

Lake Havasu City



Notice of Request for Proposals (RFP)

P22-DS-500227

Land Management Software System

RFP CLOSING DATE: May 4, 2022

TIME: 3:00 p.m., Arizona Time

Pre-Proposal Conference: None

RFP Packets may be downloaded at:

www.lhcaz.gov/bids

or through Onvia DemandStar at

<https://www.demandstar.com/beta/buyers/bids/397647>

Lake Havasu City Hall
2330 McCulloch Blvd. N
Lake Havasu City, Arizona 86403
Issue Date: April 1, 2022

RFP NO.: P22-DS-500227
Land Management Software System

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SECTION A – PUBLIC NOTICE

Lake Havasu City, Arizona

RFP NO.: P22-DS-500227

RFP CLOSING DATE: May 4, 2022

RFP TITLE: Land Management Software System

RFP NOTICE: Notice is hereby given that sealed proposals shall be received by the **City Clerk's Office, 2330 McCulloch Boulevard N., Lake Havasu City, Arizona, 86403** until **3:00 p.m. Arizona Time on May 4, 2022**. All proposals received in proper form shall be publicly opened virtually and read aloud on the same day at 3:00 p.m., City Hall, 2330 McCulloch Boulevard N., Lake Havasu City, Arizona, 86403.

To join the opening on a computer or mobile phone:

<https://bluejeans.com/2330864044?src=calendarLink>

Phone Dial-in

+1.408.740.7256 (US (San Jose))

+1.888.240.2560 (US Toll Free)

Meeting ID: 233 086 4044

Lake Havasu City may reject any proposal not in compliance with all prescribed public competitive procurement procedures and requirements and may reject for good cause any or all proposals if Lake Havasu City finds it is in the public interest to do so.

RFP DESCRIPTION: Lake Havasu City (the City) desires to purchase or otherwise acquire rights to use a Land Management software system that meets the requirements identified in this RFP. The City requires that any proposal also include professional services necessary to implement the system. Companies offering hosted services or software as a service are also encouraged to propose.

Pre-Proposal Conference: None

There is not an expressed or implied obligation for Lake Havasu City to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

RFP documents, specifications, and addenda may be obtained in the following locations:

Lake Havasu City Website: <https://www.lhcaz.gov/budget-and-finance/bids-rfps>

Onvia DemandStar: <https://www.demandstar.com/beta/buyers/bids/397647>

Pursuant to the Americans with Disabilities Act (ADA), Lake Havasu City endeavors to ensure the accessibility of all of its programs, facilities and services to all persons with disabilities. If you need an accommodation for this meeting, please contact the City Clerk's office at (928) 453-4142 at least 24 hours prior to the meeting so that an accommodation may be arranged.

Publish: April 1, 2022 and April 8, 2022 [TODAY'S NEWS HERALD]

April 7, 2022 and April 14, 2022 [ARIZONA BUSINESS GAZETTE]

SECTION B – INTENT TO RESPOND NOTIFICATION

RFP NO.: P22-DS-500227

RFP TITLE: Land Management Software System

CLOSING DATE & TIME: May 4, 2022, at 3:00 p.m. Arizona Time

LETTER OF INTENT TO RESPOND

This is to notify that it is our present intent to submit a proposal in response to the above referenced RFP.

The individual to whom all information regarding this RFP should be transmitted is:

Company Name: _____

Contact Name: _____

Street Address: _____

City, State, & Zip: _____

Phone Number: Fax Number: _____

E-Mail Address: _____

Submit this Letter of Intent by the deadline for requests for clarification and protests which is to be electronically received by above referenced closing date.

Letter of Intent to Bid
RFP No.: P22-DS-500227
Lake Havasu City
Development Services Department
Attn: Kianie King, Sr. Procurement Specialist
Email to: purchasing@lhcaz.gov

SECTION C – INSTRUCTIONS TO PROPOSER

1.0 IMPORTANT DATES SUMMARY

IMPORTANT DATES (Dates may be subject to change.)	
ACTIVITY (All times are in Arizona time.)	DATE
RFP Release/Advertisement	April 1, 2022
Submittal of Written Questions (4:00 p.m. AZ time)	April 15, 2022
Proposal Must Be Submitted by (3:00 p.m. AZ time)	May 4, 2022
Oral Interviews – System Demonstrations	Month of June, 2022
Tentative City Council Award	July 12, 2022

2.0 SOLICITATION

Lake Havasu City (the City) desires to purchase or otherwise acquire rights to use a Land Management software system that meets the requirements identified in this RFP. The City requires that any proposal also include professional services necessary to implement the system. Companies offering hosted services or software as a service are also encouraged to propose.

3.0 BACKGROUND INFORMATION

Established in 1963 by Robert P. McCulloch, Sr. as a planned community, Lake Havasu City is located in Mohave County on the eastern shore of Lake Havasu on the Colorado River border of California and Arizona.

The City is changing, and expectations of the City government are increasing. Lake Havasu City utilizes a DOS-based AS400 Enterprise Resource Planning (ERP) software, SunGard HTE Inc., (also referred to as HTE). The software has a long history, and there are many challenges associated with this system. The City utilizes HTE for many essential operations, primarily land management, which includes permitting, planning and zoning cases, and code enforcement cases. Information is unable to be retrieved in a format that can be easily analyzed. Significant staff time is spent translating the data into reports, as well as data analysis and data entry. City staff is required to maintain extensive spreadsheets, paper files, and side systems to complete essential tasks.

As part of the process to evaluate software, the City will be looking to see how proposed software can help improve and streamline current policies and procedures to better serve the residents of Lake Havasu City.

Lake Havasu City is seeking to increase the volume of permits and license applications, inspection requests and payments that are submitted online. Lake Havasu City is implementing a concept where all customer transactions are handled in one physical location, and the City is seeking to extend that customer friendly environment to the online user experience and interface of its land management software solution.

4.0 MINIMUM QUALIFICATIONS

Documentation provided by the proposer to demonstrate relevant work experience must clearly indicate the project name, client, locations, budget, and completion date. Indicate whether the project was completed on schedule and within budget, as well as describe the circumstances if timelines and budgets were not met. Include any project problems encountered and the solutions developed by the project team. If a proposer fails to provide relevant work experience in their proposal, the proposal shall be disqualified and will not be evaluated.

5.0 CONTRACT TERMS AND CONTRACTUAL RELATIONSHIP

The successful proposer will be required to enter into a contract with the City to provide a land management software system. The terms of that contract shall be commercially reasonable and will be negotiated in connection with the agreement once a decision has been reached on the winning proposal. The proposer shall provide a copy of their proposed contracts for consideration, including licensing and post-implementation maintenance, support which shall be for a one year term with optional four one-year renewals.

6.0 GENERAL DESCRIPTION

Lake Havasu City is seeking to purchase or acquire rights to utilize a Land Management software system to include permitting, inspections, planning and zoning cases, code enforcement cases, business licensing, addressing, cash receipting, and GIS integration. In addition to the software, proposers will be expected to provide a plan and associated cost for implementation (detailed under 10.0 – Scope).

7.0 QUESTIONS

All questions that arise relating to this RFP shall be directed in writing to Purchasing@lhcaz.gov. For technical information, written questions may include a copy to Anthony Kozlowski, Assistant to the City Manager, at KozlowskiA@lhcaz.gov. To be considered, written inquiries shall be received at the above-referenced email address(es) by **Friday, April 15, 2022, 4:00 p.m., Arizona time**. Inquiries received will then be answered in an Addendum to the RFP. **Verbal Requests for clarifications or interpretations will not be accepted.** The City may not address questions received after this deadline.

8.0 PROPOSAL FORMAT

The Proposal shall be a maximum of **fifty (50)** pages to address the proposal criteria (excluding resumes, contract example and the required forms, but including the materials necessary to address project understanding, general information, organizational chart, photos, tables, graphs, and diagrams). Each page side (maximum

8 1/2" x 11") with criteria information shall be counted. A cover, a back, a table of contents, and tabs may be used and shall not be included in the page count, unless they include additional project-specific information or proposal criteria responses. The minimum allowable font for the proposal is **11 pt.**, although tables, charts, graphs, and other diagrams may be smaller if legible. Failure to adhere to the page limit and font size may result in the proposal being considered non-responsive.

9.0 PROPOSAL DELIVERY

At least one (1) signed original proposal, together with six (6) copies and one (1) electronic copy (in PDF format on a USB drive) of the proposal, must be submitted. Submittals must be clearly addressed to the City Clerk's Office, 2330 McCulloch Blvd. N, Lake Havasu City, Arizona, 86403, and received no later than **May 4, 2022, 3:00 p.m., Arizona time**. Late submittals will not be considered under any circumstances. Submittals must be in a sealed envelope with the RFP Number and the proposer's name and address clearly indicated on the envelope. RFP documents are available on Lake Havasu City's website at www.lhcaz.gov.

Proposals will be opened immediately after 3:00 p.m. (Arizona time) on **May 4, 2022** at Lake Havasu City Hall, Room 109, located at 2330 McCulloch Blvd. N, Lake Havasu City, Arizona, 86403.

10.0 PRICING

The City seeks a clear and comprehensive understanding of all costs associated with the proposed solution, including implementation and ongoing software maintenance / support fees. In this section, the Proposer must itemize all of those costs. The City will evaluate proposals based on the "Total Cost to Implement (TCI)" and the "Total Cost to Operate (TCO)." TCI will include all costs required for a successful implementation. The TCO will be calculated based on TCI plus five years of annual maintenance fees.

The Proposer's price sheet(s) must identify all costs required to complete a successful implementation, including:

- Solution pricing
 - Software Licensing and Maintenance Costs
 - Pricing of first year support costs should be identified and listed separately from annual software fees
- Implementation Services
 - Software Installation and Configuration
 - Project Management
 - Business Process Review
 - Testing Support
 - Training
 - Documentation
 - Change Management

- Post Implementation Support Services
 - Provide pricing for optional post-implementation support
- Data Conversion
 - Provide breakdown based on data conversion requirements as identified in the RFP
- Interface Services
 - Provide breakdown based on interface requirements as identified in the RFP
- 3rd party products required for proposed solution
 - Include all software, hardware, and services
- Optional offerings
 - Include all software, hardware, and services
- Consultant travel and expenses not otherwise included in the implementation costs
- Professional Services rates

The Proposer's response to the Pricing section must include completion of the following components:

- Application Module Pricing – This section of the pricing proposal should clearly identify the proposed software modules that are required to meet the RFP requirements; the Proposer is strongly encouraged to provide a detailed breakout of software module pricing to help the City assess the cost of the proposed solution. Proposer must identify the number of user licenses being proposed for each module and note its justification for number of licenses being proposed (i.e., standard licensing model, estimated number of users, etc.), and whether individual licenses are for named users only.
- Implementation Services – This section of the pricing proposal should clearly identify the quantity, hourly rate, and total cost for all professional services the Proposer will provide to ensure a successful implementation. Proposer is encouraged to provide a breakdown of the service categories that will be provided to support the implementation to allow evaluators to understand the level of effort, resources, and cost of services. Services must be broken down by category (i.e., consulting/configuration, project management, training, etc.).
- Integrations - Interfaces – This section of the pricing proposal should clearly identify the one-time and annual costs associated with providing the interfaces, exports and imports of data with other systems if not defined as part of the proposed solution.
- Data Conversions – This section of the pricing proposal should clearly identify the costs associated with data conversion from the existing systems to the proposed solution.
- 3rd Party Products – This section of the pricing proposal should clearly identify any 3rd party software and / or specialty hardware that will be required to fully implement the proposed solution to meet the RFP

requirements. The City desires to include all 3rd party costs in the total project costs.

- Optional Offerings – This section of the pricing proposal should identify any optional product or service offerings the Proposer would like the City to consider. The City is interested in understanding and evaluating other products and services of the Proposer. If Proposer believes they have additional products and services that might be of interest to the City, please itemize that information in the Optional Offerings Price Sheet.
- Travel – This section of the pricing proposal should clearly identify the projected travel costs associated with Proposer's implementation services. The Proposer should identify the anticipated number of trips, days of service per trip, and estimated per trip cost. The City will reimburse the selected Proposer based on actual trip expenses supported by receipts and documentation.
- Professional Services – The City seeks hourly pricing for additional services that may be required during the implementation. Proposer should provide an hourly rate for any professional services categories offered as part of the proposal. If necessary, the City will use these rates to purchase additional services
- Proposer shall provide a "not-to-exceed" maintenance price schedule for Years 6-10 (e.g., 2% escalator per year). The proposed Annual Support and Maintenance agreements costing for the purchased software shall be guaranteed for 5 (five) years with a maximum cap percentage increase identified after that 10-year period.

11.0 SCOPE

Proposals should clearly indicate a full understanding of the City's overall project scope, including software implementation, project management, integration, and ongoing support services.

The City expects to use this project to not only implement software, but to achieve more efficient, versatile, and user-friendly processes. The City may deploy the chosen software to other City operations and departments. The proposed Land Management system (hereinafter "System") should include or address integration with the following:

- Addressing
- Business Licensing
- Cash Receipting
- Code Enforcement
- Mobility
- Automated Workflow
- Document Management
- GIS
- Inspection Management (including building, planning, engineering, code enforcement, fire, finance)

- Permitting (i.e. building, electrical, mechanical, demolition, fire, grading and encroachment)
- Planning & Zoning
- Robust Inquiry and Reporting
- Animal Licensing

The City will consider and evaluate both on-premises solution and Software-as-a-Service (SaaS) implementation models. Proposers are also encouraged to offer alternatives to the traditional license purchase approach.

The City will choose a Land Management system that most closely meets its requirements for flexibility and configurability, meets the functional requirements defined in this RFP, and provides an open system that is able to interface with other internal and external systems.

The solution selected will be implemented using a schedule recommended by the selected proposer and approved by the City. The City expects process improvements through implementation of the new system and intends to adopt the best practices offered by the selected proposer. The proposer may present options to meet the goals and functional requirements that may not be explicit in the RFP. Proposers who are invited to demonstrate their product should be prepared to discuss the application's best practices and the system's ability to adapt to user preferences.

The City is using this project as an opportunity to enhance all Land Management functions of Building, Fire, Planning & Zoning, Code Enforcement, Engineering, and Business Licensing, as well as achieve integration with the City's ESRI and ArcGIS system. In addition, the City is looking forward to using the new system to help automate and streamline processes, including plan review, inspections, tracking, and approvals, as well as utilize reporting tools and document archival to provide current, accurate, and relevant data.

System functions to address:

- Allow workflow coordination across relevant City departments, allowing for concurrent review and approvals.
- Ability to create and process workflows from application submission to Certificate of Occupancy issuance.
- Minimize manual processes by utilizing automated methods
- Fully integrated system where data is only entered one-time
- Ability to create, process and manage land development processes including applications for building, electrical, right of way, grading, residential alarm and sprinkler, commercial alarm and sprinkler, mechanical, plumbing, sign permits, as well as other types of permits controlled by Development Services, Fire and Administrative Services.

- Reduce the use of paper copies through digital options and create a process workflow from application submission to Certificate of Occupancy.
- Customizable reports, interfaces, and database management
- Alerting customers and/or staff of time-sensitive requirements, such as the pending expiration of permits and licenses
- Increase public access to information and services through online portals/modules
- Ability to maintain a list of contractors and other stakeholders who will be utilizing the system.
- Ability to track compliance to regulations concerning building codes, zoning, property maintenance, erosion, floodplain, stormwater, utility concerns, etc.
- Integration between all system functions, (i.e. Permitting, Code Enforcement, Planning & Zoning, Engineering, Business Licensing, Cash Receipting)
- Integration with City GIS system
- Digital record storage / maintenance / retrieval
- Cash receipting
- Integration with Oracle for financial reporting
- Program should be in compliance with all local, state and federal regulations concerning the above processes.
- Allow for ongoing upgrades of technology to support current and future core functional needs
- Robust audit and transaction capabilities
- Regulatory compliance to protect personal identifying information and cardholder data, and to adhere to State and Federal mandated regulations
- Ability to modify setup/configurations (i.e., setup codes, report parameters, etc.) without the assistance of the software provider

Online Services: The City offers very few online services and is using this project as an opportunity to implement multiple online options for the public. A streamlined process, where no formal process exists today, is needed.

System functions to address:

- Online application submittal, including plans and/or other required documents.
- Allow authorized end-users to link to related records, account for all appropriate fees, and validate licenses of construction professionals.
- The system should be able to print out a plan check receipt and a permit and create a variety of auto populated forms to be tailored by Lake Havasu City.
- Online access to view the status and see which approvals are needed.
- Online payment.

Integration: The City looks to identify best practices and have the new solution provide required functionality where possible; when not possible, the proposed solution should provide for integration to external systems supporting City requirements. An integration means an automated process where data inputs and outputs are shared within systems *in real time*. Automated process would mean that there is no manual intervention.

System functions to address:

- Ability for multiple departments to concurrently review, comment on, enter conditions of approval, view status, and approve.
- Integration with other City systems such as GIS, Oracle, and Office 365.
- Must work with document management, and convert data in current system.
- Must convert building projects, business license, and code enforcement data from current system.

Required LMS Integrations

Vendor	Product	Interface Requirements
Oracle	Fusion Cloud	<ul style="list-style-type: none"> • To Financials (real time) <ul style="list-style-type: none"> ○ Invoices ○ Payments received ○ Deposit information for account setup ○ Deposit amounts received ○ Refund Authorizations ○ Time Entry data by permit/project, to be accumulated and included on monthly statement of deposit account • From Financials (real time) <ul style="list-style-type: none"> ○ Confirmation of payment amounts received ○ Deposit account numbers for tracking in LMS solution ○ Confirmation of deposit amounts received ○ Confirmation of amounts charged against deposit account, including additional project-related fees that may be processed by Finance ○ Confirmation of refunds issued
ESRI	Arc GIS	<ul style="list-style-type: none"> ○ Full Integration ○ Land File Integration ○ Addressing ○ All Meta Data ○ Zoning ○ Permits ○ Inspections
IVR Phone	TBD	<ul style="list-style-type: none"> ○ Must be able to integrate into the phone IVR for phone payment processing.

Implementation: Each proposer may take a different approach to implementation; however, to better compare the proposals and to ensure that essential components are included, the City requires that all proposers address the following sections:

1. **Project Management:** Proposer will be responsible for providing overall coordination and management of the project, including governance support, schedule management, risk mitigation, project communication, contract management, and quality assurance.

2. **Licensing & Contractor Registration:** Provide licensing functionality including contractor licensing that can be directly integrated into the permitting process.
3. **Inspection Tracking and Scheduling:** Allow automatic creation of specific inspection type based on permit applications. Track both routine and periodic inspections of buildings and property, and manage all building inspection scheduling activities. Allow online customer inspection requests and provide calendaring functionality for inspectors that allow them to easily create a daily schedule from inspection requests. Allow real time inspection results to be publicly available to all users including via email to permit holder. The City would prefer functionality that allows an inspector to see a map of their daily inspections. Permits should automatically close upon successful final inspection.
4. **Plan Application Tracking/Workflow:** Provide on-line reporting capabilities for all permit applications and license review from permit submission to issuance. The system should provide a visual workflow status that is clear to both the customer and internal staff.
5. **Public Online Capabilities:** Proposer must have the capability to integrate with the City's existing website and allow the public to submit permit applications with attachments online for selected permit types, allow for online permit application payment, facilitate online inspection requests, allow for online submittal of code enforcement complaints and allow for registered users to see their related permit, inspection and complaint status information.
6. **Reporting:** Generation of reports using any combination of data elements maintained by land use and permitting systems. A dashboard that overviews activity levels and that is capable of being made public is preferred. The City desires automated reports that can be emailed on a pre-defined schedule as well as publicly viewable list of registered contractors.
7. **Code Enforcement:** Allows for the monitoring of codes and management of violations associated with all building projects and property maintenance. Includes functionality that provides reminders for follow-up inspections or needed activities. Allows for the online submission of anonymous code enforcement complaints without prior registration as well as the generation of automated letters based on identified code violations.

Proposed solution shall track both routine/periodic inspections of building and property (including land related City assets) as well as inspections relating to issued permits (i.e., building, encroachment, grading, etc.). The system will manage inspection scheduling activities. The system should have the capability to schedule night and weekend inspections as well as the ability to add related restrictions added as permit conditions.

- 8. Mobility/In-Field Usage:** View, schedule and modify inspections and record notes while in the field from laptops, iPads and tablet devices. Allow pictures to be easily attached to inspections reports. Have the ability to quickly access all contact details for the owner, applicant, contractor or complainant as well as attached plans. Retrieve data by searching any parameter, including permit number, contractor, address, etc.
- 9. Payment Processing:** Software must directly integrate with credit card processor and contain cash register functionality for processing of payments. Payment processing must contain audit mechanism to track payment overrides and nuanced user rights that limit users who can override payment structures.
- 10. Education:** Proposer will be responsible for ensuring the City's team has sufficient knowledge and understanding of the software, as well as training, to properly participate in the project. Proposer will provide an overview of proposed training, including options for on-site or training center services, end users, and system administrators. This section should also include an implementation and training plan including an estimated time-frame and deliverables for each stage of the project and training documentation provided. The professional services should include the following:
- Project Management
 - Software Installation and Configuration
 - Business Process Review and Redesign
 - Implementation Consulting
 - Data Conversion Services
 - Acceptance Testing Support
 - Training
 - Documentation
 - Report Writing
 - Software Maintenance and Post-Implementation Support
- 11. System Design:** Proposer will be responsible for proposing processes to outline how the system will be used to meet the City's requirements and project goals. Software package can be on-site or hosted (cloud services). Should both solutions be available, please include a cost worksheet for each system.
- 12. Build:** After completing the design and after the City has made decisions on both business processes and system configuration, the City expects the proposer and staff will work together on building and/or modifying the system to meet the City's needs.
- 13. Testing:** The test plan should include testing approach, roles and responsibilities for testing, and a clear deadline and expectation regarding testing efforts.

- 14. Go Live/Support:** The City expects the proposer to assist with end-user training, as well as transition to the new software. Including regular updates and new releases, as well as technical consultation and support. Please include a timeline of recent updates and a description of the normal upgrade cycle.
- 15. Data Conversion:** The City expects the proposer to provide a plan to transfer historical data into the new system. The proposer should have experience transferring data from a DOS-based AS400 Enterprise Resource Planning (ERP) software, also referred to as HTE. Additionally, records, file libraries and supported meta data should be loaded as historical data.
- 16. Number of Users:** It is difficult to know who will be using the system, as implementation of the system will result in changes in the way the City does business. Proposers should plan to provide sufficient system access for the City to fully implement their desired business processes. Proposers should include services to complete implementation and any appropriate training services to prepare staff for using the system.
- 17. Staff Time Accounting:** Proposers must provide the capability to link data records to the City's financial system for required project accounting information, as well as the ability to capture time expended on the related project. Entry of time expended (in hours) should be a dropdown menu ranging from 0 to 25 hours. The system should be able to generate and print a report, by pay period, of time expended by selected individuals.

SECTION D – TERMS AND CONDITIONS

1.0 PROPOSAL TERMS

The terms of the proposal shall be commercially reasonable and will be negotiated in connection with the operations agreement. Proposals must include the following terms:

Terms of Payment. Proposer shall indicate terms of payment where indicated in the RFP documents and any discounts proposed for early payment. For purposes of comparing discounts in RFPs, the City shall only consider discounts that allow a minimum of twenty (20) days for payment. Discount period will start from the date of receipt or current invoice, whichever is later, to the date the City's payment is mailed. Unless freight and other charges are itemized, any discount provided will be taken on full amount of invoice. Payments shall comply with the requirements of A.R.S. § 35-342.

Discount terms of payment are _____% _____ days / net ____ days.

2.0 PARTNERSHIPS

Proposers may establish partnership relationships to fully provide all requirements defined by the RFP. Proposers engaged in a partnership relationship shall submit a single proposal in response to this RFP. Partnership relationships shall be clearly

defined by proposal responses. Such definition shall identify the entity in the partnership relationship deemed to be the Prime Vendor. In the event a proposal that presents a partnership is selected, it is expected that a single contract be executed between the City and the Prime Vendor, and the Prime Proposer be responsible for any contractual relationship with the proposed partner(s). Each Proposer engaged in the partnership shall respond to any and all applicable portions of this RFP that relate to the work that will be performed, or the capabilities provided. For example, each Proposer shall provide references, and each Vendor shall respond to the Profile, Qualifications and Reference criteria identified below.

3.0 EVALUATION

Lake Havasu City will review and score the proposals based on the following criteria:

1. Profile and Qualifications – Up to 25 points

Based on the proposer qualification summary, key personnel resumes and qualifications, and relevant experience.

- List all individuals that will be assigned to the project. One principal project lead shall be designated as responsible for the project. At a minimum this list shall identify the individuals that will preside over the professional services listed within paragraph 10, page 14.
- If the Proposer intends to subcontract or work jointly with another individual or firm, such arrangement must be described in detail, including the length of time in working with the Proposer in such capacity.
- Names of lead personnel, their titles and a brief description of the individual's experience including qualifications, experience, the primary geographical location where services will be provided, and other supporting information.
- Include a résumé for each individual listed and a sample list of prior projects in which each key individual has participated

2. Proposal Values/Scope of Work – Up to 30 points

Based on the proposers sample project management plan, including reasonable target dates. This section must also outline key activities, work products, and answers to the scope of work criteria in Section C of the RFP.

3. Proposal Pricing – Up to 25 points

Must include detailed pricing, with costs listed for licensing, maintenance, training, and any additional services. First year's costs, as well as total annual cost for the following four renewal years of the agreement.

4. References – Up to 10 points

Based on at least five (5) current public sector clients of similar scope. The Proposer shall have successfully implemented their proposed system with a minimum of five same size public sector agencies within the last three (3) years. The references provided shall include entity's name, current contact name(s), email address(es), phone number(s), number of years the client has been on the proposer's system, and if the client is operating on the demonstrated production version.

5. Additional Information – Up to 10 points

Include any other information felt to be important for consideration in the evaluation of proposals.

Total points possible for Evaluation: 100

4.0 ORAL INTERVIEWS AND SYSTEM DEMONSTRATION

Proposers selected for oral interviews and system demonstration will be invited to participate in discussions with the Selection Committee at such date as announced by the City and awarded points based upon the criteria as outlined below. Selected proposers may be given additional information for these oral interviews and system demonstration.

These discussions will relate less to the past experience and qualifications already detailed in the proposals and more to:

- Identifying the proposing firms' program approach
- An appraisal of key personnel who would be directly involved in this project.

- Exploring the scope and nature of the project, the proposer's proposed method of performance, and the relative utility of alternate methods of approach.

Scoring:

1. **General Information** – up to 10 points
2. **Program Approach / Demonstration** – up to 40 points
3. **Key Positions** – up to 20 points
4. **Proposal Value and Terms** – up to 30 points

Total Points Possible for Oral Interview – 100

5.0 AWARD

Award Recommendations will be posted on the Lake Havasu City Website at www.lhcaz.gov/bids. A file will be available for all proposers and the public for review, consisting of this RFP, all accepted proposals, scoring document, memorandum to the City Council, advertising documents, and conference attendance sheets. City Staff will present the recommendations to the City Council at a regularly held meeting. The City Council will take action to accept or reject the recommended proposal at that time and to direct Staff to negotiate the final business terms with the successful Proposer, substantially conforming to the chosen proposal. The resulting contract will then be taken to the City Council for final approval and execution.

6.0 RIGHT TO DISQUALIFY

The City reserves the right to disqualify any proposer who fails to provide information or data requested herein or who provides materially inaccurate or misleading information

or data. The City reserves the right to disqualify any proposer on the basis of any real or apparent conflict of interest that is disclosed by the proposals submitted or any other data available to the City.

7.0 CITY'S RESERVATION OF RIGHTS

In connection with the issuance of this RFP, the City reserves and may, in its sole discretion, exercise any one or more of the following rights and options that proposers hereby agree to by submitting a proposal to the RFP:

1. To reject any and all proposals and to reissue this RFP at any time;
2. To issue a new RFP with terms and conditions substantially different from those set forth in this or a previous RFP;
3. To issue a new RFP with terms and conditions that are the same or similar as those set forth in this or a previous RFP in order to obtain additional proposals or for any other reason the City determines to be in the best interest of the City;
4. To extend this RFP in order to allow for time to obtain additional proposals prior to the RFP's proposal deadline, or for any other reason the City determines to be in the best interest of the City;
5. To supplement, amend, substitute, or otherwise modify or amend this RFP at any time;
6. To cancel this RFP at any time;
7. To waive any defect of deficiency in any proposal;
8. To enter into negotiations with any one or more proposers regarding the terms of their proposals; and
9. To enter into simultaneous, competitive negotiations with multiple proposers.

8.0 PREPARATION COSTS

Under no circumstances will the City be responsible for any costs incurred by anyone in:

1. Responding to this RFP;
2. In any subsequent follow up to the proposal; or
3. In any subsequent negotiations of a contract.

9.0 PROPOSER CERTIFICATION

By submitting a proposal, each proposer certifies it has not paid or agreed to pay any fee, commission, or any other item of value contingent on the award of a contract to any employee, official, or current contracting consultant of the City. Any proposer unable to comply with any required certifications may be disqualified.

In compliance with A.R.S. §§ 1-501 and 1-502, the City shall require any successful proposer that submits its proposal as a sole proprietorship or as an individual to complete the Affidavit of Lawful Presence prior to the award of any contract resulting from this process.

10.0 COVENANT AGAINST CONTINGENT FEES PAID TO PROPOSER

By submitting a proposal, the proposer and each member of the development team certifies that they have not employed nor retained any person or company, other than a member of the development team or a bona fide employee working solely for the proposer or any member of the development team, to solicit or secure the contract described in this RFP, and that no agreement has been made to pay the proposer or any member of its development team any fee, commission, percentage, brokerage fee, gift, or any other consideration contingent upon or resulting from the award or execution of such contract. The proposer certifies submission of the proposal did not involve collusion or other anti-competitive practices.

11.0 NO GRATUITY

Proposer certifies it 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 or service to a City employee, officer or agent in connection with the submitted Proposal. It (including the Proposer's employees, representatives, agents, lobbyists, attorneys and subcontractors) has refrained, under penalty of disqualification, from direct or indirect contact for the purpose of influencing the selection or creating bias in the selection process with any person who may play a part in the selection process, including the Selection Committee, elected officials, the Mayor, City Council, City Manager, Department Heads, and other City staff. All contact must be addressed to the City Representative listed on the cover of this RFP. Any attempt to influence the selection process by any means shall void the submitted proposal and any resulting agreement.

12.0 APPLICABLE LAW

Any and all disputes arising under this RFP and any resulting contract shall be governed according to the laws of the State of Arizona, and the proposer shall agree that the venue for any such action brought to enforce provisions of the contract shall be in the State of Arizona.

13.0 COMPLIANCE WITH LAWS

Proposers agree to fully observe and comply with all applicable Federal, State, and local laws, regulations, standards, codes, and ordinances.

14.0 ADDITIONAL TERMS AND CONDITIONS

By issuing this RFP, the City shall not create any contractual rights or obligations by and between the City and any person or entity responding hereto.

15.0 FAIR TRADE CERTIFICATIONS

By submitting a Proposal, the Proposer certifies:

1. Independent Prices. The prices have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition, as to any matter relating to such prices with anyone.
2. No Disclosure. Unless otherwise required by law, the prices which have been quoted

in its Proposal have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by Proposer prior to opening.

3. Influence on Competition. No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a Proposal for the purpose of restricting competition.