

November 11, 2015
RFP 126299

**PURCHASING DEPARTMENT
101 EAST 11th STREET, STE. G-13
CHATTANOOGA, TENNESSEE 37402**

Request for Proposals for the City of Chattanooga, TN

Requisition No.: RFP 126299
Ordering Dept.: Information Technology Department
Buyer: Sharon Lea
Phone No.: 423 643-7235
Fax No.: 423 643-7244
Email: slea@chattanooga.gov

Request for Proposals for EBS Hosting and Managed Services

*****REQUEST FOR PROPOSALS MUST BE RECEIVED***
NO LATER THAN
4:00 PM E.S.T. on December 15, 2015
***ALL QUESTIONS MUST BE SUBMITTED IN WRITING**
NO LATER THAN
4:30 PM E.S.T. on December 8, 2015**

The City of Chattanooga reserves the right to reject any and/or all proposals, waive any informalities in the proposals received, and to accept any proposal which in its opinion may be for the best interest of the City.

The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color or national origin.

The City of Chattanooga (COC) Terms and Conditions posted on Website are applicable:
<http://www.chattanooga.gov/purchasing/standard-terms-and-conditions>
NOTE: ALL PROPOSALS MUST BE SIGNED.

All proposals received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated.

PLEASE PROVIDE US WITH THE FOLLOWING:

Company Name: _____
Mailing Address: _____
City & Zip Code: _____
Phone/Toll-Free No.: _____
Fax No.: _____
E-Mail Address: _____
Contact Person: _____
Signature: _____

EBS Hosting and Managed Services

Request for Proposals

City of Chattanooga

Information Technology Department

November 2015

The overall goal for the in-scope managed services environment is to provide high quality customer service in a cost-effective manner. While we are stating in this document the priorities of the City of Chattanooga as we are best able to convey them, we accept that we are not experts in this arena and are fully willing to hear alternatives as long as overall goals are met. Of primary importance is to ensure that our existing EBusiness Suite (hereafter referred to as “EBS”) environment continues to function effectively and meet the needs of its employees and constituents.

Managed services include the activities associated with the configuration, maintenance, interface enhancement, development and support of the in-scope applications, including: support and administration of the base application package; application of vendor patches; modifications for limited improvements in functionality or troubleshooting; new application development; development of minor enhancements required to meet all functional, regulatory and legal requirements; general support such as providing end-users with answers to basic questions regarding those applications, and any related application related database administration/maintenance activities.

What the City of Chattanooga will provide

The City of Chattanooga’s IT Department will provide Tier One Helpdesk services for the purpose of resolving issues relating to our network, our client-side devices, and any locally-installed software (i.e. Java, Firefox, Microsoft Excel, etc.). In the case of ADI uploads, issues with EiS XL/GLConnect, for example, vendor support may need to provide guidance to the City’s IT Helpdesk staff.

For major events (upgrades, significant customizations) the City of Chattanooga will provide a Project Manager or Business Analyst to coordinate with the vendor’s Project Manager.

Beyond what is stated above, it is our expectation that neither technical nor functional requests of any kind will be addressed by the City of Chattanooga's IT staff. The vendor will provide complete and full support for all aspects of the operations of Oracle EBS and EIS eXpress and GL/XLConnect (hereafter referred to as "EIS").

Scope of Work

1. Physical/Virtual Servers
 - a. Vendor is responsible for the setup, configuration, patching, maintenance, and securing/hardening of all physical or virtual servers.
 - b. Vendor is responsible for server interconnectivity (i.e. between application servers and database servers, for example) and for server and network firewalls at vendor's facilities.
 - c. As EBS sometimes produces files (i.e. csv, txt) as output and/or receives files for input, shared locations on the servers should be configured accordingly. The City of Chattanooga will provide confirmation when access authorization is requested but the act of granting/revoking access should fall to the vendor.
 - d. Vendor should provide an explanation of their disaster recovery procedures.
2. Oracle Application and Database Servers
 - a. Vendor is responsible for the setup, configuration, patching, and maintenance of the Oracle database instances used for EBS and EIS.
 - b. Vendor is responsible for all applicable database maintenance relative to application performance, i.e. the scheduling of statistics-gathering, the monitoring of database performance, the monitoring of tablespace usage, the expanding and reorganization of tablespaces, etc.
 - c. Vendor is responsible for the setup, configuration, patching, and maintenance of Oracle Application Server instances. Instances should be configured to use HTTPS.
3. Cloning, Patching, and Test Instances
 - a. In addition to the production instance, the City requires at least one (1) test instance. This instance should be cloned from production on a regular basis (vendor should provide their standard cloning schedule).
 - b. When technical issues arise for which testing is needed, vendor is expected to create a fresh clone if needed (so that the production issue being diagnosed can be recreated in the test instance).

- c. When technical issues arise for which patching is needed, vendor is expected to apply patch to a recently-cloned test instance so that the fix can be verified and that existing EBS functionality is not hampered.
 - d. Vendor should be prepared to occasionally respond to on-demand requests for cloning, for example at fiscal year-end.
 - e. Vendor is responsible for the application of all required patches (such as HR Quarterly patches, CPU (critical patch updates) patches, etc. Vendor is expected to drive this process by keeping abreast of necessary patches, advising the City of Chattanooga of the same, and coordinating the timing of patch application with City of Chattanooga contact persons.
 - f. Vendor is responsible for coordinating with end users to provide sufficient time for the patch testing process prior to patches being applied to production. (Vendor should provide automated testing mechanisms whenever possible.) No patch or other update is to go into production without documented prior authorization from the users.
4. Technical Support
- a. All technical support requests from City of Chattanooga staff will be routed to the vendor. Vendor will have access to the City's IT Department Helpdesk for the purpose of requesting access to local resources, verification of client-side configurations, etc. The City's Helpdesk staff will take direction from vendor and will not be responsible for any EBS/EIS-related knowledge or expertise beyond basic client-side installation and configuration of necessary components.
 - b. When technical issues arise requiring Oracle's Support, vendor will access the Oracle Support web site and engage in knowledge base searches and the creation of support tickets as needed. When support tickets are created, vendor is responsible for responding to and following up on said support tickets. Vendor is responsible for carrying out the requests of Oracle Support such as the running of queries, the running of scripts (in a test instance), and all other functions with the exception of those that require the action of the reporting end-user(s). When end-user interaction is required, the vendor is free to contact the end-user directly or to route contact through the City IT Department's Helpdesk.
 - c. Vendor is expected to track technical requests in the manner that vendor sees fit, with the understanding that the City of Chattanooga will wish to see regular reports of requests and resolutions.
5. Functional Support

- a. Vendor will respond to any and all reasonable functional questions posed by City of Chattanooga EBS/EiS users. Vendor should endeavor to respond in such a manner as to instruct the user for the mutual benefit of both the vendor and the City of Chattanooga.
 - b. Vendor can and should advise when additional training is required for a given City of Chattanooga EBS/EiS user or group of users.
 - c. Vendor is expected to track functional requests in the manner that vendor sees fit, with the understanding that the City of Chattanooga will wish to see regular reports of requests and resolutions.
 - d. Vendor is expected to recommend configuration changes and/or custom development when applicable.
 - e. Vendor is expected to provide documentation when needed beyond that provided by Oracle. This would include software customizations and business procedures designed or recommended for use by the City. The documentation may be located on the City/DIT documentation portal.
6. Custom Development
- a. General
 - i. All new customizations should be the responsibility of the vendor.
 - ii. The City of Chattanooga expects the vendor to advise on the merits of any requested customization; vendor should direct the City of Chattanooga appropriately when requested functionality can be accomplished via existing components of EBS.
 - iii. Our expectation is that minor customizations will be a part of our standard agreement (with no additional costs). Larger customizations, understandably, would involve coordination between a vendor-provided project manager and relevant City staff; rates and definitions for work that is considered outside the scope of this contract should be described and quoted.
 - iv. Customization may involve the creation of new reports and enhancement of existing reports.
 - v. The City may plan call upon the vendor to create additional interfaces or assist the City in the creation of additional interfaces.
 - b. Existing Custom Products
 - i. Currently the City of Chattanooga maintains three (3) custom Workflow processes: Journal, Requisition, and PO approvals. These custom Workflows currently do not use AME; it is our desire that the vendor convert these to use AME (if possible) and take over their support.

- ii. The City of Chattanooga has a number of custom reports written with Oracle Reports Builder. We would expect the vendor to take responsibility for these going forward, including any and all associated RTF/XML templates.
 - iii. The City currently has a number of custom programs that run via EBusiness Suite's concurrent manager. Examples of these are the Payroll-to-AP interface program and several Benefits file extract programs. The vendor is expected to take ownership of these processes.
- c. Existing and New Interfaces
- i. Currently the City of Chattanooga's EBS instance interfaces to Azteca's Cityworks (employees), RTA Fleet Maintenance (GL), TimeClock Plus (GL), and Govern sewer and property-tax billing. The hosting entity must be able to support these interfaces.
 - ii. The vendor must understand that they will be called upon periodically to work with other software vendors for the creation of new and updating of existing interface programs.
 - iii. The vendor will also be called upon to work with the City of Chattanooga's IT Department on interfacing for custom programs written by the City's Applications Development group.
 - iv. Vendor should:
 - 1. Install and run Oracle's heterogeneous services tools to enable communication with third-party databases such as MySQL and PostgreSQL; or
 - 2. Be prepared to output data in JSON (preferred), XML, or CSV to shared file locations accessible to the City's internal network.
 - v. Vendor servers must accommodate PHP.

7. Availability

- a. The vendor must ensure an availability of not less than 99.9% of the time from 7:00 AM – 7:00 PM Monday through Friday EST/EDT. The vendor should provide a monthly report of system availability. Any report that does not meet the system availability target will render the vendor subject to penalties. The availability rate of 99.9% does not apply to scheduled downtime maintenance windows.
- b. Scheduled downtime must be planned in advance and receive documented approval from key users.
- c. Maintenance/Patching is not considered complete and ready for the system to come back online until approved by key users.

Additional Items

The following tasks have been identified by the City as needing attention after we begin our period of hosting and managed services.

1. Convert existing custom workflows to seeded WFs using AME:
 - a. Purchase requisition approvals
 - b. Purchase order approvals
 - c. Journal voucher approvals
2. Attaching delivery documents to Oracle receipts, email notification of AP, eliminate paper packets;
3. 1094c & 1095c forms to be issued in conjunction with W-2s;
4. Employee Reimbursement of Business Expenses via Payroll;
5. Change the method for payment of third party payees to ACH;
6. Implementation to accommodate automation and salary projections based on new Fire and Police Pay plans;
7. Implementation of additional custom workflows for Invoices and Receipts;
8. Automation of invoice entry processes;
9. Correct error(s) in Uniform Eligibility report.

Please note that it is not required that these be quoted (discovery will need to take place first) but vendor should be aware that these are pending.

Vendor Response

1. Please provide itemized line-item pricing in the manner which is standard for your organization.
2. Provide a minimum of three (3) non-federal governmental entities that are using some or all of the services referenced in this document (including contact information).

Note: vendor must be willing and able to accept purchase order(s) as a form of payment.

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. In all construction contracts or subcontracts in excess of \$10,000 to be performed for the City of Chattanooga, any contractor and/or subcontractor is further required to file in duplicate within ten (10) days of being notified that it is the lowest responsible bidder, an affirmative action plan with the EEO Director of the City of Chattanooga. This plan shall state the Contractor's goals for minority and women utilization as a percentage of the work force on this project.
5. This Plan or any attachments thereto shall further provide a list of all employees annotated by job function, race, and sex who are expected to be utilized on this project. This plan or attachment thereto shall further describe the methods by which the Contractor or Subcontractor will utilize to make good faith efforts at providing employment opportunities for minorities and women.

During the term of this contract, the Contractor upon request of the City, will make available for inspection by the City of Chattanooga copies of payroll records, personnel documents and similar records or documents that may be used to verify the Contractor's compliance with these Equal Opportunity provisions.

6. The Contractor will include the portion of the sentence immediately preceding paragraph 1 and the provisions of paragraphs 1 through 6 in every subcontract so that such provisions will be requested of each subcontractor. The Contractor agrees to notify the City of Chattanooga of any subcontractor who refuses or fails to comply with these equal opportunity provisions. Any failure

or refusal to comply with these provisions the contractor and/or subcontractor shall be a breach of this contract.

(Signature of Contractor)

(Title and Name of Company)

(Date)