

**TOWN OF GLASTONBURY
PROFESSIONAL SERVICES PROCUREMENT NOTICE
REQUEST FOR PROPOSAL
SYSTEM SETUP AND DATA CONVERSION FOR INFOR EAM SYSTEM FROM MP2 SYSTEM
RPGL-2021-07**

DUE DATE AND TIME: OCTOBER 22, 2020 by 11:00 AM

The Town of Glastonbury will be accepting proposals from qualified individuals or firms to provide complete system set up and data conversion from an existing MP2 system to a new M4 EAM system for the Town's Facilities Department.

Respondents wishing to submit a proposal for this solicitation are directed to respond online through a secure e-Procurement portal. Responses can be submitted at the following link: <https://app.negometrix.com/buyer/2832>, under the RFP title "***RPGL-2021-07 System Setup and Data Conversion for Infor EAM System From MP2 System***". Respondents will be required to create a profile before submitting their bid. Step-by-step instructions on how to register as a vendor are available at this website:

<https://help.negometrix.com/en/support/solutions/articles/9000177626-register-on-negometrix4>

Interested individuals and firms should obtain the complete RFP and related information from the Town's website at www.glastonbury-ct.gov. Responses to the Proposal must be submitted electronically no later than the time and date indicated above. **LATE PROPOSALS WILL NOT BE CONSIDERED.**

The Town will hold an optional Zoom conference call on October 15, 2020 at 10:00 am to review the project requirements.

The Town reserves the right to waive informalities or reject any part of, or the entire proposal, when said action is deemed to be in the best interests of the Town.

The Town of Glastonbury is an Affirmative Action/Equal Opportunity Employer. Minority / Women / Disadvantaged Business Enterprises are encouraged to submit a proposal.

Mary F. Visone
Purchasing Agent

TABLE OF CONTENTS

SECTION I – GENERAL INFORMATION..... 3

SECTION II – Environment and scope of services 3

 Hardware and software Environment 3

 Technical Requirements..... 3

 Application Integration Requirements 3

 Security Concerns 4

 Data CONVERSION Requirements 4

 Project Submittals..... 5

 Project Coordination..... 5

SECTION III - SUBMISSION OF PROPOSAL..... 5

 MINIMUM REQUIREMENTS..... 5

 TERM OF SERVICE / TIME FOR COMPLETION 5

 PROPOSAL INSTRUCTIONS..... 6

 EVALUATION CRITERIA..... 9

 REFERENCES..... 9

 SELECTION PROCESS 9

 TIMELINE..... 10

 INSURANCE REQUIREMENTS 11

 Indemnification..... 12

ATTACHMENT A - PROPOSAL RESPONSE PAGE 13

SECTION I – GENERAL INFORMATION

Background – The Town of Glastonbury Facilities department is seeking to replace the existing MP2 software that is used for following purposes including but not limited to, work orders and inventory with a new system, EAM by Infor. A significant amount of data is housed in the MP2 system and will need to be converted to the new EAM system.

General Intent - It is the general intent to hire a contractor that will provide services to set up and configure the new EAM system, convert the existing data that is in the MP2 system and successfully transfer the data into the EAM system.

SECTION II – ENVIRONMENT AND SCOPE OF SERVICES

HARDWARE AND SOFTWARE ENVIRONMENT

The Town of Glastonbury utilizes a VMWare environment with a Storage Area Network (SAN) for its server architecture. The EAM System will be required to work in this environment. All of the Town's facilities, servers, and workstations are connected via a high speed network backbone using a fiber optic Ethernet network.

The Town uses Microsoft office and email server products. The Microsoft office suite on the desktop computers is generally dependent on the computer and when it was purchased. Most computers are six years old or newer and would typically have the office product installed available at that time was installed. Currently all computers have Office 2010 or newer. The Exchange server is currently the 2013 version but is expected to be upgraded to the 2016 version by October, 2020.

TECHNICAL REQUIREMENTS

The EAM System needs to work within existing hardware resources presently used by the Town of Glastonbury including the network servers, Storage Area Network, Dell computer workstations, and various network scanners/copiers.

It is preferred that the system utilize Active Directory to assign and maintain security permissions for all users. The user interface should also utilize single sign on using Active Directory credentials to avoid a separate logon.

APPLICATION INTEGRATION REQUIREMENTS

The Town utilizes Munis by Tyler Technology for its financial system. The Facilities department would like to have integration between the two systems for time entry for payroll processing and for purchase order processing.

SECURITY CONCERNS

Any web interfaces that interact directly with the World Wide Web must meet PCI and Town of Glastonbury Network security requirements up to and including monthly intrusion scanning.

DATA CONVERSION REQUIREMENTS

Listed below are details of SQL Server tables from the existing MP2 database that will need to be converted.

Inventory

Materials and Equipment on Shelves

Click on the Inventory ICON

Filter by the type of product or Trade

Table: dbo.INVVEND, 2832 rows

Table: dbo.INVY, 932 Rows (perhaps an edit or add log)

Equipment

Equipment installed in buildings, equipment that is maintained.

Found in the Equipment Tab

Organized by Building

DbO.EQUIP, 1920 rows

DbO.EQXREF, 1429 Rows (some kind of cross reference subunit and unit with a Description.

Work Order History (file cabinet icon)

By equipment

Purchase history for equipment

By Building

DbO.WO, 34229 rows

Tasks

Preventive Maintenance and other scheduled Tasks

150 or so. Tasks setup.

DbO.TSKCRAFT, 185 Rows

DbO.TSKINSTR, 176 Rows

DbO.TSKMETER, 10 Rows

PROJECT SUBMITTALS

- A completion report when each data module is converted.

PROJECT COORDINATION

The Respondent will work closely with the Town of Glastonbury Information Technology Manager through all phases of the project.

SECTION III - SUBMISSION OF PROPOSAL

MINIMUM REQUIREMENTS

- Respondent shall have an assigned project manager to oversee this work and act as liaison to the Town. Respondent shall provide a list all proposed staff for this project & resumes.
- Respondent shall demonstrate sufficient staff resources to perform the work.
- Respondent shall have demonstrated experience installing Infor EAM Systems within the past five (5) years.
- Respondent shall have demonstrated experience converting data from Infor MP2 Systems within the past five (5) years.

TERM OF SERVICE / TIME FOR COMPLETION

The selected firm will be expected to commence services within 30 days of contract execution or on such other schedule as may be agreed to with the Town. The Town anticipates allocating up to 6 months for the project described herein.

PROPOSAL INSTRUCTIONS

- By submitting a proposal, Respondent represents that he/she has thoroughly examined and become familiar with the Scope of Services outlined in this RFP and are capable of performing the work to achieve the Town's objectives.
- The awarded supplier shall allow other Connecticut municipalities to "piggy-back" this RFP as allowed by their Town Code of Ordinance. While this clause in no way commits any other municipality to purchase from the awarded contractor, nor does it guarantee any additional orders will result, it does allow them, at their discretion, to make use of the Town of Glastonbury's competitive process (provided said process satisfies their own procurement guidelines) and purchase directly from the awarded contractor. All purchases made by other municipalities shall be understood to be transactions between that municipality and the awarded vendor. The Town of Glastonbury shall have no legal obligation or responsibility for any contracts/purchases between the vendor and any other municipality.
- Respondents submitting a proposal for this solicitation are directed to respond online through a secure e-Procurement portal. Responses can be submitted at the following link: <https://app.negometrix.com/buyer/2832> under the RFP title "**RPGL-2021-07- SYSTEM SETUP AND DATA CONVERSION FOR NEW INFOR EAM SYSTEM**". Respondents will be required to create a profile before submitting their proposal. Step-by-step instructions on how to register as a vendor are available at this website: <https://help.negometrix.com/en/support/solutions/articles/9000177626-register-on-negometrix4>

1. All respondents are required to submit the information detailed below. **Responses shall be organized and presented in the order listed below to assist the Town in reviewing and rating proposals.** Responses should be presented in appropriate detail to thoroughly respond to the requirements and expected services described herein to include clear identification of the material provided by section and number.
2. A letter of transmittal indicating the Respondent's interest in providing the service and any other information that would assist the Town in making a selection. This letter must be signed by a person legally authorized to bind the Respondent to a contract.
3. Name, email address and telephone number of person(s) to be contacted for further information or clarification.
4. Name and qualifications of assigned project manager and a list of staff members who would be involved with the project, including their assigned roles and a description of their background and experience.
5. A background statement including a description of relevant experience of the firm/individual submitting the proposal.
6. Respondent shall provide a list of 3-5 references and examples of previous similar projects successfully completed within the last five (5) years with the contact name, address and telephone number of the owners' representative in each project.
7. Fee Proposal – Pricing proposals shall include a breakdown by line item separately for Infor EAM Upgrade Purchase and System Setup with Data Conversion:
 - A. System Setup
 - B. Data Conversion
8. Schedule for project completion in accordance with the Town's timeline.
9. Technical Approach to the system upgrade and installation and training.
10. Proposal Response Form (**ATTACHMENT A**).
11. Respondent is required to review the Town of Glastonbury Code of Ethics adopted July 8, 2003 and effective August 1, 2003 and revised October 29, 2013 and effective November 28, 2013. Respondent shall acknowledge that they have reviewed the document in the area provided on **ATTACHMENT A**. The selected respondent will also be required to complete and sign an Acknowledgement Form prior to award. The Code of Ethics and the Acknowledgment Form can be accessed at the Town of Glastonbury website at www.glastonbury-ct.gov. Upon entering the website click on the **Bids & Proposals Icon** which will bring you to the links for the **Code of Ethics** and the **Acknowledgement Form**.
12. Statement of Non-Collusion (**ATTACHMENT A**).

13. Any technical questions regarding this RFP shall be made in writing and directed to Bobby Ashton, Information Technology Manager, by email at bobby.ashton@glastonbury-ct.gov with a copy to purchasing@glastonbury-ct.gov. For administrative questions concerning this proposal, please contact Mary F. Visone, Purchasing Agent, by email at purchasing@glastonbury-ct.gov. All questions, answers, and/or addenda, as applicable, will be posted on the Town's website at www.glastonbury-ct.gov. (Upon entering the website click on Bids & Proposals Icon, click on the Bid Title to view all proposal details and document links). **It is the respondent's responsibility to check the website for addenda prior to submission of any proposal.** Note: Responses to requests for more specific contract information than is contained in the RFP shall be limited to information that is available to all respondents and that is necessary to complete this process. The request must be received at least five (5) business days prior to the advertised response deadline.

Failure to include any of the above-referenced items in the submitted proposal may be grounds for disqualifying said proposal.

EVALUATION CRITERIA

The Town of Glastonbury shall select the responsible and responsive Proposal which is determined by the Town to be the best suited, most advantageous, and provides the best value to the Town on the basis of the criteria included in this Request for Proposal. The Town expressly reserves the right to negotiate with the selected Proposer prior to an award of any contract pursuant to this RFP. Best value shall be determined by consideration of the following factors as deemed appropriate by the Town.

- The Respondent's technical understanding of the scope of services evidenced by the quality of the proposal submitted and responsiveness to the Town's requirements as summarized herein.
- The background and experience of the Respondent in providing similar services elsewhere including demonstrated experience installing Infor EAM Systems within the past five (5) years and demonstrated experience converting data from Infor MP2 Systems within the past five (5) years.
- The specific background, qualifications and relevant experience of the individuals designated to provide services, especially those of the designated account representative, and other key personnel to be assigned to the project.
- Proposed schedule to perform within the Town of Glastonbury's timetable for the project.
- Technical approach to the requirements herein.
- Competitiveness of the fee proposal.
- The Respondent's responsiveness and compliance with the RFP requirements and specifications, including any exceptions attached or contained in the proposal.

REFERENCES

As part of the overall evaluation, The Town of Glastonbury shall review references provided in the respondent's proposal to determine the quality of services and technical approach performed for other municipal clients.

SELECTION PROCESS

- This request for proposal does not commit the Town of Glastonbury to award a contract or to pay any costs incurred in the preparation of a proposal to this request. All proposals submitted in response to this request become the property of the Town of Glastonbury. The

Town of Glastonbury reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with the selected respondents, the right to extend the contract for an additional period or to cancel in part or in its entirety the request for proposals, if it is in the best interests of the Town to do so.

- A Selection Committee, appointed by the Town Manager, will evaluate all proposals received for completeness and the respondent’s ability to meet all requirements as outlined in this RFP. The Committee will then short list the specific firms whose proposals best meet all criteria required and may conduct interviews with these firms. Upon completion of interviews, the Selection Committee will forward to the Town Manager, a list of firms recommended for further consideration.
- Based on the results of the interview process, the Town Manager or his designee may review the Scope of Services, fee proposals, and other factors with the top-rated firm(s) and negotiate a specific agreement based on these discussions.
- Additional technical information may be requested from any respondent for clarification purposes, but in no way changes the original proposal submitted.

TIMELINE

The Town intends to adhere to the schedule listed below as closely as possible, but reserves the right to modify the schedule in the best interest of the Town as required.

Publicize RFP	September 30, 2020
Optional Zoom Conference Call	October 15, 2020
RFP Due Date	October 22, 2020
Shortlist of Proposals Received	TBD
Software Demonstrations with Top Respondents	TBD
Fee Proposal and Scope of Services	TBD
Contract Effective Date	TBD

INSURANCE REQUIREMENTS

INSURANCE

The Respondent shall, at its own expense and cost, obtain and keep in force during the entire duration of the Project or Work the following insurance coverages covering the Respondent and all of its agents, employees and sub-contractors and other providers of services and shall name the **Town of Glastonbury and its employees and agents as an Additional Insured** on a primary and non-contributory basis to the Respondent's Commercial General Liability and Automobile Liability policies. **These requirements shall be clearly stated in the remarks section on the Respondent's Certificate of Insurance.** Insurance shall be written with insurance carriers approved in the State of Connecticut and with a minimum Best's Rating of A-VIII with all policies written on an occurrence form basis. In addition, all carriers are subject to approval by the Town. Minimum Limits and requirements are stated below:

- 1) Worker's Compensation Insurance:
 - Statutory Coverage
 - Employer's Liability
 - \$1,000,000 each accident/\$1,000,000 disease-policy limit/\$1,000,000 disease each employee
 - A Waiver of Subrogation shall be provided in favor of the Town of Glastonbury and its employees and agents.

- 2) Commercial General Liability:
 - Including Premises & Operations, Products and Completed Operations, Personal and Advertising Injury, Contractual Liability and Independent Contractors.
 - Limits of Liability for Bodily Injury and Building Damage
Each Occurrence \$1,000,000
Aggregate \$2,000,000 (The Aggregate Limit shall apply separately to each job.)
 - A Waiver of Subrogation shall be provided in favor of the Town of Glastonbury and its employees and agents.

- 3) Automobile Insurance:
 - Including all owned, hired, borrowed and non-owned vehicles
 - Evidence of Combined Single Limit of Liability for Bodily Injury and Building Damage: Per Accident \$1,000,000
 - A Waiver of Subrogation shall be provided in favor of the Town of Glastonbury and its employees and agents.

- 4) Professional Liability
 - \$1,000,000 Occurrence/\$1,000,000 Aggregate

- 5) Data Breach Liability
 - \$1,000,000 Occurrence/\$1,000,000 Aggregate

6) Errors and Omissions Liability or Professional Services Liability Policy

- Provide Errors and Omissions Liability or Professional Services Liability Policy for a minimum Limit of Liability \$1,000,000 each occurrence or per claim. The awarded respondent(s) will be responsible to provide written notice to the Owner 60 days prior to cancellation of any insurance policy.
- The respondent agrees to maintain continuous professional liability coverage for the entire duration of this Project, and shall provide for an Extended Reporting Period in which to report claims for seven (7) years following the conclusion of the Project.

The respondent shall provide a Certificate of Insurance as "evidence" of General Liability, Auto Liability including all owned, hired, borrowed and non-owned vehicles, statutory Worker's Compensation and Employer's Liability and Professional Services Liability coverage.

The respondent shall direct its Insurer to provide a Certificate of Insurance to the Town before any work is performed. The awarded Respondent(s) will be responsible to provide written notice to the Owner 30 days prior to cancellation or non-renewal of any insurance policy. The Certificate shall evidence all required coverages including the Additional Insured on the General Liability and Auto Liability policies and Waiver of Subrogation on the General Liability policy. The respondent shall provide the Town copies of any such insurance policies upon request.

INDEMNIFICATION

To the fullest extent permitted by law, the Respondent shall indemnify and hold harmless the Town of Glastonbury and their respective consultants, agents, and employees from and against all claims, damages, losses and expenses, direct, indirect or consequential (including but not limited to fees and charges of engineers, attorneys and other professionals and court and arbitration costs) arising out of or resulting from the performance of the Respondent's work, provided that such claim, damage, loss or expense is caused in whole or in part by any negligent act or omission by the Respondent, or breach of its obligations herein or by any person or organization directly or indirectly employed or engaged by the Respondent to perform or furnish either of the services, or anyone for whose acts the Respondent may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder.

As to any and all claims against the Town or any of its consultants, agents, or employees by any employee of the Respondent, by an person or organization directly or indirectly employed by Respondent to perform or furnish any of the work, or by anyone for whose acts Respondent may be liable, the indemnification obligation stated herein shall not be limited in any way by any limitation on the amount or type of damages, compensation, or benefits payable by or for Respondent under worker's or workman's compensation acts, disability benefit acts, or other employee benefit acts.

The above insurance requirements are the Town's general requirement. Insurance requirements with the awarded respondent are subject to final negotiations.

ATTACHMENT A - PROPOSAL RESPONSE PAGE

BID / PROPOSAL NO: RPGL-2021-07 DATE DUE: 10-22-2020
DATE ADVERTISED: 09-30-2020 TIME DUE: 11:00 AM
NAME OF PROJECT: SYSTEM SETUP AND DATA CONVERSION FOR NEW INFOR EAM SYSTEM

The Respondent acknowledges receipt of the following Addenda:

Addendum #1 _____ (Initial/Date) Addendum #2 _____ (Initial/Date) Addendum #3 _____ (Initial/Date)

NON-COLLUSION STATEMENT:

By submission of this proposal, the Respondent certifies that it is being submitted without any collusion, communication, or agreement as to any matter relating to it with any other respondent or competitor. We understand that this proposal must be signed by an authorized agent of our company to constitute a valid proposal.

CODE OF ETHICS:

I / We have reviewed a copy of the Town of Glastonbury's Code of Ethics and agree to submit a Contractor Acknowledgement Form if I /We are selected. Yes _____ No _____ **Respondent is advised that effective August 1, 2003, the Town of Glastonbury cannot consider any proposal where the respondent has not agreed to the above statement.

A. SYSTEM SETUP \$ _____
B. DATA CONVERSION \$ _____
Numeric Total \$ _____

Written Total

_____	_____
Type or Print Name of Individual	Doing Business as (Trade Name)
_____	_____
Signature of Individual	Street Address
_____	_____
Title	City, State, Zip Code
_____	_____
Date	Telephone Number / Fax Number
_____	_____
E-Mail Address	SS # or TIN#