

# **CITY OF ELK GROVE**



## **Request for Proposals**

**For**

**Delivery and Implementation for a Budget Software Solution**

**City Clerk's Office  
City of Elk Grove  
8401 Laguna Palms Way  
Elk Grove, CA 95758**

**Proposals Due by 5:00 pm on March 13<sup>th</sup>, 2026**

**Introduction:**

The City of Elk Grove (City) is accepting proposals from qualified Service Providers (Service Provider(s)) for Budget Software Solution in accordance with the included specifications, terms, and conditions shown in this Request for Proposals (RFP). Prospective respondents are advised to read this information over carefully prior to submitting a proposal.

The proposed system will promote efficient collaboration across departments, improve budget transparency, and ensure that all stakeholders can access and manage financial data effectively. The project will require an expedited implementation, with final implementation and staff training no later than the end of the 2026 calendar year.

Service Providers are encouraged to propose on all of the required services in the Scope of Work of this proposal. In order to best meet its needs, the City reserves the right to contract for each required service individually or as one or more packages. Prospective respondents are advised to read this information over carefully prior to submitting a proposal.

**Electronic Submission:**

Proposals may be submitted electronically in pdf form, and emailed to the office of the City Clerk at [cityclerk@elkgrove.gov](mailto:cityclerk@elkgrove.gov) prior to 5pm on March 13<sup>th</sup>, 2026. Submittals in pdf format must be fully ADA compliant. Large files may be sent using a cloud-based system such as Dropbox. Service Providers shall be responsible for ensuring that proposals submitted electronically are received by the City Clerk prior to the deadline. Proposals that are not received prior to the deadline shall not be considered by the City, even if the late submission is due to a technical or other error, including, without limitation, the City's inability to open or access the electronic file. If the proposing Service Provider does not receive a confirmation from the City Clerk that the proposal has been received, Service Provider should assume the transmission failed and either resubmit or arrange for another method of delivery. Service Providers are also encouraged to contact the City Clerk to confirm receipt of their proposal prior to the deadline. Proposals shall not be accepted by fax.

Questions regarding this RFP are to be directed by e-mail to: Nathan Bagwill, Budget Manager at [nbagwill@elkgrove.gov](mailto:nbagwill@elkgrove.gov). Such contact shall be for clarification purposes only. The City must receive all questions no later than Thursday, February 26<sup>th</sup>, 2026. Material changes, if any, to the scope of services or proposal procedures shall only be transmitted by written addendum and posted to the City website. Addendums and answers to submitted questions will be available via the City of Elk Grove website under "Notice" for the RFP announcement.

**Late Proposals:**

Proposals arriving after the specified date and time shall not be considered, nor will late proposals be opened. Each Service Provider assumes responsibility for timely submission of its proposal.

**Withdrawal or Modifications of Proposals:**

Any proposal may be withdrawn or modified by a written request signed by the Service Provider and received by the City Clerk prior to the final time and date for the receipt of proposals. Once the deadline is past, Service Providers are obligated to fulfill the terms of their proposal.

**Proposal Acceptance and Rejection:**

The City reserves the right to accept any proposal, reject any and all proposals, and to call for new proposals or dispense with the proposal process in accordance with the Elk Grove Municipal Code.

**Proposal Evaluation and Award:**

Evaluation shall be made based on the criteria noted in Attachment A: Evaluation and Selection Criteria. A contract may be awarded to the responsible Service Provider who best meets the City's needs by demonstrating the competence, and qualifications necessary for the satisfactory performance of the required services, shall not necessarily be based on the lowest priced proposal, but shall be based on a determination of which services offered serve the best interest of the City, except as otherwise provided by law, taking into consideration adherence to the included specifications. A contract may be awarded to the next responsible Service Provider if the successful Service Provider refuses or fails to execute the contract. All Service Providers that were not selected by the City shall be notified in writing. Nothing herein shall obligate the City to award a contract to any responding Service Provider. Any contract awarded will be non-exclusive, and the City reserves the right to seek services from other sources, in the City's sole discretion.

**Register with the California Secretary of State:**

Unless Service Provider is a sole proprietorship or general partnership, Service Provider must be registered and in good standing with the California Secretary of State within 14 days following notification of the City's intent to award a contract to Service Provider and prior to execution of a final contract. Failure to timely register with the Secretary of State may result in the City awarding the contract to another Service Provider. Additional information regarding the registration process may be found on the Secretary of State's website at: <https://bizfileonline.sos.ca.gov/>

**Disclosure of Submitted Materials:**

After selection and execution of the contract(s), (or prior thereto if required by law) all information and materials provided in each submittal received is subject to disclosure through a public records request pursuant to the California Public Records Act, or otherwise as may be required by law. The City, in its sole discretion, may release any submitted materials, regardless of whether such materials are marked by respondents as confidential or otherwise as protected.

**Waiver of Irregularities:**

The City retains the right, in its sole discretion, to waive any irregularities in proposals that do not comply with the strict requirements of this RFP, and the City reserves the right to award a contract to a Service Provider submitting any such non-compliant proposal, all in the City's sole discretion.

**Local Vendor Preference:**

A bid or proposal from a local vendor for commodities, equipment, and general services will be tabulated as if it were five (5%) percent below the figure actually set forth in the bid or proposal, up to a maximum preference of Fifty Thousand and no/100th (\$50,000.00) Dollars per bid or proposal, to account for the financial advantages accruing to the City by the award of a bid to a local vendor. Bids or proposals submitted in response to this RFP will be evaluated on the basis of a local preference of five (5%) percent of the bid or proposal price.

"Local vendor" means a person or legal entity which has a place of business (other than a post office box) within the City and has a valid, current business license issued by the City. To qualify as a local vendor for the purposes of Section 3.42.230 of this Code, the vendor shall submit with its bid or proposal a completed City-provided affidavit that documents the following: 1) the business has a facility with a City of Elk Grove address, 2) the business has, during at least one (1) year immediately preceding the submission of the bid or proposal, attributed sales tax to the City of Elk Grove, and 3) the business has had a City of Elk Grove business license for at least one (1) year prior to the submission of the bid or proposal. The affidavit can be obtained by accessing the Request for Proposal and Bids section of the City website, <http://www.elkgrovecity.org/community/request-for-proposal.asp>.

**Validity of Pricing:**

Service Providers are required to provide a fee structure including the hourly rate of the principals to be assigned to the matter, and proposed cost (line item descriptions and pricing), and expense reimbursements levels, and total costs. No cost increases shall be passed onto the City after the proposal has been submitted. No attempt shall be made to tie any item or items contained in this RFP with any other business with the City; each proposal must stand on its own.

**No Guarantee of Usage:**

Any quantities listed in this RFP are estimated or projected and are provided for tabulation and information purposes only. No guarantee of quantities is given or implied by the City. Service Provider must furnish the City's needs as they arise.

**Demonstrations:**

When required, the City may request full demonstrations prior to award. When such demonstrations are requested, the Service Provider shall respond promptly and arrange a demonstration at a convenient location. Failure to a demonstration as specified by the City may result in rejection of a proposal.

**Use of Other Governmental Contracts:**

The City reserves the right to reject any part or all of any proposals received and utilize other available governmental contracts.

**Qualification/Inspection:**

Proposals will only be considered from Service Providers normally engaged in providing the services specified herein. By responding to this RFP, the Service Provider consents to the City's right to inspect the Service Provider's facilities, personnel, and organization at any time, or to take any other action necessary to determine Service Provider's ability to perform. The City reserves the right to reject proposals where evidence or evaluation is determined to indicate inability to perform. The City reserves the right to interview any

or all responding Service Providers and/or to award a contract without conducting interviews.

**Acceptance and Conditions**

The services rendered in response to the RFP must comply fully with the terms of the RFP. The City will make payment only after the services rendered are reviewed and accepted as complete by the City.

**Other Governmental Entities:**

If the Service Provider is awarded a contract as a result of this RFP, the Service Provider shall, if the Service Provider has sufficient capacity, provide to other governmental agencies, so requesting, the services awarded in accordance with the terms and conditions of the RFP.

**Payment Terms:**

Payment shall be made as set forth in the contract attached hereto as Attachment B. In submitting proposals under these specifications, Service Providers should take into account all discounts, both trade and time, allowed in accordance with the payment terms.

**Performance:**

It is the intention of the City to acquire services as specified herein from a Service Provider that will give prompt and convenient service.

**Term of Contract:**

The term of the contract will be for a specific period of time, commencing upon execution. The City anticipates the contract to be for a term of five years with five one-year extensions, at the option of the City. The City reserves the right to set the term for a period deemed to be in the best interest of the City, and terminate the contract as set forth therein.

**Amendments:**

If, in the course of the performance of the contract, Service Provider or the City proposes changes to the services provided, and informal consultation with the other party indicates that a change in the terms and conditions of the contract may be warranted, Service Provider or the City may request a change in the contract. The parties to the contract will meet to discuss and negotiate the required documents. Upon completion of those negotiations, the negotiated documents will be submitted to the City for approval. Upon approval by the City, an amendment to the Contract will be approved by all parties for the change to be implemented. An amendment shall not render ineffective or invalidate any unaffected portions of the Contract. Nothing in this section obligates the City to agree to any change order or other amendment, and the City may withhold such agreement in its sole discretion.

**Service and support:**

All Service Providers shall explain how all on-going service and support shall be handled by the Service Provider and the City of Elk Grove.

**Records:**

The Service Provider shall maintain complete and accurate records with respect to labor costs, material expenses, and other such information required by City that relates to the performance of services under the contract. The Service Provider shall maintain adequate records of services provided in sufficient detail to permit an evaluation of the services. All such records shall be maintained in accordance with generally accepted accounting principles and shall be clearly identified and readily accessible and in a form acceptable to the City, which the City may specify and change from time to time. The Service Provider shall provide free access to the representatives of City or its designees, at reasonable times, to such books and records, shall give City the right to examine and audit said books and records, shall permit City to make transcripts there from as necessary, and shall allow inspection of all work, data, documents, proceedings, and activities related to the contract. Such records, together with supporting documents, shall be maintained for City's inspection for a period of at least three (3) years after receipt of final payment.

**(See next page for Guidelines for Proposal)**

## Guidelines for Proposal

The following guidelines are provided for standardizing the preparation and submission of proposals. The intent is to assist respondents in the preparation of their submissions and to assist the City by simplifying the review process providing standards for comparison of submissions.

Statements submitted in response to this RFP shall include a complete response to the requirements in this section in the order presented. Statements should be a straightforward delineation of the respondent's capability to satisfy the intent and requirements of this RFP and should not contain redundancies and conflicting statements.

Written proposals shall be printed double sided, submitted on 8-1/2" x 11" recycled paper, with easy to read font size and style. Pages shall be numbered, tabbed, and bound (spiral / comb / three ring binder). Tabbed dividers should separate and identify the response items described below.

Digital submissions shall include bookmarks for each section with an easy to read font size and style.

Proposals shall contain the following information in the order listed:

1. Introductory letter

The introductory letter should be addressed to:

Nathan Bagwill  
Budget Manager  
City of Elk Grove  
8401 Laguna Palms Way  
Elk Grove, CA 95758

The letter shall include the Service Provider's name submitting the proposal, their mailing address, telephone number, and contact name. The letter shall address the Service Provider's understanding of the project based on this RFP and any other information the Service Provider has gathered. Include a statement discussing the Service Provider's interest and qualifications for this type of work. A principal of the firm authorized to legally bind the firm shall sign the letter.

2. Table of Contents

The service provider shall insert a comprehensive table of contents denoting sections three through nine of the proposal as indicated below.

3. Qualifications and Experience

Describe the Service Provider's capability for actually undertaking and performing the work, including any professional licenses and certificates held by the Service Provider. List types and locations of similar work performed by the Service Provider in the last five (5) years that best characterizes the quality and past performance. Include names and current phone numbers for contact on work quality and performance. References may be contacted as part of the selection Process.

4. Work Plan

The work plan must state the Service Provider's ability to meet each specification as outlined in this document. The work plan should address the items of work as described in this RFP. The plan should be simple, easy to read and follow, and address and satisfy the objectives and specifications as listed in the Scope of Work in this RFP.

5. Conflict of Interest Statement

Any activities or relationships of the Service Provider that might create a conflict of interest for the Service Provider or the City, and, if such activities or relationships exist, a description of the facts, legal implications, and possible effects sufficient to permit the City to appreciate the significance of the conflict and to grant any conflict waiver, if appropriate and necessary.

6. Supportive Information/References

This section may include graphs, charts, photos, resumes, references, and any other relevant information in support of the Service Provider's qualifications.

7. Fees

This section should include the cost for requested services outlined in the Scope of Work, and must specifically itemize the fees for the services stated under the Specifications section of the Scope of Work. Service Providers are required to provide line item descriptions and pricing, applicable sales tax, and a total final price. No cost increases shall be passed onto the City after the proposal has been submitted. Tax is to be listed as a separate line item.

8. Secretary of State

Service Provider shall acknowledge their understanding of needing to be registered with the California Secretary of State as noted in the RFP language above.

9. General Services Contract:

Attached to the RFP (Attachment B) is a copy of the City's standard General Services Contract (Contract). The City's standard Contract may be modified, in the City's sole discretion, to address the specific provisions of this RFP and Vendors should note that any specifications or other requirements specific to this RFP shall be included in the Contract and Contract's exhibits following an award of the Contract. Please review the Contract carefully and note in your proposal any exceptions or alterations to the Contract. Alterations or changes to the Contract that are not in the Vendor's response shall not be allowed after the selection of the Vendor. This includes alterations, exceptions, or changes to the insurance and indemnity provisions. By requiring these requests up front, the City can compare all respondents on an equal basis. However, the City reserves the right, in its sole discretion, to accept or reject any and all proposed changes to the City's standard Contract. For reference, the insurance amounts that appear in the attached Contract are summarized below.

TYPE	SINGLE LIMIT / OCCURRENCE	AGGREGATE	ENDORSEMENTS***
General Liability	\$1,000,000	\$1,000,000	Additional Insured Waiver of Subrogation Primary Non-Contributory
Automobile Liability	Non-Commercial Auto acceptable		
Work Comp Employer's Liability	Statutory \$1,000,000 each		Waiver of Subrogation
Professional Liability/Errors and Omissions	\$1,000,000	\$1,000,000	Requirement extends 1 year past contract expiration

\*\*\*Must be actual endorsements. Typed statements on Certificates of Liability are unacceptable. This is a summary only. Please refer to the insurance section and/or exhibit of this contract for specific requirements.

**(See next page for Scope of Work)**

# SCOPE OF WORK

## Introduction:

The proposed system will promote efficient collaboration across departments, improve budget transparency, and ensure that all stakeholders can access and manage financial data effectively. The project will require an expedited implementation, with final implementation and staff training no later than the end of the 2026 calendar year.

The selected system must exemplify ease of use and will play a crucial role in both day-to-day budgeting tasks and long-term financial planning, ensuring smooth integration with the City's existing tools and processes, particularly Central Square's Finance Enterprise (ERP) for actuals data conversion.

## OBJECTIVES:

- **Fully Integrated System**
  - Not a stand-alone tool; must integrate seamlessly with City's ERP Central Square Finance Enterprise.
- **Streamlined Workflows**
  - Built-in, trackable workflows to remove reliance on email follow-ups.
  - Easy for departments to use and for Budget Staff to manage.
- **Robust Data Functionality**
  - Automated summary-level data per City specifications.
  - Full drill-down capabilities throughout the system.
- **Automated Reporting**
  - Automated Fund Tables, ad hoc tables, and Fund Summaries.
  - Reduce manual creation of budget book elements.
- **Budget Book Production**
  - Generate both PDF and online versions seamlessly that are WCAG 2.1 AA ADA compliant .
  - Improve formatting efficiency compared to current MS Word process.
- **Support for Multi-Fund Operations**
  - Provide solutions for organizing and managing multi-fund divisions (e.g., Public Works O&M).
- **User-Friendly Experience**
  - Intuitive interface with vendor-provided training materials and classes.
- **High-Touch Vendor Support**
  - "White Glove" implementation—vendor handles majority of setup and configuration.

## SPECIFICATIONS AND REQUIRED SERVICES:

### IMPLEMENTATION AND TIMELINE

- The system must offer an out-of-the-box configuration, with a project implementation period of approximately 4-6 months.
- Administrator/super-user staff must be trained by October 2026.
- All department staff must be trained to use the system, including data entry, by December 2026.

### INTEGRATION WITH EXISTING SYSTEMS

- The system must integrate seamlessly with Central Square's Finance Enterprise ERP for the conversion of actuals data.

## **USER-FRIENDLY INTERFACE**

The system should be user-friendly, enabling line-level department staff to efficiently make budget entries, itemize line items, provide justifications, and access budget information.

## **CUSTOMIZABLE LINE-ITEM PRESENTATION**

The system must allow for a clear presentation of line-item budget requests and details, customizable for review by Executive Management and the Leadership Team. The system should provide the ability to include detailed notes and supporting information, while also allowing Executive Management to control which details are displayed in high-level summaries, ensuring that only the most relevant information is shown.

## **RECORD KEEPING AND JUSTIFICATIONS**

The system must maintain a record of budget requests, item details, and comments/justifications provided by staff, allowing users to refer to these records after the budget is adopted.

## **APPROVAL WORKFLOW**

The system should include a workflow that facilitates an approval process across department staff, department management, finance staff, and executive management.

## **USER ACCESS MANAGEMENT**

User access features should be configurable, allowing staff to view only the information assigned to them. Ideally, this feature will be managed by the City staff. Strong preference is for capability of a single sign-on for users integrated with the City's Active Directory log-ins.

## **DOCUMENTATION AND TRAINING**

The system must include comprehensive user guides and documented training materials as well as training sessions.

## **INTERACTIVE REPORTING**

The system must offer interactive report configurations, including charts, graphs, and drill-down options for detailed budget analysis.

## **VIRTUAL BUDGET BOOK**

The system should offer a virtual budget book option that can present the City's budget data in a clear and accessible format for both internal and external stakeholders that meets WCAG 2.1 AA ADA compliance requirements.

## **CLOUD HOSTING**

The system must be cloud-hosted to ensure scalability, security, and accessibility for all users. Updates must be tested against our ERP system to ensure compatibility. The vendor will be responsible for updating the integration to work with new version of the ERP

## **ONGOING SUPPORT AND IMPROVEMENT**

The vendor must provide ongoing support for feature requests and system improvements post-implementation.

PLEASE ALSO INCLUDE AND PRICE SEPARATELY (UNLESS ALREADY INCLUDED IN STANDARD PACKAGE/SOLUTIONS):

## **PERSONNEL BUDGETING & FORECASTING**

A personnel forecasting module should be included, capable of projecting direct costs for both full-time and part-time staff.

## **CAPITAL BUDGETING**

The system should provide functionality for capital budgeting and projections for up to 10 years.

**Deliverables**

The City of Elk Grove is looking for a budget system that not only integrates seamlessly with its existing infrastructure but also ensures a smooth, efficient, and collaborative budget process. The vendor must be prepared to meet the City’s requirements.

At the conclusion of the installation, the successful Proposer shall provide functional testing sessions to demonstrate to the City project team a fully functioning system meeting the agreed upon specified list of functionalities. The Proposer shall also provide:

- a. Administrative documentation of the system sufficient to perform administrative tasks such as managing user accounts, controlling items in a workflow, auditing past items, creating detailed reports.
- b. End-user documentation of sufficient quality to demonstrate system features and functions to a person of basic computer literacy, both in the office and field.
- c. All documentation and reports in electronic format.
- d. Services and/or tools to perform the administrative and reporting tasks specified.
- e. A training plan.

This checklist has been provided to assist proposers in complying with RFP requirements. Each item on the checklist must be included in the proposal and shall be cross-referenced to the proposal page where the item is located.

	Attached
<b>Section A. Completed Proposer Checklist</b> This checklist has been provided to assist proposers in complying with RFP requirements. Each item on the checklist must be included in the proposal and shall be cross-referenced to the proposal page where the item is located.	
<b>Section B. Company and Partner (if applicable) Information and Qualifications Form (and questions) Including Any Third Party or Sub Consultant.</b> All pages in this section must be completed and must be submitted on the form provided or its copy. All questions in this section must be submitted on a separate document with the title, “Company Information and Qualifications”.  If Proposer is submitting an RFP with a separate company as the implementer, the implementing company must complete the <i>Partner Information and Qualifications</i> document and submit it in the same manner.	
<b>Section C. Desired Functionality Matrix (and questions)</b> All pages in this section must be completed and must be submitted on the form provided or its copy. All questions in this section must be submitted on a separate document with the title, “Budget Software Solution Functional Requirements”.	
<b>Section D. Technical Specifications</b> All sections of this document must be completed and submitted on the form provided or its copy.	

<p><b>Section E. Price Proposal (and questions)</b></p> <p>All costs associated with the implementation and ongoing expense required to maintain this system and provide technical support to the City must be identified and submitted using the template provided. All questions in this section must be submitted on a separate document with the title, “Hosted or Software-as-a-Service Pricing”.</p> <p>If your pricing structure for hosted software does not fit into the format provided, present it in a format that fits your model, but please present it in a format that is easy to understand.</p>	
<p><b>Section F. Proposal Summary</b></p> <p>Proposer shall <b>attach an executive summary</b> that discusses the highlights, key features, and distinguishing points of the proposal. This summary should be <i>specifically tailored</i> to the scope of services requested herein, and not a boilerplate marketing flyer for the product.</p>	
<p><b>Section G. Scope of Services</b></p> <p>Proposer shall <b>attach a narrative</b> containing a complete description of the scope of services (including major tasks and subtasks) that the Proposer intends to provide in order to achieve the Project objectives set forth above. The Proposer may identify additional services in the narrative if the Proposer believes the changes will assist the City in more efficiently and effectively meeting the City’s expectations.</p>	
<p><b>Section H. Statement of Qualifications</b></p> <p>Proposer shall <b>attach a narrative</b> that includes a detailed description of its organization and the experience of its employees who will be working on the Budget Software Solution . The description must include, at a minimum:</p> <ol style="list-style-type: none"> <li>1. Identification of the project manager, alternate project manager, and key team members</li> <li>2. Organizational responsibilities and detailed descriptions or resumes of each representative</li> <li>3. The role of each individual regarding the project</li> <li>4. Summary of the experience and technological expertise, including certifications, of the staff performing the installation and/or configuration</li> </ol>	

<p><b>Section I. Implementation Plan</b>  Proposer shall <b><i>attach a detailed Implementation Plan</i></b> for the entire project. The plan should include the major tasks for the scope of services described in this RFP. The scheduled milestones should be expressed in terms of days or weeks from the time the Agreement is executed. Time is of the essence in commencing the delivery of services. The City reserves the right to determine the implementation timetable based on calendar and fiscal restraints.</p>	
<p><b>Section J. Training Plan</b>  Proposer shall <b><i>attach a narrative</i></b> that describes the training that will be provided to the City's staff to perform all necessary functions as an end-user or administrator of the Budget Software Solution using the recommended tools and/or services.</p>	
<p><b>Section K. Ongoing Customer Service and Technical Support Options</b>  Proposer shall <b><i>attach a narrative</i></b> that describes the proposer's capacity to provide the City with technical support during and after implementation. The narrative should include:</p> <ol style="list-style-type: none"> <li>1. Extended warranties or maintenance agreements provided by the Proposer, including all services provided, for the duration of the agreement along with any annual extensions.</li> </ol> <p>Software maintenance desired:</p> <ol style="list-style-type: none"> <li>a. Technical website support available 24/7</li> <li>b. On-site support, if necessary</li> <li>c. All updates and software patches as they become available</li> <li>d. Support for problems arising from applying updates and patches</li> </ol> <p>Ongoing options and cost for customer service and support</p>	
<p><b>Section L. Copy of Elk Grove Business License or Letter of Intent to Apply for License</b></p>	

# Company Information and Qualifications

Fill out all information and answer all questions in as detailed a manner as possible.

<b>Proposing Vendor and Software Information</b>	
Company Name	
<b>1. Primary Contact Information</b>	
Name and Title of Primary Contact	
Company Address	
Phone	
Email Address	
Years with Company	
<b>2. Key Personnel Contact Information</b>	
Name and Title of Key Personnel	
Company Address	
Phone	
Email Address	
Years with Company	
<b>3. Key Personnel Contact Information (Cont. if necessary)</b>	
Name and Title of Key Personnel	
Company Address	
Phone	
Email Address	
Years with Company	
<b>4. Regional Offices and Staff</b>	
Location and size of office serving the City	
Range of services provided by the office (customer services, technical support, troubleshooting,	

## Company Information and Qualifications

<b>5. Company Information</b>	
Year Founded	
Fiscal Year End	
Revenue: Current Year	
Revenue: Prior Year	
Parent Company (If separate)	
<b>6. Number of Vendor Employees</b>	
Total Worldwide	
Total in U.S.	
Number dedicated to the proposed software	
U.S. number dedicated to the proposed software	
<b>7. Number of Customers Using the Proposed Software</b>	
Total in U.S.	
Total in California	
Number of agencies in California using the proposed software	
<b>8. Implementation Model</b>	
How is your system implemented? Through your company, or an implementation partner?	
<b>9. Version Schedule</b>	
Current version and release date	
Estimated release date for next version	
Typical release schedule & time to install (if applicable)	
Number of prior versions supported (if applicable)	
Cost (if any) for version upgrades	

# Company Information and Qualifications

**Please provide responses to the following questions.**

1. In separate paragraphs, briefly describe the experience the primary and key personnel on this project have in creating and/or implementing budget management systems similar to the system being proposed for the City.
2. Briefly describe your company (including parent company information, acquisitions, mergers, etc.) and the characteristics that set your company apart.
3. Disclose any recent litigation (and outcomes) and litigation currently underway.
4. Provide a list of cities, agencies, and/or department customers using a similarly proposed solution; include fleet size, and how long they have been a customer.
5. Briefly describe your training, including approach and philosophy, options provided (learning center, interactive web courses, onsite, train-the-trainer, etc.), and prices/rates.
6. Please list **any** and **all** incidents in the past 5 years in which you have had a contract terminated for default and/or before contract completion as well as any cybersecurity breaches both internally and externally and/or any that impacted hosting and current customers. Please provide full details of all terminations; the other party's name, address, and telephone; and your position on the matter.

## Partner Information and Qualifications (if applicable)

Fill out all information and answer all questions in as detailed a manner as possible.

<b>Proposing Implementation Partner Information</b>	
Company Name	
<b>1. Primary Contact Information</b>	
Name and Title of Primary Contact Person	
Company Address	
Phone	
Email Address	
Years with Company	
<b>2. Key Personnel Contact Information</b>	
Name and Title of Key Personnel	
Company Address	
Phone	
Email Address	
Years with Company	
<b>3. Key Personnel Contact Information (Cont. if necessary)</b>	
Name and Title of Key Personnel	
Company Address	
Phone	
Email Address	
Years with Company	

## Partner Information and Qualifications (if applicable)

1. What is your company's proposed role in this project?
2. In separate paragraphs, briefly describe the experience the primary and key personnel on this project have in implementing Budget Software Solution systems similar to the system being proposed for the City.
3. Briefly describe your company (including parent company information, acquisitions, mergers, etc.) and the characteristics that set your company apart.
4. Describe your company's experience as it relates to setting up/installing Budget Software Solution systems, including experience working with agencies of our size.
5. Provide a list of cities, agencies, and or department customers where you have implemented this company's Budget Software Solution system.
6. Briefly describe your approach and philosophy to setting up/implementing Budget Software Solution systems in agencies of similar size and structure.
7. Please list all incidents in the past 5 years in which you have had a contract terminated for default and/or before contract completion as well as any cybersecurity breaches both internally and externally and/or any that impacted hosting and current customers. Please provide full details of all terminations; the other party's name, address, and telephone; and your position on the matter

### PRICE PROPOSAL

#### INSTRUCTIONS

All questions must be answered in as detailed a manner as possible.

1. Briefly describe your estimating approach and the basis for your proposed pricing including server, user, and any additional software licensing needed.
2. Briefly describe your fee structure for general services.
3. Describe any commitments (e.g. can we terminate at any time? Is there a 1-year commitment? Etc.)
4. Please describe (or include a copy) of your disaster recovery plans for your hosted environment as well as network requirements, and redundancy offered.

**(See next page for Attachments)**

## **ATTACHMENTS**

### **Attachment A: Selection and Evaluation Criteria**

All responsive proposals shall be reviewed and evaluated by the City to determine which proposer best meets the City's needs by demonstrating the competence and qualifications necessary for the satisfactory performance of the required services, shall not necessarily be based on the lowest priced proposal, but shall be based on a determination of which services offered serve the best interests of the City.

#### **Initial Selection Process**

The City will utilize the criteria listed below in selecting finalists for interviews and demonstrations.

<b>Criteria</b>
Technical architecture
Functional requirements
Vendor experience
Maintenance and support
Work Plan
<u>Quality and Responsiveness of the Proposal</u>

The initial review will evaluate all submissions for conformance to eliminate all responses that deviate substantially from the basic intent and/or fail to satisfy the mandatory requirements. Only those proposals that meet or exceed the intent of the mandatory requirements will be further evaluated.

Based on finalists selected, an on-site demonstration will be required. Those finalists chosen by the City, will be invited to complete an interview and demonstration. Upon completion of the interview and demonstration, the City will identify the top finalist(s).

The City reserves the right to obtain clarification of any point in a proposal, or to obtain additional information necessary to properly evaluate a proposal. Failure of a Proposer to respond to such request for additional information or clarification may result in rejection of the proposal. The City' retention of this right shall in no way reduce the responsibility of the Proposers to submit complete, accurate and clear proposals.

The City, in its sole discretion, will determine which Proposer's Budget software solution can best serve the City's goals and system environment. All proposals should be submitted with the most complete information possible. The final Proposer selection will be made based on each Proposer's proposal/demonstration(s) including without limitation:

1. Overall proposals fit with the City's strategic objectives;
2. Proposer demonstrations and implementation proposal;
3. Demonstrated ability to support a successfully implemented Budget Software post-installation (sustainment) and the feasibility of Proposer's support options;
4. Cost of overall proposal;

5. Cost of maintenance and support proposal;
6. Suitability of project team and/or third-party integrator in meeting the City's needs;
7. Suitability of proposal in meeting the City's needs;
8. Reputation and references;
9. Ability to understand the business needs of the users; and
10. Ability to work as a team with multiple agencies and Project Managers.

Final Evaluation Criteria

The following represent the principal evaluation criteria, which will be considered during the final evaluation process. Other factors not listed here may be considered as the selection process develops. This evaluation process will guide the City's decision, but will not control the City's decision. The RFP process is inherently subjective and qualitative, and the City will consider all submission materials, presentations, and interviews when making a final decision. The City has complete discretion in selecting a proposer who, in the judgment of the City, best meets the City's needs. The City, and not any Proposer, is best qualified to make that decision.

<b>Criteria</b>	
<b>Functionality</b>	Overall functionality of the system, usability by all staff, and its ability to meet the needs of the City (as identified throughout the RFP and in the Desired Functionality Matrix). Includes technical architecture, maintenance, and support.
<b>Cost</b>	Feasibility of the proposal based upon methodology of the proposed scope of services to meet the City's needs, the quality of products and services proposed, and the reasonableness of the total project costs
<b>Qualifications: Firm / Personnel</b>	Includes education, certifications, experience, and past performance of the proposer and its agents, employees and sub-consultants in installing and supporting the system being proposed in an environment of similar size, scope, and complexity as that of the City of Elk Grove.
<b>Demonstration</b>	Onsite demonstration of product performance capabilities. Live introduction of software workability, demonstration of reporting, workflows, work order process, warehousing, product customization, and other software capabilities both on a desktop environment and from a mobile device.

Staff will evaluate the merits of the proposals received in accordance with the evaluation factors stated in this RFP and formulate a recommendation. For each evaluation criteria, proposals will be evaluated on their relative strengths, deficiencies, and weaknesses.

The City, in its sole discretion, will determine which Proposer's Budget Software solution can best serve the City's goals and system environment. All proposals should be submitted with the most complete information possible.