

City of Redmond, Washington
Purchasing Division, M/S: 3NFN
15670 NE 85th Street
PO Box 97010
Redmond, WA 98073-9710

Request for Proposal

The City of Redmond is interested in seeking proposals from qualified software service providers to acquire a comprehensive and integrated Claims and Risk Management Software solution to meet City's needs.

RFP 10610-18/ALE

The City of Redmond, Washington requests interested parties to submit proposals for the above referenced Request for Proposal.

Scope of Work

The City of Redmond seeks to acquire a Claims and Risk Management Software solution to meet the City's identified needs. A complete scope of work is incorporated into this solicitation as Attachment A and shall become a part of this RFP by this reference.

Solicitation Documents

- Attachment A - Scope of Work
- Attachment B - System Functional/Technical Requirements
- Attachment C - Timeline & Pricing Schedule
- Attachment D - City Consulting Services Agreement
- Attachment E1 – Substitute Paragraph #6 – On-Premise Solution
- Attachment E2 – Substitute Paragraph #6 – SaaS Solution

Due Date/Time

11:00 AM (local time) on Tuesday, July 10th, 2018. The City of Redmond – Purchasing & Contracts Division must receive proposals no later than said date and time. Proposals received after such time will be returned unopened. Responses may be mailed or hand delivered to the City of Redmond Attn: Customer Service Center, Mailstop: 1SCS, 15670 NE 85th Street, PO Box 97010, Redmond, WA 98073-9710.

Response Requirements & Format

All costs for developing proposals in response to this RFP are the obligation of the Consultant and are not chargeable to the City. All proposals and accompanying documentation will become property of the City and will not be returned. Proposals may be withdrawn at any time prior to the published close date, provided notification is received in writing to the below listed City agent. Proposals cannot be withdrawn after the published close date.

- 1) Overall Project Scope & Approach - Describe your project approach and include your proposed-on premise and/or software-as-a-service solution, your firm's product, installation

and training experience, company profile and contact information. Address how your proposed solution meets the needs outlined in the City's Scope of Work.

- 2) Complete Functional/Technical Requirements - Attachment B, - and include this with your response. This document lists the desired features and requirements identified by the City for its Claims and Risk Management Software Solution. For each requirement, the service provider must note if its proposed Claims and Risk Management Software system combination currently meets, is schedule to meet, would require additional programming to meet or is not supported. An explanation should be given for any item that is not rated as currently meeting the city minimum requirement unless otherwise noted.
- 3) Complete Timeline & Fee Schedule – Attachment C, and include this with your response. Provide pricing for an on-premise solution and/or software-as-a-service access, implementation, training including initial year of maintenance. Include access/maintenance fees, itemized for years 2, 3 and 4. Identify and itemize any third-party products/licenses and fees separately. Any expenses that are to be included as part of your proposal must be listed in Attachment C. Include a proposed timeline for project start to completion and identify an installation launch (go-live) date.
- 4) References – Provide a list of references (including contact name and telephone number) of at least three (3) completed or current installations within the last four (4) years of similar scope and size. The City reserves the right to contact references without prior notification.
- 5) Proposals must be made in the official name of the firm or individual under which business is conducted (showing official business address) and **must be signed** by a person duly authorized to legally bind the person, partnership, company or corporation submitting the proposal. A corporation must indicate place and date of incorporation.
- 6) A statement to the effect that respondent understands and agrees to obtain a City of Redmond business license as a requirement for performing these services. A city business license application can be found at:
<http://redmond.gov/business/businessLicensing/>
- 7) The City requires seven (4) printed response copies, unbound, 20lb. bond paper and not exceeding ten (10) double-sided pages (equates to a total page count of 20 pages in length). All responses shall use a minimum font size of at least 10pt. Company sales literature and project staff resumes may be attached to the response as an Appendix and do not apply against page count. In keeping with the City's environmental sustainability efforts, do not bind your proposal, nor include binders, report covers or unrequested indexing/divider pages. Use of recycled content paper is preferred. All responses should include:
 - a. Overall Project Scope & Approach
 - b. Completed Attachment B- Technical Requirements
 - c. Completed Attachment C - Fee Schedule with project timeline, including references, agreement to obtain City Business license, agreement indicating your proposal and pricing will be valid 60 days from the date of proposal and agreement of the City's standard contracting documents (Attachments D & E) and **signature binding your proposal**.

- 8) A statement indicating the number of calendar days the proposal shall be valid for (the City's minimum number of days is 60).

Cooperative Purchase Language:

The City of Redmond has entered into intergovernmental (Interlocal) purchasing agreements pursuant to RCW 39.34 with other Washington agencies under which either party may make purchases at the other party's accepted bid price. By submitting an offer, the Consultant agrees to make the same bid terms and price, exclusive of freight, available to other Washington governmental agencies. Only those public agencies that have complied with the requirements outlined in RCW 39.34 are eligible to use this contract. Further, the public agency accepts responsibility for compliance with any additional or varying laws and regulations governing purchase by or on behalf of the public agency in question. A purchase by a public agency shall be affected by a purchase agreement/contract from the public agency, directed to the Consultant or other party contracting to furnish goods or services to the City of Redmond. The City of Redmond will not accept responsibility for purchases issued by other public agencies.

This offer of cooperative purchasing shall be extended by the Consultant to cover the city's contract duration (for any subsequent purchase agreements/contracts resulting from this RFP) or 60 days post award (for one-time purchases).

Public Disclosure Notice

All materials provided by the Consultant are subject to State of Washington public disclosure laws. Marking the entire proposal as proprietary or confidential, and therefore, exempt from disclosure will NOT be accepted or honored, and may result in disclosure of the entire proposal or disqualification of the proposal solely at the discretion of the City. Documents identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence, the information is publicly available, the information is already in the City's possession, the information is obtained from third parties without restrictions on disclosure, or the information was independently developed without reference to the Confidential information.

Selection & Award

All interested parties are requested to provide a response containing all required elements herein to the City of Redmond at the stated address by the deadline given.

The City intends to enter into an agreement with the Consultant who provides a proposal that, in the opinion of the City, best meets all of the below listed evaluation criteria (receives the highest score) as determined by a selection committee. Further, the City reserves the right to conduct interviews and/or software product demonstration with selected respondents as necessary to complete its evaluation. Upon selection of a Consultant, the City intends to enter into an agreement using its standard, Consulting Services Agreement which shall be used to secure these services. A copy of this document is attached, as **Attachments D & E**, and shall be incorporated into this RFP by this reference.

Evaluation Criteria	Weight
Overall Project Scope, Approach & Implementation Timeline <i>(including demonstrated experience, product features, capabilities and completion timeline, as outlined in the City's scope of work, Attachment A)</i>	10 pts.
Functionality & Requirements <i>(demonstrate your product's</i>	50 pts.

<i>capability to meet/exceed City's desired requirements in Attachment B)</i>	
Pricing & Timeline (<i>life cycle cost of acquisition, installation, training & 5 yrs. maintenance, etc. – as requested in Attachment C)</i>	30 pts.
References	10 pts.
Total	100 pts.

Contracting Notice

Upon selection of a Consultant, the City intends to issue a city contract which shall be used to secure these services and will be the governing document. A copy of the document is attached as **Attachment D**, Consulting Services Agreement & **Attachments E1 or E2** which are incorporated in this solicitation by this reference. No substitute terms, conditions or amendments to these terms will be allowed and may deem such a proposal as non-responsive.

The City of Redmond reserves the right to reject any or all proposals and to waive any irregularities or information in the evaluation process. The final decision is the sole decision of the City of Redmond, and the respondents to this solicitation have no appeal rights or procedures guaranteed to them.

Questions/Inquiries

Please direct any questions concerning this Request for Proposal, the City's requirements or its evaluation process to the agent listed below. No other City official or employee is empowered to speak for the City with respect to this acquisition. Any information obtained from any other source shall not be binding and may disqualify your proposal. Questions received after **July 6th, 2018** may not be answered.

RFP Mailing Address:

City of Redmond
Customer Services Center, MS:1SCS
PO Box 97010
Redmond, WA 98073-9710

RFP Courier Deliveries:

City of Redmond
Customer Service Center, MS: 1SCS
15670 NE 85th Street
Redmond, WA 98052

RFP Content:

Alan Edmonds
Sr. Purchasing Agent
Office: (425) 556-2184
aedmonds@redmond.gov