



City of Waxahachie
Request for Competitive Proposals
for
Human Capital Management (HCM) System

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1.0 PURPOSE

Through this Request for Competitive Proposal the City of Waxahachie (“City”) seeks to contract with a qualified provider (“Proposer”) to provide the City with a Human Capital Management System. The system, at a minimum, will provide Talent Acquisition and Management components that included an applicant tracking module with optional performance management and learning management modules for consideration. The contract awarded from this request shall be executed for a three (3) year initial term with two (2) two-year options to renew at the City’s sole discretion.

2.0 SCOPE OF WORK

The City is requesting the procurement of a Human Capital Management system, composed of the following components:

2.1 Functional Requirements: As described in the attached Business Requirements Document (Appendix A - below):

Core HR Administration

- Talent Acquisition and Management **Must Haves:**
 - Recruitment
 - Applicant Application Submission
 - Applicant Tracking
 - Onboarding
- Talent Acquisition and Management **Optional Needs:**
 - Learning Management System
 - Performance Management System
- Talent Acquisition and Management **Optional Wants:**
 - Compensation/ Management
 - Competency Assessments
 - Succession Planning
 - Talent Management/Career Development
- Mobile access capability
- All integrations described in the Business Requirements
- All functionality described in the Business Requirements
- All security, compliance, audit and control tools, and training described in the Business Requirements

2.2 System Architecture

The proposer is expected to provide the City following details on the proposed System Architecture:

- Technology Architecture (Software/Hardware)
- Data Architecture
- Workflow
- Scalability & Performance
- System Security
- System Integration

2.3 Data Management

The proposer is expected to provide the City with details on their approach to the following Data Management areas:

- Data Governance
- Data Quality
- Data Security
- Data Operations

2.4 Methods of Delivery

The Proposer is expected to provide the City information on all of the following delivery options for the considered HCM solution and other possible methods of delivery:

2.4.1 Premise – based

The City encourages the Proposer to present a premise-based solution; all servers will be provided by the Proposer, installed at City location(s) and maintained as part of the enterprise. The solution (all hardware and software) is owned by City and is often viewed as a capital expense. Cities maintain control of the servers and maintain their security.

2.4.2 SaaS (Software as a Service)

The City encourages the Proposer to present a SaaS, an on-demand and a hosted model. In this case the Provider licenses an application that is hosted at a remote location (i.e., Network Operations Center) to customers through a subscription model, generally a monthly or yearly fee. This approach can also take into consideration a “cloud computing” model where all of the technology is in the “cloud” and accessed over the Internet as a service.

2.4.3 Hybrid Model

The City encourages the Proposer to present a hybrid model in which the solution (hardware / software) is hosted at the City location and the provider will perform the day-to-day responsibility of managing (maintain and support) the software and hardware for the City. The managing of the solution could be either through onsite presence or remote. The Proposer's expertise and experience in this subject area is important for more efficient operations.

The City encourages the Proposer to share details on all 3 approaches and other additional approaches that meets the City's HCM needs.

2.5 Project Management

The Proposer is expected to provide HCM project-specific services, including project management, process improvement, evaluation, software process engineering, business process modeling, analysis, requirements gathering and data conversion.

2.6 Administration/Professional Service

The Proposer is expected to provide the City with administration (maintain and run). System administration and maintenance of implemented HCM, as well as the addition of new software components if needed, is expected to be provided by the Proposer based on the method of delivery (Section 2.4) adopted.

3.0 QUALIFICATION OF PROPOSERS

The City will review the proposals submitted by all Proposers. On the basis of the relative importance of the price and other evaluation criteria, the City will determine which proposals are reasonably qualified. The City may, at any time, investigate a Proposer's ability to perform the work. The City may ask for additional information about a company and its work on previous contracts.

Proposers may choose not to submit information in reply to the City's requests; however, if failure to submit such information does not clarify the City's questions concerning the ability to perform, the City may discontinue further consideration of a particular proposal.

The City is interested in understanding previous experience in performing similar or comparable work with current or previous support models; with current or past; business and technical organization; staffing and personnel turnover (especially in technical areas); customer lists; financial statement of resources for most current and previous two (2) years; or other relevant information.

The City has established the following Minimum Qualifications for ALL Proposers to this RFCSP. Proposers who do not meet all of the Minimum Qualifications defined in this section will not be considered. The City, in its sole discretion, will determine if a Proposer meets the qualifications and will base the decision on the information included in the Proposer's proposal submitted as well as through investigations conducted by City staff.

1. Minimum of five (5) years performing similar scoped work (HCM solution and project management);
2. Big Data solution partner with five (5) years of experience in providing end-to-end HCM Solutions to government entities or corporation;
3. Minimum five (5) years of experience implementing, monitoring & supporting HCM solutions for government or private entities similar in size as the City of Waxahachie; and
4. Ability to obtain any required performance bond.
5. Proposers should not be in default or arrearage under any previous or existing contract(s) with the City, the State or any other political subdivision of the State of Texas. The City reserves the right to disqualify any Proposer, or any constituent entity of Proposer, that has pending litigation, claims or debt with the City, or if such proposal includes a proposed sub-contractor.
6. All contract employees utilized under this contract shall be employed directly by the Successful Proposer to which the contract is awarded and/or its contracted sub-contractors.
 - I. A fully qualified labor force shall be on board at the beginning of the contract and maintained throughout the duration of this contract. All contract employees shall receive close and continuous first line supervision by the Successful Proposer.
 - II. Each employee of the Successful Proposer shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence, as evidenced by Alien Registration Receipt Card or who presents other evidence from the US Bureau of Citizenship and Immigration Service that employment will not affect his or her immigration status. Acceptable evidence shall consist of a Birth Certificate and appropriate naturalization papers. Each contract employee shall be a minimum of 18 years of age. Vendors shall state the company's procedures used to verify the legal status of contract employees and the authenticity of documents provided by employees. Vendors shall submit these procedures with their response to the solicitation. Note: Violation of the specified age requirement and/or employment of an undocumented alien shall be just cause for contract termination. Any contract employee who violates this requirement will be removed from City contracts.
 - III. The Successful Proposer shall conduct a screening/background check on each contract employee prior to being assigned to work in any capacity at a City facility. The Successful Proposer shall notify the City of felony and misdemeanor background checks obtained from the Ellis County Clerk defining the findings of their screening/background checks. The City reserves the right to instruct the Successful Proposer to remove any contract employee upon review of the employment information form and/or findings of the screening process. The Successful Proposer shall maintain and provide the City of Waxahachie a current contract employee list showing all contract employees assigned to work under this contract.
 - IV. Please be aware that the City may use sources of information not supplied by the Proposer concerning the abilities to perform this work. Such sources may include, for instance, current or past customers of the organization; current or past suppliers; articles from data processing, communications and related publications; articles from other published sources such as industry newsletters or from non-published sources made available to the City.
7. The successful Proposer should be in an established business of HCM for five (5) years or more. If requested, Proposers must provide references to provide proof of five (5) or more years of business. The Proposer should be capable to provide technical support should be available on a 24x7, 365 days basis. The bid should include costing for different levels of support if available.

4.0 PRICING

Pricing provided in the responses will be considered firm for the three-year initial term of this contract from the date of the award. Pricing details should include

1. Cost for separate Must Have, Optional Needs, Optional Wants components and (if applicable) component bundle pricing
2. Subscription and/or total cost by year
 - a. Year One
 - b. Year Two
 - c. Year Three
 - d. Optional Year Four
 - e. Optional Year Five
3. System customization and implementation costs
4. Associated training costs
5. All other associated costs

5.0 INSURANCE REQUIREMENTS

The awarded vendor must provide a certificate of insurance evidencing proof of insurance coverage listed in the Insurance Attachment Requirement within 15 days of award. The City of Waxahachie will be provided a Waiver of Subrogation waiving Rights of Recovery against City of Waxahachie on the Workers' Compensation/Employers Liability policy. The City will be shown as the certificate holder. This insurance must stay in force for the duration of the contract.

6.0 COMMUNICATION

In order to provide the customer service required, Proposer(s) shall respond quickly and clearly, this is essential for the City. Proposer shall answer written correspondence from the City within 48 hours (2) working days; Proposer shall have a company employee (no answering machine or service) answering the phone during normal business hours or provide either a mobile phone or pager number. Phone messages left with personnel must be returned within twenty-four (24) hours.

7.0 PROPOSAL

All proposals shall be received at the address below no later than 4:00 p.m. on December 22, 2017. All proposals shall be addressed to:

City of Waxahachie
Department of Human Resources
Attention: Yasmin Barnes, Director of Human Resources
401 S Rogers St
Waxahachie, TX 75165

Any proposals received after 4:00 p.m. on December 22, 2017 will be considered late and non-responsive and returned to the applicant. The City reserves the right to reject any and/or all proposals or waive irregularities.

8.0 PROPOSAL SUBMITTAL GUIDELINES

1. No modifications or addenda will be accepted after the proposal submission date and time unless requested by the City.
2. Proposals received after the due date and time will not be accepted and will be returned to the proposer.
3. Each firm's proposal shall be typed and submitted as:
 - a. One (1) Original – clearly marked “ORIGINAL” on the front.
 - b. Five (5) legible hard copies – each clearly marked “COPY” on the front.
 - c. Five (5) electronic copies on flash drives of the entire submittal with the firm name and submittal name on the front.
4. All shall be submitted in a sealed package. Faxed or emailed responses are not acceptable.
6. The exterior of the sealed package shall reference the proposal name. The City of Waxahachie is not responsible for submissions not properly identified.

9.0 INQUIRIES

During the Solicitation process, all inquiries and requests for information regarding this request for proposal shall be submitted in writing to: ybarnes@waxahachie.com.

10.0 SELECTION OF BEST QUALIFIED PROPOSALS

An evaluation committee will review the proposals submitted by all Proposers. On the basis of the evaluation criteria, the City will determine which proposal(s) are best qualified for the award of the contract. The City may at any time, investigate a Proposer's ability to perform work. The City may ask for additional information about a company and its work on previous contracts. Proposers may choose not to submit such information in response to City of Waxahachie's request; however, if failure to submit such information does not clarify the City's questions concerning the ability to perform, the City may discontinue further consideration of a particular proposal.

Please be aware that the City of Waxahachie may use sources of information not supplied by the Proposer concerning the abilities to perform this work. Such sources may include current or past customers of the organization; current or past suppliers; articles from industry newsletters or other publications or from non-published sources made available to the City of wax.

The City of Waxahachie or its representative reserves the right to cancel this agreement anytime if the services are deemed unsatisfactory.

11.0 DISCUSSION WITH REASONABLY QUALIFIED PROPOSERS

The City reserves the right to engage in discussions or conduct interviews, either oral or written, with the respondents determined by the evaluation criteria to be reasonably viable to being selected for award. During scheduled interviews, best and final offers may be requested.

The request for best and final offers may include:

- Notice that this is the opportunity to submit written best and final offers.
- Notice of the date and time for submission of the best and final offer.
- Notice that if any modification is submitted, it shall be received by the date and time specified or it may not be considered.

After the most advantageous Proposer(s) has been identified, contract negotiations may commence. If at any time contract negotiation activities are judged to be ineffective, the City will cease all activities with the respondent and begin contract negotiations with the next highest ranked respondent.

The City reserves the right to reject any or all proposals received or to award, without discussions or clarifications. Therefore, each proposal should contain the Respondent's best terms from a price and technical standpoint.

12.0 REJECTION OR ACCEPTANCE OF PROPOSALS

This request for proposal does not commit the City to award any contract. The City reserves the right to reject any or all proposals, to waive technicalities or irregularities, and to accept any proposal it deems to be in the best interest of the City. The City shall not be liable for any costs incurred by any company responding to this RFCP.

13.0 LATE & WITHDRAWN PROPOSALS

Proposals offered to the City after the time and date will not be accepted. Any proposal may be withdrawn prior to the scheduled due date.

14.0 CONFIDENTIALITY

Respondents are advised that materials contained in proposals are subject to open records after the contract award, and may be viewed and copied by any member of the public, including news outlets and competitors. The Attorney General may make the final determination as to whether documents are releasable.

15.0 DISQUALIFICATIONS OF PROPOSERS

Proposers may be disqualified for any of the following reasons, but not limited to:

- Reason to believe collusion exists among the Proposers.
- The Proposer is involved in any litigation against the City of Waxahachie.
- The Proposer is in arrears on an existing contract or has failed to perform on a previous contract with the City of Waxahachie within the past five (5) years.

16.0 METHOD OF AWARD

The City reserves the right to award by the method deemed most advantageous to the City.

The City will require the selected Proposer to execute a contract in substantially the same form as the sample attachment. The agreement will commence with the signing of contracts by the successful Proposer and the City of

Waxahachie. City staff may elect to request the awarded vendor provide a live demonstration of the system to ensure the desired end result is obtained.

- No work shall commence until the contract document(s) are signed; and proposer has provided necessary evidence of insurance as required.
- In the event the parties cannot negotiate and execute a contract within the time specified, the City reserves the right to terminate negotiations with the selected Proposer and commence negotiations with another Proposer.
- If selected to provide the services, responses to the proposal will be considered as part of the firm's contractual responsibilities.
- Misrepresentation of the Proposers' ability to perform as stated in the proposal may result in cancellation of the contract award.
- The City of Waxahachie reserves the right to withdraw or reduce the amount of an award, or to cancel the contract resulting from this procurement if adequate funding is not available.
- The City of Waxahachie will require the Contractor to sign the necessary contract documents prepared by the City Secretary/City Attorney. Contract documents are not binding on City until approved and executed by the City Manager or appointee.
- Contract award will be subject to approval by the Waxahachie City Council.

Proposers understand and agrees that if selected, it and persons designated by it to provide services in connection with a contract(s), is and shall be deemed to be an independent contractor of the City, responsible for its respective acts or omissions; and the City shall in no way be responsible for Proposer's actions.

17.0 CITY'S RESPONSIBILITY

For services performed, the City shall pay the successful Proposer an amount not to exceed the successful proposal amount.

19.0 CONTRACTOR'S RESPONSIBILITY

- In order for a proposal to be considered for funding, Proposers must comply with the requirements as specified, and provide requested information and attachments.
- Contractor will assume complete responsibility for all tasks detailed in the "Scope of Services."
- Any task not specifically detailed in the specified work program as the responsibility of the City will be the responsibility of the contractor.

20.0 METHOD OF SELECTION

All Proposals received by the above referenced due date will be reviewed by an Evaluation Committee as part of a two-step selection process. The first part of this process, proposal review, may result in the creation of a short list

to consist of those solution providers that are to be invited to demonstrate their solution. The second part of this process is to evaluate and rank the Proposer's demonstration(s).

The City may initiate a Best and Final Offer (BAFO) process with the Proposers who are ranked highest. A recommendation for award of a contract will be made to the Proposer(s) that offer the solution that best meets the needs of the City.

21.0 CONTRACT REQUIREMENTS

The successful Proposer will be required to execute a contract in substantially the form as Sample Contract of these specifications. All Proposers are expected to submit their proposal on the basis of the requirements of these specifications. **Proposers are responsible for reviewing the contract carefully and seeking private legal advice if question arises regarding the legal aspects of the contract.**

22.0 EVALUATION PROCEDURE & CRITERIA

The Selection Committee will consist of City technical, management, and end-user personnel and others designated by the City. This committee will evaluate the proposals based on criteria listed below:

A. Cost to the City
B. Capability & Expertise
C. Functional Match to Requirements
D. Technical Match to Requirements
E. Training Match to Requirements

As part of the evaluation process, the City may interview Proposers regarding specific areas of their proposals as well as their references.

23.0 BASIS OF EVALUATION

It is each Proposer's responsibility to effectively communicate their qualifications, services and products to the City of Waxahachie by thoroughly responding to each requirement contained in this proposal.

The evaluation is based upon the following criteria:

1. Related to Criteria A – **Cost to the City:**
 - 1.1 Actual cost of various elements of the system as identified in the Proposal Pricing document.
2. Related to Criteria B - **Capability and Expertise of the Proposer:**
 - 2.1. Satisfactory company background, references, and financial statements as well as qualifications and experience in the delivery, installation, and maintenance of the System. Demonstrated successful experience on similar type projects in organizations the size and complexity of the City of Waxahachie will be favored.
 - 2.2. Understanding of the City's needs and the ability to offer alternatives and new approaches to the City.

- 2.3. Leadership and sustainable position in the relevant technical market place.
- 2.4. Quality of Project Plan and Project Team.
3. Related to Criteria C - **Functional Match to City Requirements:**
 - 3.1. The proposed system's ease of use regarding the functionality described and prioritized in the Business Requirements, especially the comprehensiveness and integration of modules.
 - 3.2. Proposer presentation proves that the Proposer's answers to Functional Requirements are accurate.
 - 3.3. Clear and complete responses to the functional requirements contained in the proposal.
 - 3.4. Ability to meet the long-term functional needs of the City.
 - 3.5. Vendor's provision of long term supported interfaces and/or compatible systems.
4. Related to Criteria D - **Technical Match to City Requirements:**
 - 4.1. **Ability to interface and capability with Tyler Technology INCODE**
 - 4.2. Clear and complete responses to the technical requirements contained in the proposal.
 - 4.3. Ability to lay out a scalable architectural design
 - 4.4. Ability to demonstrate the technical features of the proposed solution and to meet the long-term technical needs of the City strategy.
 - 4.5. The proposed system's ease of use regarding user interaction
 - 4.6. Capability as a Proposer to provide a clearly understood hardware and software configuration that satisfactorily meets the requirements of this RFCP.
 - 4.7. Vendor's provision of long term supported interfaces and/or compatible systems.
 - 4.8. Ability to continuously monitor, measure and report service levels.
 - 4.9. Develop a service model that reflects best practices and supports local government and the municipalities.
 - 4.10. Ability to offer services and products to achieve the most up-to-date technological and industry-driven innovations to the City.
5. True packaged System software demonstrated by:
 - 5.1. Support and maintenance
 - 5.2. Ease of upgrading to a new release
 - 5.3. Future plans for the proposed solution
 - 5.4. Ease of integration with City's existing infrastructure and applications (INCODE)
 - 5.5. Quality of implementation plan
6. Related to Criteria E – **Training and Ease of Use of the System**
 - 6.1. Intuitive nature of the application; ease of learning
 - 6.2. Simple design of the system interfaces
 - 6.3. Quality and completeness of proposed training

24.0 INVOICE REQUIREMENTS

Invoices submitted for payment **must include** the following information:

1. Name and address of the department where product(s) were delivered
2. Date of delivery
3. Delivery order number that authorized the purchase
4. Manufacturer's part number and a detail description of each item delivered.
5. Unit cost and extended cost of each item

6. Total cost of the order

Invoices submitted without this information will be returned to the supplier, and payment will not be made until required information is provided on the invoice.

25.0 PAYMENT

Payment will be made within thirty (30) days of receipt and approval of shipment, and receipt of accurate invoice. No payments will be made from statements. Successful Proposers will ensure that the correct mailing and remittance addresses are on file with the City. Payment for all three (3) years of service up front will not be made. Payment will coincide with the renewal term accordingly for each year of service.

26.0 TERMINATION

The City may terminate this agreement in whole or in part by giving thirty (30) days written notice thereof to Proposer. The City will compensate Proposer in accordance with the terms of the agreement for all goods and services delivered and accepted prior to the effective date of such notice.

27.0 ERROR AND OMISSION

Proposers shall not be allowed to take advantage of any error or omission in these specifications.