

**AGREEMENT FOR  
PEOPLESOFT REPLACEMENT CONSULTANT  
City of Glendale Solicitation No. RFP 16-19**

This Agreement for PeopleSoft Replacement Consultant ("Agreement") is effective and entered into between CITY OF GLENDALE, an Arizona municipal corporation ("City"), and Berry Dunn McNeil & Parker, LLC, a Maine limited liability company, authorized to do business in Arizona (the "Contractor"), as of the \_\_\_\_\_ day of \_\_\_\_\_, 2016.

**RECITALS**

- A. City intends to undertake a project for the benefit of the public and with public funds that is more fully set forth in **Exhibit A**, pursuant to Solicitation No. RFP 16-19, PeopleSoft Replacement Consultant (the "Project");
- B. City desires to retain the services of Contractor to perform those specific duties and produce the specific work as set forth in the Project attached hereto;
- C. City and Contractor desire to memorialize their agreement with this document.

**AGREEMENT**

In consideration of the Recitals, which are confirmed as true and correct and incorporated by this reference, the mutual promises and covenants contained in this Agreement, and other good and valuable consideration, City and Contractor agree as follows:

**1. Key Personnel; Sub-contractors.**

- 1.1 Services. Contractor will provide all services necessary to assure the Project is completed timely and efficiently consistent with Project requirements, including, but not limited to, working in close interaction and interfacing with City and its designated employees, and working closely with others, including other contractors or consultants, retained by City.
- 1.2 Project Team.
  - a. Project Manager.
    - (1) Contractor will designate an employee as Project Manager with sufficient training, knowledge, and experience to, in the City's option, complete the Project and handle all aspects of the Project such that the work produced by Contractor is consistent with applicable standards as detailed in this Agreement;
    - (2) The City must approve the designated Project Manager; and
    - (3) To assure the Project schedule is met, Project Manager may be required to devote no less than a specific amount of time as set out in Exhibit A.
  - b. Project Team.
    - (1) The Project Manager and all other employees assigned to the project by Contractor will comprise the "Project Team."
    - (2) Project Manager will have responsibility for and will supervise all other employees assigned to the Project by Contractor.
  - c. Discharge, Reassign, Replacement.
    - (1) Contractor acknowledges the Project Team is comprised of the same persons and roles for each as may have been identified in the response to the Project's solicitation.

- (2) Contractor will not discharge, reassign or replace or diminish the responsibilities of any of the employees assigned to the Project who have been approved by City without City's prior written consent unless that person leaves the employment of Contractor, in which event the substitute must first be approved in writing by City.
- (3) Contractor will change any of the members of the Project Team at the City's request if an employee's performance does not equal or exceed the level of competence that the City may reasonably expect of a person performing those duties or if the acts or omissions of that person are detrimental to the development of the Project.

d. Sub-contractors.

- (1) Contractor may engage specific technical contractor (each a "Sub-contractor") to furnish certain service functions.
- (2) Contractor will remain fully responsible for Sub-contractor's services.
- (3) Sub-contractors must be approved by the City, unless the Sub-contractor was previously mentioned in the response to the solicitation.
- (4) Contractor shall certify by letter that contracts with Sub-contractors have been executed incorporating requirements and standards as set forth in this Agreement.

2. **Schedule.** The services will be undertaken in a manner that ensures the Project is completed timely and efficiently in accordance with the Project.

3. **Contractor's Work.**

3.1 Standard. Contractor must perform services in accordance with the standards of due diligence, care, and quality prevailing among contractors having substantial experience with the successful furnishing of services for projects that are equivalent in size, scope, quality, and other criteria under the Project and identified in this Agreement.

3.2 Licensing. Contractor warrants that:

- a. Contractor and Sub-contractors will hold all appropriate and required licenses, registrations and other approvals necessary for the lawful furnishing of services ("Approvals"); and
- b. Neither Contractor nor any Sub-contractor has been debarred or otherwise legally excluded from contracting with any federal, state, or local governmental entity ("Debarment").
  - (1) City is under no obligation to ascertain or confirm the existence or issuance of any Approvals or Debarments or to examine Contractor's contracting ability.
  - (2) Contractor must notify City immediately if any Approvals or Debarment changes during the Agreement's duration and the failure of the Contractor to notify City as required will constitute a material default under the Agreement.

3.3 Compliance. Services will be furnished in compliance with applicable federal, state, county and local statutes, rules, regulations, ordinances, building codes, life safety codes, and other standards and criteria designated by City.

Contractor must not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any Sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.

3.4 Coordination: Interaction.

- a. For projects that the City believes requires the coordination of various professional services, Contractor will work in close consultation with City to proactively interact with any other professionals retained by City on the Project ("Coordinating Project Professionals").
- b. Subject to any limitations expressly stated in the Project Budget, Contractor will meet to review the Project, Schedule, Project Budget, and in-progress work with Coordinating Project Professionals and City as often and for durations as City reasonably considers necessary in order to ensure the timely work delivery and Project completion.
- c. For projects not involving Coordinating Project Professionals, Contractor will proactively interact with any other contractors when directed by City to obtain or disseminate timely information for the proper execution of the Project.

3.5 Work Product.

- a. Ownership. Upon receipt of payment for services furnished, Contractor grants to City, and will cause its Sub-contractors to grant to the City, the exclusive ownership of and all copyrights, if any, to evaluations, reports, drawings, specifications, project manuals, surveys, estimates, reviews, minutes, all "architectural work" as defined in the United States Copyright Act, 17 U.S.C § 101, *et seq.*, and other intellectual work product as may be applicable ("Work Product").
  - (1) This grant is effective whether the Work Product is on paper (e.g., a "hard copy"), in electronic format, or in some other form.
  - (2) Contractor warrants, and agrees to indemnify, hold harmless and defend City for, from and against any claim that any Work Product infringes on third-party proprietary interests.
- b. Delivery. Contractor will deliver to City copies of the preliminary and completed Work Product promptly as they are prepared.
- c. City Use.
  - (1) City may reuse the Work Product at its sole discretion.
  - (2) In the event the Work Product is used for another project without further consultations with Contractor, the City agrees to indemnify and hold Contractor harmless from any claim arising out of the Work Product.
  - (3) In such case, City shall also remove any seal and title block from the Work Product.

4. **Compensation for the Project.**

- 4.1 Compensation. Contractor's compensation for the Project, including those furnished by its Sub-contractors will not exceed \$150,000 for the entire term of this Agreement (initial term and any and all renewal terms, as specifically detailed in **Exhibit B** (the "Compensation").
- 4.2 Change in Scope of Project. The Compensation may be equitably adjusted if the originally contemplated scope of services as outlined in the Project is significantly modified.
  - a. Adjustments to the Compensation require a written amendment to this Agreement and may require City Council approval.
  - b. Additional services which are outside the scope of the Project contained in this Agreement may not be performed by the Contractor without prior written authorization from the City.
  - c. Notwithstanding the incorporation of the Exhibits to this Agreement by reference, should any conflict arise between the provisions of this Agreement and the provisions found in

the Exhibits and accompanying attachments, the provisions of this Agreement shall take priority and govern the conduct of the parties.

**5. Billings and Payment.**

**5.1 Applications.**

- a. Contractor will submit monthly invoices (each, a "Payment Application") to City's Project Manager and City will remit payments based upon the Payment Application as stated below.
- b. The period covered by each Payment Application will be one calendar month ending on the last day of the month or as specified in the solicitation.

**5.2 Payment.**

- a. After a full and complete Payment Application is received, City will process and remit payment within 30 days.
- b. Payment may be subject to or conditioned upon City's receipt of:
  - (1) Completed work generated by Contractor and its Sub-contractors; and
  - (2) Unconditional waivers and releases on final payment from Sub-contractors as City may reasonably request to assure the Project will be free of claims arising from required performances under this Agreement.

**5.3 Review and Withholding.** City's Project Manager will timely review and certify Payment Applications.

- a. If the Payment Application is rejected, the Project Manager will issue a written listing of the items not approved for payment.
- b. City may withhold an amount sufficient to pay expenses that City reasonably expects to incur in correcting the deficiency or deficiencies rejected for payment.

**6. Termination.**

**6.1 For Convenience.** City may terminate this Agreement for convenience, without cause, by delivering a written termination notice stating the effective termination date, which may not be less than 30 days following the date of delivery.

- a. Contractor will be equitably compensated for Goods or Services furnished prior to receipt of the termination notice and for reasonable costs incurred.
- b. Contractor will also be similarly compensated for any approved effort expended and approved costs incurred that are directly associated with project closeout and delivery of the required items to the City.

**6.2 For Cause.** City may terminate this Agreement for cause if Contractor fails to cure any breach of this Agreement within seven days after receipt of written notice specifying the breach.

- a. Contractor will not be entitled to further payment until after City has determined its damages. If City's damages resulting from the breach, as determined by City, are less than the equitable amount due but not paid Contractor for Service and Repair furnished, City will pay the amount due to Contractor, less City's damages, in accordance with the provision of § 5.
- b. If City's direct damages exceed amounts otherwise due to Contractor, Contractor must pay the difference to City immediately upon demand; however, Contractor will not be subject to consequential damages of more than \$1,000,000 or the amount of this Agreement, whichever is greater.

7. **Conflict.** Contractor acknowledges this Agreement is subject to A.R.S. § 38-511, which allows for cancellation of this Agreement in the event any person who is significantly involved in initiating, negotiating, securing, drafting, or creating the Agreement on City's behalf is also an employee, agent, or consultant of any other party to this Agreement.

8. **Insurance.**

8.1 Requirements. Contractor must obtain and maintain the following insurance ("Required Insurance"):

- a. Contractor and Sub-contractors. Contractor, and each Sub-contractor performing work or providing materials related to this Agreement must procure and maintain the insurance coverages described below (collectively referred to herein as the "Contractor's Policies"), until each Party's obligations under this Agreement are completed.
- b. General Liability.
  - (1) Contractor must at all times relevant hereto carry a commercial general liability policy with a combined single limit of at least \$1,000,000 per occurrence and \$2,000,000 annual aggregate for each property damage and contractual property damage.
  - (2) Sub-contractors must at all times relevant hereto carry a general commercial liability policy with a combined single limit of at least \$1,000,000 per occurrence.
  - (3) This commercial general liability insurance must include independent contractors' liability, contractual liability, broad form property coverage, XCU hazards if requested by the City, and a separation of insurance provision.
  - (4) These limits may be met through a combination of primary and excess liability coverage.
- c. Auto. A business auto policy providing a liability limit of at least \$1,000,000 per accident for Contractor and \$1,000,000 per accident for Sub-contractors and covering owned, non-owned and hired automobiles.
- d. Workers' Compensation and Employer's Liability. A workers' compensation and employer's liability policy providing at least the minimum benefits required by Arizona law.
- e. Notice of Changes. Contractor's Policies must provide for not less than 30 days' advance written notice to City Representative of:
  - (1) Cancellation or termination of Contractor or Sub-contractor's Policies;
  - (2) Reduction of the coverage limits of any of Contractor or and Sub-contractor's Policies; and
  - (3) Any other material modification of Contractor or Sub-contractor's Policies related to this Agreement.
- f. Certificates of Insurance.
  - (1) Within 10 business days after the execution of the Agreement, Contractor must deliver to City Representative certificates of insurance for each of Contractor and Sub-contractor's Policies, which will confirm the existence or issuance of Contractor and Sub-contractor's Policies in accordance with the provisions of this section, and copies of the endorsements of Contractor and Sub-contractor's Policies in accordance with the provisions of this section.
  - (2) City is and will be under no obligation either to ascertain or confirm the existence or issuance of Contractor and Sub-contractor's Policies, or to examine Contractor and Sub-contractor's Policies, or to inform Contractor or Sub-contractor in the event that any coverage does not comply with the requirements of this section.

- (3) Contractor's failure to secure and maintain Contractor Policies and to assure Sub-contractor policies as required will constitute a material default under the Agreement.
- g. Other Contractors or Vendors.
  - (1) Other contractors or vendors that may be contracted with in connection with the Project must procure and maintain insurance coverage as is appropriate to their particular contract.
  - (2) This insurance coverage must comply with the requirements set forth above for Contractor's Policies (e.g., the requirements pertaining to endorsements to name the parties as additional insured parties and certificates of insurance).
- h. Policies. Except with respect to workers' compensation and employer's liability coverages, City must be named and properly endorsed as additional insureds on all liability policies required by this section.
  - (1) The coverage extended to additional insureds must be primary and must not contribute with any insurance or self insurance policies or programs maintained by the additional insureds.
  - (2) All insurance policies obtained pursuant to this section must be with companies legally authorized to do business in the State of Arizona and reasonably acceptable to all parties.

8.2 Sub-contractors.

- a. Contractor must also cause its Sub-contractors to obtain and maintain the Required Insurance.
- b. City may consider waiving these insurance requirements for a specific Sub-contractor if City is satisfied the amounts required are not commercially available to the Sub-contractor and the insurance the Sub-contractor does have is appropriate for the Sub-contractor's work under this Agreement.
- c. Contractor and Sub-contractors must provide to the City proof of the Required Insurance whenever requested.

8.3 Indemnification.

- a. To the fullest extent permitted by law, Contractor must defend, indemnify, and hold harmless City and its elected officials, officers, employees and agents (each, an "Indemnified Party," collectively, the "Indemnified Parties"), for, from, and against any and all claims, demands, actions, damages, judgments, settlements, personal injury (including sickness, disease, death, and bodily harm), property damage (including loss of use), infringement, governmental action and all other losses and expenses, including attorneys' fees and litigation expenses (each, a "Demand or Expense"; collectively, "Demands or Expenses") asserted by a third-party (i.e. a person or entity other than City or Contractor) and that arises out of or results from the breach of this Agreement by the Contractor or the Contractor's negligent actions, errors or omissions (including any Sub-contractor or other person or firm employed by Contractor), whether sustained before or after completion of the Project.
- b. This indemnity and hold harmless provision applies even if a Demand or Expense is in part due to the Indemnified Party's negligence or breach of a responsibility under this Agreement, but in that event, Contractor shall be liable only to the extent the Demand or Expense results from the negligence or breach of a responsibility of Contractor or of any person or entity for whom Contractor is responsible.

- c. Contractor is not required to indemnify any Indemnified Parties for, from, or against any Demand or Expense resulting from the Indemnified Party's sole negligence or other fault solely attributable to the Indemnified Party.

**9. Immigration Law Compliance.**

- 9.1 Contractor, and on behalf of any subcontractor, warrants, to the extent applicable under A.R.S. § 41-4401, compliance with all federal immigration laws and regulations that relate to their employees as well as compliance with A.R.S. § 23-214(A) which requires registration and participation with the E-Verify Program.
- 9.2 Any breach of warranty under subsection 9.1 above is considered a material breach of this Agreement and is subject to penalties up to and including termination of this Agreement.
- 9.3 City retains the legal right to inspect the papers of any Contractor or subcontractor employee who performs work under this Agreement to ensure that the Contractor or any subcontractor is compliant with the warranty under subsection 9.1 above.
- 9.4 City may conduct random inspections, and upon request of City, Contractor shall provide copies of papers and records of Contractor demonstrating continued compliance with the warranty under subsection 9.1 above. Contractor agrees to keep papers and records available for inspection by the City during normal business hours and will cooperate with City in exercise of its statutory duties and not deny access to its business premises or applicable papers or records for the purposes of enforcement of this section.
- 9.5 Contractor agrees to incorporate into any subcontracts under this Agreement the same obligations imposed upon Contractor and expressly accrue those obligations directly to the benefit of the City. Contractor also agrees to require any subcontractor to incorporate into each of its own subcontracts under this Agreement the same obligations above and expressly accrue those obligations to the benefit of the City.
- 9.6 Contractor's warranty and obligations under this section to the City is continuing throughout the term of this Agreement or until such time as the City determines, in its sole discretion, that Arizona law has been modified in that compliance with this section is no longer a requirement.
- 9.7 The "E-Verify Program" above means the employment verification program administered by the United States Department of Homeland Security, the Social Security Administration, or any successor program.

**10. Notices.**

- 10.1 A notice, request or other communication that is required or permitted under this Agreement (each a "Notice") will be effective only if:
  - a. The Notice is in writing; and
  - b. Delivered in person or by overnight courier service (delivery charges prepaid), certified or registered mail (return receipt requested); and
  - c. Notice will be deemed to have been delivered to the person to whom it is addressed as of the date of receipt, if:
    - (1) Received on a business day, or before 5:00 p.m., at the address for Notices identified for the Party in this Agreement by U.S. Mail, hand delivery, or overnight courier service on or before 5:00 p.m.; or
    - (2) As of the next business day after receipt, if received after 5:00 p.m.
  - d. The burden of proof of the place and time of delivery is upon the Party giving the Notice; and
  - e. Digitalized signatures and copies of signatures will have the same effect as original signatures.

10.2 Representatives.

- a. Contractor. Contractor's representative (the "Contractor's Representative") authorized to act on Contractor's behalf with respect to the Project, and his or her address for Notice delivery is:

Berry Dunn McNeil & Parker, LLC  
c/o Chad Snow  
100 Middle Street  
Portland, Maine 04104  
270-541-2294  
csnow@berrydunn.com

- b. City. City's representative ("City's Representative") authorized to act on City's behalf, and his or her address for Notice delivery is:

City of Glendale  
c/o Connie Schneider, C.P.M.  
5850 W Glendale Ave, Suite 317  
Glendale, Arizona 85301  
623-930-2868  
CSchneider@Glendaleaz.com

With required copy to:

City Manager  
City of Glendale  
5850 West Glendale Avenue  
Glendale, Arizona 85301

City Attorney  
City of Glendale  
5850 West Glendale Avenue  
Glendale, Arizona 85301

- c. Concurrent Notices.

- (1) All notices to City's representative must be given concurrently to City Manager and City Attorney.
- (2) A notice will not be deemed to have been received by City's representative until the time that it has also been received by City Manager and City Attorney.
- (3) City may appoint one or more designees for the purpose of receiving notice by delivery of a written notice to Contractor identifying the designee(s) and their respective addresses for notices.

- d. Changes. Contractor or City may change its representative or information on Notice, by giving Notice of the change in accordance with this section at least ten days prior to the change.

11. **Financing Assignment.** City may assign this Agreement to any City-affiliated entity, including a non-profit corporation or other entity whose primary purpose is to own or manage the Project.

12. **Entire Agreement; Survival; Counterparts; Signatures.**

- 12.1 Integration. This Agreement contains, except as stated below, the entire agreement between City and Contractor and supersedes all prior conversations and negotiations between the parties regarding the Project or this Agreement.

- a. Neither Party has made any representations, warranties or agreements as to any matters concerning the Agreement's subject matter.
- b. Representations, statements, conditions, or warranties not contained in this Agreement will not be binding on the parties.



- c. The solicitation, any addendums and the response submitted by the Contractor are incorporated into this Agreement as if attached hereto. Any Contractor response modifies the original solicitation as stated. Inconsistencies between the solicitation, any addendums and the response or any excerpts attached as Exhibit A and this Agreement will be resolved by the terms and conditions stated in this Agreement.

12.2 Interpretation.

- a. The parties fairly negotiated the Agreement's provisions to the extent they believed necessary and with the legal representation they deemed appropriate.
- b. The parties are of equal bargaining position and this Agreement must be construed equally between the parties without consideration of which of the parties may have drafted this Agreement.
- c. The Agreement will be interpreted in accordance with the laws of the State of Arizona.

12.3 Survival. Except as specifically provided otherwise in this Agreement, each warranty, representation, indemnification and hold harmless provision, insurance requirement, and every other right, remedy and responsibility of a Party, will survive completion of the Project, or the earlier termination of this Agreement.

12.4 Amendment. No amendment to this Agreement will be binding unless in writing and executed by the parties. Any amendment may be subject to City Council approval. Electronic signature blocks do not constitute execution.

12.5 Remedies. All rights and remedies provided in this Agreement are cumulative and the exercise of any one or more right or remedy will not affect any other rights or remedies under this Agreement or applicable law.

12.6 Severability. If any provision of this Agreement is voided or found unenforceable, that determination will not affect the validity of the other provisions, and the voided or unenforceable provision will be deemed reformed to conform to applicable law.

12.7 Counterparts. This Agreement may be executed in counterparts, and all counterparts will together comprise one instrument.

13. **Term.** The term of this Agreement commences upon the effective date and continues for a one (1)-year initial period. The City may, at its option and with the approval of the Contractor, extend the term of this Agreement an additional four (4) years, renewable on an annual basis. Contractor will be notified in writing by the City of its intent to extend the Agreement period at least thirty (30) calendar days prior to the expiration of the original or any renewal Agreement period. Price adjustments will only be reviewed during the Agreement renewal period and any such price adjustment will be a determining factor for any renewal. There are no automatic renewals of this Agreement.

14. **Dispute Resolution.** Each claim, controversy and dispute (each a "Dispute") between Contractor and City will be resolved in accordance with Exhibit C. The final determination will be made by the City.

15. **Exhibits.** The following exhibits, with reference to the term in which they are first referenced, are incorporated by this reference.

|           |                    |
|-----------|--------------------|
| Exhibit A | Project            |
| Exhibit B | Compensation       |
| Exhibit C | Dispute Resolution |

(Signatures appear on the following page.)

The parties enter into this Agreement as of the effective date shown above.

City of Glendale,  
an Arizona municipal corporation

\_\_\_\_\_  
By: Kevin R. Phelps  
Its: City Manager

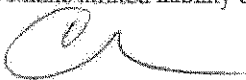
ATTEST:

\_\_\_\_\_  
City Clerk (SEAL)

APPROVED AS TO FORM:

\_\_\_\_\_  
City Attorney

Berry Dunn, McNeil & Parker, LLC,  
a Maine limited liability company

  
\_\_\_\_\_  
By: Charles Snow  
Its: Principal

**EXHIBIT A**  
**PeopleSoft Replacement Consultant**  
**PROJECT**

*[See attached]*



## **CITY OF GLENDALE MATERIALS MANAGEMENT REQUEST FOR PROPOSAL**

**SOLICITATION NUMBER:** RFP 16-19

**DESCRIPTION:** PEOPLESOFT REPLACEMENT CONSULTANT

**PUBLISHED DATE:** JANUARY 21, 2016

**OFFER DUE DATE AND TIME:** MARCH 3, 2016, 2:00pm local time

**PRE-OFFER CONFERENCE:** FEBRUARY 18, 2016 AT 2:00 PM  
The pre-offer conference will be held at City of Glendale, 5850 W. Glendale Avenue– Municipal Building, Third Floor, Conference Room 3A, Glendale, AZ 85301  
Attendance is not required.

**SUBMITTAL LOCATION:** City of Glendale  
Materials Management  
5850 West Glendale Avenue, Suite 317  
Glendale, Arizona 85301

Proposals must be in the actual possession of Materials Management on or prior to the time and date, and at the location indicated. Materials Management is located on the third (3<sup>rd</sup>) floor of the Glendale Municipal Office Complex (City Hall) in the Engineering Department. Proposals are accepted from the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, unless otherwise indicated for a holiday. All proposals will be received and time/date stamped at the Engineering Department's window. Late proposals will not be considered.

The City of Glendale is closed in honor of Presidents' Day February 15, 2016

Proposals must be submitted in a sealed envelope with the Solicitation Number and the Offeror's name and address clearly indicated on the envelope. See Paragraph 2.3 for additional instructions for preparing an offer.

Proposals shall be opened publicly at the time, place and location designated on this page. Only the name of each Offeror shall be publicly read and recorded. All other information contained in the proposals shall be confidential so as to avoid disclosure of contents prejudicial to competing Offerors.


**OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION.**

For questions regarding this solicitation  
contact:


**Connie Schneider, C.P.M.**  
**623-930-2868**

**Materials Management Division**  
[CSchneider@glendaleaz.com](mailto:CSchneider@glendaleaz.com)

**EXHIBIT A**

|   |   |   |
|---|---|---|
| <br>GLENDALE | <b>City of Glendale<br/>Materials Management<br/>Solicitation Number: RFP 16-19<br/>PEOPLESOFT REPLACEMENT CONSULTANT</b> | <b>CITY OF GLENDALE<br/>Materials Management<br/>5850 West Glendale<br/>Avenue, Suite 317<br/>Glendale, Arizona 85301</b> |
|---|---|---|

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|  | <p style="text-align: center;"><b>City of Glendale</b><br/> <b>Materials Management</b><br/> <b>Solicitation Number: RFP 16-19</b><br/> <b>PEOPLESOFT REPLACEMENT CONSULTANT</b></p> | <p style="text-align: center;">CITY OF GLENDALE<br/> Materials Management<br/> 5850 West Glendale<br/> Avenue, Suite 317<br/> Glendale, Arizona 85301</p> |
|---|--|---|

## 1.0 SPECIFICATIONS

### 1.1 INTRODUCTION

The City of Glendale, Arizona (City) has a current population of approximately 232,000 residents and with a total appropriation budget for fiscal year 2016 of \$632,000,000.

Since 1995, the City has been utilizing PeopleSoft for HCM and Financials and is looking to replace the system with a more agile and easier to manage system that better meets the needs of the organization.

The City is soliciting proposals from qualified and experienced Contractor's to provide consulting services related to the procurement and optionally, manage the implementation of an Enterprise Resource Planning (ERP) application.

The City is open to the implementation of multiple ERP solutions to achieve optimum results. The consultant is expected to provide expert guidance and assist the City with:

- Identifying and documenting the City's system requirements;
- Preparing a Request for Proposals (RFP) for a fully integrated, proven, state-of-the-art solution (future ERP solution);
- Assisting in the evaluation of responses to the RFP; and
- Performing project management functions (optional)

#### 1.1.1 Current Environment

The City's is currently using PeopleSoft's Human Capital Management (HCM) and Supply Chain Management (SCM) Financials ERP solutions.


In the Human Capital Management/Payroll area, the City has implemented the following PeopleSoft modules:

- **Core Human Resources**

The City employee base consists of nonexempt, exempt, part time, temporary employees as well as Public Safety employees represented by Fire and Police unions. The City has approximately 90,000 job records and tracks 600 retirees. The City uses full position management (each employee has a unique position number).

- **Payroll for North America**

The City processes payroll in-house on a biweekly basis for approximately 2000 employees;

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|  | <p style="text-align: center;"><b>City of Glendale</b><br/> <b>Materials Management</b><br/> <b>Solicitation Number: RFP 16-19</b><br/> <b>PEOPLESOFT REPLACEMENT CONSULTANT</b></p> | <p><b>CITY OF GLENDALE</b><br/> <b>Materials Management</b><br/> 5850 West Glendale<br/> Avenue, Suite 317<br/> Glendale, Arizona 85301</p> |
|---|--|---|

- **Time and Labor**

The City uses the PeopleSoft Time and Labor module to track and approve employee time. All City staff has access to PeopleSoft HCM, Time and Labor, and Pay check information through a secure portal 24/7.

From the City's HCM and Payroll systems, interface files are transmitted from/to various external agencies including Health Insurance vendors, financial institutions, as well as federal and state agencies. In addition, various internal systems validate information against the HCM system. Furthermore, Payroll check data is summarized and sent to the City's PeopleSoft Financials system

In the SCM/Financials area, the City has implemented the following PeopleSoft modules:


- **Purchasing**
  - Purchase Orders 3,995 (2010 through 2015)
- **Accounts Payable**
  - AP vouchers 123,324 (2010 through 2015)
  - AP checks 79,220 (2010 through 2015)
- **General Ledger**
  - Journal Entries 37,094 (2010 through 2015)

The City has 252 active PeopleSoft users that can access the City's SCM/Financial system. The City has implemented a decentralized Accounts Payable model whereby departmental staff can enter vendor invoices for payment. Finally, full budgetary control is enforced for revenues and expenditure transactions.

#### 1.1.2 New Environment

The City of Glendale is currently using PeopleSoft, a Tier 1 ERP solution. The City is interested in evaluating Tier 2 software solutions that are: mid-range in terms of complexity, less demanding to implement and maintain, smaller in size but yet, are robust and agile enough to fit the City's needs.

The City is also open to the implementation of multiple software solutions that integrate to achieve optimum results.

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The core functions of future ERP system(s) must include but are not limited to:

| SCM/Financials                       | Human Resources                         |
|--------------------------------------|---|
| Fixed Asset Management               | Human Resources Core                    |
| General Ledger                       | Hiring                                  |
| Accounts Payable                     | Employee Self Service                   |
| Accounts Receivable                  | Management Self Service                 |
| Budget                               | Time Reporting (w/ supervisor approval) |
| Purchasing                           | Leave Request and Approval              |
| User Account Management              | Position Budget Control                 |
| Workflow and Transactions Processing | Employee Benefits                       |
| Reporting                            | Payroll                                 |
|                                      | Reporting                               |

## 1.2 **SCOPE OF SERVICES**


The City is seeking the professional consultant services from firms experienced in ERP solution selection and consulting to:

- 1.2.1 Have a minimum of three (3) years' knowledge and experience in a variety of ERP solutions;
- 1.2.2 Develop written requirements for future ERP system(s);
- 1.2.3 Have a minimum of three (3) years' of experience writing RFP documents;
- 1.2.4 Coordinate and conduct a formal business process review for future ERP system(s);
- 1.2.5 Lead the process for evaluating RFP responses;
- 1.2.6 Assist the City in selecting ERP system(s);

## 1.3 **DELIVERABLES** - Contractor shall:

- 1.3.1 Perform Project Management using the City's existing templates for the following documents;
  - 1.3.1.1 Project Risk Analysis of potential ERP solutions;
  - 1.3.1.2 Project Status Report;
  - 1.3.1.3 Project Schedule;



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1.3.2 Benchmark current system(s) using LEAN processes (preferred), that shall include but are not limited to;

1.3.2.1 Identify and document current processes:

1.3.2.1.1 Manual processes;

1.3.2.1.2 Processes kept outside the current systems (i.e. Access, Excel, NEOGOV)

1.3.2.1.3 Assess challenges;

1.3.2.1.4 Current system restrictions

1.3.2.2 Interview key City personnel in various departments and business functions regarding the use of current systems and manual business processes as they relate to ERP functionality;

1.3.2.3 Assess Organizational Readiness (for example: determine if the City will accept using a cloud based software solution that has the ability to provide a distributed enterprise-wide system and supports future growth);

1.3.2.4 Identify Material 'RICE' Objects (reports, interfaces, conversions, extensions/customizations);

1.3.3 Prepare an ERP Solution(s) RFP based on the information gathered 1.3.2 above that includes;

1.3.3.1 Functional requirements;

1.3.3.2 General system and technical requirements;

1.3.3.3 System Interfaces;

1.3.3.4 Identify potential commercial off the shelf ERP solution candidates;

1.3.4 Lead the City Project Team and Steering Committee to evaluate and select Offeror and Solution;

1.3.4.1 Perform Due Diligence on Offeror's Solutions

1.3.4.1.1 Conduct Interviews of RFP Responses;

1.3.4.1.2 Assist with negotiation and acquisition of ERP Solution;

1.3.4.1.3 Assist with the review and/or development of the contract including the statement of work.


1.3.4.2 Prepare ERP System Deployment Plan;

1.3.4.2.1 Processes, resources, responsibilities, implementation tasks, and costs;

1.3.4.3 Develop project planning documents to include but are not limited to:

1.3.4.3.1 Project Management Plan;

1.3.4.3.2 Project Charter and Communications Plan;

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- 1.3.4.3.3 Project Organization Change Management Plan;
- 1.3.4.3.4 Develop a formal training plan,
- 1.3.4.3.5 Develop a formal knowledge transfer plan(s);

#### **1.4 OPTIONAL SERVICES**


##### **1.4.1 Project Management;**

- 1.4.1.1 Contractor will assume the role of the sole project manager during the implementation of the ERP system(s) acting on behalf of the City;

- 1.5 PAYMENT** The Contractor shall provide monthly statements of itemized services. Payment will be reviewed and approved by the Contract Administrator or designee. The itemized statement shall not exceed the proposal fee in Section 5.

#### **1.6 OUT OF SCOPE**

The awarded Contractor or any affiliates of the awarded Contractor shall not be allowed to bid on the resulting RFP to procure and implement future ERP solution(s).

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## 2.0 SPECIAL INSTRUCTIONS

### 2.1 PRE-OFFER CONFERENCE

- 2.1.1** A Pre-Offer Conference will be held on **FEBRUARY 18, 2016, 2:00 P.M.**, **Arizona Time, located at 5850 W. Glendale Avenue, Room 3A.** Attendance is recommended but is not required. Copies of the Request for Proposal (RFP) will NOT be available.
- 2.1.2** The purpose of the conference will be to clarify the contents of the solicitation in order to prevent any misunderstanding of the City of Glendale's position. Any doubt as to the requirements of the solicitation or any apparent omission or discrepancy should be presented to the City at the conference. The City will determine the appropriate action necessary, if any, and issue a written amendment to the solicitation if required. Oral statements or instructions will not constitute an amendment to the solicitation.


### 2.2 RETURN OF OFFER

The Offeror shall submit three (3) hardcopies marked as "Copies". The offeror shall also submit one complete proposal on a CD or flash drive as one file folder. The folder shall be identified as "RFP 16-xx – 'Original - Name of Offeror.'" (For example: RFP 16-xx – Original - ABC Company.)

The proposal responses shall be submitted in a bound format (i.e. three (3) ring loose-leaf binders, spiral and/or report covers). Proposals should be divided by tab sections according to items listed in the **Preparation of Proposal Package Instructions section 2.3**. This will assist the evaluation panel in identifying items and information submitted within the proposal. Offerors may reproduce the forms and recreate information, but all of the required information must be presented in the order requested.

The Offeror shall complete all sections of the solicitation in the format given in the space provided. If additional space is needed, enter "See attachment for detail." Proposals that do not conform to the above format may be rejected.

The Offeror shall bear all costs associated with submitting the proposal, including proposal preparation, site visitation or any travel connected with submission of the proposal. The City shall have no liability whatsoever for such costs.

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### **2.3 PREPARATION OF OFFER PACKAGE**

The following items shall be completed and returned including the written, narrative responses required in Section 2.4 Submission Requirements. Failure to include all the items may result in an offer being rejected. Offer packages shall be submitted in the order presented below.

#### **2.3.1 COVER SHEET**

#### **2.3.2 OFFER SHEET, Section 4.0**

#### **2.3.3 PRICE SHEET, Section 5.0**

#### **2.3.4 ADDENDUM, Return all addenda (if applicable).**

#### **2.3.5 SUBMISSION REQUIREMENTS, Section 2.4 (written narrative)**


### **2.4 SUBMISSION REQUIREMENTS**

Offeror's should provide written, narrative responses for each item requested within the criteria below. *Unnecessarily elaborate responses beyond that sufficient to present a complete and effective response to this solicitation are not desired. Do not provide general answers or reference to sales literature.* When applicable, supporting documents should be attached and reference the appropriate criterion.

Offeror's response shall submit the following information in the order it appears and reference the item number as listed below:

#### **2.4.1 COMPANY EXPERIENCE AND QUALIFICATIONS**


- 2.4.1.1** Provide an overview of company, business locations, number of years in business, lines of business and size;
- 2.4.1.2** Describe business results (key performance indicators),
- 2.4.1.3** List professional qualifications and certifications;
- 2.4.1.4** List organizational strengths;
- 2.4.1.5** Provide an organization chart with number of employees specified for each area;
- 2.4.1.6** Provide profiles of the owners and executives of the business, and provide resumes of Key Personnel who will perform work on the project. If Key Personnel are to be drawn from a pool of individuals, provide resumes for all individuals in the pool. See Section 3.12 for information on Key Personnel.
- 2.4.1.7** Provide length of time in operation business under the current structure;

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- 2.4.1.8** Offeror shall provide a back-up staffing plan in the event of turnover during the project, to ensure that there will be no absence of required expertise and experience throughout the project.
- 2.4.1.9** Offeror shall describe their experience and role(s) serving as an ERP solution selection and acquisition expert;
- 2.4.1.10** Offeror shall describe their experience and role(s) serving as a leader and consultant for writing ERP solution specifications, performing evaluations, selections and the implementation of the solution;
- 2.4.1.11** Offeror shall provide detailed information on at least three (3) recent, (within the past three (3) years), customer engagements that reflect experience with projects of a similar type and scope.
- 2.4.1.12** Offeror shall provide customer references for the three (3) engagements stated directly above to include:
- Name of the organization;
  - Size of the organization including number of employees, annual budget, and population, if applicable.
  - Contact information: name, title and project role, phone number and email address. Ensure that engagements provided are for work performed by members of the project team being proposed.

**2.4.2 METHOD OF APPROACH:**

- 2.4.2.1** Offeror shall describe their understanding of the project scope;
- 2.4.2.2** Offeror shall describe the proposed approach to performing the services stated in the Scope of Work (refer to Summary section - professional services and deliverables for the list of services);
- 2.4.2.3** Offeror shall describe their approach to evaluating proposals against the evaluation criteria;
- 2.4.2.4** Offeror shall submit a proposed schedule, including project milestones and deliverables that cover the scope of work requested;

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2.4.2.5 Offeror shall provide two (2) separate sample project plans of projects completed in the past that include major deliverables, including but not limited to the following subject matter: (provide 3 pages for each only):

- 2.4.3.6.1 Statement of Work;
- 2.4.3.6.2 Project Plan
- 2.4.3.6.3 Project Communications Plan
- 2.4.3.6.4 Project Organization Change Management Plan
- 2.4.3.6.5 ERP Business Requirements Statement (for RFP)
- 2.4.3.6.6 ERP Solution Requirements Evaluation Matrix (for RFP)
- 2.4.3.6.7 ERP System Deployment Plan (high level)
- 2.4.3.6.8 ERP Solution Training plan,
- 2.4.3.6.9 ERP Solution Knowledge Transfer Plan

## 2.5 EVALUATION CRITERIA

The evaluation criterion is weighted in accordance with the Submission Requirements, section 2.4.


- |       |                               |     |
|-------|-------------------------------|-----|
| 2.5.1 | Experience and Qualifications | 35% |
| 2.5.2 | Method of Approach            | 40% |
| 2.5.3 | Cost                          | 25% |

## 2.6 ALTERNATE OFFERS/EXCEPTIONS

Offers submitted as alternates, or on the basis of exceptions to specific conditions of purchase and/or required specifications, must be submitted as an attachment referencing the specific paragraph number(s) and adequately defining the alternate or exception submitted. Offeror shall clearly and specifically detail all exceptions to the exact requirements imposed by this solicitation. Detailed product brochures and/or technical literature, suitable for evaluation, must be submitted with the Offer. If no exceptions are taken, City will expect and require complete compliance with the specifications and all conditions of purchase.

## 2.7 SITE INSPECTION

Offeror shall visit the site(s) to become familiar with any conditions which may affect the performance and pricing. Submission of an Offer will be prima facie evidence that the Offeror did, in fact, make a site inspection and is aware of all conditions.

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## 2.8 INQUIRIES

Any question related to the Request for Proposal shall be directed to the Contract Officer whose name appears above. An Offeror shall not contact or ask questions of the department for whom the requirement is being procured. The Contract Officer may require any and all questions be submitted in writing. Offerors are encouraged to submit written questions via electronic mail or facsimile, no later than **five (5) days** prior to the proposal due date. Any correspondence related to a solicitation should refer to the appropriate Request for Proposal number, page and paragraph number. An envelope containing questions should be identified as such; otherwise it may not be opened until after the official proposal due date and time. Oral interpretations or clarifications will be without legal effect. Only questions answered by a formal written amendment to the Request for Proposal will be binding.

## 2.9 EVALUATION PANEL

Offeror submittals will be evaluated by an evaluation panel. Award shall be made to the responsive, responsible Offeror whose proposal is determined to be the most advantageous to the City.

## 2.10 PANEL CONTACT

Offerors shall have no exclusive meetings, conversations or communications with an individual evaluation panel member on any aspect of the RFP, after submittal.

## 2.11 INTERVIEWS


The City reserves the right to conduct interviews with some or all of the Offerors at any point during the evaluation process. However, the City may determine that interviews are not necessary. In the event interviews are conducted, information provided during the interview process shall be taken into consideration when evaluating the stated criteria. The City shall not reimburse the Offeror for the costs associated with the interview process.

## 2.12 ADDITIONAL INVESTIGATIONS

The City reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any Offeror submitting a proposal.

## 2.13 DISCUSSIONS AND REVISIONS TO PROPOSAL

Discussions may be conducted with responsible Offerors who submit proposals determined to be reasonably susceptible of being selected for award; and may obtain pertinent information for the purpose of clarification to assure full understanding of, and responsiveness to, the solicitation requirements. Should the City elect to call for 'best and final' offers, Offerors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals, and such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information

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derived from proposals submitted by competing Offerors. The purposes of such discussions shall be to:

- 2.13.1 Determine in greater detail such Offeror's qualifications, and
- 2.13.2 Explore with the scope and nature of the project, the Offeror's proposed method of performance, and the relative utility of alternate methods of approach;
- 2.13.3 Determining that the Offeror will make available the necessary personnel and facilities to perform within the required time;
- 2.13.4 Agreeing upon compensation which is fair and reasonable, taking into account the estimated value of the required services, and the scope, complexity and nature of such services.

#### **2.14 BEST AND FINAL OFFERS**

The City may request best and final offers if deemed necessary, and will determine the scope and subject of any best and final request.

#### **2.15 PROPOSAL EVALUATION**

The City reserves the right to secure additional information from the Offeror in various forms and or to award based on submitted information.

#### **2.16 NOTICE OF INTENT TO AWARD AND PROTEST PERIOD**

Information about the recommended award for this solicitation will be posted on the Internet. The information will be available for review on the City's Materials Management Internet home page [www.glendaleaz.com/purchasing](http://www.glendaleaz.com/purchasing) immediately after the City has completed its evaluation process of the offers received. If you have any questions, or would like further information about an intended award, contact the contract analyst immediately. Any protest must be submitted to the Materials Manager no later than seven (7) calendar days from the date of posting on the Internet. Please go to: <http://www.glendaleaz.com/Purchasing/doingbusinesswithglendale.cfm> for information and instructions on how to file a protest with the City of Glendale.


#### **2.17 WITHDRAWAL OF PROPOSAL**

At any time prior to the specified solicitation due date and time, an Offeror may formally withdraw the proposal by a written letter, facsimile or electronic mail from the Offeror or a designated representative. Telephonic or oral withdrawals shall not be considered.

#### **2.18 OFFER ERRORS OMISSIONS AND CORRECTIONS**

The City will not be responsible for any offeror errors or omissions. All prices and notations shall be written in ink or typed. Changes or corrections made on the offer



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form must be initialed in ink by the individual signing the offer. No corrections will be permitted after the offers have been opened.

## **2.19 COMPETITIVE NEGOTIATIONS**

Exclusive or concurrent negotiations may be conducted with responsible Offeror(s) for the purpose of altering or otherwise changing the conditions, terms and price of the proposed contract unless prohibited. Offerors shall be accorded fair and equal treatment in conducting negotiations and there shall be no disclosure of any information derived from proposals submitted by competing offerors. Exclusive or concurrent negotiations shall not constitute a contract award nor shall it confer any property rights to the successful Offeror. In the event the City deems that negotiations are not progressing, the City may formally terminate these negotiations and may enter into subsequent concurrent or exclusive negotiations with the next most qualified offeror(s).

## **2.20 NO CONTACT, NO INFLUENCE DURING THE RFP PROCESS**

The City is conducting a competitive RFP process for the contract, free from improper influence or lobbying. There shall be no contact concerning this RFP from Offerors submitting a Proposal with any member of the City Council, RFP Evaluation Committee Members, or anyone connected with the process for or on behalf of the City. Contact includes direct or indirect contact by the Offeror, its employees, attorneys, lobbyists, surrogates, etc. in an attempt to influence the RFP process.


From the time the RFP is issued until the expiration of the protest period or the resolution of any protest, whichever is later (the "Black-Out Period"), Offerors, directly or indirectly through others, are restricted from attempting to influence in any manner the decision making process through, including but not limited to, the use of paid media; contacting or lobbying the City Council or City Manager or any other City employee (other than Material Management employees); the use of any media for the purpose of influencing the outcome; or in any other way that could be construed to influence any part of the decision-making process about this RFP. This provision shall not prohibit an Offeror from petitioning an elected official or engaging in any other protected first amendment activity after the protest period has run or any protest has been resolved, whichever is later.

Violation of this provision will cause the proposal or offer of the Offeror to be found in violation and to be rejected.


## **2.21 PROPRIETARY INFORMATION**

An Offeror shall clearly mark any proprietary information contained in its bid with the words "Proprietary Information." Offeror shall not mark any Solicitation Form as proprietary. Pricing data shall not be considered proprietary. Marking all, or nearly all, of a bid as proprietary may result in rejection of the bid.

# EXHIBIT A

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Offeror's acknowledge that the City is required by law to make certain records available for public inspection. In the event that the City receives a request for disclosure of Proprietary Information by any person, court, agency or administrative body, or otherwise has a reasonable belief that it is obligated to disclose the Proprietary Information to any such person or authority, the City will provide Offeror with prompt written notice so that Offeror may seek a protective order or other appropriate remedy. The Offeror, by submission of materials marked Proprietary Information, acknowledges and agrees that the City will have no obligation to advocate for non-disclosure in any forum or any liability to the Offeror in the event that the City must legally disclose the Proprietary Information.

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### 3.0 SPECIAL TERMS AND CONDITIONS

**3.1 TERM OF AGREEMENT** The initial term of the contract shall be one (1) year upon approval by the City Council.

**3.2 OPTION TO EXTEND** The City may, at its option and with the approval of the Contractor, extend the term of this agreement four (4) additional years in one (1) year increments based on satisfactory Contractor performance. Contractor shall be notified in writing by the City Materials Manager of the City's intention to extend the contract period at least sixty (60) calendar days prior to the expiration of the original contract period. Price adjustments will only be reviewed during contract renewal.

**3.3 INCORPORATION BY REFERENCE** All responses shall incorporate by reference the Scope/Specifications, terms and conditions, general instructions and conditions and any attachments or exhibits. The Standard Terms and Conditions applicable to this solicitation are posted on the Internet. They are available for review and download at the City's Materials Management Internet home page, [www.glendaleaz.com/purchasing](http://www.glendaleaz.com/purchasing). Offerors are advised to review all provisions of the General Instructions and Conditions for this solicitation.

**3.4 INSURANCE** Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Contractor, his agents, representatives, employees or subcontractors.

#### **3.4.1 MINIMUM SCOPE AND LIMIT OF INSURANCE**


Coverage shall be at least as broad as:

**Commercial General Liability (CGL):** Insurance covering CGL on an "occurrence" basis, including products-completed operations, personal & advertising injury, with limits no less than **\$1,000,000** per occurrence, **\$2,000,000** aggregate. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.

**Automobile Liability:** Insurance covering any auto (Code 1), or if Contractor has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than **\$1,000,000** per accident for bodily injury and property damage.

**Workers' Compensation:** as required by the State of Arizona, with Statutory Limits, and Employer's Liability Insurance with limit of no less than **\$1,000,000** per accident for bodily injury or disease.

If the contractor maintains higher limits than the minimums shown above, the City requires and shall be entitled to coverage for the higher limits maintained by the contractor.

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**Other Insurance Provisions** The insurance policies are to contain, or be endorsed to contain, the following provisions:

**Additional Insured Status** The City, its officers, officials, employees, and volunteers are to be covered as additional insured's on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations.

**Primary Coverage** For any claims related to this contract, the Contractor's insurance coverage shall be primary insurance as respects the City, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

**Notice of Cancellation** Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the City.


**Waiver of Subrogation** Contractor hereby grants to City a waiver of any right to subrogation which any insurer of said Contractor may acquire against the City by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City has received a waiver of subrogation endorsement from the insurer.

**Acceptability of Insurers** Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the City.

**Verification of Coverage** Contractor shall furnish the City with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received by the Contract Administrator and approved by the City before work commences. DO NOT SEND CERTIFICATES TO RISK MANAGEMENT. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

**Special Risks or Circumstances** City reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

**Professional Liability (Errors and Omissions)** Insurance appropriate to the Consultant's profession, with limit no less than **\$1,000,000** per occurrence or claim, **\$2,000,000** aggregate. If the policy provided is on a claims-made basis, the **Retroactive Date** must be shown and must be before the date of the contract or the beginning of contract work. Insurance must be maintained and evidence of insurance must be provided **for at least two (2) years after completion of the contract work.**

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|  | <p style="text-align: center;"><b>City of Glendale</b><br/> <b>Materials Management</b><br/> <b>Solicitation Number: RFP 16-19</b><br/> <b>PEOPLESOFT REPLACEMENT CONSULTANT</b></p> | <p><b>CITY OF GLENDALE</b><br/> <b>Materials Management</b><br/> <b>5850 West Glendale</b><br/> <b>Avenue, Suite 317</b><br/> <b>Glendale, Arizona 85301</b></p> |
|---|--|--|

If coverage is canceled or non-renewed, and not **replaced with another claims-made policy form with a Retroactive Date** prior to the contract effective date, the Consultant must purchase “extended reporting” coverage for a minimum of **two (2) years** after the completion of contract work.


### **3.5 INDEMNIFICATION CLAUSE:**

To the extent allowed by law, Contractor shall defend, indemnify, and hold harmless the City of Glendale, and its departments, boards, commissions, officers, officials, agents, employees and volunteers (hereinafter referred to as “Indemnatee”) from and against any and all claims, actions, liabilities, damages, losses, or expenses (including court costs, attorneys’ fees, and costs of claim processing, investigation and litigation) (hereinafter referred to as “Claims”) for bodily injury or personal injury (including death), or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of Contractor or any of its owners, officers, directors, agents, employees or subcontractors. This indemnity includes any claim or amount arising out of, or recovered under, the Workers’ Compensation Law or arising out of the failure of such contractor to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. It is the specific intention of the parties that the Indemnatee shall, in all instances, except for Claims arising solely from the negligent or willful acts or omissions of the Indemnatee, be indemnified by Contractor from and against any and all claims. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. In consideration of the award of this contract, the Contractor agrees to waive all rights of subrogation against the City of Glendale, its officers, officials, agents, employees and volunteers for losses arising from the work performed by the Contractor for the City of Glendale.

### **3.6 CONFLICT OF INTEREST** Contractor shall disclose the following: 1) the name(s) and position(s) of each Contractor’s employee or subcontractor that participated in the preparation of the submittal or who will be involved, directly or indirectly, with performing the contract, if awarded; 2) the name(s) of any City of Glendale employee who is a relative of persons identified pursuant to No. 1; 3) the name(s) and position(s) of Contractor’s personnel that have a financial or proprietary interest in the contract; 4) the name(s) of any City of Glendale employee who is a relative of persons identified pursuant to No. 3.

Providing such disclosure will not necessarily disqualify a Contractor. Failure to disclose the requested information or any potential conflict of interest pursuant to A.R.S. § 38-501 et seq. may result in rejection of the proposal or bid or any contract being void or terminated.

For purposes of this provision, the following definitions apply:

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|  | <p style="text-align: center;"><b>City of Glendale</b><br/> <b>Materials Management</b><br/> <b>Solicitation Number: RFP 16-19</b><br/> <b>PEOPLESFT REPLACEMENT CONSULTANT</b></p> | <p><b>CITY OF GLENDALE</b><br/> <b>Materials Management</b><br/> <b>5850 West Glendale</b><br/> <b>Avenue, Suite 317</b><br/> <b>Glendale, Arizona 85301</b></p> |
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“Employee” means all persons who are employed on a full-time, part-time or contract basis by the City of Glendale.


“Relative” means the spouse, child, child’s child, parent, grandparent, brother or sister of the whole or half blood and their spouses and the parent, brother, sister or child of a spouse.

- 3.7 ESTIMATED QUANTITIES** The Quantities listed are the City’s best estimate and do not obligate the City to order or accept more than City’s actual requirements during the period of this agreement as determined by actual needs and availability of appropriated funds. It is expressly understood and agreed that the resulting contract is to supply the City with its complete actual requirements for the contract period, except that the estimated quantity shown for each proposal item shall not be exceeded by 100% without the express written approval of the Materials Manager. Any demand or order made by any employee or officer of the City, other than the Materials Manager, for quantities in the excess of the estimated quantities shall be void if the written approval of the Materials Manager was not received prior to the Contractor's performance.

- 3.8 COOPERATIVE USE OF CONTRACT** This agreement may be extended for use by other governmental agencies and political subdivisions of the State, including all members of SAVE (Strategic Alliance for Volume Expenditures). Any such usage by other entities must be in accord with the ordinances, charter, rules and regulations of the respective entity and the approval of the Contractor and City. For a list of SAVE members, click on the following link: <http://www.maricopa.gov/Materials/save.aspx>.

- 3.9 PUBLIC RECORD** Contractor acknowledges that the City is a public agency and must comply with all Public Records laws. All proposals submitted in response to the Solicitation shall become the property of the City and, subsequent to award recommendation, become a matter of public record available for review pursuant to Arizona Public Records Law.

If a Contractor believes that a specific section of its Proposal response is confidential, that should be withheld from the public record, Contractor shall isolate the pages and mark each page confidential in a specific and clearly labeled section of its Proposal response. The Contractor shall include a written statement as to the basis for considering the marked pages confidential including the specific harm or prejudice if disclosed. The City Materials Management Division will review the material and make a determination as to the confidentiality of any of the information and/or material contained within the Submittal. In the event of a public records request for documents Contractor deems confidential, the City will notify Contractor of the request and if Contractor claims such documents are confidential, it shall be the Contractor’s sole responsibility, including sole cost, to take appropriate action, including legal action, to protect such documents. Price is not confidential and will not be withheld.

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**3.10 PERMITS AND LICENSES** The Contractor and Subcontractors shall be responsible for determining and securing, at his/her expense, any and all licenses and permits that are required by any statute, ordinance, rule or regulation of any regulatory body having jurisdiction in any manner connected with providing operations and maintenance of the facility. Such fees shall be included in and are part of the total proposal cost. During the term of the contract, the Contractor shall notify the City in writing, within two (2) working days, of any suspension, revocation or renewal.


**3.11 CERTIFICATION** By signature on the Offer/Bid page, solicitation Amendment(s), or cover letter accompanying the submittal documents, Contractor certifies:

The submission of the offer did not involve collusion, and without any agreement, understanding or planned common course of action with, any other vendor of materials, supplies, equipment or services described in the invitation to bid, designed to limit independent bidding or competition or other anti-competitive practices. The Contractor shall not discriminate against any employee or applicant for employment in violation of Federal or State law. The Contractor has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, meal or service to a public servant in connection with the submitted offer. The Contractor hereby certifies that the individual signing the submittal is an authorized agent for the Contractor and has the authority to bind the Contractor to the Contract.

**3.12 KEY PERSONNEL** Contractor shall assign specific individuals to the key positions in support of the Contract. Once assigned to work under the Contract, key personnel shall not be removed or replaced without the prior written approval of the City. Upon the replacement of any key personnel, Contractor shall submit the name(s) and qualifications of any new key personnel to the City Contract Administrator or Designee. With the concurrence of the Contract Administrator or Designee, the City shall amend the Contract to reflect the name(s) of any replacement key personnel. Upon any unplanned departure of key personnel, Contractor shall immediately notify the Contract Administrator or Designee.

For this purpose, a primary and secondary emergency contact name and phone number are required from the Contractor. It is critical to the City that the contractor's emergency contact information remains current. The Materials Management staff member, identified on page 1, is to be contacted by E-mail with any change to a contact name or phone number.


All products or services provided to meet an emergency phone request are to be supplied as per the contract prices, terms and conditions. The Contractor may

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provide the fee (pricing) for an after-hours emergency opening of the business separate from the Price Sheet. In general, the order will be placed using a City Procurement Card. The billing is to include the emergency opening fee, if applicable.

- 3.13 PRICE & PRICE ADJUSTMENTS** All prices quoted shall be firm and fixed for the contract period. Any price adjustments shall be addressed a minimum of sixty (60) days prior to the contract renewal date, shall be in writing and include supportive justification for the proposed increase. The rate increase shall only be considered at time of contract extension. The City will review the request and shall determine if the increase shall be granted or if an alternate option is in the best interest of the City. The price increase adjustment, if approved, will be effective and executed via a contract amendment.
- 3.14 ADDITIONS OF PRODUCTS OR SERVICES** The City reserves the right to add additional products or services to this contract when deemed necessary by the City. If this occurs, the Contractor will be requested to submit a negotiable quotation for the additions. Upon approval and authorization by the Materials Manager such additions will be added to and become a part of the contract through properly executed forms.
- 3.15 NON-DISCRIMINATION** By submitting this Offer, Contractor agrees not to discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any Sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.
- 3.16 EMPLOYEE NON-SOLICITATION**. Neither City nor Contractor shall, except with the prior written consent of the other, solicit or hire any employee of the other Party during the time such employee is associated with any Services under this Agreement and for a period of one year after such person ceases to be so engaged. The foregoing restriction shall not apply to the employment of any person who responds to a general recruitment advertisement issued to the public.



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|  | <p align="center"> <b>City of Glendale</b><br/> <b>Materials Management</b><br/> <b>Solicitation Number: RFP 16-19</b><br/> <b>PEOPLESFT REPLACEMENT CONSULTANT</b> </p> | <p> <b>CITY OF GLENDALE</b><br/> <b>Materials Management</b><br/> <b>5850 West Glendale</b><br/> <b>Avenue, Suite 317</b><br/> <b>Glendale, Arizona 85301</b> </p> |
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**4.0 OFFER SHEET**

**4.1 OFFER** Offeror certifies that they have read, understand, and will fully and faithfully comply with this solicitation, its attachments and any referenced documents. Offeror also certifies that the prices offered were independently developed without consultation with any of the other Offeror or potential Offeror.

|   |                                 |
|---|---------------------------------|
| _____<br>Authorized Signature               | _____<br>Company's Legal Name   |
| _____<br>Printed Name Address               | _____                           |
| _____<br>Title                              | _____<br>City, State & Zip Code |
| _____<br>Telephone Number                   | _____<br>FAX Number             |
| _____<br>Authorized Signature Email Address | _____<br>Date                   |

**For questions regarding this offer: (If different from above)**


|                              |                              |                            |
|------------------------------|------------------------------|----------------------------|
| _____<br><b>Contact Name</b> | _____<br><b>Phone Number</b> | _____<br><b>Fax Number</b> |
| _____<br>Email Address       |                              |                            |

FEDERAL TAXPAYER ID NUMBER: \_\_\_\_\_

Arizona Sales Tax No. \_\_\_\_\_ Tax Rate \_\_\_\_\_

Offeror certifies it is a: Proprietorship \_\_\_\_ Partnership \_\_\_\_ Corporation \_\_\_\_

Minority or woman owned business: Yes \_\_\_\_ No \_\_\_\_

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|  | <p align="center"><b>City of Glendale</b><br/> <b>Materials Management</b><br/> <b>Solicitation Number: RFP 16-19</b><br/> <b>PEOPLESFT REPLACEMENT CONSULTANT</b></p> | <p><b>CITY OF GLENDALE</b><br/> <b>Materials Management</b><br/> <b>5850 West Glendale</b><br/> <b>Avenue, Suite 317</b><br/> <b>Glendale, Arizona 85301</b></p> |
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**5.0 PRICING****OFFEROR NAME:** \_\_\_\_\_

Offeror's shall bid in accordance with the pricing structure as outlined in Section 5.

**5.1** Offeror must submit a Firm Fixed Cost for each line item based on project deliverables in **Tables 5.3 through Tables 5.5**. The cost must be broken down by consulting hours for each deliverable. In addition, detailed estimate of types of reimbursable expenses and cost shall be defined in **Table 5.6**. Insert additional line items as needed.


**5.2** Offeror may submit an alternate pricing structure using your own format. If submitting an alternate pricing structure, Offeror shall provide a complete firm fixed price breakdown for all services included in the proposal and scope of work in a format that is clear, concise and easily cross-referenced with task items in the scope of work.

**TABLE 5.3: DEVELOPMENT OF ERP RFP TASKS**

| Item No.<br>(1) | Deliverables<br>(as defined in Section 1.3)<br>(2)  | Contractor Resource<br>Roles/Positions<br>(3) | Estimated Combined<br>Hours for all<br>Contractor Resources<br>(4) | Firm Fixed<br>Cost (\$)<br>(5) |
|-----------------|---|---|--|--------------------------------|
| 5.3.1           | Project Management                                  |   |  |                                |
| 5.3.2           | Benchmark current environment                       |   |  |                                |
| 5.3.3           | Prepare Preliminary ERP system Requirements for RFP |   |  |                                |
| 5.3.4           | Evaluate and select Offeror and Solution            |   |  |                                |
|                 |   |   |  |                                |
|                 | <b>TOTAL COSTS</b>                                  | -   | -  |                                |

**Notes:**

- Column 3: Enter each role/position (as defined in Table 5.5) for resource required.
- Column 4: Enter the combined total number of hours required to complete each deliverable.

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|  | <p style="text-align: center;"><b>City of Glendale</b><br/> <b>Materials Management</b><br/> <b>Solicitation Number: RFP 16-19</b><br/> <b>PEOPLESFT REPLACEMENT CONSULTANT</b></p> | <p><b>CITY OF GLENDALE</b><br/> <b>Materials Management</b><br/> <b>5850 West Glendale</b><br/> <b>Avenue, Suite 317</b><br/> <b>Glendale, Arizona 85301</b></p> |
|---|---|--|

**TABLE 5.4: OFFEROR RESOURCE ROLES**

| Role/Position Type<br>(1)                | Proposed<br>Number of<br>Hours | Firm Fixed<br>Hourly Rate<br>(\$)<br>(2) |
|--|--------------------------------|--|
| 5.4.1 Business Analyst                   |                                |  |
| 5.4.2 ERP Subject Matter Expert          |                                |  |
| 5.4.3 Project Manager                    |                                |  |
|  |                                |  |
| <i>Add additional roles as needed...</i> |                                |  |

**Notes:**


1. Column 1: Offeror shall list all positions that are expected to be used for the duration of the contract.
2. Column 2: Offeror shall provide a Firm Fixed Hourly Rate for each Position Type specified in the table.

**TABLE 5.5: OPTIONAL TASKS**

| Item<br>No.<br>(1) | Deliverables<br>(as defined in Section 1.4)<br>(2)  | Contractor<br>Resource<br>Roles/Positions<br>(3) | Estimated<br>Combined<br>Hours for all<br>Contractor<br>Resources<br>(4) | Firm<br>Fixed<br>Cost (\$)<br>(5) |
|--------------------|---|--|--|-----------------------------------|
| 5.5.1              | Implementation Services: Assume the role of the sole project manager during the implementation of the ERP system(s) acting on behalf of the City; |  |  |                                   |
|                    | <i>Add additional tasks as needed below this line.</i>  |  |  |                                   |
|                    |   |  |  |                                   |
|                    | <b>TOTAL COSTS</b>  | -  | -  |                                   |
|                    |   |  |  |                                   |

**Note:** If additional tasks are listed, the City reserves the right to accept or reject.

## EXHIBIT A

|   |   |   |
|---|---|---|
|  | <p style="text-align: center;"> <b>City of Glendale</b><br/> <b>Materials Management</b><br/> <b>Solicitation Number: RFP 16-19</b><br/> <b>PEOPLESFT REPLACEMENT CONSULTANT</b> </p> | <p> <b>CITY OF GLENDALE</b><br/> <b>Materials Management</b><br/> 5850 West Glendale<br/> Avenue, Suite 317<br/> Glendale, Arizona 85301 </p> |
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**TABLE 5.6: OTHER EXPENSES (DETAIL)**

| Item No. | Description of "Other Expenses"                 | Estimated Cost |
|----------|---|----------------|
| 5.6.1    |   |                |
| 5.6.2    |   |                |
| 5.6.3    |   |                |
|          | <i>Add more lines as needed below this line</i> |                |
|          |   |                |
|          | <b>TOTAL COSTS</b>                              |                |

**TABLE 5.7: COST SUMMARY**

| Item No. | TABLE                                   | TOTAL HOURS | TOTAL COST |
|----------|---|-------------|------------|
| 5.7.1    | TABLE 5.3: Development of ERP RFP Tasks |             |            |
| 5.7.2    | TABLE 5.5: Optional Tasks               |             |            |
| 5.7.3    | TABLE 5.6: Other Expenses (Detail)      |             |            |
|          | <b>GRAND TOTAL COST</b>                 |             |            |

**EXHIBIT B**  
**PeopleSoft Replacement Consultant**  
**COMPENSATION**

**NOT-TO-EXCEED AMOUNT**

The total amount of compensation paid to Contractor for full completion of all work required by the Project during the entire term of the Project must not exceed \$150,000 (initial term and any and all renewal terms).

**DETAILED PROJECT COMPENSATION**

Please see attached Exhibit B.

# PeopleSoft Replacement Consultant

## EXHIBIT B

| Proposed Project Phase  | Deliverable (RFP Section 1.3)                       | Staff Resources                  | Estimated Staff Hours | Cost              |
|---|---|----------------------------------|-----------------------|-------------------|
| Project Management  | Project Management                                  | 8                                | 65                    | \$10,855          |
| <b>Phase 1:</b> Current Environment Fact-Finding and Analysis | Benchmark Current Environment                       | 8                                | 215                   | \$35,905          |
| <b>Phase 2:</b> Request for Proposal Development              | Prepare preliminary ERP System Requirements for RFP | 8                                | 150                   | \$25,050          |
| <b>Phase 3:</b> System SeLECTION                              | Evaluate and select Offeror and solution            | 8                                | 245                   | \$40,915          |
| <b>Phase 4:</b> Contract Negotiation                          | Perform Contract Negotiations                       | 3                                | 85                    | \$0               |
| <b>Phase 5:</b> Implementation Planning                       | Prepare ERP System Deployment Plan                  | 7                                | 40                    | \$6,680           |
| <b>Total Phase 1 through 5</b>                                |   |                                  |                       | <b>\$119,405</b>  |
| Phase 6: (OPTIONAL) Implementation Project Management         | Perform Implementation Project Management           | Hourly rate of \$185             |                       |                   |
| <b>Total Phase 6</b>  |   | Statement of work to be defined. |                       | <b>* \$30,595</b> |

\*This is an estimated cost to be based on a defined Statement of Work if the City chooses to move forward with Phase 6

**EXHIBIT C**  
**PeopleSoft Replacement Consultant**  
**DISPUTE RESOLUTION**

**1. Disputes.**

- 1.1 Commitment. The parties commit to resolving all disputes promptly, equitably, and in a good-faith, cost-effective manner.
- 1.2 Application. The provisions of this Exhibit will be used by the parties to resolve all controversies, claims, or disputes ("Dispute") arising out of or related to this Agreement-including Disputes regarding any alleged breaches of this Agreement.
- 1.3 Initiation. A party may initiate a Dispute by delivery of written notice of the Dispute, including the specifics of the Dispute, to the Representative of the other party as required in this Agreement.
- 1.4 Informal Resolution. When a Dispute notice is given, the parties will designate a member of their senior management who will be authorized to expeditiously resolve the Dispute.
  - a. The parties will provide each other with reasonable access during normal business hours to any and all non-privileged records, information and data pertaining to any Dispute in order to assist in resolving the Dispute as expeditiously and cost effectively as possible;
  - b. The parties' senior managers will meet within 10 business days to discuss and attempt to resolve the Dispute promptly, equitably, and in a good faith manner, and
  - c. The Senior Managers will agree to subsequent meetings if both parties agree that further meetings are necessary to reach a resolution of the Dispute.

**2. Arbitration.**

- 2.1 Rules. If the parties are unable to resolve the Dispute by negotiation within 30 days from the Dispute notice, and unless otherwise informal discussions are extended by the mutual agreement, the parties may agree, in writing, that the Dispute will be decided by binding arbitration in accordance with Commercial Rules of the AAA, as amended herein. Although the arbitration will be conducted in accordance with AAA Rules, it will not be administered by the AAA, but will be heard independently.
  - a. The parties will exercise best efforts to select an arbitrator within 5 business days after agreement for arbitration. If the parties have not agreed upon an arbitrator within this period, the parties will submit the selection of the arbitrator to one of the principals of the mediation firm of Scott & Skelly, LLC, who will then select the arbitrator. The parties will equally share the fees and costs incurred in the selection of the arbitrator.
  - b. The arbitrator selected must be an attorney with at least 10 years experience, be independent, impartial, and not have engaged in any business for or adverse to either Party for at least 10 years.
- 2.2 Discovery. The extent and the time set for discovery will be as determined by the arbitrator. Each Party must, however, within ten (10) days of selection of an arbitrator deliver to the other Party copies of all documents in the delivering party's possession that are relevant to the dispute.
- 2.3 Hearing. The arbitration hearing will be held within 90 days of the appointment of the arbitrator. The arbitration hearing, all proceedings, and all discovery will be conducted in Glendale, Arizona unless otherwise agreed by the parties or required as a result of witness location. Telephonic hearings and other reasonable arrangements may be used to minimize costs.

- 2.4 Award. At the arbitration hearing, each Party will submit its position to the arbitrator, evidence to support that position, and the exact award sought in this matter with specificity. The arbitrator must select the award sought by one of the parties as the final judgment and may not independently alter or modify the awards sought by the parties, fashion any remedy, or make any equitable order. The arbitrator has no authority to consider or award punitive damages.
- 2.5 Final Decision. The Arbitrator's decision should be rendered within 15 days after the arbitration hearing is concluded. This decision will be final and binding on the Parties.
- 2.6 Costs. The prevailing party may enter the arbitration in any court having jurisdiction in order to convert it to a judgment. The non-prevailing party shall pay all of the prevailing party's arbitration costs and expenses, including reasonable attorney's fees and costs.
3. **Services to Continue Pending Dispute.** Unless otherwise agreed to in writing, Contractor must continue to perform and maintain progress of required services during any Dispute resolution or arbitration proceedings, and City will continue to make payment to Contractor in accordance with this Agreement.
4. **Exceptions.**
- 4.1 Third Party Claims. City and Contractor are not required to arbitrate any third-party claim, cross-claim, counter claim, or other claim or defense of a third-party who is not obligated by contract to arbitrate disputes with City and Contractor.
- 4.2 Liens. City or Contractor may commence and prosecute a civil action to contest a lien or stop notice, or enforce any lien or stop notice, but only to the extent the lien or stop notice the Party seeks to enforce is enforceable under Arizona Law, including, without limitation, an action under A.R.S. § 33-420, without the necessity of initiating or exhausting the procedures of this Exhibit.
- 4.3 Governmental Actions. This Exhibit does not apply to, and must not be construed to require arbitration of, any claims, actions or other process filed or issued by City of Glendale Building Safety Department or any other agency of City acting in its governmental permitting or other regulatory capacity.