



DEPARTMENT OF FINANCE AND PURCHASING

2111 Beery Road
Harrisonburg, VA 22801
540-432-7794
540-432-1640 Fax

Table with 3 columns: ISSUE DATE (6/5/2012), REQUEST FOR PROPOSAL NUMBER (RFP-IT-CONSULTING-2012), FOR (Revenue Systems Replacement Consulting), DEPARTMENT (Information Technology), DATE/TIME OF CLOSING (July 13, 2012 @ 3:00 pm), CONTRACT ADMINISTRATOR (Jack Thyson, MIS Coordinator, Jack.thyson@harrisonburgva.gov)

Proposals - In accordance with the following and in compliance with all terms and conditions, unless otherwise noted, the undersigned offers and agrees, if the proposal is accepted, to furnish items or services for which prices are quoted, delivered or furnished to designated points within the time specified. It is understood and agreed that with respect to all terms and conditions accepted by the City of Harrisonburg the items or services offered and accompanying attachments shall constitute a contract.

NAME AND ADDRESS OF FIRM:

Form fields for Telephone/Fax No., Federal Employer Identification #, State Corporation Commission #, and Prompt Payment Discount (___% for payment within ___days/net ___days)

E-mail:

By signing this proposal, Vendor(s) certifies, acknowledges, understands, and agrees to be bound by the conditions set forth in this RFP.

CHECK ONE: [] INDIVIDUAL [] PARTNERSHIP [] CORPORATION [] LLC

Vendor's Legally Authorized Signature

Date

Print Name

Title

Sealed proposals, subject to terms and conditions of this Request for Proposal will be received by the City of Harrisonburg Purchasing Agent at 2111 Beery Road, Harrisonburg, Virginia 22801 until the date/ time specified above for furnishing items or services delivered or furnished to specified destinations within the time specified or stipulated by the vendor(s)

City of Harrisonburg
REQUEST FOR PROPOSAL FOR
Revenue Systems Replacement Consulting

Issue Date: 6/5/2012

KEY PROPONENT INFORMATION

Closing Date for Submission: Submissions must be received by 3:00 p.m. (EST) on 7/13/2012 at the Purchasing Office located at 2111 Beery Rd, Harrisonburg, VA 22801. Please include one(1) original and seven(7) copies.

RFP Acknowledgement Form (Attachment A): Proponents must fill out and return this form by 4:30 p.m. (EST) on 6/15/2012 to the Purchasing Office. Any changes, new information and answers to proponent questions will be sent only to those proponents who return this form.

RFP Submission: All bids must be submitted in an envelope plainly marked, "RFP-Revenue Systems Replacement Consulting", with the name and address of the proponent clearly displayed. The City of Harrisonburg (City) is not responsible for delays in the delivery of the proposal by the U.S. Postal Service or private couriers. It is the responsibility of the proponent to ensure the proposal is delivered in a timely fashion. Facsimile or e-mail proposals will not be accepted. The City reserves the right to request an electronic version of the proposal if deemed necessary.

The City reserves the right to reject any or all proposals and to accept any proposal that it deems to be in the best interests of the City.

All proponents must abide by the General Terms and Conditions of the City of Harrisonburg (attached) and by all applicable state and federal laws.

The City does not discriminate against small and minority owned businesses or faith-based organizations.

Project Manager

Name: Jack Thyson
Position: MIS Coordinator
Address: 345 South Main St.
Harrisonburg, VA 22801
Phone: (540) 432-7706
Fax: (540) 432-7783
Email: Jack.Thyson@harrisonburgva.gov

Purchasing Agent

Name: Pat Hilliard
Position: Purchasing Agent
Address: 2111 Beery Rd.
Harrisonburg, VA 22801
Phone: (540) 432-7794
Fax: (540) 432-1640
Email: Pat.Hilliard@harrisonburgva.gov



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

Table of Contents

1.	PURPOSE.....	1
2.	PROJECT SUMMARY	1
2.1.	Background.....	1
3.	TERMINOLOGY.....	2
4.	PROJECT REQUIREMENTS.....	2
4.1.	Scope.....	2
4.2.	Time Frames/Schedule.....	4
4.3.	Project Costing	5
4.4.	Contract Terms	5
5.	RFP PROCESS.....	6
5.1.	Communications.....	6
5.2.	RFP Process.....	6
5.3.	Estimated Timetable	7
6.	PROPOSAL PREPARATION	7
7.	EVALUATION CRITERIA	9
7.1.	Minimum Criteria.....	9
7.2.	Scored Selection Criteria	10
8.	AWARD OF CONTRACT.....	10
9.	PROPOSAL CONDITIONS	11
A.	RFP Acknowledgment Form.....	A-1
B.	Scored Evaluation Criteria.....	B-1
C.	Insurance Requirements.....	C-1
D.	State Corporation Commission Form (RFP).....	D-1
E.	Standard Contract (RFP).....	E-1

GENERAL TERMS AND CONDITIONS FOR THE CITY OF HARRISONBURG, VA



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

1. PURPOSE

The purpose and intent of this Request for Proposal (RFP) is to solicit sealed proposals, from knowledgeable, experienced, and qualified consulting firms, to facilitate the selection of new a system or integrated systems (the solution) to replace the City of Harrisonburg's (City) current Revenue Management Systems. The City further reserves the option to engage the proponent to perform future similar work on comparably scoped projects. Future work will be offered commensurate with satisfactory performance, as determined by the City, from the selected proponent on all proceeding work. The City reserves the right to award one or more vendors.

2. PROJECT SUMMARY

The City of Harrisonburg (City) is an independent city located in the central Shenandoah Valley region of Virginia with a population of nearly 49,000 residents. The City currently employs approximately 750 individuals throughout 16 departments/offices. Many of these departments utilize revenue management systems that are antiquated and lack satisfactory functionality to effectively and efficiently assess and collect revenues. Additionally, as needs have evolved, the revenue management systems and associated business processes have been highly customized and thus have become increasingly difficult to support internally.

To address these problems, the City has launched an initiative to reengineer the business processes and replace the supporting systems with the goal of implementing a single or multiple integrated system/s across the organization that simplifies the revenue collection workflows and meets the various business needs for each department and the assorted revenue sources the City maintains.

The City is seeking an experienced and knowledgeable consultant to evaluate and provide recommendation toward reengineering current business processes to align more closely with best practices as well as to assist in the selection of the new revenue management system/s to support these business practices. The primary focus of the consultant on this project will be to facilitate the various evaluation and selection activities involved in identifying an appropriate solution to replace the main Commissioner of the Revenue tax assessment and management systems as well as the cashiering system utilized by the Office of the City Treasurer.

Additionally, the consultant will facilitate the evaluation of other critical revenue management and/or assessment systems and practices currently utilized by the City to identify, through careful evaluation, those that would be appropriate to replace in conjunction with the replacement of the primary revenue systems.

2.1. Background

2.1.1. Current Organizational Status / Situation / Structure

The City has 16 departments of which two are established as constitutional offices per state law. Non-constitutional departments are managed by department directors who report to the City Manager. Constitutional offices are managed by an elected official. The Registrar is a state appointed official. The



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

following is a list of all City departments/offices that will be participating in the selection of new revenue systems

City Manager
Commissioner of Revenue (Constitutional office)
Community Development
Finance
Fire
Information Technology
Parks & Recreation
Police
Public Utilities
Public Works
Transportation
Treasurer (Constitutional office)

2.1.2. Technology Currently in Use

Approximately 420 PCs and laptops, running either Microsoft Windows XP or Windows 7 comprise the bulk of the user environment. These standard PCs run Microsoft Office applications, ESRI GIS software, Internet Explorer, and the 4js BDL software which is used to access the current revenue system software suite, Sungard Pentamation Open Series. In addition, various departments run specific off-the-shelf or custom developed software packages to support the unique business needs of their department. Many of these systems incorporate fee collection and/or accounts receivable management. The City utilizes the Sungard Pentamation Plus Series as its core finance package.

3. TERMINOLOGY

“Must”, “mandatory”, “required”, or “will” means a specific criterion/criteria, or requirement is/are essential to be met for the proposal to receive and continue to receive consideration.

“Should”, or “desirable” means a requirement having a specific or significant degree of importance to meeting the RFP objectives.

“Proponent”, means an individual or company that submits or intends to submit a proposal response to a Request for Proposal.

4. PROJECT REQUIREMENTS

4.1. Scope of Services

The following **minimum** activities are essential to the success of this project and should be provided for in the proposal with the accompanying description of proposed work and deliverables. Additionally, other proposed deliverables the proponent deems necessary to fulfill the objectives of the project are welcome and encouraged.



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

Both the required deliverables and additional proposed deliverables should be distinctly identified. The **minimum** project management activities the proponent must perform have also been defined.

4.1.1. Evaluate current environment - systems and business practices

The proponent will facilitate an evaluation of our current environment to identify existing functionality and unique and/or critical processes that should be considered when selecting a new system.

Systems to be evaluated include:

- Commissioner of Revenue Applications:
 - Admissions Tax
 - Business License Tax
 - Cigarette Tax
 - Electric Consumption Tax
 - Estimated Income Tax
 - Gas Consumption Tax
 - Income Tax
 - Meals Tax
 - Personal Property Tax
 - Real Estate Property Tax
 - Short Term Rental Tax
 - Transient Occupancy Tax
 - Bank Franchise Fees
 - Right of Way Fees
 - Utility Fees
- Cashiering

The proponent will also facilitate an evaluation of other critical revenue management and/or assessment packages utilized by the City to identify and recommend those that should be replaced in conjunction or coordination with the replacement of the primary revenue management systems.

Systems to be evaluated include:

- Miscellaneous Billings
- Real Estate CAMA System
- Utility Billing

Minimum Deliverables

- Environment evaluations and documentation
- Elaborated Project Plan

4.1.2. Develop Requirements

The proponent will facilitate the collection of technical and functional requirements for the new system/s based on the unique business needs and desires of each department as well as the organization as a whole.



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

Recommendations towards integrating new functionality and changing business practices to align with standard industry practices will be provided by the proponent.

Minimum Deliverables

- Process improvement recommendations
- Documented functional and technical requirements

4.1.3. Develop RFP

The proponent will develop an RFP in cooperation with the City's Purchasing Agent that incorporates at least a description of the project, the project scope and requirements, as well as objective and quantitative evaluation criteria. The proponent should also develop proposal scoring tools in conjunction with the RFP.

Minimum Deliverables

- RFP
- Proposal scoring tools

4.1.4. Facilitate System Selection

The proponent will review proposals in collaboration with the City and will develop proposal comparison and scoring methodologies. Additionally, the proponent will provide recommendations towards the quality and veracity of the proposed solutions as well as the experience, knowledge, and capabilities of proponents.

Minimum Deliverables

- System selection facilitation – proposal review, scoring and comparison methodologies, recommendations, etc...

4.1.5. Negotiation

The proponent will be available to facilitate negotiations with the chosen proponent/s.

Minimum Deliverables

- Negotiation services

4.2. Time Frames/Schedule

The following timeframes represent a "best guess" approximation of a project timeline but given the complexity of the project should only be used as a guideline. The City's preference is to complete this project as expeditiously as possible, without sacrificing quality, to allow the City to move quickly into the implementation aspects of this initiative.



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

Event / Activities	Anticipated Timeframes to Completion
Evaluate and gather/define requirements	3 months from start of project
Develop RFP	2 months
Select Solution/s	2 months
Project Management <ul style="list-style-type: none">• Project Plans• Project Status Reports	First week of Phase 1 and Phase 2. Every two (2) weeks for the duration of the project.

4.3. Project Costing

Project cost will be considered relative to value and fulfillment of requirements. The proposal must be presented with individual deliverables listed as separate cost line items to allow the City to properly evaluate costs.

4.4. Contract Terms

The initial contract term shall be for one (1) year. This contract may be renewed for up to four (4) additional one-year terms upon mutual agreement of both parties.



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

REQUEST FOR PROPOSAL (RFP) INSTRUCTIONS

5. RFP PROCESS

5.1. Communications

5.1.1. Project Details

Please submit all requests for supplemental information or questions regarding project specifics via e-mail. Responses will be made available to all proponents if relevant by addendum and posted at www.harrisonburgva.gov/bids. These requests should be addressed to:

Name: Jack Thyson
Position: MIS Coordinator
Address: 345 South Main St.
Harrisonburg, VA 22801
Phone: (540) 432-7706
Fax: (540) 432-7783
Email: jack.thyson@harrisonburgva.gov

5.1.2. RFP Process Details

Responses to this RFP, as well as any questions pertaining to the RFP process, should be addressed to:

Name: Pat Hilliard
Position: Purchasing Agent
Address: 2111 Beery Rd.
Harrisonburg, VA 22801
Phone: (540) 432-7794
Fax: (540) 432-1640
Email: pat.hilliard@harrisonburgva.gov

5.2. RFP Process

5.2.1. RFP Acknowledgement

All proponents must fill out and submit Attachment A - RFP Acknowledgment Form to the Purchasing officer by 4:30 on 6/15/2012. Any changes, new information and answers to proponent questions will be provided only to those proponents who return this form.

5.2.2. Proposals Due

The City MUST receive one (1) original and seven (7) copies of the proposal by no later than 3:00 p.m., 7/13/2012. Any proposals received after that date and



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

time will not be accepted. All proposals will remain sealed until 7/13/2012 at which time the City will conduct a public opening.

5.2.3. Initial Evaluation

Depending on the amount of proposals received the City will conduct and complete an initial evaluation of all proposals by 7/20/2012. At that time the most qualified proposals will be selected based on scoring in the Quality of Proposal and Proponent Qualifications sections of the evaluation form (Attachment B – Scored Evaluation Criteria). The selected proponents will be notified and proponent presentations will be scheduled.

5.2.4. Proponent Presentations/Interviews

Selected proponents will be required to conduct a presentation of their proposal. Proponents will be evaluated based on the criteria listed in the Presentation/Interview section of the evaluation form (Attachment B - Scored Evaluation Criteria).

5.2.5. Final Evaluation

Following the proponent presentations, the City will make a final evaluation of the value each proponent brings to this project, and a purchase order will be issued. The City reserves the right to reject all proponents if no suitable proposal has been supplied.

5.3. Estimated Timetable

The following timetable outlines the anticipated schedule for specific RFP activities:

Event	Anticipated Date
RFP Issued	6/5/2012
RFP Acknowledgement Form Due	6/15/2012
Proposal Due	7/13/2012
Initial Evaluation Complete	7/20/2012
Proponent Presentations/Interviews	7/30/2012-8/3/2012
Final Evaluation	8/8/2012

6. PROPOSAL PREPARATION

- 6.1.** An authorized representative of the proponent shall sign the provided Cover Page of the proposal. All information requested should be submitted. Failure to submit all information requested may result in the City requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the City. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

- 6.2. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
- 6.3. Proposals should be organized in the order in which the requirements are presented in the RFP. It is helpful that proposal elements are traced to specific requirements of this RFP for easy cross-referencing. All pages of the proposal should be numbered. The proposal shall contain a table of contents. Elaborate brochures or voluminous examples are neither required nor desired. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed. The proponent's proposal should provide all the information which it considers pertinent to its qualifications for the project and which respond to the Scope of Services as described.
- 6.4. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume and page numbered accordingly.
- 6.5. The following format should be followed when preparing the proposal response.

Cover

Return with the provided Cover Page showing the proponent name, address, telephone number, facsimile number, e-mail address, and the name of the proponent contact person.

Letter of Introduction

One page, introducing the firm and the proposal, signed by the person(s) authorized to sign on behalf of and bind the firm/proponent to statements made in the proposal.

Table of Contents

Executive Summary

Summarize in no more than two pages the proposal.

Tentative Project Plan

Because potential project activities rely largely on a preliminary discovery process, we do not expect a detailed project plan, as indicated in the Scope of Services, prior to the start of the project. We request, however, that proponents include a tentative project plan that includes the following elements:

- Narrative scope of the project demonstrating and understanding of the City's expectations and objectives
 - A description of the project structure, organization and methodology including specific activities, tasks, resources, and staffing
- Include a set of facts, assumptions, rationales, and decisions
- Indicate general timelines, milestones, products and services to be delivered
- Project management strategies, including problem identification and resolution
- Resource management – input and resources to be provided by both client and contractor



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

- Risk management strategies
- Performance measurement, quality assurance, testing and certification criteria
- Monitoring strategies
- Reporting procedures including communication strategy and processes

Proponent Profile

Indicate your company's credentials, qualifications and capabilities for the project, including any information regarding past performance that documents successful and reliable experience applicable to the requirements of this RFP.

A description of your company's corporate experience and background in providing this service requirement, number of years in operation and financial information is also required. Failure to do so may be cause for rejection of proposal.

Include resumes, summarizing the qualifications of the project manager, project team members, and subcontractors. No diversion or replacements may be made without submission of a resume of the proposed replacement with final approval being granted by the Purchasing Agent.

Specify how these team members will be organized and supervised on the project.

State Corporation Commission Form (Attachment D)

Price Proposal (total project cost and specific breakdown)

Pricing must be stated in a "Not to Exceed" amount. Each deliverable should be listed with an estimate of the number of hours to prepare and a hourly rate for individuals preparing the deliverable and include a dollar value and breakdown of anticipated expenses.

Changes to the scope of the project will be managed with change orders and will be evaluated on a case by case basis.

Proposal Length

Proposal clarity, including brevity and format, may be evaluated and awarded points accordingly.

Attachments

Attach any additional information such as company brochures, a list of previous projects undertaken by the firm/proponent, personnel resumes, etc.

7. EVALUATION CRITERIA

7.1. Minimum Criteria

The minimum criteria for proponents are the abilities to provide deliverables to satisfy the requirements identified in Project Requirements section. Proponents that cannot satisfy all the requirements must clearly state the requirement that will not be satisfied. Inability to satisfy requirements will be evaluated on a case by case basis.



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

Also, proponents that do not achieve the minimum score in every category of the Scored Evaluation Criteria form (Attachment B) will not be considered for selection.

7.2. Scored Selection Criteria (Attachment B)

Proposals will initially be scored on three general criteria:

7.2.1. Quality of Proposal & Suitability of Proposed Approach

Proposals must clearly address our needs and provide a clear strategy for meeting our goals. (50 points)

7.2.2. Qualifications of Proponent

Proponents must satisfactorily demonstrate that their organization is capable of conducting the project successfully. Proponents must have experience evaluating and recommending municipal software for mid-sized local governments and must clearly understand the detailed, functional requirements necessary for a system to operate efficiently and effectively within the City. (70 points)

7.2.3. Value (Price vs. Supplied Services)

While proposal will not be assessed on a least cost basis, proposals will be assessed for maximum services provided for minimum cost. (20 points)

Once each member of the Evaluation Committee has independently read and rated each proposal and completed a proposal evaluation matrix form, a composite preliminary rating will be developed which indicates the group's collective ranking of the highest rated proposals in a descending order. The preliminary rating will be used to select the firms for further consideration - the short-list. At this point, the Evaluation Committee will conduct interviews and have discussions with the top ranked firms (usually the top two to four depending upon the number and quality of proposals received).

7.2.4. Presentation/Interview

The short-list of proponents will be further assessed on the quality of their presentation and interview. (40 points)

Refer to the Attachment B - Scored Evaluation Criteria for further details on how these factors will affect proponent selection.

8. AWARD OF CONTRACT

- 8.1. The Evaluation Committee may select two (2) or more proponents deemed fully qualified and best suited among those submitting proposals, on the basis of the evaluation factors identified in the request for proposal. Such proponents shall be encouraged to elaborate on their qualifications and performance data or staff expertise pertinent to their proposal, as well as alternate concepts. During this negotiation stage the City may discuss and/or request binding estimates of costs, fee per task, and, if desirable, binding estimates of hours and hourly costs for services to be provided. After negotiations are completed, the proponents having made the best proposal shall be awarded the contract.



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

- 8.2. Should the Evaluation Committee determine in writing and in their sole discretion that only one (1) proponent is fully qualified, or that one (1) proponent is clearly more highly qualified and suitable than the others under consideration, a contract may be negotiated and awarded to that proponent..
- 8.3. Subject to changes agreed upon in negotiations, all terms of the proposal of the proponent selected will be binding. The City may cancel this RFP or reject responses at any time and is not required to furnish a statement of the reason why a particular response was or was not deemed to be advantageous. The City reserves the right to select multiple proponents.
- 8.4. Proposals should be submitted initially with the most complete and favorable terms from a technical standpoint. Should proposals require additional clarification and/or supplementary information, proponents should be prepared to submit such additional clarification and/or supplementary information in a timely manner when so requested.
- 8.5. The Evaluation Committee may make such reasonable investigations as it deems proper and necessary to determine the ability of the proponent to perform the work.
- 8.6. Contract award for services specified in this RFP are non-exclusive and does not preclude the City from issuing solicitations, negotiating or awarding other contracts for similar services.

9. PROPOSAL CONDITIONS

9.1. Signed Proposals

The proposal must be signed by the person(s) authorized on behalf of the Proponent or Company and binds the Proponent to the statements made in the RFP response.

9.2. Changes to the Proposal Wording and Content

The Proponent will not change the wording or content of its proposal after closing and no words will be added to the proposal, including changing the intent or content of the presentation of the proposal, unless requested by City of Harrisonburg, VA.

9.3. Proponent Expenses

Proponents are solely responsible for their own expenses in preparing the proposal, presentations of their proposal, and travel costs incurred presenting and negotiating their proposal.

9.4. Proposal Pricing

Proposal prices must be firm for a minimum of 90 days after submission

9.5. Insurance Requirements

See Attachment C.

9.6. Acceptance of Proposals

The City of Harrisonburg is not bound to accept the lowest priced or any of the submitted proposals.



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

Attachment A - RFP
Acknowledgment
Form

Request for Proposals (project) # _____

Please complete this form and return IMMEDIATELY (fax preferred) to:

Name: Pat Hilliard
Position: Purchasing Agent
Address: 2111 Beery Rd.
 Harrisonburg, VA 22801
Phone: (540) 432-7794
Fax: (540) 432-1640
Email: path@harrisonburgva.gov

In order to receive any additional information regarding this RFP (e.g. amendments and additional information, etc), please complete this form and return by fax / email (as applicable) to the RFP contact person.

COMPANY NAME: _____

ADDRESS: _____

CONTACT PERSON: _____

POSITION: _____

PHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____

Check appropriate response in A and B below:

I authorize the City of Harrisonburg to send further correspondence (unable to fax or email) relevant to this RFP that is deemed to be of an urgent nature by the following method:

- Courier collect:** courier name and acct no. _____
- Mail:** _____

NAME: _____ DATE: _____

SIGN: _____

POSITION: _____



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

Suitability of the Proposed Solution	Total Points - 50	Min. Score
Illustrates an understanding of project requirements and objectives	10	7
Provides a comprehensive project plan including methodology, operational and support capabilities, implementation plan and delivery schedule that demonstrates a sound approach to meeting the Project Requirements	30	21
Creativity, clarity and brevity of proposal. Conforms to RFP terms and conditions including those outlined in Proposal Preparation.	10	7
Proponent Qualifications	Total Points - 70	Min. Score
Proponent's, and any proposed subcontractor's, experience on similar projects as well as related business capabilities and background relevant to the appropriate disciplines required to satisfy the Project Requirements. Submittal shall indicate quality of previous work, timeliness, diligence and ability to meet schedules of similar public service organizations	20	14
Technical capability, capacity, skills and qualifications of the proponent and any proposed subcontractor	20	14
Credentials of project team showing similar services to public sector organizations	20	14
Minimum of three references based on past performance - similar projects	10	7
Value (Price / Services Provided)	Total Points - 20	Min. Score
Provides a high value by economically achieving project objectives.	20	14
Presentation / Interview	Total Points - 40	Min. Score



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

Attachment B -
Scored Evaluation
Criteria

Illustrates an understanding and knowledge to deliver the project. Demonstrates familiarity with current challenges facing the organization.	20	14
Illustrates the abilities, skills and experiences of the project team	10	7
Provides beneficial suggestions for innovations and improvements to the outlined strategy for completing the project.	10	7



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

Attachment C –
Insurance
Requirements

City Of Harrisonburg Insurance Requirements

INSURANCE:

By signing and submitting a bid under this solicitation, the provider certifies that if awarded the contract, they will have the following insurance coverages at the time the contract is awarded. If any subcontractors are involved, the subcontractor will have workers' compensation insurance. The provider further certifies that they or any subcontractors will maintain these insurance coverages during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

The City of Harrisonburg requires by endorsement, to be added as an additional insured on the vendor policy and a Certificate of Insurance needs to be filed with the City showing the City of Harrisonburg listed as an additional insured.

INSURANCE COVERAGES AND LIMITS REQUIRED:

1. Worker's Compensation - Statutory requirements and benefits.
 2. Commercial General Liability - \$1,000,000 combined single limit.
 3. Automobile Liability - \$1,000,000 combined single limit.
 4. Excess Liability - \$1,000,000
- .



**REQUEST FOR PROPOSAL
FOR
REVENUE SYSTEMS REPLACEMENT CONSULTING**

Attachment D –
State Corporation
Commission Form
(RFP)

State Corporation Commission Form (RFP)

Virginia State Corporation Commission (“SCC”) registration information: The undersigned Offeror:

is a corporation or other business entity with the following SCC identification number:
_____ **-OR-**

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from bidder’s out-of-state location) **-OR-**

is an out-of-state business entity that is including with this RFP an opinion of legal counsel which accurately and completely discloses the undersigned Offeror’s current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

****NOTE**** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver):

Signature: _____ **Date:** _____

Name: _____
(Please Print)

Title: _____

Name of Firm: _____



REQUEST FOR PROPOSAL FOR REVENUE SYSTEMS REPLACEMENT CONSULTING

Attachment E –
Standard Contract
(RFP)

This Contract entered into this ____ day of _____ 20____, by _____ hereinafter called the “Contractor” and City of Harrisonburg, VA, called the “Owner”.

WITNESSETH that the Contractor and the Owner, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the goods/services to the Owner as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From _____ through _____.

The contract documents shall consist of:

- (1) This signed form;
- (2) The entire City of Harrisonburg’s Official Request for Proposal (no revisions by the Contractor)

dated: _____

If applicable, any Official City Addenda(s):

#1, dated: _____

- (3) The Contractor’s Proposal dated _____ and the attached negotiated modifications (if applicable) to the Proposal, all of which documents are incorporated herein.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

<p style="text-align: center;">CONTRACTOR:</p> <p>By: _____</p> <p>Title: _____</p>	<p style="text-align: center;">CITY OF HARRISONBURG, OWNER:</p> <p>By: _____</p> <p>Title: _____</p>
--	---

GENERAL TERMS AND CONDITIONS FOR THE CITY OF HARRISONBURG, VA

PURCHASING AND CONTRACTING MANUAL: This solicitation is subject to the provisions of The Purchasing and Contracting Policy Manual for the City of Harrisonburg (City) and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review at www.Harrisonburgva.gov/bids.

APPLICABLE LAWS AND COURTS: This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.

ANTI-DISCRIMINATION: By submitting their (bids/proposals), (bidders/offerors) certify to the City that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and 2.2-4311 of the *Virginia Public Procurement Act*.

In every contract over \$10,000 the provisions below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.

The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

2. The City does not discriminate against small and minority businesses or faith based organizations.

ETHICS IN PUBLIC CONTRACTING: By submitting their (bids/proposals), (bidders/offerors) certify that their (bids/proposals) are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other (bidder/offeror), supplier, manufacturer or subcontractor in connection with their (bid/proposal), and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

IMMIGRATION REFORM AND CONTROL ACT OF 1986: By submitting their (bids/proposals), (bidders/offerors) certify that they do not and will not during the performance of this contract employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.

DEBARMENT STATUS: By submitting their (bids/proposals), (bidders/offerors) certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

GENERAL TERMS AND CONDITIONS FOR THE CITY OF HARRISONBURG, VA

ANTITRUST: By entering into a contract, the contractor conveys, sells, assigns, and transfers to the City all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the City under said contract.

MANDATORY USE OF CITY FORM AND TERMS AND CONDITIONS FOR IFBs AND RFPs

1. **(For Invitation For Bids(ITB):)** Failure to submit a bid on the form provided, (if provided) shall be a cause for rejection of the bid. Modification of or additions to any portion of the Invitation for Bids may be cause for rejection of the bid; however, the City reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a bid as nonresponsive. As a precondition to its acceptance, the City may, in its sole discretion, request that the bidder withdraw or modify nonresponsive portions of a bid which do not affect quality, quantity, price, or delivery. No modification of or addition to the provisions of the contract shall be effective unless reduced to writing and signed by the parties.
2. **(For Request For Proposals(RFP):)** Failure to submit a proposal on the form provided, (if provided) shall be a cause for rejection of the bid. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the City reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

REVISIONS TO THE OFFICIAL ITB/RFP: No offeror shall modify, revise, edit or make any unauthorized change(s) to the original Official Invitation to Bid (ITB) or Official Request for Proposal (RFP). The Official solicitation document and the Addenda(s) are the documents posted on the City of Harrisonburg's web site and/or authorized by the City of Harrisonburg's Purchasing Agent. Any such violation as stated above may result in rejection of the ITB/RFP response. In addition, violations may result in the debarment of the offeror by the City of Harrisonburg.

CLARIFICATION OF TERMS: If any prospective (bidder/offeror) has questions about the specifications or other solicitation documents, the prospective (bidder/offeror) should contact the person whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.

PAYMENT:

1. To Prime Contractor:

a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).

b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.

c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price.

d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.

GENERAL TERMS AND CONDITIONS FOR THE CITY OF HARRISONBURG, VA

e. Individual contractors shall provide their social security numbers, and proprietors, partnerships, and corporations shall provide the City with a federal employer identification number, prior to receiving any payment from the City.

f. **Unreasonable Charges.** Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve the City of its prompt payment obligations with respect to those charges which are not in dispute (*Code of Virginia, 2.2.4363*).

2. To Subcontractors:

a. A contractor awarded a contract under this solicitation is hereby obligated:

(1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the City for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or

(2) To notify the City and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.

b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the City, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the City.

PRECEDENCE OF TERMS: General Terms and Conditions shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

QUALIFICATIONS OF (BIDDERS/OFFERORS): The City may make such reasonable investigations as deemed proper and necessary to determine the ability of the (bidder/offeror) to perform the services/furnish the goods and the (bidder/offeror) shall furnish to the City all such information and data for this purpose as may be requested. The City reserves the right to inspect (bidder's/offeror's) physical facilities prior to award to satisfy questions regarding the (bidder's/offeror's) capabilities. The City further reserves the right to reject any (bid/proposal) if the evidence submitted by, or investigations of, such (bidder/offeror) fails to satisfy the City that such (bidder/offeror) is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

TESTING AND INSPECTION: The City reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.

ASSIGNMENT OF CONTRACT: A contract shall not be assignable by the contractor in whole or in part without the written consent of the City.

CHANGES TO THE CONTRACT: Changes can be made to the contract in any of the following ways:

GENERAL TERMS AND CONDITIONS FOR THE CITY OF HARRISONBURG, VA

1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
2. The Purchasing Agent or City delegated agent may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the City a credit for any savings.

DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, the City, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies, which the City may have.

CANCELLATION OF THE CONTRACT: The City may terminate any agreement resulting from this solicitation at any time, for any reason or for no reason, upon thirty days advance written notice to the Contractor. In the event of such termination the Contractor shall be compensated for services and work performed prior to termination.

TAXES: Sales to the City of Harrisonburg are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request.
(NOT NORMALLY REQUIRED FOR SERVICE CONTRACTS)

USE OF BRAND NAMES: Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict (bidders/offers) to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which the public body, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The (bidder/offers) is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the City to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid nonresponsive. Unless the (bidder/offers) clearly indicates in its (bid/proposal) that the product offered is an "equal" product, such (bid/proposal) will be considered to offer the brand name product referenced in the solicitation.(NOT NORMALLY REQUIRED FOR SERVICE CONTRACTS)

TRANSPORTATION AND PACKAGING: By submitting their (bids/proposals), all (bidders/offers) certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity.(NOT NORMALLY REQUIRED FOR SERVICE CONTRACTS)

INSURANCE: By signing and submitting a bid or proposal under this solicitation, the bidder or offeror certifies that if awarded the contract, it will have insurance coverages per the solicitation document at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with 2.2-4332 and 65.2-800 et seq. of the *Code of Virginia*. The bidder or offeror further certifies that the contractor and any subcontractors will maintain these insurance coverages during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission. (NOT

GENERAL TERMS AND CONDITIONS FOR THE CITY OF HARRISONBURG, VA

NORMALLY REQUIRED FOR GOODS CONTRACTS. INSURANCE IS REQUIRED WHEN WORK IS TO BE PERFORMED ON CITY OWNED OR LEASED FACILITIES OR PROPERTY.)

AVAILABILITY OF FUNDS: Agreements are made subject to the appropriation of funds by the Harrisonburg City Council and are null and void in the event of non-appropriation by the City Council. Non-appropriation of funds shall not be deemed a cancellation and shall terminate this agreement without recourse and with no liability on the part of the City.

SELECTION PROCESS/AWARD: Upon the award or the announcement of the decision to award a contract as a result of this solicitation, the department will publicly post such notice for a minimum of ten (10) days, or will notify all responsive bidders/offerors.

BID/PROPOSAL ACCEPTANCE PERIOD: Any bid/proposal resulting from this solicitation shall be valid for (30) days. At the end of the (30) days the bid/proposal may be withdrawn at the written request of the Bidder/Offeror. If the bid or proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is canceled.

EXCUSABLE DELAY: The City shall not be in default of any failure in performance of this agreement in accordance with its terms if such failure arises out of causes beyond its reasonable control and without the fault of or negligence of the City. Such causes may include, but are not restricted to acts of God or the public enemy, fires, flood, epidemics, quarantine restrictions, strikes, freight embargoes, and usually severe weather, but in every case the failure to perform must be beyond the reasonable control and without the fault or negligence of the City.

DRUG-FREE WORKPLACE: During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

SAFETY and OSHA STANDARDS: All parties performing services for the City shall comply with all Occupational Safety and Health Administration (OSHA), State Occupational Health Standards, and any other applicable rules and regulations. All parties shall be held responsible for the training, supervision, and safety of their employees. Any unsafe acts or hazardous conditions that may cause injury or damage to any persons or property within and around the work site areas under this contract shall be remedied per the regulatory agency's guidelines.

PERMITS AND FEES: All proposals submitted shall have included in price the cost of any business or professional licenses, permits or fees required by the City of Harrisonburg or the Commonwealth of Virginia. The offeror must have all necessary licenses to perform the services in Virginia and, if practicing as a corporation, be authorized to do business in the Commonwealth of VA.

COOPERATIVE PROCUREMENT: This procurement is being conducted on behalf of other public bodies, in accordance with 2.2-4304 (A) of the Code of VA. The successful bidder has the option to provide these same items (services), except architectural and engineering services, at the same prices, awarded as a result of this solicitation to any public body within the Commonwealth of Virginia. If any other Public body decides to use the final contract, the contractor(s) must deal directly with that public body concerning the placement of orders, issuance of the purchase orders, contractual disputes, invoicing and payment. Failure to extend a contract to any public body will have no effect on consideration of your bid.

GENERAL TERMS AND CONDITIONS FOR THE CITY OF HARRISONBURG, VA

STATE CORPORATION COMMISSION IDENTIFICATION NUMBER: Pursuant to Code of VA 2.2-4311.2 subsection B, a bidder or offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 is required to include in its bid or proposal the identification number issued to it by the State Corporation Commission (SCC). Any bidder or offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its bid or proposal a statement describing why the bidder or offeror is not required to be so authorized. Link to the SCC site is <http://www.scc.virginia.gov>.