



Request for Proposal F23-07-062
for a
Customer Information System (CIS) and
Implementation Services
for
the City of Greeley, CO

Issue Date: July 10, 2023
Closing Date: August 21, 2023

Pre-Proposal Meeting (optional):
July 24, 2023 at 2:00 pm local time

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1 Introduction

1.1 Overview

The City of Greeley, CO is interested in soliciting proposals from qualified providers of municipal software whose product offering meets or exceeds current City requirements and whose complete product offering provides a robust solution set that will allow the City to continue to leverage this investment well into the future as the needs of the City grow and evolve.

Definitions

The following definitions are used in the RFP:

- **Client or City** means the City of Greeley, CO
- **Plante & Moran, PLLC**: The City's consultant and co-project manager for the project.
- **Vendor or Proposer** means a firm, company or organization submitting a proposal in response to this RFP.
- **CIS**: The system or software means the software solution that the successful Vendor responding to this RFP will be responsible for providing

1.2 City Background

The City of Greeley has determined that the Utilities' Customer Information System (CIS) must be replaced. The City currently utilizes several systems to bill approximately 28,000 customer accounts for water, sewer, and stormwater. The City's existing systems were acquired in the early 1990's and no longer adequately support existing business processes at the City, while also preventing these processes from adapting to changing needs. These limitations have restricted the City's ability to fulfill their business needs.

The City would like to have a new CIS system live by the end of 2024 at the latest. The City is committed to purchasing and implementing a standard, off the shelf product, but needs a system that is highly configurable to accommodate the City's complex water billing rate structure (see Appendix A).

1.3 Proposal Submittal Checklist

Proposal Section	Response	Title	Submitted (Yes or No)
1		Executive Summary	
2		Company Background	
3		Application Software	
4		Technical and Vendor Hosted/Cloud Information	
5		Implementation Plan	
6		Staffing Plan	
7		Ongoing Support Services	
8		Functional System Requirements (<i>Excel Format</i>)	
9		Client References	
10		License and Maintenance Agreements	
11		Exceptions and Deviations	
12		Other Required Forms and Attachments:	
12.1		Minimum Criteria	
12.2		Proposal Signature Form	
12.3		Non-Collusion Affidavit	
12.4		Certificate of Liability Insurance	
12.5		Vendor Proposal Form (<i>Word Document Format</i>)	
12.6		Client Reference Form	
12.7		Acknowledgement Form	
12.8		Debarment Form	
12.11		For Vendors who are proposing a hosted or cloud solution, please additionally supply a copy of your Independent Service Auditor's Opinion Letter from your most recent SSAE 16 Type II audit.	
Separate Sealed Cost Proposal		Pricing Form (<i>Excel Format</i>)	
13		Addenda (If applicable)	

1.4 Current Application Environment

*Legend for Current Applications		
Legend Code		Description
R	Replacement	The City is intending on replacing this application with the selected solution.
C	Consider	The City is considering replacing this application with the selected solution, based on the strength of the finalist Vendor offering and cost / benefit of the replacement module
M	Maintain	The City is intending on retaining the application, not replacing it thru this effort
I	Interface	The City is intending on keeping the application and interfacing/integrating it with the selected solution.

Current CIS-Related Application	Application Notes/Description	Departmental Owner	Likely Future?*
ACH Payments	Bank	Utility Billing	I
Beacon	AMI and AMR Meter reads	Water and Sewer	I
Beacon Customer Portal / Eye on Water	Interactive customer portal for AMI accounts.	Utility Billing	I
BillPay/Lockbox	First National Bank - CIS Customer Payments	Utility Billing	I
City GIS	SQL Server	All	I
CityWorks	Work and Asset Management	All	I

Current CIS-Related Application	Application Notes/Description	Departmental Owner	Likely Future?*
Cognos	Utilized to pull data	Water Conservation	C
Community Plus	<ul style="list-style-type: none"> • Account management • Cashiering • Conservation • Payments • Billing • Bill adjustments • Posting payments • Reporting • Enter / schedule work orders • Work order reports • Tap card tracking – custom database 	Utility Billing / Water Conservation	R
eBill (Wells Fargo)	Online customer portal	Utility Billing	R
ERP - Oracle Cloud	Finance, HR, etc.	All	I
GreeleyGov Website	Title companies submit requests through the website	All / Utility Billing	M
MARS	CIS Customer Payments; file currently received via email.	Utility Billing	I
Metavante	CIS Customer Payments; file currently received via email.	Utility Billing	I

Current CIS-Related Application	Application Notes/Description	Departmental Owner	Likely Future?*
Security System (Identify)	Active directory, SSO identify for CommunityPLUS	Utility Billing	I
Teller Receipting	Cash receipting	Utility Billing	I
TRAKiT	<ul style="list-style-type: none"> • Permitting • Water Meter Fees • Tap card (future) • Stormwater data tracking (in progress) 	Community Development	I
WaterSmart	<ul style="list-style-type: none"> • Customer leak alerts • Customer information 	Water Conservation	I
SwiftComply	Backflow prevention system	Water and Sewer	C/I

1.5 Expected Scope of System Solution

The City is requiring that responding proposers complete CIS solution, including software, hardware specifications, project management, and other technology services for the entire scope of the project that may or may not include components owned by the proposer.

An outline of the required software system solution has been provided as follows:

Software:

- Account Management
- Billing
- Customer Portal
- Delinquency
- Device Management
- Payment Processing
- Rates
- Reporting & Analytics
- Service & Work Orders

Services:

- **Required Services**
- Project Management
- Software Installation
- Data Conversion
- Report Development
- Integration and Interface Development
- Software Modification Development (if needed)
- Implementation and Training Services
- Change Management
- Knowledge Transfer to Staff
- System Documentation Development

- Operational Redesign Assistance
- Ongoing Support and Maintenance Services
- Ongoing Hosting Services

Note: The City is only open to a vendor-hosted or a cloud solution.

Additional details and descriptions related to the specifics of the expected scope can be found in **Section 3 – Proposal Response Format**.

1.6 Summary of Key City Metrics

A summary of key transaction and operating volumes and standards is included below. These volumes and standards reflect actual & estimated amounts for the current environment.

Metrics	Current
Population	113,000
Form of Government	Local City
Jurisdictional Area (Square Miles)	49
Total Staff (FTEs)	1037
Number of IT employees	34
Number of CIS System Users (Total Current)	127
Number of Concurrent CIS System Users (Current)	20
Number of CIS System Users (Anticipated Future)	
Number of Core Users (e.g., Customer Service/Account Management/Billing/Delinquency) Users (Anticipated Future)	25
Number of Service Order and Device Management Users (Anticipated Future)	12
Billing information	
Major services billed	Water Wastewater/Sewer Stormwater
Read Method	AMI
Frequency of Billing	Monthly
Number of Billing Cycles	19
Total number of customers	29,262

Metrics	Current
Number of commercial or industrial customers	2010
Number of residential customers	27,252
Number of Annual Bills	351,000
Number of Annual Late Reminders/Notices	6,000
Number of Annual Shut Offs	950

1.7 Overall Evaluation Process

1. **Minimum Criteria:** As part of the Vendor's RFP response, the following minimum criteria must be met for a proposal to be considered for further evaluation. Failure to meet all of these criteria will automatically disqualify the Vendor's response from further consideration:

- **Minimum Client Software Installations**
Must have provided software for at least three previous public utilities of similar size and complexity, within the past 5 years.
- **RFP Response Timeliness**
RFP response is submitted by the due date and time.
- **Response Authorization**
The RFP response is signed by an authorized company officer.
- **Response Completeness**
Vendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the City's Purchasing staff to be either a defect that will be waived or that the proposal can be sufficiently modified to meet the requirements of the RFP.

2. **Round 1 Evaluation:** For those Vendors whose proposals pass the minimum criteria, the following categories of criteria will be used to further evaluate the proposals in the following order of preference from high to low.

Functional requirements	30%
Implementation approach and ongoing support	30%
Fixed cost, both one-time and ongoing	15%
Technical requirements	15%
Vendor viability, including vendor experience and expertise, number and size of comparable public sector installations, financial stability, completeness of response, and quality of proposal response	10%

Reference checks will be performed for the top ranking vendors during this round of evaluation.

3. **Round 2 Evaluation:**

The top Vendors in the Round 1 evaluation will then proceed to an additional level of due diligence that may include the following activities:

- Follow-up questions and answers with the Vendors.
- On-site Vendor interviews and/or demonstrations to include module/functionality demonstrations, technical demonstrations, service presentation, and other due diligence.
- Potential site visits or additional reference checks to comparable entities using the Vendor's product.

At any point in time during Round 2 of evaluation, a Vendor may be excluded from further consideration. At the conclusion of the Round 2 activities, the finalist Vendors will be judged on all information collected to date against the following criteria in order of preference:

Functional requirements	30%
Implementation approach and ongoing support	25%
Fixed cost, both one-time and ongoing	20%
Technical requirements	15%
Vendor viability , including vendor experience and expertise, number and size of comparable public sector installations, financial stability, completeness of response, and quality of proposal response	10%

The City will then enter into contract negotiations with the Proposer whose overall solution best meets the needs of the City over the long-term.

1.8 Anticipated Timeline Overview

Listed below are dates related to this request for proposal (RFP). In the event that these are changed, an addendum to this RFP will be issued.

Milestone	Timeframe
RFP issuance	July 10, 2023
Vendor pre-proposal meeting (optional)	July 24, 2023 at 2:00 PM local time
Deadline for clarification questions	August 1, 2023 at 4:00 PM local time
City distributes final addendum no later than	August 14, 2023
Vendor proposals due	August 21, 2023 at 2:00 PM local time
Demonstrations of software	October 2023
Site Visits and other due diligence	Fall 2023
Contract negotiations and award	Winter 2023-24

The City reserves the right to change the timeline schedule. If changes are made, proposers will be notified by the City in the form of an addendum to this RFP, emailed directly to all registered proposers and posted on Rocky Mountain E-Purchasing System (www.bidnetdirect.com/colorado).

2 Vendor Proposal Guidelines

2.1 Deadline for Proposals

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

Proposals must be submitted **by August 21, 2023 at 2:00 p.m., local time.**

ONLY ELECTRONIC RFP RESPONSES WILL BE ACCEPTED

Email your RFP Response to purchasing@greeleygov.com. Only emails sent to purchasing@greeleygov.com will be considered as responsive to the request for proposals. DO NOT submit your RFP Response to multiple email addresses. Emails sent to other City emails may be considered as non-responsive and may not be reviewed.

Proposals shall be submitted in the formats below and must total less than 25MB. Pages shall be 8 ½ x 11 inch except for up to four (4) pages of 11 x 17 inches. Eleven-point font or larger must be used for the proposal and appendices. The RFP number and Project name must be noted in the subject line, otherwise the proposal may be considered as non-responsive to the RFP.

Electronic submittals will be held, un-opened, until the time and date noted in the RFP documents or posted addenda.

Review section 2.6- Public Viewing Copy for details on public requests and confidentiality.

The Vendor must submit **One (1) electronically** signed, completed technical proposal and one separate cost proposal (if additional information is required other than what is included in the pricing Form below). The electronic proposal should also include the following files:

RFP F23-07-062 CIS System Selection - Specifications.xlsx

RFP F23-07-062 CIS System Selection - Pricing Forms.xlsx

RFP F23-07-062 CIS System Selection - Vendor Forms.docx

The technical proposal and a separate sealed cost proposal must be accompanied in the same email. The technical proposal response shall include the completed specification worksheets that have been provided in Microsoft Excel. The electronic copy of the Vendor cost proposal shall include the completed pricing worksheets that have been provided in Microsoft Excel.

The City reserves the right to determine the suitability of proposals based on any or all of this criteria or other criteria not included in the above list. The City's evaluation team will then make a recommendation to be approved by the City's steering committee to elevate proposals for software demonstrations, discovery, and final contract negotiations.

All proposals must contain the following wording clearly marked on the outside of the envelope:

Company Name, RFP Title, RFP Number, Due Date and Time

Proposals received after the deadline will not be accepted and will be returned to the sender unopened via certified mail. Proposals may not be delivered via facsimile or e-mail. Proposals shall be sent by Federal Express (or comparable carrier) or hand delivered to the above address. The full name and address of the proposer will be clearly marked on the outside of the package that is inside the Federal Express package or comparable carrier.

2.2 Preparation of Proposals

Proposals shall be prepared in accordance with the proposal response format, **Section 3**. Proposals not complying with this format may be considered non-responsive and removed from consideration.

2.3 RFP Clarifications and Questions

In an effort to maintain fairness in the process, inquiries concerning this procurement, including questions related to technical issues are to be directed through email to the following contact. Questions over the phone or delivered to email addresses other than the address listed below will not be accepted.

Contact: Alex Adame

Email: purchasing@greeleygov.com,

Subject Line: RFP #F23-07-062

Inquiries regarding the proposal will be accepted up to and including August 1, 2023 at 4:00 PM local time.

All questions concerning the RFP must reference the RFP page number, and section heading. Questions will be answered and posted to Rocky Mountain E-Purchasing System (bidnetdirect.com/colorado) in the form of addenda to the RFP. When addenda are issued, all firms that have registered as a proposer will be notified through email. Proposers cannot rely on any other statements that clarify or alter any specification or other term or condition of the RFP.

Inquiries or requests for clarification submitted prior to July 24, 2023 may be addressed at the pre-proposal vendor conference. Additional inquiries or requests for clarification will be accepted until the date listed above and will be answered as they come via Rocky Mountain E-Purchasing System.

2.4 Proposer Communication

All official communication from the City to proposers will be via postings on an electronic solicitation notification system, the Rocky Mountain E-Purchasing System (bidnetdirect.com/colorado). The Purchasing Contact will post notices that will include, but not be limited to, proposal document, addenda, award announcement, etc. It is incumbent upon proposers to carefully and regularly monitor the Rocky Mountain E-Purchasing System for any such postings.

2.5 Vendor Pre-Proposal Meeting

An optional Vendor pre-proposal meeting will be held remotely on July 24, 2023 at 2:00 pm local time. [Click here to join the meeting.](#) If joining directly through the Microsoft Teams site, use Meeting ID 229 823 317 402 and passcode: BULDPF.

To call in with audio only, dial +1 347-966-8431, conference ID 340 904 871#.

Vendors are encouraged to send in questions prior to the conference, so the City is able to provide the best response. If you are unable to attend, please see **Section 2.3** for RFP clarification and questions.

2.6 Public Viewing Copy

The City is a governmental entity subject to the Colorado Open Records Act, C.R.S. §§ 24-72-200.1 et seq. ("CORA"). Any proposals submitted hereunder are subject to public disclosure by the City pursuant to CORA and City ordinances. Vendors may submit one (1) additional complete proposal clearly marked "FOR PUBLIC VIEWING." In this version of the proposal, the Vendor may redact text and/or data that it deems confidential or proprietary pursuant to CORA. Such statement does not necessarily exempt such documentation from public disclosure if required by CORA, by order of a court of appropriate jurisdiction, or other applicable law. Generally, under CORA trade secrets, confidential commercial and financial data information is not required to be disclosed by the City. Proposals may not be marked "Confidential" or 'Proprietary' in their entirety. All provisions of any contract resulting from this request for proposal will be public information."

2.7 Basis for Award, Evaluation Criteria and Questions

Failure to carefully read and understand this RFP may cause the proposal to be out of compliance, rejected by the City, or legally obligate the proposer to more than it may realize. In responding to this RFP, the proposer accepts full responsibility to understand the RFP in its

entirety, and in detail, including making any inquiries to the City of Greeley as necessary to gain such understanding. The City reserves the right to determine, at its sole discretion, whether the proposer has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to the City. Information obtained by the proposer from any officer, agent or employee of the City shall not affect the risks or obligations assumed by the proposer or relieve the proposer from fulfilling any of the RFP conditions or any subsequent contract conditions. Attempts by or on behalf of a prospective or existing proposer to contact or to influence any member of the selection committee, any member of the City Council, or any employee of the City with regard to the acceptance of a proposal may lead to elimination of that proposer from further consideration. Only the format described in the RFP and the attachments included with this RFP will be accepted as compliant for the submitted proposal. Failure to completely fill out all required attachments may result in disqualification.

In the event that all RFP requirements are not met with products and services provided by one firm, proposers are encouraged to partner with another firm to submit a single proposal. Failure to meet all requirements will not disqualify a firm. However, the City will evaluate each proposal to determine its overall fit in the best interests of the City.

The City reserves the right to select the proposal(s) which in its sole judgment best meets the needs of the City. The lowest proposed cost will not be the sole criterion for recommending the contract award.

The City reserves the right to reject any or all proposals and to waive technicalities and informalities when such waiver is determined by the City to be in the City's best interest.

Minor informalities are matters of form rather than substance evident from the response or insignificant mistakes that can be waived or corrected without prejudice to other proposers. The Purchasing Contact may waive such informalities or allow the proposer to correct them depending on which is in the best interest of the City.

2.8 Right to Award Multiple Contracts

The City reserves the right to award multiple contracts from this RFP

2.9 Third-Party Requirements

All third-party solutions proposed as part of a single proposal are subject to the same requirements of this RFP, unless otherwise stated.

2.10 Partnerships Must Identify Primary Contact Firm

In the event that multiple firms partner to submit one proposal, the proposal must identify one firm as the primary contact. The firm chosen will be the primary point of contact throughout the procurement process and will be held responsible for the overall implementation of all partners included in the proposal.

2.11 Advice of Omission or Misstatement

In the event the City has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding Proposer shall notify the contact identified in the *RFP Clarifications and Questions (Section 2.3)* above of such omission or misstatement.

2.12 Confidential Information

All proposals will be confidential until a contract is awarded and fully executed. At that time, all proposals and documents pertaining to the proposals will be open for public inspection, except for the material that is proprietary or confidential. However, requests for confidentiality can be submitted to the Purchasing Contact provided that the submission is in accordance with the following procedures. This remains the *sole responsibility* of the offeror. The Purchasing Contact will make no attempt to cure any information that is found to be at a variance with this procedure. The offeror may not be given an opportunity to cure any variances after proposal opening. **Neither a proposal in its entirety, nor proposal price information will be considered confidential/proprietary.** Questions regarding the application of this procedure must be directed to the Purchasing Contact listed in this RFP.

2.13 Award of Contract

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

2.14 Tax Exempt Status

The City is exempt from paying taxes. The City's Federal Taxpayer ID No. is 84-6000593. All prices should be quoted FOB Greeley, CO.

2.15 Advertising

Vendor shall not advertise or publish the fact that the City has placed this order without prior written consent from the City, except as necessary to comply with the government.

2.16 Right to Request Additional Information

The City reserves the right to meet with select proposers at any time to gather additional information. Furthermore, the City reserves the right to remove or add functionality (i.e., modules, components, and/or services) until the final contract signing.

2.17 Proposal Preparation Costs

The City shall not be liable for any pre-contractual expenses incurred by prospective proposers, including but not limited to costs incurred in the preparation or submission of proposals. The City shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.

2.18 Pricing Eligibility Period

All Vendor proposals must be offered for a term not less than **180 calendar days**. The City, may purchase a subset of the proposal components with the initial contract. The City requires Vendors to honor software and services pricing established within the Vendor's proposal response for Vendor proposed components which are not included in the City's initial purchase for a period of (3) years from the date of the Vendor's proposal.

Proposals may be modified or withdrawn prior to the established deadline for proposals. All such modifications and withdrawals must be submitted in writing and received by the City prior to the deadline for proposals. After the deadline for proposals, no change in prices or other provisions prejudicial to the interest of the City or fair competition shall be permitted.

2.19 Additional Charges

No additional charges, other than those listed on the price breakdown sheets, shall be made.

2.20 Turnkey Solution

All prices quoted must include all hardware equipment software and services necessary to make the system specified fully operational for the intent, function, and purposes stated herein. The City reserves the right to purchase hardware separately.

2.21 Purchase Quantities

The City reserves the right to purchase any quantities of hardware or software items bid without altering the unit purchase price upon award and throughout the contract period.

2.22 Rights to Pertinent Materials

This RFP does not commit the City to award a contract. All proposals submitted in response to this RFP become the property of the City and public records, and as such, may be subject to public review.

2.23 Right for Usage by Related Entities

The City reserves the right to allow other State and local governmental agencies, political subdivisions, and/or school districts to utilize the resulting award under the entities' own negotiated contract specified and upon agreement by all parties. Usage by any other entity shall not have a negative impact on the City of Greeley in the current term or in any future terms.

2.24 Right to Best and Final Offer

The City reserves the right to negotiate a Best and Final Offer with prospective vendors.

2.25 Right to RFP Cancellation

The City reserves the right to cancel this RFP at any time, without penalty.

2.26 Confidential/Propriety Information

All proposals will be confidential until a contract is awarded and fully executed. At that time, all proposals and documents pertaining to the proposals will be open for public inspection, except for the material that is proprietary or confidential. However, requests for confidentiality can be submitted to the Purchasing Contact provided that the submission is in accordance with the following procedures. This remains the sole responsibility of the offeror. The Purchasing Contact will make no attempt to cure any information that is found to be at a variance with this procedure. The offeror may not be given an opportunity to cure any variances after proposal opening. Neither a proposal in its entirety, nor proposal price information will be considered confidential/proprietary. Questions regarding the application of this procedure must be directed to the Purchasing Contact listed in this RFP.

2.27 Milestone Payment

The City requires that all payments will be based on the successful completion of milestones as determined by the City through the application of objective criteria. After the City's acceptance of the milestone, the vendor will invoice for any applicable milestone payments. Milestone payment amount shall either be a fixed fee or hourly based on the amount of time spent on the milestone up to a not-to-exceed limit.

2.28 Conditional Acceptance Testing

Conditional Acceptance will occur prior to go-live. The City will have up to forty-five (45) days to test the system ("pre-live testing") before going live, using any applicable test scripts or other evaluation methods of its own choosing.

2.29 SAM.Gov

The System for Award Management (SAM) identifies those parties excluded throughout the U.S. Government from receiving contracts which have Federal funding. Regardless of whether or not a project involves federal funding, the City of Greeley uses this database to screen potential vendors for procurements at or above \$25,000. Potential vendors are required to register on the SAM website (<https://sam.gov/content/home>). Prior to issuance of any Purchase Order or contract at or above \$25,000 the Purchasing Division must have documentation that the vendor is registered and in good standing with System for Award Management (SAM).

For a step-by-step guide on how to create a SAM.gov account and receive a Unique Entity ID (UEI), watch [this video](#) or read [this guide](#).

3 Proposal Response Format

To facilitate the analysis of responses to this RFP, the Proposer is required to prepare their proposals in accordance with the instructions outlined in this section. **Proposers must respond in full to all RFP sections and follow the RFP format (section numbering, etc.) in their response. Failure to follow these instructions may result in rejection.** Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance, and clarity of content.

Section	Title
1	Executive Summary
2	Company Background
3	Application Software
4	Vendor Hosted or Cloud Option
5	Implementation Plan
6	Staffing Plan
7	Ongoing Support Services
8	Functional System Requirements
9	Client References
10	License and Maintenance Agreements
11	Exceptions and Deviations
12	Other Required Forms and Attachments
13	Addenda
Separate Sealed Document	Cost Proposal

3.1 Executive Summary (Section 1)

This part of the response to the RFP should be limited to a brief narrative not to exceed two (2) pages describing the proposed solution. The summary should be oriented toward non-technical personnel. The executive summary should not include any information about the cost.

3.2 Company Background (Section 2)

In addition to providing responses to the following items, the Vendor must complete the **Vendor Proposal Form** in **Section 5.6** of this RFP.

Information that Vendors should provide in this section are as follows:

1. The company's background including a brief description (e.g., past history, present status, future plans, company size, key differentiators, etc.) and organization charts.
2. Your commitment to the public sector marketplace, including the year the solution began being sold to public sector clients.
3. If the Vendor is proposing to use subcontractors on this project, please provide the Vendor relationship with that firm and the specific services and/or products that the subcontractor will be providing on the project. Please describe the approximate percentage of services that each subcontractor will provide. A complete list of subcontractors is required. The City has the right to approve all sub-contractors of the Proposer at any time.

3.3 Application Software (Section 3)

If proposing a City-hosted and vendor-hosted or cloud solution, describe any areas where functionality in the two approaches differ.

The Proposer is required to provide a general description of the application and how it will meet requirements of this RFP. This section must address, at a minimum, the following items:

1. Describe your overall proposed technology solution, including any unique aspects.
2. For third party products proposed, provide the following for each product:
 - a. Reason a third-party product is proposed versus the Vendor's solution/
 - b. Extent to which this third-party product is integrated with the Vendor's solution.

3.4 Technical and Vendor Hosted/Cloud Information (Section 4)

1. Please describe your **vendor hosting model**, including: hosting, integration, help desk, provisioning and desktop management capabilities, minimum hardware requirements for computers, deployment model (dedicated servers, shared environment, etc.), impact to and requirements of the City's network and bandwidth, and any partners that may be involved in service delivery.
2. Please describe your proposed **service level agreement**, including any tiered levels of service, response times, and standard metrics.
3. Please describe your **support model**, including: cost structure for support calls.

4. Describe how you will help the City move to a new operation at the **end of the contract** term or if the contract is terminated.
5. Describe how you will help the City meet Colorado HB18-1128, Protections for Consumer Data Privacy.
6. Describe the sign-in options for citizens/customers, how customer information at login is transmitted and stored, security protocols for protecting citizen information, and the additional authentication steps provided to citizens.
7. **State of Colorado House Bill 21-1110 WCAG 2.1AA:** Describe how you will comply, or your documented plans to comply prior to the proposed go-live date, with the State of Colorado's House Bill 21-1110 WCAG 2.1AA compliance requirements (<https://oit.colorado.gov/hb21-1110-faq>)
8. Please provide a copy of your most recent SSAE 16 Type II audit.

3.5 Implementation Plan (Section 5)

The Proposer is to provide an implementation plan in narrative format supported by an activity-level project plan (similar to a Microsoft Project file) that details how the proposed solution is to be implemented. This implementation plan should include, at a minimum, the following elements:

1. General Implementation Approach
2. Project Management Approach
3. Data Conversion Plan
4. Report Development
5. Integrations and Interfaces
6. Training
7. Change Management Approach
8. Testing
9. Operational Redesign Approach
10. System Documentation and Manuals
11. Disaster Recovery Plan
12. Knowledge Transfer

It is expected that the Vendor will lead the efforts in each of the implementation areas described below unless stated otherwise.

3.5.1 General Implementation Approach (Section 5.1)

Provide a general overview of the implementation approach you plan to use for the City that includes addressing the following items:

1. Describe key differentiators of the approach as it relates to implementing a solution on time, within budget and with the ability to meet the needs of a client like the City.
2. Describe how you conclude on a preferred implementation phasing of software modules. What is your recommended approach for this implementation? What risks are present with this approach?
3. Describe your approach towards running parallel systems for a period of time.

3.5.2 Project Management Approach (Section 5.2)

The City expects the Proposer to provide “on the ground” project management resources for the system implementation. Costs for this should be clearly denoted in the pricing section.

Provide an overall description of the Vendor project management approach and projected timing for major phases. Include the following for achieving a successful deployment:

1. Project scope
2. Project milestones (including objective criteria for evaluating completion)
3. Project deliverables (including objective criteria for evaluating functionality)
4. High level project schedule (listing of phases and go-live dates)
5. Project resources
6. Project roles and responsibilities
7. Project change control procedures

Please provide a sample project management plan for the City to review.

3.5.3 Data Conversion Plan (Section 5.3)

The Vendor is expected to assist the City in the conversion of data to the new system. The City will be responsible for data extraction from current systems and data scrubbing and that the Vendor will be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new CIS solution. Please provide pricing for data conversions in the associated Microsoft Excel pricing spreadsheet. Additionally:

1. Describe your general approach towards data conversion, retention of legacy data, and how you would work with the City to conclude on what should be converted.
2. List any areas of concern regarding the City’s requested data conversions in the attached pricing form.

3.5.4 Report Development (Section 5.4)

It is anticipated that the Proposer will take the lead on developing any reports required as part of the system implementation. The Proposer is expected to provide technical training on the tools used for report development, database schema and architecture, etc. Provide information on your reporting approach including:

1. Description of available methods of reporting (including business intelligence),
2. Approach to work with the City to identify, specify, and develop any required custom City reports during the implementation.
3. Provide a listing of available out of the box reports.

3.5.5 Integrations and Interfaces (Section 5.5)

It is expected that information generally will only need to be entered once in the system, and that modules within the system are integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another. Existing City interfaces between core modules that may currently exist (e.g., Payments updating Accounts) or shadow systems that will likely be replaced are not included in this section as they are assumed to be included in an integrated CIS System.

The Microsoft Excel pricing sheet contains a listing of current and/or desired application interfaces. Please provide pricing for interface development in the associated Microsoft Excel pricing spreadsheet.

In addition:

1. Describe the extent to which the various modules are integrated together versus being purchased separately and interfaced
2. Describe your approach towards interfacing and integration with other solutions
3. Describe data exchange standards (e.g. XML, Web Services, API, or EDI) supported
4. Using the City's current technical environment described above, identify potential issues for integrating with specific technologies that are used within the City and possible mitigation measures.
5. If local customizations are made, do you provide any tools or assistance to easily incorporate customizations into new version/releases of your software?
6. Have you ever interfaced with the Oracle ERP Cloud system? If so, include those references in this section.
7. Have you ever interfaced with the TRAKiT system? If so, include those references in this section.
8. Have you ever interfaced with the CityWorks system? If so, include those references in this section.

3.5.6 Training (Section 5.6)

The City intends to explore the advantages, disadvantages and costs of two implementation training approaches:

1. **End User Training On-site Approach:** All end-user and technical training will be performed on-site through implementation and be performed by the Vendor.
2. **End User Training Remote Approach:** All end-user and technical training will be performed remote through implementation and be performed by the Vendor.

The Proposer should provide an overall description of **both** training methods (if available as options) and their proposed approach, including the following:

1. General timeframes in which both types of training will be conducted
2. Materials that will be provided during training
3. The nature and amount of training to be provided in the following areas:
 - a. Technical training (e.g., programming, operations, etc.)
 - b. User training
 - c. Other staff (e.g., executive level administrative staff)
 - d. City's roles and responsibilities, including coordination, material development, training delivery, etc.

Additionally, please provide information on the following:

4. Options for online training versus in-person classroom training
5. Opportunities for ongoing training post go-live (e.g. new hires, refresher training, subscriptions)

3.5.7 Change Management Approach (Section 5.7)

The City recognizes that a movement from the current environment to a new solution will present change management challenges. The Proposer should clearly identify their approach towards Change Management, including any unique approaches or tools that will be used.

3.5.8 Testing (Section 5.8)

The Proposer should describe their recommended approach to the following types of testing that are anticipated to be performed on the project and the type of assistance they anticipate providing to the City related to such testing:

1. System testing
2. Integration testing
3. Stress/performance testing

4. User acceptance testing (UAT)

Describe what testing scripts will be provided to the City for the areas above, and how these will be customized for the City's needs.

3.5.9 Operational Redesign (Section 5.9)

The City wishes to implement operational improvements. Proposers are requested to describe their approach towards operational redesign. In addition, please describe your organization's capabilities to assist in a Citywide redesign of the chart of accounts.

3.5.10 System Documentation and Manuals (Section 5.10)

The Proposer is expected to provide user manuals and online help for use by the City as part of training and on-going operational support. Additionally, the Proposer is expected to provide technical documentation.

1. Describe what documentation (user guide, technical guide, training materials, etc.) is available on the system proposed and any related costs.
2. Describe what types of documentation you anticipate developing during the project.

3.5.11 Disaster Recovery Plan (Section 5.11)

Please describe the services you provide around disaster recovery as part of your solution.

3.5.12 Knowledge Transfer (Section 5.12)

Describe the process for ensuring that a transfer of knowledge occurs back to City staff such that staff is capable of supporting and maintaining the application.

3.6 Staffing Plan (Section 6)

1. The Proposer must detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment, etc.).
 - a. If the Proposer is using a subcontractor, please include information on subcontracting staff being used and their specific role on the project.
 - b. Describe the work effort split between the City and the Proposer (e.g. 40%/60%)
 - c. If there are options to adjust the work effort split above, describe these options.
2. Please provide an overall project organizational structure for City staff involvement during the project. Identify the roles and responsibilities of each component of this structure, as well as the skills required.
3. Please provide an overview of the City staff that are expected to be committed to the project implementation, by month and role, in table format, including time spent with and without the Proposer. This overview should clearly delineate business versus technical staff and represent commitments in terms of FTEs.

3.7 Ongoing Support Services (Section 7)

1. Please specify the nature and conditions of any post-implementation support options including:
 - a. Post-go live support that is included in the proposal response
 - b. Onsite support (e.g. system tuning, application configuration, interface issues, report development, network optimization, user training and tips)
 - c. Telephone support
 - d. Help Desk services (Provide a service level agreement for your help desk if it exists. Include any limits on the number of staff who may call in.)
 - e. Users group (i.e. overview, location, and timing).
 - f. Online knowledgebase
2. Provide an overview of the update process, including major version updates and patches. Include the process, describe any downtime, as well as the frequency they are released.
3. How can the City change configurations without Vendor involvement?
4. Please provide an overview of the City staff that are required for ongoing application support, in table format. This overview should clearly delineate business versus technical staff, and represent commitments in terms of FTEs.

3.8 Functional System Requirements (Section 8)

Responses to the requirements referenced in **Section 4** of this RFP must be provided in this section of the Proposer's response. Use the Microsoft Excel specification spreadsheet provided and attach explanation pages if necessary. Include any costs associated with modifications in the Microsoft Excel pricing spreadsheet as well. Please note: The response to these requirements should be provided in the exact format as provided (e.g. no additional macros, formulas, additional columns, modifications, passwords, etc.). Failure to do so can result in disqualification of the entire proposal.

3.9 Client References (Section 9)

The Proposer must provide at least five references from clients that are similar in size and complexity to the City in the format provided in **section 7.7**. The City also requests a listing of all municipal utility clients, highlighting or otherwise calling out Colorado clients.

3.10 Subscription Agreements (Section 10)

Sample subscription agreements must be provided in this part of the Proposer's response for all components of the recommended solution. Indicate the basis on how licenses are determined.

3.11 Exceptions and Deviations (Section 11)

If the Vendor finds it impossible or impractical to adhere to this RFP, it shall be so stated in its proposal, with all deviations grouped in a separate section entitled, "exceptions/deviations from proposal requirements." Objections or deviations expressed in other parts of the proposal, either

directly or by implication, will not be accepted, and the Vendor in submitting a proposal, will accept this stipulation without recourse.

3.12 Other Required Forms and Attachments (Section 12)

Please provide the following required forms in this section:

1. Proposal Signature Form
2. Non-Collusion Affidavit
3. Minimum Criteria
4. Certificate of Liability Insurance
5. Vendor Proposal Form (*Word Document Format*)
6. Client Reference Form
7. Acknowledgement Form
8. Debarment Form
9. For Vendors who are proposing a hosted or cloud solution, please additionally supply a copy of your Independent Service Auditor's Opinion Letter from your most recent SSAE 16 Type II audit.
10. Pricing Form (*Excel Format*) – Separate Sealed Document

3.13 Addenda (Section 13)

Include all original, signed copies of addenda in this section.

3.14 Separate Cost Proposal

One (1) cost proposal shall be submitted in a separate file than the technical proposal. Pricing forms must remain in the original Excel format—failure to do so may result in disqualification of the proposal. If additional pricing forms are provided in the Vendor's proprietary format, evaluation will still be performed based on the costs in the included Microsoft Excel form. No cost information should be included within the technical proposal.

Pricing guidelines:

- The City will not consider time and materials pricing. Vendors shall provide firm and fixed pricing and denote if each cost is one-time, annual, or other.
- The Vendor shall provide price information for the entire proposed solution, as well as any modifications necessary to fully comply with the Vendor's RFP specification response.
- Vendor shall provide prices in U.S. dollars.
- The City prefers Vendors provide separate prices for each item. However, the Vendor may present alternative names or grouping of costs if desired.

- The City reserves the right to pursue direct purchase of all items and services proposed, as well as to obtain independent financing.
- If multiple solutions are proposed, please include a separate pricing form for each hosting/licensing model.

Pricing Form Instructions:

- Instructions are included within the Vendor Checklist tab of the pricing form. Instructions within this section are intended to add to these instructions.
- Vendors should place costs for each scope option within the section for the scope option in the pricing form. When possible, costs should be split between the scope options if proposing multiple scope options.
- Vendors must clearly define the scope of their proposed solution within the Proposed Scope tab. These modules refer to the modules defined in the specifications attachment. The City will refer to this tab to determine if functionality has been proposed.
- “Proposed” signifies that the majority of the functionality defined in the specifications for the listed module is included within the proposed costs.
- “Optional” signifies that the majority of the functionality defined in the specifications for the listed module is available, but not included within the proposed costs/solution. Costs should be included in the Optional tab.
- “No Bid” signifies that the majority of the functionality defined in the specifications for the listed module is not included within the proposed costs and is not available for purchase.
- Vendors may propose licensing and costs for their proposed solution using different naming conventions (e.g. vendor-defined names/modules) than what is within the Proposed Scope tab.
- Vendors shall clearly define the license type (e.g., named user vs. concurrent user), number of licenses, and version of software licensed in the Module Information tab.
- Module/product names defined in the Module Information tab will flow through to the following tabs: Application Software, Implementation Services, Training. These names can be re-used for proposing costs in these tabs, or different groupings/names may be used.
- In the event a product or service is not included, the item should be noted as "No Bid".
- In the event a product or service is provided at no additional cost, the item should be noted as "no charge" or "included." Otherwise, it will be assumed the item is "No Bid"

- Costs for any proposed modifications in the specification response should be included in the pricing form.
- For the Optional tab, costs may be proposed as a number of estimated hours and an hourly rate, or as the total one-time cost.

The City is only considering a vendor-hosted or cloud solution.

4 Functional Requirements

4.1 Introduction

The requirements in this section contain the desired functionality of the requested software solution.

Identified in the attached Excel spreadsheet are the requirements/specifications that must be addressed by the vendor's proposal. These requirements are mandatory in implementing the solution as defined in **Section 1.5. The City intends to rely on the representations made in response to this section and considers each of them to be material. Should you be selected, you should expect that your responses regarding Functional Requirements, including in the attached spreadsheet, may be incorporated directly into the governing contract, appropriate statements of work, acceptance testing, and/or acceptance criteria.** Vendors must replace cells A1:G1 in the first area with the vendor's **Company Name** which will be repeated and printed for each subsequent module.

The **Priority** column includes one of the following entries to indicate the importance of the specification/report to the City:

“R” – Required:	This is a feature that the City requires in the <u>future</u> solution.
“D” – Desired:	This is a feature that the City would like in the new system, but is not an absolute necessity.
“O” – Optional:	This would be a feature that, while of interest, is not applicable at this time or is something that could be a future deployment.

Each vendor should review the specifications listed and respond with their availability within the Vendor's proposed solution. The responses should be entered under the **“Availability”** column of each form as follows:

Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.
R	Functionality is provided through reports generated using proposed Reporting Tools.
T	Functionality is provided by proposed third party functionality (i.e., third party is defined as a separate software Vendor from the primary software Vendor). The pricing of all third party products that provide this functionality MUST be included in the cost proposal.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability. The pricing of all modifications identified in the functional requirements MUST be included in the cost proposal.

F Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.

N Functionality is not provided

Use the **Cost** column for “M” or “F” responses to estimate the cost to be incurred by the City to secure the specification, if necessary. Use the **Comment** column to provide additional comments pertaining to your response for that item.

The **Required Product(s)** column is to be used to specify what product (e.g. product name or software module) is proposed. The cells D10:G10 in the form which currently read “*Replace this text with the primary product name(s) which satisfy requirements*” must be updated. This name will be automatically populated in the **Required Product(s)** column for each specification in the module. The automatically filled values in this column must be updated for any exceptions where a different or additional product is required to satisfy the requirement.

Vendors proposing a multi-product solution should complete a General and Technical module specification response for each product.

Please note: The response to these requirements should be provided in the exact format as provided (e.g. no additional macros, formulas, additional columns, modifications, passwords, etc.). Failure to do so can result in disqualification of the entire proposal.

5 Proposal Forms

5.1 Introduction

This section contains various forms that should be prepared and submitted along with the Vendor's proposal. The intent of providing such forms is to ensure comparability between proposals.

5.2 Minimum Criteria

As part of the Vendor's RFP response, the following minimum criteria must be met for a proposal to be considered for further evaluation. Failure to meet all of these criteria will automatically disqualify the Vendor's response from further consideration.

Minimum Criteria	Yes/No
Minimum Client Software Installations Must have provided software for at least three previous public utilities of similar size and complexity within the past 5 years.	
RFP Response Timeliness RFP response is submitted by the due date and time.	
Response Authorization The RFP response is signed by an authorized company officer.	
Response Completeness Vendor complied with all instructions in the RFP and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the City's Purchasing staff to be either a defect that will be waived or that the proposal can be sufficiently modified to meet the requirements of the RFP.	
PCI Compliance Where applicable, the Vendor shall certify in its Proposal that it meets Payment Card Industry (PCI) Data Security Standards (DSS), and if recommended for award, shall illustrate compliance.	

5.3 Proposal Signature Form

The undersigned, as authorized proposal responder, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below. The proposal responder will identify below its business entity as individual, DBA, partnership, corporation (foreign or domestic), and will indicate the official capacity of person(s) executing this proposal.

Proposals shall include installation services, and the successful respondent shall obtain all required permits and pay fees required.

State payment terms:

State term proposal is held firm for:

State warranty on equipment:

State maximum time required for shipping, F.O.B. Greeley, CO:

PROPOSAL: Customer Information System (CIS) and Implementation Services

\$ _____ (Total price spelled out in words)	\$ _____ (Total figure in numbers – must equal the sum of total one-time and ongoing costs on the Pricing Form)
Firm Name: _____	Date: _____
Address: _____ _____	
Telephone: _____	
Signature: _____ _____	
(Person executing response and official capacity)	

(Names of principal officers: designate official capacity)		(If partnership or assumed name, indicate name of owners)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

5.4 Non-Collusion Affidavit

**THE AFFIDAVIT SET FORTH BELOW MUST BE EXECUTED ON BEHALF OF
THE VENDOR AND FURNISHED WITH EVERY PROPOSAL
NON-COLLUSION AFFIDAVIT**

STATE OF: _____

City OF: _____

TAX ID NUMBER: _____

_____, being duly sworn, deposes and says he/she is the _____ (Name)
(Title)

Of _____ the proposal responder that has
(Company)

submitted to the **City** a proposal for a **Customer Information System (CIS) and Implementation Services** all as fully set forth in said proposal and that except as specified below, the aforementioned proposal responder constitutes the only person, firm, or corporation having any interest in said proposal or in any contract, benefit, or profit which may, might or could accrue as a result of said proposal, said exceptions being as follows:

(If no exceptions, please state)

Vendor further states that said proposal is, in all respects, fair and is submitted without collusion or fraud; and that no member of the **City** is directly or indirectly interested in said proposal.

(Affiant)

SWORN TO and subscribed before me, a Notary Public, in and for the above named State and City

this _____ day of _____, _____.
(Day) (Month) (Year)

(Notary Public)

5.5 Certificate of Liability Insurance

See page below.

ACORD	Client#: 12170	GRECI	DATE (MM/DD/YYYY) 05/14/2013			
CERTIFICATE OF LIABILITY INSURANCE						
<p><small>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</small></p> <p><small>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</small></p>						
PRODUCER ABC Insurance Company P. O. Box 1234 Anywhere, USA	CONTACT NAME: _____ PHONE (Act. No. Ext): _____ FAX (Act. No.): _____ E-MAIL: _____ ADDRESS: _____ PRODUCER CUSTOMER ID #: _____					
INSURED Sample Certificate	INSURER(S) AFFORDING COVERAGE: _____ NAIC # _____ INSURER A: Financial Rating of A INSURER B: _____ INSURER C: _____ INSURER D: _____ INSURER E: _____ INSURER F: _____					
COVERAGES: _____ CERTIFICATE NUMBER: _____ REVISION NUMBER: _____						
<p><small>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</small></p>						
COVER	TYPE OF INSURANCE	POLICY NO.	POLICY NUMBER	POLICY EFF. DATE	POLICY EXP. DATE	LIMITS
1	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL. AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> OCCUR <input type="checkbox"/> LOC					EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ex occurrence) \$100,000 MED EXP (Any one person) \$5,000 PERSONAL & ADJ INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMPO/OP AGG \$2,000,000 \$
2	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS					COMBINED SINGLE LIMIT (Ex accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
3	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DEDUCTIBLE \$ RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$ \$
4	WORKERS COMPENSATION AND EMPLOYER'S LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	VZ/N	NA			<input checked="" type="checkbox"/> E.L. EACH ACCIDENT \$100,000 <input type="checkbox"/> E.L. DISEASE - EA EMPLOYEE \$100,000 <input type="checkbox"/> E.L. DISEASE - POLICY LIMIT \$500,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required) City of Greeley is named as Additional Insured on General Liability. Waiver of subrogation is included on Work Compensation. This insurance is primary and noncontributory to insurance policies held by the City.						
CERTIFICATE HOLDER City of Greeley 1000 10th St Greeley, CO 80631-3808				CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE		

5.6 Vendor Proposal Form

Vendor name:	
Software brand name:	
Software version proposed & number of years in production:	
Is Vendor prime contractor:	Yes <input type="checkbox"/> No <input type="checkbox"/>

1. How do you guarantee the services provided by your company?			
2. What are the top three differentiators of your company and its proposed solution?			
3. How many fully operational (i.e. Live) customer installations of the version proposed in this RFP, currently in production, has the Vendor completed?			
		Colorado	Nationally
	Local government		
	Other public sector		
	Other non-public sector		
	Overall:		
4. How many fully operational customer installations (i.e. Live), of all versions, has the Vendor completed?			
		Colorado	Nationally
	Local government		
	Other public sector		
	Other non-public sector		
	Overall:		

5. How many current system implementations of your solution are <i>in-process</i> within both the State of Colorado and the Vendor-defined region of the Country that includes the State of Colorado?			
		Current in-process Implementations	
	State of Colorado		
	Region		
	Total:		
6. Where is the Vendor's closest support facility/sales office to Greeley, CO?			
7. Where is the Vendor's company headquarters?			
8. Please list the Vendor's sales in the previous three years:			
	Year	Sales	
	2022		
	2021		
	2020		
9. What is the Vendor's hourly rate for implementation assistance beyond that which is included in the Vendor bid by skill set?			
	Rates for Additional Implementation Assistance		
	Skill Set	Hourly Rate	
		\$ / hr.	
		\$ / hr.	
		\$ / hr.	
10. What would be the Vendor's preferred comparably sized, site visit location?			
11. What is the total duration of your proposed implementation approach?			

12. Please list all third party solutions proposed.
13. What database are you proposing?
14. Is the solution hosted by the vendor or a third-party?
15. Please describe the minimum and preferred commitment term (in years) for a vendor-hosted or cloud option and note the term assumed for determining the proposed costs.
16. What is the query tool and report writer that Vendor is proposing?
17. Identify the degree to which Vendor staff will be onsite versus off-site during the project.

18. Will the vendor contractually agree to:		
Contractual Inquiry		
Term / Condition	Yes	No
Provide <u>on-site</u> staff for training and implementation		
Non-performance hold-backs?		
Payment hold-backs until fully operational and formally accepted?		
Allow the City to approve Vendor staff assigned to help with implementation?		
One year warranty, during which the annual support conditions apply. The first, annual support payment would occur after the warranty period expires		
19. List your CIS implementations that included water budget functionality		
20. Do you utilize your own data centers or a third-party hosting provider to host the solution?		
21. Where are the data centers located, including backup/failover sites?		
22. Indicate Tier certification for design and operation of the hosting locations mentioned above. Indicate if a private link (MPLS or EVPL) can be set up to the hosting locations mentioned above.		
23. How do you track monthly usage for subscription-based services?		
24. Does the system interface support a browser interface with or without the help of additional components?		
25. Please describe the minimum and preferred commitment term (in years) and note the term assumed for determining the proposed costs.		

26. Estimate the bandwidth that your solution will require based upon users, application environment, and any other factors.
27. How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)? Options include: <ol style="list-style-type: none">1. Single shared application w/shared DB2. Single shared application w/unique client DB3. Independent Application instance w/unique client DB4. Other (please explain)
28. How much notification will you give the City in advance of any scheduled downtime?
29. What is your process for notifying the customer and fixing bugs once they have been identified?
30. Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution.
31. What system/application availability and response time will your proposed system meet? What are City responsibilities to ensure this level of performance?
32. Describe the identification and authorization capabilities of your proposed solution for users.
33. Provide list of compatible directory services and identity access management solutions. Describe how your system interoperates with Active Directory.
34. Confirm ability to back up the data to an external third party on-premise or cloud-based storage environments, and costs associated to exporting the data.

35. Provide list of compatible third-party backup/recovery solutions		
36. Indicate cybersecurity solutions that are in place to prevent, detect, contain, and recover from security threats such as malware injection, side channel attacks, exploitation of API vulnerabilities, or distributed denial of service (DDoS) attacks.		
37. Confirm (Yes/No) that detailed logs will be provided for forensic investigation of security incidents, that can aid in identifying the nature and extent of the affectation, including the data that was exfiltrated or compromised.		
	YES <input type="checkbox"/>	NO <input type="checkbox"/>
38. Indicate what support will be provided to carry out forensic investigation of security incidents.		
39. Describe your disaster recovery processes including the following information: <ul style="list-style-type: none"> Recovery point objectives Recovery time objectives Frequency of backups and how long backups are available Ability for client to negotiate alternate recovery objectives 		
40. What type of database structure do you use (i.e., SQL)? Will the City have access to the database structure?		
41. Indicate if you comply or do not comply with the following:		
	Comply?	
	YES	NO
The system shall be available 24 x 7 x 365 with a minimum of 99.95% uptime, measured on a monthly basis (excluding maintenance windows).	<input type="checkbox"/>	<input type="checkbox"/>
Vendor agrees that all data will be solely stored and/or transmitted within the lower contiguous 48 states.	<input type="checkbox"/>	<input type="checkbox"/>

<p>Upon termination of contract, all client data will be provided in a mutually agreed upon format with appropriate data dictionaries, schema, etc. to make the data usable.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>All system data and files shall be regularly backed up to a secondary data center/disaster recovery site outside of the main data center's same weather pattern and power grid. Backups shall occur such that the City loses no more than 2 hours of transactions due to an unexpected outage.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Hosting Providers/Respondents shall have a documented Security Incident Response Plan (SIRP) that addresses the Respondent's plan for preventing, detecting, and responding to security breaches or cyberattacks in which the City's data or operations may be compromised.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Hosting Providers/Respondents shall have a documented Disaster Recovery Plan (DRP) that addresses recovery and maintenance of system data and operations in response to hazard or emergency scenarios. This plan shall be tested regularly to ensure that it is both tangible and actionable.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Hosting Providers /Respondents shall have a documented Business Continuity Plan (BCP) that addresses localized or system outages that create an impact to one or more business functions. The BCP should account for the rapid restoration of services and redundancies in technology or process.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Hosting Providers/Respondents shall undergo a SSAE 18 SOC2 Type 2 audit covering at a minimum the Security and Availability Principles on an annual basis and must have no unaddressed material concerns. Respondent shall provide a copy of their most recent audit report prior to contract award and annually or as requested.</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Hosting Providers/Respondents shall support and be compliant with all relevant regulations and requirements including, but not limited to:</p> <ul style="list-style-type: none"> • PCI-DSS • FERPA, • IPAA/HITECH • GDPR. 	<input type="checkbox"/>	<input type="checkbox"/>

5.7 Client Reference Form

Vendor name:
Customer name:
Customer contact:
Customer phone number: ()
Customer E-mail address
System which Solution Replaced

Describe Nature of Project and Services Provided to This Client:

Configuration of Solution Implemented (Hardware, Software):

5.8 Proposal Acknowledgement Form

The offeror hereby acknowledges receipt of addenda numbers _____ through _____.

Falsifying this information is cause to deem your proposal nonresponsive and therefore ineligible for consideration. In addition, falsification of this information is cause to cancel a contract awarded based on one or both of the above preferences.

By signing below, you agree to all terms & conditions in this RFP, except where expressly described in the exceptions section of your proposal.

Original Signature by Authorized Officer/Agent

Type or printed name of person signing

Company Name

Title

Phone Number

Vendor Mailing Address

Website Address

City, State, Zip

Proposal Valid Until (at least for 180 days)

E-Mail Address

Project Manager:

Name (Printed)

Phone Number

Vendor Mailing Address

Email Address

City, State, Zip

5.9 Debarment Form

PROJECT NAME AND RFP#

Debarment/Suspension Certification Statement

The proposer certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal, State, County, Municipal or any other department or agency thereof. The proposer certifies that it will provide immediate written notice to the City if at any time the proposer learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstance.

DUNS # (Optional) _____

Name of Organization _____

Address _____

Authorized Signature _____

Title _____

Date _____

5.10 Pricing Forms

Please complete the pricing forms that have been provided in the associated Microsoft Excel pricing spreadsheet. It is the responsibility of the Vendor to ensure the accuracy of the pricing provided as part of your response. Any errors in providing an accurate price response due to inaccuracies in the provided templates are the sole responsibility of the responding Vendor. If there is not enough space to describe the pricing on these forms, please attach a separate pricing page and provide the pricing information in the same type of format so that it is easy to understand. The City requests a firm, fixed price for each of the components described below that are included on the attached Microsoft Excel pricing spreadsheet as separate tabs:

- Vendor Checklist (including overall Hosting/Licensing Model, Travel & Lodging Costs, and Discount)
- Proposal Summary (no direct input required, only comments if required)
- Module Summary (no direct input required, only vendor-defined modules if desired)
- Module Information
- Application Software
- Other Software
- Hardware
- Implementation Services
- Train-the-Trainer Training
- Optional End-User Training
- Interfaces
- Modifications
- Other Implementation Services
- Managed Services

For vendors proposing multiple solutions or utilizing sub-contractors, the City prefers that one combined pricing form is submitted.

Appendix A - City of Greeley Water Budget

Please see below for further detail on the City's water budget structure, or visit greeleygov.com/services/ws/water-budget/about for more information.

Why does the City use water budgets?

The City of Greeley's legacy of water efficiency dates back to 1893. Our 2003 Water Master Plan stated that "Greeley will expand water conservation efforts"; part of this effort was a plan to implement a tiered rate structure for water use.

As a limited natural resource, water should be used wisely. Greeley has been fully metered since 1997, allowing us to show our customers how much water they are using. In 2013, we began putting an informational water budget on all single-family residential customers' bills, taking that communication one step further to show our customers how much water they need. The water budget rate structure, which went into effect in 2017, is an equitable way to promote and reward water efficiency and helps us communicate the value of this precious natural resource.

Greeley has a variety of property and household sizes, and a water budget program addresses that diversity without punishing large families or large lot owners for using what's needed to maintain their landscapes. For example, let's say that your water budget for a particular month was 40 thousand gallons (40 kgal) and you used every drop. Meanwhile, your neighbor's water budget was 20 kgal — but they used 30 kgal. You may have used more water than your neighbor, but you were efficient with your use. That's what the water budget program is all about.

The 2015 Greeley Water Conservation Plan states that "custom tiered rates (water budget) that account for the customer's lot size and water dedication are more suitable to Greeley." Because water budgets are based on current weather conditions and unique household properties, they reflect the City's goal of promoting efficient water use.

Water Budget Calculation Methods

Water budgets are currently in place only for single family residences (SFRs) with plans to expand into businesses and HOAs. A water budget is based on the indoor and outdoor water needs specific to a home: family size, potentially landscaped area around the house, and real-time weather. During the non-watering season (November 1 – April 14), an SFR's total water budget is composed only of indoor use; when grass needs water to grow (April 15 – October 31), both indoor and outdoor use make up the SFR's total water budget.

The indoor budget is based on the number of people in the household ("Persons per Household"), with each person allocated the previous year's actual average gallons per day (gallons per person per day, "GPCD") for every day of the year. The gpcd as of January 1, 2020 is 45 gpcd.

Indoor budget = 45 GPCD x Persons per Household x Number of Days in Billing Period

The outdoor budget is based on the actual water needs of high water needs for Kentucky bluegrass (the "Irrigation Water Requirement," which is based on real-time Greeley weather) and your total "Irrigable Area" (in square feet), which is the total area of the non-pervious

surfaces around the house. Although the “Irrigation Water Requirement” (IWR) is based on water needs of bluegrass, it is more than adequate to take care of other plants and trees.

Irrigable Area includes right-of-ways, shrubs, and trees — but excludes hard services like driveways, sidewalks, patios, garden sheds and rooftops. Irrigable Area is predetermined from aerial imagery, planimetric data and GIS hand delineation data.

The Irrigation Water Requirement (IWR) reflects the actual water needs of the lawn and is based on real-time weather conditions and distribution uniformity of the irrigation system. IWR is calculated on a daily basis (in gallons per square foot), and every household gets the same IWR for their water budget.

Typically the outdoor water budget is calculated as: $\text{Outdoor budget} = \text{Irrigable Area} \times \text{Total Irrigation Water Requirement for Billing Period}$

The total water budget is $\text{Water Budget} = \text{roundup}(\text{Indoor} + \text{Outdoor})$ and all numeric values are rounded-up to the nearest 1,000 gallons or kgal.

Flexibility in the Water Budget

Customer may have certain circumstances that require them to use more water but for a short period of time to establish new sod or seed in their yards or for longer periods such as livestock (horses, goats, etc.) or for indoor reasons like medical issues. Customers must request a variance (current municipal code). A variance multiplier is applied to the IWR calculation for new sod/seed or the indoor GPCD (livestock, medical etc.)

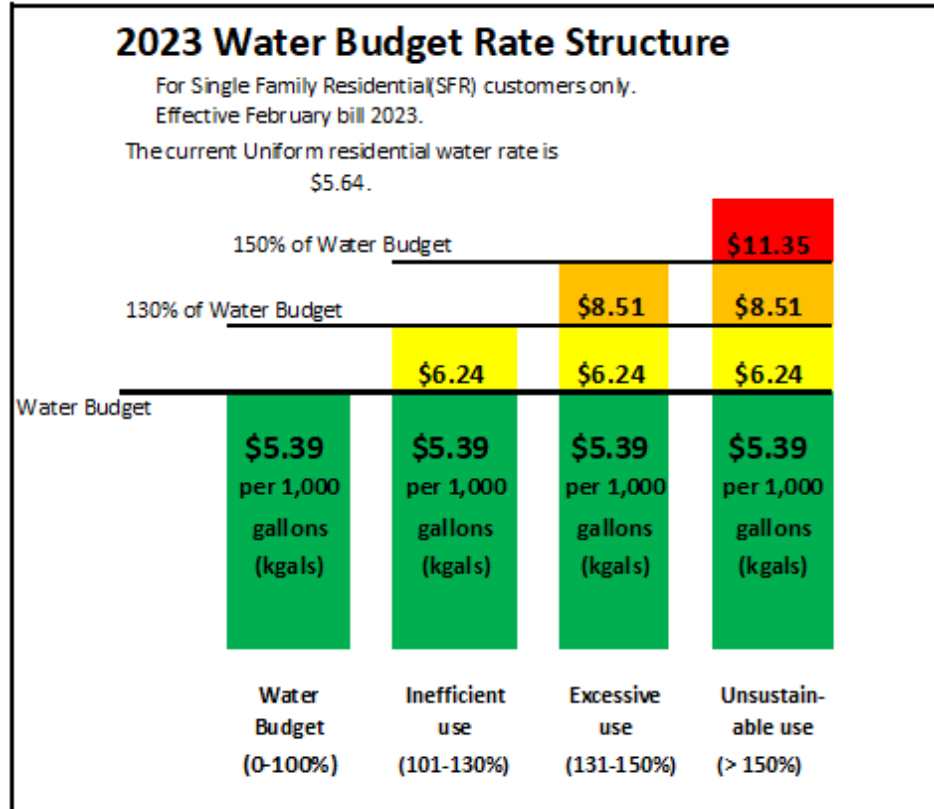
Another feature of the water budget is the capacity to include a drought factor. If the Water and Sewer Board announces mild, moderate, severe, or catastrophic drought conditions, City Council may pass a resolution to impose watering restrictions corresponding to each level of drought. Drought factors only apply to outdoor irrigation use. A drought factor is a fractional number reflecting the amount of required reduction in outdoor water use. From an adequate, mild, moderate, severe and catastrophic watering year, the fractional number will vary 0%, 15%, 25% 50% or 70% respectively.

Water Budget Tiers

Each household is allocated the same amount of water per person (indoor) and the same amount of irrigation water requirement (water per square foot of landscape). No two households will necessarily be allocated the same water budget because the person per household and the size of the lawn can vary.

Think of it this way: Two people live in your neighbor’s home; you have four. Because each person in each household is allocated 45 gallons a day, your indoor water budget will be twice as high as your neighbor’s. But if your yard is, say, half the size of your neighbor’s, your outdoor water budget will be half the amount of your neighbor’s — because both lawns require the same amount of water per square foot.

The water budget is made up of 4 tiers. With 2023 rates, if you go over your budget, you will pay anything within your budget at \$5.39 / 1,000 gals (kgal) and then pay the rest at the rate in which tiers you fall. See below.



1. Water Budget (Efficient Use)
2. Inefficient Use
3. Excessive Use
4. Unsustainable Use

Use that falls within the Water Budget tier is considered efficient and includes anything at or below your water budget amount. For example, if your water budget is 10 thousand gallons (10 kgal), then the Water Budget tier covers any use up to 10 kgal. This tier will have the lowest rate.

Any use over your water budget — up to 130 percent — falls into the Inefficient Tier. Using the 10 kgal water budget example above, your Inefficient Tier would cover any use from 10 kgal to 13 kgal. This tier will have a slightly higher rate than the Water Budget tier.

Any use from 130 – 150 percent of your water budget falls into the Excessive Tier. For a water budget of 10 kgal, an Excessive Tier would cover any use from 13 kgal to 15 kgal and have a higher rate than the Inefficient Tier.

Any use over 150 percent of your water budget falls into the Unsustainable tier. That would be any use above 15 kgal for a water budget of 10 kgal and would be charged at the highest rate.

1. Example: Within Your Water Budget

If your water budget was 10 kgal and you only used 9 kgal, you would be charged: \$39.15

Tier	2023 Rate (\$/kgal)	% Range of Water Budget	Use (kgal)	Amount
Water Budget Tier	\$5.39	Less than 100% of water budget	9	\$48.51
Inefficient Tier	\$6.24	Between 100% and 130% of water budget	0	
Excessive Tier	\$8.51	Between 130% and 150% of water budget	0	
Unsustainable Tier	\$11.35	Over 150% of water budget	0	

2. Example: Slightly Over Your Water Budget

If your water budget was 10 kgal but you used 12 kgal, here's how your consumption would be charged: \$66.38

Tier	2023 Rate (\$/kgal)	% Range of Water Budget	Use (kgal)	Amount
Water Budget Tier	\$5.39	Less than 100% of water budget	10	\$53.90
Inefficient Tier	\$6.24	Between 100% and 130% of water budget	2	\$12.48
Excessive Tier	\$8.51	Between 130% and 150% of water budget	0	
Unsustainable Tier	\$11.35	Over 150% of water budget	0	

3. Example: Far Over Your Water Budget

If your water budget was 10 kgal but you used 20 kgal, here's how your consumption would be charged: \$146.39

Tier	2023 Rate (\$/kgal)	% Range of Water Budget	Use (kgal)	Amount
Water Budget Tier	\$5.39	Less than 100% of water budget	10	\$53.90

Inefficient Tier	\$6.24	Between 100% and 130% of water budget	3	\$18.72
Excessive Tier	\$8.51	Between 130% and 150% of water budget	2	\$17.02
Unsustainable Tier	\$11.35	Over 150% of water budget	5	\$56.75