions

Proposals should be prepared simply and provide a straightforward, concise description of the Proposer's company, qualifications, proposed solution, and capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content.

Proposals must be organized consistent with the outline provided in this section. Proposers must follow all formats and address all portions of the RFP set forth herein, providing all information requested.

Proposers may retype or duplicate any portion of this RFP for use in responding to the RFP, provided that the proposal clearly addresses all of the District's information requirements.

5.2 Proposal Format and Content

Information must be structured, presented, and labeled in the following manner:

- ◆ Cover Letter
- ◆ Table of Contents
- ◆ A. Executive Summary
- ◆ B. Company Background
- ◆ C. Company Qualifications/Experience
- ◆ D. References
- ◆ E. Proposed Solution
- ◆ F. Implementation Approach and Work Plan
- ◆ G. Ongoing Support
- ◆ H. Pricing
- ◆ I. Software Licensing Agreements

Information should be prepared on standard 8 1/2" x 11" paper and printed on two sides.

Failure to follow the specified format, to label the responses correctly, or to address all of the sections may, at the District's sole discretion, result in the rejection of a proposal.

Cover Letter

The proposal must include a cover letter that provides the following:

- ◆ Proposer's legal name and corporate structure, including the state incorporated in.
- ◆ Proposer's primary contact to include name, address, phone, and email.
- ◆ Identification of proposed solution, including any third-party applications and/or subcontractors.
- ◆ Identification of any threatened and/or pending litigation against the Proposer.
- ◆ Identification of any pending reorganization, receivership, filing, strike, audit, corporate acquisition, unpaid judgments, or any other action that could have an adverse impact on Proposer's ability to provide the products or services as outlined in this RFP.
- ◆ Disclosure of any bankruptcy or insolvency proceedings in last ten (10) years.

- ◆ Statement indicating the proposal remains valid for at least 180 days.
- ◆ Statement that the Proposer and any other company or individual who will perform work for the Proposer is free of any identifiable conflicts of interest (e.g. employment by the District, or other conflict that would interfere with the proposed work).
- ◆ Statement of acknowledgement that the District's agreement (Appendix B – Standard Agreement – Contract for Services – Licensed Professionals) have been reviewed and accepted with or without exception. If any exceptions are requested, those items seeking adjustment or modification must be clearly identified and listed along with suggested modifications to the contract. If no exceptions are noted, the District will assume that the Proposer is capable of performing all tasks and services without reservation or qualification to the contract.
- ◆ Signature of a company officer empowered to bind the Proposer to the provisions of this RFP and any contract awarded pursuant to it.

The Cover Letter should not exceed three (3) pages unless a Proposer's exceptions to the District's legal documents require it.

Table of Contents

All sections should be identified and pages consecutively numbered.

A. Executive Summary

This section of the proposal should provide a brief and concise synopsis of Proposer's proposal and a description of the Proposer's credentials to deliver the services sought under the RFP. This is to include identification of Proposer solution and identification of use of any third-party applications and/or subcontractors, and the scope of work to be performed by each subcontractor.

The Executive Summary should not exceed three (3) pages.

B. Company Background

This section of the proposal should identify the following:

B.1– A brief description of the Proposer's background.

B.2– Identify the location of headquarters, technical support, and field offices and the location of the office that would service the District.

The Background section should not exceed three (3) pages.

C. Company Qualifications/Experience

In this section, Proposers should identify company qualifications and experience in implementing solutions similar to what the District is seeking:

C.1 – Describe the Proposer's familiarity with public sector ERP systems and associated business processes.

C.2 – Identify the Proposer's client base including the number of existing clients using the version/release of the software being proposed. Specifically identify experience with similar sized California public sector entities.

The Company Qualifications section should not exceed three (3) pages.

D. References

Proposers must provide five (5) references with at least three (3) of the references for systems that have been implemented in the last five years. References must be from California public sector entities of similar size and complexity to the District. For each reference, Proposer must provide the following information:

D.1 - Name and contact information (i.e. name, title, address, direct phone, and email)

D.2 - Project description, including identifying the software version, modules, and interfaces implemented

D.3 - Implementation timeline, Go Live date, and budgetary cost vs. actual cost

The References section should not exceed five (5) pages.

E. Proposed Solution

In this section, Proposers should describe their solution by addressing the following:

E.1 - Solution Details

- Name and origin of solution
- Release history and current release being proposed
- Detailed information to describe each proposed module (see Section 4.1 and Appendix A)
- Mobile capabilities pertaining to each of the proposed modules.
- Identification of use of subcontractors and/or third-party application providers including:
 - Company background
 - Scope of work to be performed
 - Experience and references specific to scope of work to be performed
 - Identification of where Proposer and subcontractor and/or third-party application provider has successfully worked together in the past
 - Description of how Proposer will manage any subcontractor and/or third-party application provider to ensure successful delivery of subcontractor and/or third-party application provider scope of work

E.2 - Application Integration/Interfaces

- Potential integration/interfaces are identified in Appendix A. Please describe the following for each integration/interface:
 - Proposer's integration/interface solution [web services, Application Programming Interfaces (APIs), etc.]
 - Data availability/transfer (real-time, nightly, etc.)
 - How Proposer will ensure data security

- A description of the involvement that is required from:
 - The Proposer
 - The owners of the applications to be integrated/interfaced
 - The District
- If Proposer has previous experience developing/implementing the relevant integration/interface

E.3 - Data Storage and Backup

- Describe approach to data storage
- Describe data backup process
- Describe the network bandwidth required between the District and hosting facilities
- Describe what options are available for dedicated bandwidth (if available)
- Describe scalability options for computing power (CPU, RAM, and storage)
- Indicate hosting provider (e.g. Azure, Amazon Web Services, etc.)

E.4 – Reporting

- Describe the overall reporting functionality contained in the solution
- Provide a description of pre-programmed reports in the various modules being proposed
- Describe the level of flexibility to generate custom reports, and the level of specialized training required to generate said reports
- Provide details regarding report customization, including the ability to generate reports by specified date ranges, information types, and level of detail including ability to view attachments
- Describe available reporting for operational metrics such as workflow status, transaction counts, and other metrics and status reporting related to processing data and transactions in the software system

E.5 - Data Access and Security

- Describe how data access (functional vs. data roles) is managed
- Describe the operational environment (single or multi-tenant)
 - If a multi-tenant environment, describe how is the data segregated
 - If a multi-tenant environment, describe how is security managed

E.6 - Business Continuity and Disaster Recovery

- Describe the approach to business continuity and disaster recovery

E.7 - Service Level Agreements (SLA's)

- Describe the supported SLA's (e.g. reliability, availability, performance, issue resolution, system response time, etc.) and any options offered (if applicable)

E.8 - Transition

- Describe the proposed exit strategy to be utilized at end of contract period (contract transition)

E.9 - Response to Appendix A – Requirements:

- The District will provide a copy of RFP Appendix A in MS Word. To address this section, Proposers should use that file to address each requirement in Appendix A. Please see Appendix A for additional instructions.

E.10 - Additional, Optional Requirements

The District has identified additional, optional requirements to be addressed by Proposers. Specifically, the District is interested in understanding what solutions/functionality, if any, Proposers offer for the following items:

- Bid Management – functionality to support the bidding process from developing the bid, releasing the bid, supporting bid amendments and question and answer process, handling bid submissions, supporting bid evaluations, etc.
- Digital Signatures – functionality to support the signing of documents from a variety of electronic devices with appropriate security controls and automated workflow for signature routing
- Electronic Document Management – functionality to upload, organize, and store electronic documents throughout the District to include robust document search capabilities, sharing, versioning, and security
- Customer Relationship Management (CRM) – functionality to support the management of a variety of customer types. The District undertakes specific activities requiring interaction with, for example, non-profit groups, disadvantaged population groups, and fundraising organizations. The CRM functionality being sought needs to adequately manage outreach to defined groups, along with tracking progress on fundraising, accountability for funds received, along with tracking and regular scheduling of public outreach efforts.
- Tax Services – responsibility for regular tax deposits along with quarterly reporting for federal state and local tax authorities to be borne by the Proposer, including responsibility for accuracy of reporting and penalties / interest incurred in the event of errors, omissions or delays in reporting.
- Project Management – this should include a description of how the District could manage their field projects to include details such as acres treated, project status, permitting, schedules, and historical project data such as funding history, association to previously completed projects, and previous project manager assignments
- Future Integrations- The District is currently exploring new Work Order, CRM, and Reservation Software solutions. Provide details on other software systems integrations that are available

In addition to describing the items above, Proposers should include pricing for each in Appendix C – Price Sheets.

The Proposed Solution section should not exceed twenty (20) pages, excluding the response to RFP Appendix A – Requirements.

F. Implementation Approach and Schedule

Proposers are to describe their project implementation approach and proposed schedule according to the following:

F.1 – Project Organization

- Provide a project organization chart highlighting Proposer and any subcontractor and/or third-party application provider key staff who will be assigned to the project
- Identify the responsibilities of each key staff member
- Provide resumes and three references for similar projects for each key staff member including higher education degree(s) completed, certifications earned, number of years with the Proposing company, total number of years in the software technology field, and total number of accounts supported at one time. References must include client names, titles, phone numbers, and email addresses
- The District reserves the right to request and check references for proposed key staff

F.2 – Project Management

- Describe the project management methodology/approach
- Provide a Project Plan that describes your approach to Schedule Management, Cost Management, Scope Management, Communications Management, Issues Management, Risk Management, and Change Management

F.3 – Implementation Approach and Schedule

- Describe the overall implementation methodology and approach
- Provide an implementation schedule, including the order (phasing) of major functionality (Finance, HR, and Payroll), including any overlap, as well as the timing of specific modules within those phases if applicable
- The schedule must identify phases, tasks, activities, dates, durations, resources, deliverables, and milestones

F.4 – Implementation Support Specifics

- Identify the specific roles to be filled by Proposer and subcontractor staff versus those to be filled by District staff. Include estimated level of effort for each person and when that person would be required (what part of the implementation). Proposers should provide this information in Table 5.

NOTE - In consideration of the overall implementation scope of work, the District expects staff to be available approximately 40% of the time. As such, the Proposer team’s implementation hours should be estimated accordingly. If this number changes, the District reserves the right to negotiate the amount of time to be provided by Proposer resources.

Table 5 – Roles and Level of Effort

Phase	Task	Start and End Date	Estimated No. of Hours to Complete Task	Proposer/ Subcontractor Staff Role	District Staff Role	Work Split (% Proposer/ Subcontractor vs. % District)

- Describe the data conversion strategy, including what data should be converted, the number of years to convert, and the conversion methodology (extract, transform, and load). Describe previous experience with converting data.
- Describe available solutions (if any) to allow the District the ability to store, access, and report on non-migrated financial, payroll and human resources data (i.e. archived data not converted to new system).
- Describe the training methodology/approach and how you ensure users are prepared to utilize the proposed solution. Include a description of how you address different learning styles (classroom, online, hands-on, etc.). The District expects the Proposer to lead the training efforts onsite. The District also expects the Proposer to develop written training materials tailored specifically for the District to support the training effort, including videos/recordings that can be used by the District for refresher training and to train future staff.
- Describe the testing methodology/approach, including the criteria, methods, and timing to ensure successful completion of user acceptance testing (UAT) prior to go live. The District expects the Proposer to develop the UAT plan and related test scripts, as well as any other testing materials necessary to support the testing effort.

The Implementation Approach and Schedule section should not exceed twenty (20) pages, excluding the project schedule.

G. Ongoing Support

G.1 – Training

- Describe how the Proposer would provide ongoing training if desired by the District

G.2 –Post Go-Live Support

- Describe the support protocols engaged for post go-live support, including the following:
 - Support location(s), staffing, ticketing system utilized, processes, and procedures
 - Ticket prioritization, response time commitments, and escalation procedures
 - Support hours (in Pacific Time)
 - Number of help tickets per year and average resolution time by priority level
- NOTE: Support costs are to be reflected in the Proposer’s annual SaaS fees as described in Appendix C – Application Module Pricing

G.3 – System Monitoring

- Describe how the system will be monitored 1) during the implementation and 2) post-implementation, and how and when the District will be informed of system performance issues, etc.

G.4 – Post-Implementation Evaluation Report (PIER)

- Proposers must develop one PIER six months after the Finance implementation and one six months after the HR and Payroll implementation. Describe how Proposer would support these PIER assessments, including the expected PIER content, how gaps in system utilization would be identified, and how those gaps would be addressed through additional training if needed.

G.5– Application Upgrades

- Describe the upgrade process, including:
 - Identify the frequency of upgrades over the past two (2) years and whether upgrades were required or optional
 - Identify the typical upgrade schedule
 - Describe the testing performed on potential upgrades
 - Describe how upgrades would be performed and support provided by the vendor
 - Describe any downtime related to upgrades
 - Describe how the District would be notified of such upgrades and how much lead time would be provided
 - Describe the District ’s ability to delay, test, accept, and/or deny applying upgrades

G.6 – User Groups/Conferences

- Identify any solution user groups and/or user conferences including frequency and location of events, topics, etc.

The Ongoing Support section should be no longer than ten (10) pages.

H. Pricing

The District seeks a clear and comprehensive understanding of all costs associated with the implementation and ongoing operation of the proposed system.

To address pricing, the District will provide a copy of RFP Appendix C – Price Sheets - in MS Excel. To address this section, Proposers must complete all the price sheets in Appendix C.

Proposers must itemize all costs associated with the implementation and ongoing operations. The District will evaluate information based on the “Total Cost to Implement (TCI)” and the “Total Cost to Operate (TCO).” TCI will include all costs required for a successful implementation. The TCO will be calculated based on TCI plus five (5) years of annual SaaS fees.

The Proposer’s implementation pricing must identify all costs required to include:

- ◆ Implementation Services
 - Project management
 - Software configuration
 - Data conversion
 - Interface development
 - Training and documentation
 - Testing
 - Go-Live
- ◆ Travel
- ◆ Post Implementation Evaluation Report (PIER) and associated training (one six months after the Financial implementation and one six months after the HR and Payroll implementation)

The Proposer’s SaaS fees should clearly identify the annual costs for five (5) years to include:

- ◆ Hosting
- ◆ Ongoing Post Go-Live Support Services

The District will evaluate Proposer price information based solely off the information provided in Appendix C. Appendix C includes space for Proposers to identify any assumptions or comments that will ensure the District understands what is being proposed.

NOTE: In their assumptions, Proposer's must identify when the fees are due and payable for their SaaS solutions.

I. Software Licensing and Maintenance Agreements

To address this section, the Proposer must provide any software licensing and maintenance agreements that will be required to implement the Proposer's solution.

6 Proposal Evaluation

A District Evaluation Committee will review all information to determine which Proposers have qualified for consideration. The evaluation will include at least an initial administrative review and a subsequent detailed review. The administrative review will evaluate all submissions for conformance to stated specifications in order to eliminate any responses that deviate substantially from the basic intent and/or fail to satisfy the mandatory requirements. Only those that meet or exceed the intent of the mandatory requirements will be further evaluated.

Submitted proposals will be evaluated on the following criteria:

- ◆ Quality, clarity, and responsiveness of proposal
- ◆ Ability to meet the needs of the District
- ◆ detailed timeline and roadmap for "Go Live" with a phased approach
- ◆ Proven technical ability to implement and support the proposed system
- ◆ Demonstrated ability to work in a cooperative and collaborative manner with clients
- ◆ Anticipated value relative to implementation costs and ongoing costs
- ◆ Perceived risk or lack thereof
- ◆ Company financial stability
- ◆ Company and proposed staff references
- ◆ Results of interviews, demonstrations, and site visits (as applicable)
- ◆ Ability to prepare and execute a contract in a timely manner, based on performance with prior clients
- ◆ Commitment to continually evolving the system to remain current with evolving best practices
- ◆ Demonstrated level of customer support
- ◆ Other factors

The District reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all Proposers. The purpose of any such discussions shall be to ensure full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by the District and, if held, shall be after the administrative evaluation of proposal is complete. If clarifications are made as a result of such discussion, the Proposer shall put such clarifications in writing.

7 General Terms and Conditions

7.1 Collusion

By submitting a response to the RFP, each Proposer represents and warrants that its response is genuine and made in the interest of or on behalf of any person not named therein; that the Proposer has not directly induced or solicited any other person, submitted a sham response or induced any other person to refrain from submitting a response; and that the Proposer has not in any manner sought collusion to secure any improper advantage over any other person submitting a response.

7.2 Gratuities

No person will offer, give or agree to give any District employee or its representatives any gratuity, discount or offer of employment in connection with the award of contract by the District. No District employee or its representatives will solicit, demand, accept or agree to accept from any other person a gratuity, discount or offer of employment in connection with a District contract.

7.3 Required Review and Waiver of Objections by Proposers

Proposers should carefully review this RFP and all appendices, for comments, questions, defects, objections, or any other matter requiring clarification or correction (collectively called "comments"). Comments concerning RFP objections must be made in writing and received by the District no later than the "Deadline for Proposal Questions" detailed in Table 1 - RFP Timeline. This will allow issuance of any necessary amendments and help prevent the opening of defective information upon which contract award could not be made. Protests based on any objection will be considered waived and invalid if these faults have not been brought to the attention of the District, in writing, by the Deadline for Proposal Questions.

7.4 Proposal Preparation Costs

The District will not pay any costs associated with the preparation, submittal, or presentation of any proposal.

7.5 Proposal Withdrawal

To withdraw a proposal after submittal, the Proposer must submit a written request, signed by an authorized representative, to the RFP Coordinator (see Section 1.4). After withdrawing a previously submitted proposal, the Proposer may submit another proposal at any time up to the Deadline for Proposal Submission.

7.6 Proposal Errors

Proposers are liable for all errors or omissions contained in their information. Proposers will not be allowed to alter proposal documents after the Deadline for Proposal Submission.

7.7 Incorrect Proposal Information

If the District determines that a Proposer has provided, for consideration in the evaluation process or contract negotiations, incorrect information which the Proposer knew or should have known was materially incorrect, that proposal will be determined non-responsive, and the proposal will be rejected.

7.8 Subcontracting

Subcontractors may be utilized, however, the Proposer, if awarded a contract under this RFP, will be the prime contractor and responsible for all work performed under the contract, including work performed by subcontractors. Proposer shall be the single point of contact for support of all components in the proposed solution. The Proposer is prohibited from performing any work associated with this RFP or using contractors for any service associated with this RFP offshore (outside the United States).

After contract signing, the Proposer may not subcontract, transfer, or assign any portion of the contract without prior, written approval from the District, which District may approve or reject in its sole discretion. Each subcontractor must be approved in writing by the District. The substitution of one subcontractor for another may be made only at the discretion of the District and with prior, written approval from the District.

7.9 Right to Refuse Personnel

A Proposer shall be an independent contractor to the District and shall be responsible for the management of its own employees and ensuring the quality of services under any agreement with the District. Failure to properly manage employees may result in termination of the agreement for cause. The Proposer shall promptly remedy any personnel issues brought to its attention by the District that affect the Proposer's performance of the requested services, including if necessary, removing affected personnel from the District project.

7.10 Proposal of Additional Services

If a Proposer indicates an offer of services in addition to those required by and described in this RFP, these additional services may be added to the contract before contract signing at the sole discretion of the District.

7.11 Licensure

Before a contract pursuant to this RFP is signed, the Proposer must hold all necessary, applicable business and professional licenses required to conduct business within California. The District may require any or all Proposers to submit evidence of proper licensure.

7.12 Conflict of Interest and Proposal Restrictions

By submitting a response to the RFP, the Proposer certifies that no amount will be paid directly or indirectly to an employee or official of the District as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the procurement under this RFP.

Any individual, company, or other entity involved in assisting the District in the development, formulation, or drafting of this RFP or its scope of services will be considered to have been given information that would afford an unfair advantage over other Proposers, and said individual, company, or other entity may not submit a proposal in response to this RFP.

7.13 Contract Negotiations

After a review of the information and completion of the demonstration and proof-of-capabilities (POC), the District intends to initiate contract negotiations with the selected Proposer. These negotiations could include all aspects of services and fees. If a contract is not finalized in a reasonable period of time,

the District will open negotiations with the next highest ranked Proposer.

7.14 Execution of Contract

If the selected Proposer does not execute a contract with the District within forty-five (45) business days after notification of selection, the District may give notice to that Proposer of the District's intent to select from the remaining Proposers or to call for new information, whichever the District deems appropriate.

7.15 Right of Rejection

The District reserves the right, at its sole discretion, to reject any and all information or to cancel this RFP in its entirety.

Any proposal received which does not meet the requirements of this RFP may be considered to be nonresponsive, and the proposal may be rejected. Proposers must comply with all of the terms of this RFP and all applicable State laws and regulations. The District may reject any proposal that does not comply with all the terms, conditions, and performance requirements of this RFP.

Proposers may not restrict the rights of the District or otherwise qualify their information. If a Proposer does so, the District may determine the proposal to be a nonresponsive counteroffer, and the proposal may be rejected.

The District reserves the right, at its sole discretion, to waive variances in technical information provided such action is in the best interest of the District. Where the District waives minor variances in information, such waiver does not modify the RFP requirements or excuse the Proposer from full compliance with the RFP. Notwithstanding any minor variance, the District may hold any Proposer to strict compliance with the RFP.

7.16 Disclosure of Proposal Contents

All information and other materials submitted in response to this RFP procurement process become the property of the District. Selection or rejection of a proposal does not affect this right. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process. Upon the completion of the evaluation of information, the information and associated materials will be opened for review by the public to the extent allowed by the California Public Records Act (Government Code Sections 7920.000 through 7930.215). By submitting a proposal, the Proposer acknowledges and accepts that the contents of the proposal and associated documents will become open to public inspection.

7.17 Proprietary Information

All proposals submitted in response to this RFP become the property of the Park District and are subject to the requirements of the California Public Records Act (California Government Code Section 6250 et seq.) Once a successful proposal is identified or all proposals are rejected, all proposals shall be deemed public records. The proposer must identify in writing all copyrighted material, trade secrets, or other proprietary information the proposer claims are exempt from disclosure under the Public Records Act. Proposers claiming exemption must include the following statement in their proposal:

The proposer agrees to indemnify and hold harmless the Park District, its officers, employees, and agents from any claims, liability, or damages against the Park District, and to defend any action brought against the Park District for proposer's refusal to disclose such material, trade secrets, or other proprietary information to any party.

Failure of a proposer to include this statement and/or identify in writing the claimed exempt material shall be deemed a waiver of any exemption from disclosure under the Public Records Act. Requests to review proposal submissions will not be allowed until after a Staff Recommendation is made and a contract is signed.

7.18 Severability

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected, and the rights and obligations of the District and Proposers will be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

7.19 RFP and Proposal Incorporated into Final Contract

This RFP, to include any amendments as applicable, and the successful proposal will be incorporated into the final contract.

7.20 Warranty

The selected Proposer will warrant that the proposed software will conform in all material respects to the requirements and specifications as stated in this RFP, demonstrated in both the software demonstration and subsequent proof-of-capabilities. Further, that the requirements as stated in this RFP will become part of the selected Proposer's license and the Proposer will warrant to the requirements. The selected Proposer must warrant that the content of its proposal accurately reflects the software's capability to satisfy the functional/technological requirements as included in this RFP. Furthermore, the warranty, at a minimum, should be valid for the duration of the implementation and until final acceptance (as will be defined during the negotiation process) of all application modules included in the implementation.

7.21 Rights of the District

The District reserves the right to:

- ◆ Make a Proposer selection based on its sole discretion
- ◆ Reject any and all proposals or information
- ◆ Cancel or reissue subsequent Request for Proposals or revise the timeline at any time
- ◆ Remedy errors in the Request for Proposal process
- ◆ Approve or disapprove the use of particular subcontractors

- ◆ Negotiate the scope and cost of the work with any, all, or none of the Proposers
- ◆ Accept other than the lowest price offer
- ◆ Waive informalities and irregularities in the proposal process. The Park District may accept any proposal if such action is believed to be in the best interest of the Park District.
- ◆ Enter into an agreement with another Proposer in the event the originally selected Proposer defaults or fails to execute an agreement with the District
- ◆ Issuance of this RFP does not commit the Park District to award an agreement or to pay any costs incurred in preparation of a Proposal or any response to this RFP. The Park District is not liable for any cost incurred by the proposer prior to execution of a contract.
- ◆ All materials submitted to the Park District will become the property of the Park District and will not be returned.

An agreement will not be binding or valid with the District unless and until it is approved by the District Board and executed by authorized representatives of the District and of the Proposer.

8 Appendix A – Requirements

The Requirements are provided separately as Appendix A - a fillable Word document.

9 Appendix B – Standard Agreement – Contract for Services – Licensed Professionals

The District Standard Agreement is provided separately as Appendix B in PDF format.

10 Appendix C – Price Sheets

The Price Sheets are provided separately as Appendix C in PDF format and available in excel format upon request from the RFP Coordinator, Greta Davis @ gdavis@sdipresence.com .