

TOWN OF PEMBROKE PARK
REQUEST FOR PROPOSALS (18-001)
ENTERPRISE RESOURCE PLANNING SOFTWARE CONSULTING SERVICES

The Town of Pembroke Park, Florida, hereinafter referred to as “Town”, will receive sealed Proposals (“Proposal”) together with Qualifications Statements and Proposal Form and any other information relative to the experience, expertise or proficiency of the Proposer, at the office of the Deputy Town Clerk, Town Hall, 3150 SW 52 Avenue, Pembroke Park, Florida 33023, for furnishing the services described below:

ENTERPRISE RESOURCE PLANNING SOFTWARE CONSULTANT SERVICES

Proposals must be received and time stamped by the Deputy Town Clerk, either by mail or hand delivery, no later than 3:00 p.m. local time on Thursday, March 1, 2018 in the office of the Deputy Town Clerk, Town Hall, 3150 SW 52 Avenue, Pembroke Park, Florida 33023. Facsimile submittals will not be accepted. Any Proposals received after 3:00 p.m. local time on said date will not be accepted under any circumstances. Any uncertainty regarding the time a Proposal is received will be resolved against the Proposer.

Town reserves the right to reject any or all Proposals, to waive any or all Proposals received, to re-advertise for Proposals, to award in whole or in part to one or more Proposers, or take any other such actions that may be deemed to be in the best interests of the Town.

ANY INDIVIDUAL WHO BELIEVES THEY HAVE A DISABILITY WHICH REQUIRES A REASONABLE ACCOMMODATION IN ORDER TO PARTICIPATE IN SUBMISSION OF A PROPOSAL SHOULD CONTACT THE TOWN CLERK AT (954) 966-4600 AT LEAST FORTY EIGHT (48) HOURS PRIOR TO THE DATE SET FOR SUBMISSION OF PROPOSALS.

TOWN OF PEMBROKE PARK

By: /s/ Natasha Joseph
NATASHA JOSEPH
Deputy Town Clerk

I. REQUEST FOR PROPOSALS PROCEDURE

Pursuant to the Request For Proposals (“RFP”), Town is soliciting interested firms and entities to submit qualifications statements, performance data and other information relative to the proposed project. Responses to this RFP will be evaluated by a Selection Committee (“Committee”). Firms and entities that did not provide the information requested or which failed to meet the minimum qualification criteria shall be disqualified from further consideration.

Completed Proposals shall be submitted by enclosing the Qualifications Statement, the Proposer’s Certification and Non-Collusive Affidavit contained in this RFP to Town in a sealed envelope. The outside of the envelope shall positively identify the Proposer and be clearly marked:

ENTERPRISE RESOURCE PLANNING SOFTWARE CONSULTANT SERVICES

The Committee will review and evaluate the Proposals received in accordance with this RFP and the Town's Procurement Code. Non-responsive Proposals may be rejected by the Town as set forth in the Procurement Code. The Committee will be responsible for short listing the most qualified firms. The Committee shall have the discretion to short list all of the Proposals received or to short list no fewer than three firms for scoring and ranking. The Committee may also, in its sole discretion, request additional or clarifying information from any Proposer. The Committee may expressly request such information to remedy any incomplete response, but will not be obligated to do so. The occurrence or absence of such a request shall not be cause for objection by any Proposer.

Short listed firms may be asked to make a presentation of their qualifications and methodology to the Committee. Short listed firms may make their presentation by telephone or other electronic means, and are not required to appear in person.

The Committee will rank the short listed Proposers in order of preference and in accordance with the Evaluation Criteria set forth in Section IX. If presentations are required by the Committee, they shall occur prior to the final ranking. The Town Commission will make the final award decision and which shall be made to the Proposer determined to be most advantageous to the Town taking into consideration the price and Evaluation Criteria. Upon completion of negotiations, the Town Attorney will prepare a contract (“Contract”) between Town and Successful Proposer for the services described in this RFP.

Town reserves the right to award to one Proposer, to split the award among multiple Proposers, or to not award either sections or the project in its entirety.

II. STATEMENT OF SERVICES

See Attachment "A".

III. SCOPE OF SERVICES TIMELINE

See Attachment "B".

IV. RFP SUBMISSION REQUIREMENTS

1. Firm Qualifications

Attached to this RFP is a Qualifications Statement that all responding firms must complete in full. Failure to complete this form may constitute grounds for disqualification of the responding firm from further consideration regarding this project.

Proposers shall provide a description of the firm, including the size, range of activities, financial history, strength, stability, experience, honors, awards, recognitions, etc. Particular emphasis should be given as to how the firm-wide experience and expertise in providing Enterprise Resource Planning Software Consultant Services will be directly beneficial to the Town. Recent experience (within the last five years) with work on installations within Florida is preferred.

Proposers shall identify the contact person chief/primary professional(s) who will work on the project. Resumes of each person shall be provided with emphasis on their experience in providing these services. If resumes are not available at the time the Proposal is submitted, a Proposer should provide a listing of the qualifications, including education, experience, honors and awards received, professional associations of which the firm and/or its personnel are members.

2. Compensation for Services

Proposers should provide a firm, fixed cost Proposal for all phases as described in Attachment "B", Scope of Services Timeline. Also, Proposals should provide a project timeline for each phase included in the Scope of Services Timeline in Attachment "B", providing check points and project milestones for key deliverables.

3. Copies of Submission

One original, six copies and one electronic copy (CD or USB drive) of the entire Proposal should be submitted to the Town of Pembroke Park, Town Hall, 3150 SW 52 Avenue, Pembroke Park, Florida 33023, to the attention of Natasha Joseph, Deputy Town Clerk.

4. Addenda, Additional Information

Any addenda or answers to written questions supplied by the Town to participating Proposers shall become part of this RFP and the resulting Contract. The Proposer's Certification form shall be signed by an authorized company representative, dated and returned with the Proposal.

No negotiations, decisions or actions shall be initiated by the Proposer as a result of any discussions with any Town employee. Only those communications, which are in writing from the Town Engineer, may be considered as a duly authorized expression from Town. Also, only communications from Proposers, which are signed, and in writing and sent by

electronic mail to Town Engineer Peter Kunen at pkunen@townofpembrokepark.com by 1:00 p.m. on Monday, February 26, 2018 will be accepted by Town.

V. INDEMNIFICATION

1. General Indemnification

To the fullest extent permitted by laws and regulations, Successful Proposer shall indemnify, defend, save and hold harmless the Town, its officers, agents and employees, harmless from any and all claims, damages, losses, liabilities and expenses, direct, indirect or consequential arising out of or in consequence arising out of or alleged to have arisen out of or in consequence of the operations or services furnished by the Successful Proposer or its subcontractors, agents, officers, employees or independent contractors pursuant to the Contract, specifically including but not limited to those caused by or arising out of any act, omission, negligence or default of the Successful Proposer and/or its subcontractors, agents, servants or employees in the performance of the operations or services under the Contract.

2. Patent And Copyright Indemnification

Successful Proposer agrees to indemnify, defend, save and hold harmless the Town, its officers, agents and employees, from all claims, damages, losses, liabilities and expenses arising out of any alleged infringement of copyrights, patent rights and/or the unauthorized or unlicensed use of any material, property or other work in connection with the performance of the Contract.

VI. PUBLIC ENTITY CRIMES INFORMATION STATEMENT

"A person or affiliate who has been placed on the convicted vendor list following a conviction for public entity crime may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list."

VII . SCHEDULE OF EVENTS

The schedule of events relative to this procurement shall be as follows:

<u>Event</u>	<u>Date</u> (on or by)
1. Issuance of Request For Proposals	02/16/18
2. Opening of Request For Proposals	03/01/18
3. Presentations and/or demonstrations from ShortListed Firms	03/06/18

- | | |
|-------------------------------------|-------------------|
| 4. Selection of Successful Proposer | 03/14/18 |
| 5. Contract Negotiations | 03/15/18-03/30/18 |
| 6. Award of Contract | 04/01/18-04/13/18 |

Town reserves the right to delay scheduled dates and to provide notice of delays to all persons responding to this Request for Proposals.

VIII. SUMMARY OF DOCUMENTS TO BE SUBMITTED WITH PROPOSALS

The following documents are to be executed, notarized, (if applicable) and submitted as a condition to this Request For Proposals:

- a) Proposer's Certification
- b) Non-Collusive Affidavit
- c) Qualifications Statement
- d) Fixed Cost Proposals

IX. EVALUATION CRITERIA

		Points Range
A.	Knowledge of Town needs	30
B.	Experience	40
C.	References	10
D.	Price	20
	Total Possible Points	100

NOTE: Proposals should be prepared to clearly address the Evaluation Criteria as well as any and all other information required by this RFP.

X. AWARD OF CONTRACT

The Contract shall be awarded to the most qualified Proposer who agrees to provide the requisite professional services under terms and conditions that the Town determines are fair, reasonable and competitive.

IX. MISCELLANEOUS

1. **Equal Treatment**

Proposer shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of Proposals; such revision may be permitted after submissions and prior to award for the purpose of obtaining best and final Proposals. In conducting discussions, there shall be no exchange of information regarding the content or feasibility of the proposals by competing Proposers.

2. **Committee Meetings**

Meetings of the selection committee/team may be noticed in the Town website and in the lobby of Town Hall. A complete recording shall be made of all meetings. The following message will be included with all such notices and posted on the Town's website:

<http://www.townofpembrokepark.com>

3. **Appeal Requirements**

If a person decides to appeal any decision made by the board, agency, or commission with respect to any matter considered at such meeting or hearing, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

4. **Prohibited Communications**

Prospective Proposers shall not contact, communicate with or discuss any matter relating in any way to the Request for Proposal with the Town Commission and/or individual Town Commissioners or any Town employee other than the individual, or as directed in the cover page of the Request for Proposal. This prohibition begins with the issuance of the Request for Proposal and ends upon execution of the final Contract. Such communications initiated by a Proposer shall be grounds for disqualifying the offending Proposer from consideration for award of the Proposal and/or any future Proposal.

5. **Selection Committee**

The Committee shall include representatives from the user departments involved and any other individual(s) with specialized expertise. The Committee shall select the Chairperson. The Chairperson shall assume those duties and responsibilities conducive to adherence to proper procedures and fair and consistent evaluation of all Proposals, and shall be in charge of all administrative processes concerning the Committee and its deliberations.

The Committee members shall review the Proposals received and independently evaluate each Proposal in relation to all criteria stated in the RFP. Presentations of Proposers are optional, at the discretion of the Committee.

The Chairperson shall ensure that a sufficient number of Committee members are present to make the aforementioned determinations.

The Town reserves the right to cancel any Request for Proposal during any phase of the solicitation process, in the best interest of the Town.

6. **Negotiations**

Negotiations shall commence first with the Proposer selected by the Town Commission. If no agreement is reached, then negotiations with this Proposer will be formally terminated. Negotiations will commence with other Proposers in the descending order of ranking by the Town Commission.

7. **Exemption From Public Meetings**

Any portion of a meeting at which a negotiation with a Proposer is conducted pursuant to a competitive solicitation, at which a Proposer makes an oral presentation as part of a competitive solicitation, or at which a Proposer answers questions as part of a competitive solicitation is exempt from the provisions of s. 286.011 and s. 24(b), Art. I of the State Constitution.

Any portion of a Committee meeting at which negotiation strategies are discussed is exempt from s. 286.011 and s. 24(b), Art. I of the State Constitution.

PROPOSER'S CERTIFICATION

WHEN PROPOSER IS AN INDIVIDUAL

IN WITNESS WHEREOF, the Proposer hereto has executed this Proposal Form this ____ day of _____, 2018.

WITNESSES:

By: _____

Signature of Individual

Printed Name of Individual

(Witness print name)

Business Address

City/State/Zip

(Witness print name)

Business Phone Number

STATE OF _____)

_____)

COUNTY _____)

The foregoing instrument was acknowledged before me this ____ day of _____, 2018, by _____, who is [] personally known to me or has [] produced _____ as identification.

[Notary Seal]

Notary Public, State of _____

Printed Name: _____

My Commission Expires: _____

ATTACHMENT "A"

REQUEST FOR PROPOSALS ENTERPRISE RESOURCE PLANNING SOFTWARE CONSULTANT SERVICES

STATEMENT OF SERVICES

This document identifies a specific scope of professional consultant services to be performed in accordance with the standard practices of the Town of Pembroke Park. The order in which the tasks are completed may or may not correspond to the sequence of the task numbers in the Scope of Services. In fact, some tasks listed within this Scope of Services may be carried out concurrently to expeditiously complete the project.

The following tasks define the Scope of Services to be performed:

1. Review Town's existing ERP platform.
2. Conduct interviews with key staff members to determine ERP requirements for specific Town departments.
3. Overview of listed business processes across Town.
4. Benchmarking Town practices versus similarly sized cities.
5. Establish a change management plan prior to releasing a procurement document and assist Town in implementing this plan throughout the project life cycle.
6. Assemble a full list of specifications and provide any other information needed for Town to issue a competitive procurement document for an ERP system.
7. Guide Town through establishing an internal project team, determining the time requirements for team members, and assist in identifying strategies to back fill those positions while team members are attending to project tasks.
8. Evaluate responses from the competitive procurement document, provide staff with a written analysis of the Proposals, and attend and participate in selection committee meetings and all demonstrations.
9. Assist in contract negotiations and throughout implementation.
10. Review existing non-ERP applications that would be impacted by a new ERP solution and identify all interfaces that will be required.
11. Impact of change on the existing environment.
12. Review of the hardware environment and the impact of a new ERP platform.
13. Identify need for training based on prospective vendors proposed software solution.
14. Projected level of effort from Town staff (IT and others) to complete implementation of a new ERP platform.
15. Review Prospective Software Vendor's methodology for implementing a new ERP platform including change management activities
16. Review Prospective Software Vendor's ability to meet the unique requirements of Town through configuration and customization
17. Advise Town on changes to business practices that will enable Town to leverage best practices available through the proposed software.

18. Determine level of IT staffing required for the support of a new ERP solution (including expertise needed and well as the estimated time/hours required).
19. Complete the initial project plan, and work cooperatively with the selected vendor to maintain a current project plan at all times. Development of a state of work for potential vendors and the cost implications of that statement.
20. Sample of prior ERP PROPOSAL consulting documents (reports, request for Proposals, studies, etc.).

Project Scope:

The following functional areas are within the scope of the project:

• Absence/Leave Management	• Facilities Management
• Accounts Payable	• Fixed Assets
• Accounts receivable and Misc Billing	• Fleet Management
• Applicant Tracking	• General Ledger
• Bank Reconciliation	• Human Resources
• Budgeting	• Inventory Management
• Business Licensing	• Learning Management
• Business intelligence	• Parks & Recreation
• Cashiering/Point of Sale (POS)	• Payroll
• Cash Management	• Performance Management
• Cash Receipting	• Project Accounting
	• Grant Accounting
• Contract Management	• Purchasing
• Debt Service Management	
• Document Management	• Time & Attendance
• Employee Self-Service	• Utility Billing
• Enterprise Asset Management	• Vendor Self Service
• Equipment Management	• Work Orders
	• Management Self Service

Project Approach and Fees:

The Proposers should delineate the activities to be performed on the project and provide a delineation of roles and responsibilities between the Town and Proposer for the various project activities along with the associated costs of these activities, inclusive of all travel and incidental expenses (which shall be itemized and approved in accordance with Florida law). For purposes of your fee Proposal, assume a traditional selection in which contract negotiations are conducted with a single vendor.

ATTACHMENT "B"

**REQUEST FOR PROPOSAL
ENTERPRISE RESOURCE PLANNING SOFTWARE CONSULTANT SERVICES**

SCOPE OF SERVICES TIMELINE

Phase	Activity
Phase 0: Project Management	1. Project Initiation
	2. Define Project Organizational Structure including identifying Town staff for participation
	3. Develop Project Charter
	4. Develop Detailed Project Plan
	5. Establish Project Collaboration Center
	6. Schedule and Moderate Project Status Meetings
	7. Complete a change management plan
Phase I: ERP Needs Assessment	1. Review Documents
	2. Assess the Town's Information Technology Infrastructure and identify any network, security or other gaps that are likely to be created by a new system.
	3. Conduct Departmental Interviews and establish functional needs
	4. Assist with documenting "as is" workflows in all required areas.
	5. Prepare ERP Needs Assessment Report
	6. Create Action Plan
Phase 2: ERP Request for Proposal Development	1. Develop Selection Criteria and Define Decision Making Process
	2. Develop ERP Software Specifications
	3. Develop Request for Proposal (PROPOSAL) Document
Phase 3: ERP Evaluation and Selection of Vendor	1. Manage ERP Vendor Q&A During Pre-Proposal Due Date Timeframe
	2. Participate in Vendor Pre-Bid Meeting
	3. Analyze Proposals and issue report identifying which vendors meet minimum requirements
	4. Assist in Developing Vendor Demonstration Scripts and Other Due Diligence Templates such as reference check forms
	5. Schedule and Conduct Vendor Demonstrations
	6. Conduct Additional Due Diligence Activities including reference checks and possible onsite examinations of other installations of systems
	7. Assist in the Selection of a Preferred Vendor
Phase 4: ERP Statement of Work and Contract Negotiations	1. Review License and Support Agreements and participate in Negotiations

Note: Change management strategies should be recommended to Town throughout the project and vendor will assist in implementing these strategies.

Phase 5 - Note: Should Town choose to continue services for installation/implementation of the selected E.R.P., a separate cost will be negotiated with the selected proposer and an amendment to the agreement.

Phase 5: Installation

Vendor will assist Town throughout implementation to ensure Town is receiving all required system components and the selected E.R.P. solution is performing up to specifications.

**PROPOSER'S
QUALIFICATION STATEMENT**

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: Town of Pembroke Park
(Deputy Town Clerk)

ADDRESS: 3150 SW 52 Avenue
Pembroke Park, Florida 33023

CIRCLE ONE

SUBMITTED BY: _____

Corporation
Partnership
Individual
Other

NAME: _____

ADDRESS: _____

TELEPHONE NO.: _____

EMAIL: _____

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.

The correct name of the Proposer is: _____

The address of the principal place of business is: _____

2. If Proposer is a corporation or other business entity, answer the following:

- a. Date of Incorporation: _____
- b. State of Incorporation : _____
- c. President's name: _____
- d. Vice President's name: _____
- e. Secretary's name: _____
- f. Treasurer's name: _____
- g. Name and address of Resident Agent: _____

3. If Proposer is a partnership, answer the following :

- a. Date of organization : _____

b. Name, address and ownership units of all partners:

c. State whether general or limited partnership: _____

4. If Proposer is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:

5. If Proposer is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.

6. How many years has your organization been in business under its present business name?

a. Under what other former names has your organization operated?

7. Indicate registration, license numbers or certificate numbers for the businesses or professions which are the subject of this Proposal. Please attach certificate of competency and/or state registration.

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why?

9. State the names, telephone numbers and last known addresses of three (3) owners, individuals or representatives of owners with the most knowledge of work which you have performed or goods you have provided, and to which you refer (government owners are preferred as references).

(name) (address) (phone number)

(name) (address) (phone number)

(name) (address) (phone number)

10. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary).

11. State the name of the individual who will have personal supervision of the work:

NON-COLLUSIVE AFFIDAVIT

_____ being first duly sworn,
deposes and says that:

- (1) He/she is the _____,
(Owner, Partner, Officer, Representative or Agent) of _____
_____ the Proposer that has submitted the attached Proposal;
- (2) He/she is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
- (3) Such Proposal is genuine and is not a collusive or sham Proposal;
- (4) Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, have in any way colluded, conspired, connived or agreed, directly or indirectly, with any other Proposer, firm, or person to submit a collusive or sham Proposal in connection with the Project for which the attached Proposal has been submitted; or to refrain from bidding in connection with such Project; or have in any manner, directly or indirectly, sought by agreement or collusion, or communication, or conference with any Proposer, firm, or person to fix the price or prices in the attached Proposal or of any other Proposer, or to fix any overhead, profit, or cost elements of the Proposal price or the Proposal price of any other Proposer, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against (Recipient), or any person interested in the proposed Project;
- (5) The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the Proposer or any other of its agents, representatives, owners, employees or parties in interest, including this affiant.

