

# City of Auburn, Maine

*"Maine's City of Opportunity"*

## Financial Services



**April 16, 2015**

Dear Bidder:

The City of Auburn is accepting written proposal for the Auburn Information Technology Department for an **Application and Database Inventory and Analysis**. The City reserves the right to accept or reject any or all proposals in whole or in part and to waive any informality the City may determine necessary. The City also reserves to itself the exclusive right to accept any proposals when it is deemed by the City to be in its best interest. The City of Auburn is governed by Title 1 M.R.S.A. § 401-410, otherwise known as the Freedom of Information Act, which considers bid specifications as public documents. In awarding any proposal, the City may consider, but not be limited to, any of the following factors: Bidder qualifications, price, experience, financial standing with the City, warranties, references, bonding, delivery date, and service of Bidder. Vendors/Contractors shall be current on all amounts due to the City of Auburn prior to the City entering into any contract agreement. All proposals must include FOB to Auburn, Maine unless otherwise specified.

Proposals will not receive consideration unless submitted in accordance with the following instructions bidders. Please mark sealed envelopes plainly: **"Application and Database Inventory – Bid #2015-029."**

Questions regarding this Request for Proposal should be directed to Paul Fraser, Information Technology Director, at (207) 333-6601, ext. 1011. *Notification is needed by April 30<sup>th</sup>, 2015 at 2PM via hard copy mailed or email to [pfraser@auburnmaine.gov](mailto:pfraser@auburnmaine.gov) to notify the City of your Firm's intention to participate in the bid process.*

Please submit your proposal to the City of Auburn by 2:30 p.m. on May 7<sup>th</sup>, 2015. Proposals will be opened at 2:30 p.m. Proposals must be delivered to **Derek Boulanger, Facilities Manager/ Purchasing Agent, 60 Court Street, Auburn, Maine 04210** on or before the date and time appointed. No proposals will be accepted after the time and date listed above.

Sincerely,

Derek Boulanger  
Facilities Manager/  
Purchasing Agent

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### **Conditions and Instructions to Bidders**

1. Bidders shall use the enclosed bid form for quotations. Whenever, in bid forms, an article is defined by using a trade name or catalog number, the term "or approved equal", if not inserted, shall be implied.
2. Submit a separate unit price for each item unless otherwise specified in the bid request. Award will be made on a basis of each item, or as a group, whichever is in the best interest of the City. Prices stated are to be "delivered to destination".
3. Bid proposals must be completed in full, in ink and must be signed by firm official. Bid proposal **must be notarized** prior to bid being sealed and will be disqualified if not notarized. Bids may be withdrawn prior to the time set for the official opening.
4. Bids will be opened publicly. Bidders or representatives may be present at bid opening.
5. Awards will be made to the most qualified bidder, considering the bidder's qualifications, experience, and references.
6. All transportation charges, including expense for freight, transfer express, mail, etc. shall be prepaid and be at the expense of the vendor unless otherwise specified in the bid.
7. The terms and cash discounts shall be specified. Time, in connection with discount offered, will be computed from date of delivery at destination after final inspection and acceptance or from date of correct invoice, whichever is later.
8. The City is exempt from payment of Federal Excise Taxes on the articles not for resale, Federal Transportation Tax on all shipments and Maine Sales Tax and Use Taxes. Please quote less these taxes. Upon application, exemption certificate will be furnished with the Purchase Order when required.
9. Time of delivery shall be stated. If time is of the essence, the earliest date may be a factor in the bid award.
10. No contract may be assigned without the written consent of the Finance Director or her designate. The contract shall not be considered valid until a purchase order has been issued to the successful bidder.
11. Please state **"Application and Database Inventory – Bid #2015-029"** on submitted, sealed envelopes
12. The City of Auburn reserves the right to waive any formality and technicality in bids whichever is deemed best for the interest of the City of Auburn.

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**General Conditions**

## **1. Equal Employment Opportunity**

The City of Auburn is an Equal Opportunity Employer and shall not discriminate against an applicant for employment, and employee or a citizen because of race, color, sex, marital status, physical and/or mental handicap, religion, age, ancestry or natural origin, unless based upon a bona-fide occupation qualification. Vendors and contractor or their agents doing business with the City shall not violate the above clause or the Civil Rights Acts of 1964. Violations by vendors shall be reviewed on a case-by-case basis and may mean an automatic breach of contract or service to the City of Auburn.

## **2. Save Harmless**

The Bidder agrees to protect and save harmless the owner from all costs, expenses or damages that may arise out of alleged infringement of patents of materials used.

## **3. Subcontracting**

The Bidder shall not subcontract any part of the work or materials or assign any monies due it without first obtaining the written consent of the city. Neither party shall assign or transfer its interest in the contract without the written consent of the other party.

## **4. Warranty**

The Bidder warrants that all work will be of good quality and free from faults and defects, and in conformance with the specifications. All work not so conforming to these standards may be considered defective. The Bidder agrees to be responsible for the acts and omissions of all of its employees and all subcontractors, their agents and employees, and all other persons performing any of the work under a contract with the Bidder.

## **5. Ownership of Materials**

All finished or unfinished documents, data, studies, surveys, maps, models, photographs, reports or other materials shall become the property of the City upon final approval of the final report or upon request by the City at any time. The City at its own risk, may use, extend, or enlarge any document without the consent, permission of, or further compensation to the Contractor.

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## **Bid Proposal Form**

**Due Thursday, May 7<sup>th</sup>, 2015**

To: City of Auburn  
Derek Boulanger  
Facilities Manager/  
Purchasing Agent  
60 Court Street  
Auburn, ME 04210

The undersigned individual/firm/business guarantees this price for Thirty days (30) from the bid due date. The undersigned submits this proposal without collusion with any other person, individual, or firm or agency. The undersigned ensures the authority to act on behalf of the corporation, partnership or individual they represent; and has read and agreed to all of the terms, requests, or conditions written herein by the City of Auburn, Maine. By signing this bid form, the firm listed below hereby affirms that its bid meets the minimum specifications and standards as listed above.

Signature \_\_\_\_\_ Name (print) \_\_\_\_\_

Title \_\_\_\_\_ Company \_\_\_\_\_

Address \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No. \_\_\_\_\_

Email Address: \_\_\_\_\_

STATE OF MAINE

\_\_\_\_\_, SS.

Date: \_\_\_\_\_

Personally appeared \_\_\_\_\_ and acknowledged the foregoing instrument to be his/her free act and deed in his/her capacity and the free act and deed of said company.

\_\_\_\_\_  
Notary Public

\_\_\_\_\_  
Print Name

Commission Expires \_\_\_\_\_

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## **Request for Proposal For City of Auburn Software Application and Database Inventory and Analysis**

### **I. Project Overview**

The City of Auburn (hereinafter "City") is seeking a consultant to perform an inventory and analysis of its software applications and databases. This project will be conducted in two phases. In Phase I, the successful consultant will interview key personnel, and prepare a digital inventory of software applications used by City staff. The goal of Phase II is to analyze the data gathered in Phase I, identify ways that the City can improve the utilization and integration of existing application and, wherever possible, implement improvements.

**Date of RFP posting:** April 16, 2015

**Technical and Price Proposals are to be received no later than:** May 7, 2015

Communications in reference to this RFP shall be in writing or email and direct to the attention of:

Paul Fraser  
IT Director  
60 Court Street, Auburn, ME 04210  
[pfraser@auburnmaine.gov](mailto:pfraser@auburnmaine.gov)

### **II. Scope of Services**

#### **Phase I – Application and Database Inventory**

Phase I will include a complete inventory of the City's software applications and databases. In 2008, the City performed an application inventory (Attachment #1). The successful consultant will work with the City's Information Technology department to update and expand upon the 2008 inventory. The consultant will also document any major needs or redundancies identified by users.

- A. The consultant will meet with key staff from City departments (Appendix #1) to inventory all current software applications and databases used by City staff. The inventory will exclude Microsoft Office, Outlook.
- B. The consultant will research, as necessary, the software applications used by the City.
- C. The consultant will collect and record information about the City's applications and Databases, including the following:

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- Primary functions of the application including modules and features currently used
- Technical details regarding the application database, platform and interface.
- Key users of each application
- Details of user satisfaction and dissatisfaction
- Application integrations or dependencies
- Integration needs identified by staff or consultant
- Training needs identified by staff or consultant

Appendix B contains a complete list of the minimum data collected,

- D. The consultant will provide the City with a report at the end of Phase I. The report will include:
- A detailed table of findings for each application or database.
  - A listing of any needs or redundancies uncovered during the inventory process.
- E. The consultant will provide the City with a digital copy of the inventory data in Access, Excel, or other pre-approved format.

## Phase II – Analysis and Implementation

Phase II will identify possible improvements in the use and integration of existing applications and databases, create a work plan, and implement improvements where possible. The City's goals are to 1) improve staff efficiency and 2) improve access to data for analysis and reporting.

- A. The consultant will meet with a staff project team to review the inventory from Phase I to review recommendations and set priorities.
- B. The consultant will work with the City staff to develop a workplan to implement improvements in application use and/or data access.
- C. The consultant will investigate the existing data structure for select applications. Work may include:
- Additional interviews with staff to further define user needs and management requirements.
  - Documentation of workflows.
  - Acquire data schemas to facilitate reporting and data access
  - Identify and make recommendations to improve reporting and data export capabilities based on specific user needs.
  - Identify points of integration between applications and recommend interfaces or workflow

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### III. Technical Proposal

The Technical Proposal shall be provided in a separately sealed envelope. NO MENTION OF PRICE SHALL BE INCLUDED IN THE TECHNICAL PROPOSAL; OTHERWISE THAT PROPOSAL SHALL BE REJECTED IN ITS ENTIRETY.

Potential consultants shall provide the following information as part of their Technical Proposal.

#### Consultant Information

- **Firm's Experience:** Please describe the Proposer's experience and capabilities providing similar services to those required. Identify projects, clients, dates and results. Provide any experience with the following applications: Lucity, Munis, Energov, AssessPro.
- **Firm's References:** Bidders must submit a complete list of all jobs performed in the past three (3) years that are similar in size and scope to this project. Include points of contact (person's name, company name, address, and telephone number) and a brief description of the project. The City will determine which if any references are contacted. The results of any reference checks will be used to help score the proposal.
- **Contact Information:** Please provide the name, address, phone number, and e-mail Address of Proposer in the proposal. A signature page shall be included with the technical and price proposals stating that "I certify that all of the information contained in this technical/price proposal to be true and accurate."

#### Plan of Services

Potential consultants shall provide a detailed plan of services, including a staffing plan and methodology.

- **Methodology:** Please provide a description of how your company will deliver the services specified.
- **Staffing Plan:** Please identify the key staff your company will assign to fulfill the contract requirements (Project Managers, contact people, or assigned technicians). Provide résumés describing the educational and work experiences for those key staff.
- **Schedule:** Please include a schedule outlining availability for work.

### IV. Price Proposal

The Price Proposal shall be provided in a separately sealed envelope. Consulting Rates and prices shall be outlined for all required items. Each proposal will be evaluated for all technical criteria, and then costs shall be evaluated independently. Proposers should include a time estimate and total cost estimate for Phase I, and consulting rates for Phase II.

### V. Packaging and Submitting Proposal

- **Organization and Format.** Your proposal, which should be organized as closely as possible to the format and sequence indicated in these instructions, shall be submitted as outlined below.

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- **Hand Carried Proposal from Proposer, Fed Ex, or United Parcel Service:** Hand-carried proposals shall be delivered to the Municipal Office, located at 60 Court Street, Auburn, ME, before the time and date for which Proposals are due. **Note:** Any proposal, portion of a proposal, or unrequested proposal revision received after the time and date specified on the cover page of this RFP will not be accepted and will be returned unopened.
- Proposals shall be delivered at:  
**City of Auburn**  
**ATTN:** Derek Boulanger  
60 Court Street,  
Auburn ME 04210

## VI. Rating and Selection Process

1. Technical Proposals will be reviewed and rated using the responses to the information outlined in Sections II and III of this RFP, as follows:
  - Relevant experience of proposer and/or proposed project staff (40 Points)
  - Staffing plan and methodology (40 Points)
  - Firm's References (20 points)
2. The City reserves the right to conduct interviews as necessary to determine the highest-ranked consultant.
3. This is a Qualifications-Based Selection (QBS) process. The review of Technical Proposals and supplemental interviews, if applicable, will be used to select the successful proposer. Once the successful proposer has been selected, an independent estimate prepared by the City will be compared against the successful proposer's Price Proposal, and contract negotiations will begin.

## VII. Contract Term, Type and Payment Method

The initial contract term shall be for a period of 3 years. At the City's discretion, the contract may be extended as appropriate. The contract type used for this project shall be a time and materials contract. The method of payment shall be monthly.

## VIII. General Information

1. This RFP does not commit the City of Auburn to pay any costs incurred in submitting your proposal, making studies or designs for preparing the proposal or in procuring or sub-contracting for services or supplies related to the proposal.

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2. Requests for Clarification/RFP Amendments. During the proposal preparation period, all requests for clarification or additional information shall be titled "Clarification to RFP for Applications Inventory" in writing to the individual referenced by "Attention" on the cover page of this RFP or by e-mail to [pfraser@auburnmaine.gov](mailto:pfraser@auburnmaine.gov) no later than April 30<sup>th</sup>, 2015 at 2PM. Late requests for clarification will not be accepted. When appropriate, responses to requests, as well as any changes initiated by the City, will be provided to all prospective proposers in writing as amendments to the RFP. It will be the Proposer's responsibility to check the Proposer's email for responses to the Requests for Clarifications and/or RFP amendments.

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### Appendix #1 – City Departments

The following departments will be included in the City-wide application inventory.

- Assessing
- City Clerk
- City Manager
- Planning and Development
  - Economic Development
  - Planning, Permitting & Code Enforcement
- Facilities
- Finance
- Fire
- Health & Social Services
- Human Resources
- Information Technology
- Police
- Public Services
  - Public Works
  - Engineering
- Safety
- Recreation
- Tax

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### Appendix #2 – Application Inventory – Minimum Data Collected

General	Application Name
	Software Vendor
	Function
	Software Vendor
	Application Version
	Application Version Available
	Operation Environment
	Underlying Database
	Database Version
	Is the data stored on City server or elsewhere?
	Users
Key Users	
Other Departments using	
Functionality	Web Interface Available
	Modules Purchased
	Modules Used
	Number of Seats Owned
	Number of Seats Used
	Mobile Available?
	Mobile Used?
	Report Writer Used?
Integrated Report Writer?	
Integration	Does application provide integration with other applications? Which applications/modules?
	Integrations used?
	Integration description
Support	Support provider
	Ongoing Maintenance Costs
User Perception	General Satisfaction
	Needs