

**1.0 GENERAL INFORMATION****1.1 OBJECTIVE OF THIS RFP**

The purpose of this Request for Proposals (RFP) is to solicit proposals for a Comprehensive Municipal Administration Package (CMAP) solution and associated integration services for the City of Annapolis, MD. The new CMAP must include an integrated suite of modules for Finance, Human Resources, Work Management, Permit management and Utility Customer Information System (CIS) software. Through this procurement the City intends to enter into an agreement with a single, qualified prime contractor for:

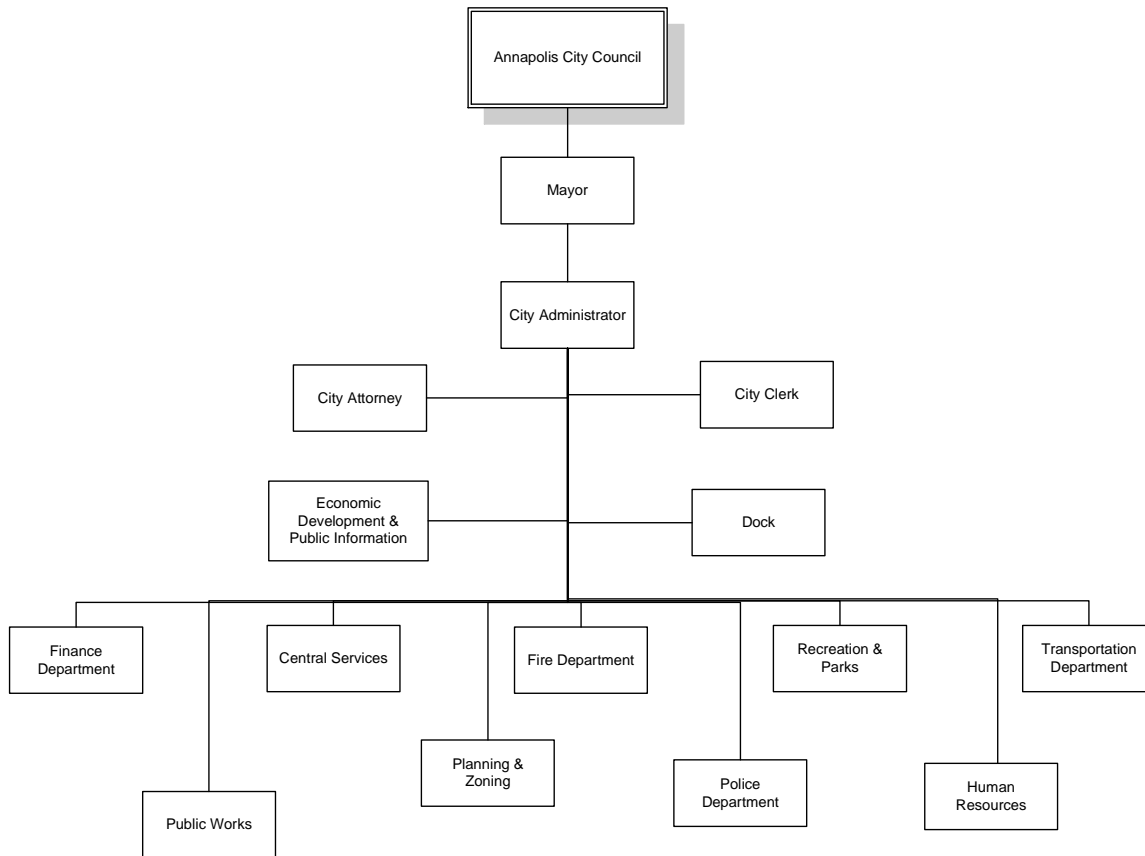
- ◆ Application software
- ◆ Database software (if not included with application software)
- ◆ Server hardware
- ◆ Server operating system
- ◆ Implementation services
  - ◆ Modifications and/or tailoring
  - ◆ Interface development
  - ◆ Data conversion
  - ◆ Installation services
- ◆ Training services
- ◆ Maintenance and support services

**1.2 CITY OF ANNAPOLIS**

The City of Annapolis is the state capital of Maryland, home of the US Naval Academy, and an international maritime community. This historical city, founded in 1649, is dominated in the downtown area by some of the finest 17th and 18th Century architecture in the country. The city is also known for their famed waterfront and City Dock, which during the 1700's was a bustling seaport and is now known as America's Sailing Capital.

The legislative body of the City is the City Council, consisting of the Mayor as the presiding officer and eight Aldermen. There are 36,000 residents and the City employs 526 full time staff.

The chart below shows the organization of the Annapolis City Government:



**1.3 PROJECT BACKGROUND AND SCOPE**

**Functions to automate**

The City wishes to replace a ten-year old Finance system and acquire additional integrated modules to automate the following functions via this procurement:

Financial Management:

- ◆ General ledger
- ◆ Budget tracking
- ◆ Purchasing
- ◆ Accounts payable
- ◆ Accounts receivable/cash management
- ◆ Reconciliation
- ◆ Cost accounting

- ◆ Work order accounting
- ◆ Cost allocation
- ◆ Project accounting
- ◆ Labor distribution
- ◆ Fixed and intangible assets
- ◆ Inventory
- ◆ Grant management

### Human Resource Management:

- ◆ Employee administration
- ◆ Position control
- ◆ Timekeeping/payroll
- ◆ Labor management
- ◆ Training
- ◆ Applicant tracking

### Work Management:

- ◆ Work request creation, scheduling and tracking
- ◆ Asset management (equipment and facilities)

### Permit Management:

- ◆ Permit tracking
- ◆ Inspection tracking and scheduling
- ◆ Fees/billing
- ◆ Licensing
- ◆ Pre-permit applications (planning)

### Utility/Customer Information System:

- ◆ Account management
- ◆ Billing management
- ◆ Credit and collection management
- ◆ Customer management
- ◆ Customer service and care management
- ◆ Financial management
- ◆ Inventory management, including meters
- ◆ Rates management
- ◆ Service address management

- ◆ Service order management
- ◆ Usage management

Web access

Report generator

### **Finance Overview**

The Finance Department consists of the following business units:

- ◆ Accounting
- ◆ Budgeting
- ◆ Management Information Technology
- ◆ Self Insurance
- ◆ Parking Enforcement

The Finance Department is currently responsible for all billing, fee collection, payments, timekeeping, and payroll. One of the primary goals of this acquisition is to decentralize these functions to the responsible departments.

<b>Finance Statistics</b>	
Number of payroll checks issued	15,500/year
Number of accounts payable invoices paid	15,000/year
Number of over-the-counter transactions	18,000/year

### **Purchasing Overview**

The Purchasing Department, which is part of Central Services, is responsible for negotiating purchase orders and bid contracts for services and projects.

<b>Purchasing Statistics</b>	
Number of purchase orders issued	2,700/year

### **Human Resources Overview**

The Human Resource Department is responsible for all employee administration matters. In 2002, the staff of six processed the following:

<b>Human Resource Statistics</b>	
Number of full time positions filled	45/year
Number of applications processed	1,000/year
Number of tests administered	600/year

**Utility/CIS Overview**

Annapolis bills for water and sewer service and refuse collection throughout the City.

<b>Utility System Statistics</b>	
Number of customers	12,000
Number of utility bills mailed	48,000/year
Number of over-the-counter transactions	12,000/year
Number of households solid waste collected	8,500/bi-weekly
Water meters read quarterly	12,000/quarterly

**Work Management Overview**

The Public Works department is responsible for regular, preventative, and emergency maintenance. The following statistics indicate the volume of work performed.

<b>Work Management Statistics</b>	
Number of road repairs	2,300/year
Number of concrete repairs	2,700/year
Number of traffic signal and control repairs	3,700/year
Number of water service orders and repairs	1,100/year
Number of sewer service orders and repairs	1,400/year
Number of vehicle PM maintenance and repairs	1,800/year

**Permit Management/Inspections Overview**

Permits are issued and inspections are conducted by a variety of City departments. The following statistics indicate the volume of work performed.

<b>Permit/Inspection Statistics</b>	
Number of permits issued	4,500/year
Number of licenses issued	6,700/year
Number of Public Works inspections	23,000/year
Number of Fire Marshall inspections	1,700/year
Number of Transportation inspections	750/year

**Current Environment Overview**

City standards include:

- ◆ Operating systems:
  - Windows NT
  - VMS
  - Novell

- ◆ Desktop computing standard:
  - Corel Suite

The current Finance System is a highly customized solution that runs on a DEC Alpha server. The utility billing system is premise-based, with very limited customer information system capabilities. The only human resources function automated by Therefore is payroll. There are currently no work management or permit tracking applications in place at the City.

### **Number of Users**

**Annapolis intends to significantly decentralize accounting, timekeeping, permit management, and work management functions as a result of implementing CMAP.** An estimated total of 265 users will require access to one or more functions within the CMAP system. Of these, perhaps 100 will be primary users and the remainder secondary or casual users.

The new CMAP system must be able to support the City's current transaction volumes, plus have enough capacity to handle increases in volume over the next 10 years.

### **Functional Requirements**

Form 18 and 19 of this RFP present functional requirements for the new CMAP system.

### **Technical Requirements**

Form 17 of this RFP presents the City's technical requirements (i.e., database, security, network, operating system, application architecture, capacity/performance, and documentation needs) for this system.

### **Data Conversion Needs**

The City intends to convert historical data as required for reporting in the new business systems. For the purposes of mandated and comparison reporting, the City will require data conversion of three years of historical data, where available.

Beyond these requirements, the City will seek recommendations from the vendor on data conversion needs and alternatives.

### 1.4 INTERFACES

Vendors should expect to interface their system with the following existing systems:

- ◆ DAP Technologies (DAP PC9300) handheld computers for meter reading and EZ RouteMAPS Route Management PC software program for Utility Meter Reading requires interface to Utility Billing
- ◆ Cubic cash collection boxes and Cubic datastream for bus fare cash collection requires interface to Financial Management
- ◆ Informed/CareFirst for HR open enrollment for annual employee benefit updates requires interface to Human Resource Management

The payroll function should be able to prepare electronic files for the following systems:

- ◆ Direct Deposit (Atlantic Clearing House)
- ◆ Maryland State Retirement System
- ◆ Other Pension (ICMA, Aetna)
- ◆ IRS W-2
- ◆ Maryland W-2

Additionally, the following functional modules will need to interface with the systems and/or data files indicated:

- ◆ *Finance/cash management* - Bank of America (wire transfers, balance inquiry, check clearing)
- ◆ *Utility billing* - Anne Arundel Consolidated Real Property (tax ID lookup)
- ◆ *Personal property* - Maryland State Dept of Assessment and Taxation (SDAT) downloads

The system should have the capability in the future to interface with:

- ◆ Anne Arundel County GIS system
- ◆ eMaryland Marketplace

**This list is intended to aid vendors in estimating interface costs.**

**2.0 RFP AND PROPOSAL SUBMISSION LOGISTICS**

**2.1 RFP OFFICIAL CONTACT**

Upon release of this RFP, all vendor communications should be directed to the RFP Official Contact listed below. Unauthorized contact regarding this RFP with other City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City. Vendors should rely on written statements issued by the RFP Official Contact.

<b>Name:</b>	Brian Snyder
<b>Title:</b>	Purchasing Agent
<b>Address:</b>	93 Main Street, Third Floor Annapolis, MD 21401
<b>Telephone:</b>	(410) 263-7944
<b>Fax:</b>	(410) 263-8120
<b>E-mail:</b>	bds@annapolis.gov

**2.2 PROCUREMENT SCHEDULE**

The procurement schedule for this project follows:

<b>Milestone</b>	<b>Date</b>
RFP Released	October 8, 2002
Pre-Proposal Conference	October 28, 2002
Vendor Questions Due	November 1, 2002
Responses to Pre-bid Conference Questions	November 8, 2002
Bid Opening	November 26, 2002
Finalists Announced	December 10, 2002
Finalist Demonstrations Begin	January 6, 2003
Site Visits Complete	February 7, 2003
Apparently Successful Vendor Announced	February 14, 2003
Contract Negotiations with Apparently Successful Vendor Complete	March 14, 2003
Contract Signed	March 21, 2003
Installation Begins	April 4, 2003

**Note:** The City reserves the right to adjust this schedule as necessary.

**2.3 PRE-PROPOSAL CONFERENCE**

There will be a conference for all interested parties:

Date: October 28, 2002  
Time: 1:00 p.m.  
Location: Annapolis City Hall  
160 Duke of Gloucester  
Annapolis, MD 21401

Attendance at this meeting is optional, although vendors are strongly urged to attend as it is expected that many relevant questions will be asked and answered during this conference. Vendors may submit written inquiries or request clarifications verbally at the Pre-Proposal conference.

**2.4 QUESTIONS REGARDING THE RFP**

Additional information or clarification of any instruction or information contained herein may be obtained from the Office of the Purchasing Agent. The City of Annapolis will not be responsible for bidders adjusting their bids based on oral instructions by any member of the City staff or by the City's contracted consultant or agent. The City will issue a response in the form of an addendum to the RFP if any substantive clarifications are necessary. Bids deviating from the specifications contained herein by any means other than an authorized addendum by the Purchasing Office will be subject to rejection. Questions submitted prior to October 8, 2002 will be answered at the Pre-Proposal Conference.

If there are additional questions or inquiries after the Pre-Proposal Conference, they must be submitted and received in writing by the RFP Official Contact in accord with the schedule presented in Section 2.2.

**2.5 DISCREPANCIES AND OMISSIONS**

Any contractor finding discrepancy in or omission from the specifications, in doubt as to their meaning, or feeling that the specifications are discriminatory, shall notify the City Purchasing Agent at once in writing not less than 5 days prior to the scheduled opening of proposals. Exceptions as taken in no way obligate the City to change the specifications. The City Purchasing Agent will notify all contractors in writing, by addendum, of any interpretations made of specifications or instructions.

**2.6 PROPOSAL PREPARATION****General Information**

Annapolis is using a "forms-based" approach to the CMAP procurement. This will assist the selection committee in comparing the bids in a consistent manner. This RFP

contains, in addition to the General RFP Information, a series of Response Forms. **Proposing vendors must respond to the forms “as-is” – changes to the forms beyond what is instructed in the RFP may result in disqualification.**

**Vendors should prepare proposals electronically using the forms in this RFP.** The Proposal Response Forms section provides directions on how to complete these forms.

**2.7 PROPOSAL SUBMISSION**

The following provides instructions for submitting your proposal.

<b>Due Date:</b>	<b><i>Proposals must arrive at the Annapolis Purchasing Department <u>no later than 3:00 p.m. EST on the date of the bid opening indicated in General RFP Information, Section 2.2.</u> Late proposals will be rejected.</i></b>
<b>Number of Copies:</b>	<p><b>Vendors must submit an original plus 10 printed copies of the technical proposal forms from the attached document, an original plus 10 printed copies of the cost proposal forms from the attached document in a <u>separate sealed envelope</u>, and one electronic copy on diskette. Cost and technical proposals must be clearly identified on the outside of the envelope or package.</b></p> <p><b>Each proposal shall be accompanied by a notarized affidavit (non-collusion oath) executed by the contractor, or in case the contractor is a corporation, by a duly authorized representative of said corporation. Each contractor shall also execute and submit with his proposal a notarized affidavit with respect to bribery on the form attached.</b></p> <p><b>All responses must be sealed and clearly marked “PROPOSAL – Comprehensive Municipal Administration Package.”</b></p>
<b>Address for Submission:</b>	<p><b>Annapolis Purchasing Department Attn.: Brian Snyder, Purchasing Agent 93 Main Street, Third Floor Annapolis, Maryland 21401</b></p> <p><b>The vendor shall assume full responsibility for timely delivery at the location designated for receipt of proposals.</b></p>

### 3.0 PROPOSAL EVALUATION

#### 3.1 EVALUATION PROCEDURES

The City will evaluate proposals according to the following procedures:

1. The Annapolis selection committee will perform an *initial screening* of each proposal using the following mandatory requirements:
  - ◆ Solution at a minimum must have the following functionality:
    - Finance
    - HR
    - Utility CIS
    - Maintenance Management/Work Management
    - Permit Management
  - ◆ Solution has system-wide reporting capability
  - ◆ Provides a turn-key solution
  - ◆ Uses a relational data base management system (RDBMS)
  - ◆ Provides the requested Internet functionality
  - ◆ Vendor response is complete

The selection committee will identify those proposals meeting the initial evaluation criteria and subject them to further evaluation. **Proposals not meeting the preliminary screening requirements will be disqualified.**

2. The committee will evaluate the remaining proposals based on each vendor's responses to the forms in this RFP:
  - ◆ Adequacy of administrative and summary information (forms 1 – 4)
  - ◆ Vendor experience and references (forms 5 & 8)
  - ◆ Key staff experience and references (forms 6 & 7)
  - ◆ Project management approach (form 9)
  - ◆ Implementation approach (form 10)
  - ◆ Staffing, skills, and process changes needed at the City (forms 11 – 13)
  - ◆ Maintenance and support offered (form 14)
  - ◆ Technical architecture (forms 15 – 17)
  - ◆ Functional capabilities (forms 18 – 19)
  - ◆ Cost (form 20)

**NOTE:** The City reserves the right to select the vendor believed to best meet its overall needs.

3. The City will consider the results of the evaluation in step 2 and select finalists.
4. The City will invite the finalists to present scripted demonstrations of their systems (see the next section, Scripted Demonstrations, for more information). The committee may also send representatives to visit the vendors' installation sites. Additionally, the City reserves the right to conduct additional reference and background checks on finalists. Demonstrations and site visits will be independently scored without regard for the previous evaluation results.
5. The committee will evaluate the demonstrations using the following criteria:
  - ◆ System is easy for City staff to learn and use ("user friendly")
  - ◆ System supports secure access for inquiry and update throughout the City.
  - ◆ System contains reports, or allows for the creation of reports, in order to measure efficiency and quality improvements within departments
  - ◆ System has Internet capability to improve access for citizens (e.g. Utility bill payment)
  - ◆ System is flexible enough to allow easy configuration without customization and software upgrades are provided on a regular basis
  - ◆ Internal controls are maintained in a decentralized environment for security and audit purposes
  - ◆ City staff can expect immediate benefit from the system
  - ◆ City will be able to establish a long-term relationship with a vendor that provides stable support
6. After completing demonstrations and site visits, the City will select an apparently successful vendor. If initial demonstrations and site visits do not prove conclusive, the City reserves the right to conduct additional demonstrations or site visits. The City also reserves the right to request any vendor to clarify its proposal or to supply additional information deemed necessary to assist in the evaluation of the proposal. Equally, the City reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the City.
7. The selection panel will recommend the top-ranked solution provider according to the selection criteria outlined in the RFP.
8. The City will enter into contract negotiations with the preferred vendor. If negotiations are unsuccessful, the City reserves the right to select the next highest-ranked

vendor or issue another RFP. The City also reserves the right not to award a contract based on this RFP.

**3.2 SCRIPTED DEMONSTRATIONS**

The City will invite finalists from the initial evaluation of proposals to demonstrate their systems using scripts provided in advance by the City.

The City reserves the right to request additional demonstrations beyond the initial round of demonstrations.

**3.3 SITE VISITS**

In addition to inviting finalists to oral presentations and demonstrations, the City may send representatives to visit finalists' installation sites and/or finalist company headquarters.

The City reserves the right to visit and/or contact both reference and non-reference customers without the vendor's presence or involvement, and to communicate with the vendors' clients who experienced unsuccessful installations or implementations which did not meet clients' expectations.