

REQUEST FOR PROPOSAL

Sealed Price Proposals for the following will be received by the Procurement Manager until 4:00 P.M. Eastern Time, February 20, 2025, and at that time publicly opened in Conference Room 436, 4th Floor, City Hall located at 415 Broad Street, Kingsport, TN. All proposals will be considered for award or rejection at a later date.

PROJECT: RFP for Financial Information System (FIS) Implementation

Documents for the above referenced item are available online at <https://www.kingsporttn.gov/city-services/purchasing/invitations-to-bid-requests-for-proposals-requests-for-qualifications/>. All questions regarding this Request for Proposal must be submitted to Brent Morelock, Procurement Manager, at the following email, brentmorelock@kingsporttn.gov , no later than January 27, 2025 at 4:00 P.M. Eastern Time.

By submission of a signed proposal bid, the bidder certifies total compliance with Title VI and Title VII of the Civil Rights Act of 1964, as amended, and all regulations promulgated thereunder.

No submitted proposals may be withdrawn for a period of one hundred twenty (120) days after the scheduled closing time of the receipt of proposals. All proposals shall be signed, sealed and addressed to the Procurement Manager, City of Kingsport, 415 Broad Street, Kingsport, TN 37660 and marked in accordance with the RFP documents. The City by its governing regulations reserves the right to accept or reject any or all proposals received, to waive any informalities in bidding and to re-advertise.

PUB 1T: 1/8/25

Chris McCartt
City Manager



Instructions to Bidders

The following Request for Proposal lists seven (7) exhibits in section 8, Exhibits, page 31, which are not included in this document. These exhibits are all separate documents and are accessible through the following link:

<https://kingsporttn.gov.sharepoint.com/:f:/s/KingsportFISBidProposal2025/EiyCnCzVArZOpGnTuSURz5IB3RLbqKRcajg4cicM05NVig?e=wTySaB>

Here, you can view and download the documents for your use. These are required to be included in the proposal as specific in Section 5, Proposal Format and Contents.



**REQUEST FOR PROPOSALS FOR
FINANCIAL INFORMATION SYSTEM (FIS) IMPLEMENTATION
for the
CITY OF KINGSPORT, TN**



January 8, 2025

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1. INTRODUCTION

1.1 PURPOSE

The City of Kingsport, Tennessee (City) is soliciting proposals to establish a contract for both software licenses and professional services for a new commercial-off-the-shelf (COTS) hosted solution to replace the City's current accounting, human resources (HR), timekeeping, payroll, purchasing, inventory, and other remaining functions within its current Naviline ERP solution utilized by both the City and Kingsport City Schools.

1.2 Background

The City was incorporated in 1917 and is operated under the State of Tennessee Council-Manager form of government. The City serves an approximate population of 56,150 residents and employs approximately 800 full-time, 23 part-time, 15 Limited Service employees (LSE), and 100-150 temporary or seasonal employees. The City Schools employ approximately 900 full-time and 300 part-time employees.

The City's current ERP solution is Naviline v.9.1.23.1, first implemented in 1989. In 2013, the City's Schools moved off Naviline to Skyward v. 05.24.10.00.03 for its current HR and payroll functions. In 2018, the City upgraded to Naviline's HTML 5 which provided enhanced approvals, reporting, and electronic attachment capabilities. However, very few City employees are trained or use this upgraded Naviline version. As such, City staff still use Naviline's legacy green screen version for accounting, HR, timekeeping, purchasing, inventory, fleet, and other City functions.

In 2024, the City selected Hansen v. 2024.3 to replace the City's utility billing and customer service functions previously in Naviline. The City's CIS implementation project is running in parallel with this RFP. To fully replace the City's current Naviline ERP functionality, streamline associated business functions, and consolidate software solutions, the City has identified the following goals:

- Incorporate the School's HR and payroll functions into the new FIS solution
- Bring enhanced automation
- Eliminate the City's need to print paper
- Minimize the use of separate MS Excel spreadsheets
- Provide the ability to download financial and HR data to multiple platforms
- Enhance document storage capabilities
- Implement effective integrations with other City solutions
- Add enhanced business intelligence and reporting methods
- Add the ability for digital approval signatures

2. RFP SCHEDULE AND INSTRUCTIONS

2.1 RFP QUESTIONS

All requests for clarification and/or interpretation by Bidders must be submitted via email to the Procurement Manager at brentmorelock@kingsporttn.gov by January 27, 2025, at 4:00 PM EST. Bidder's questions concerning the RFP should clearly identify the relevant section of the RFP and page number(s). The City's Procurement Manager is the sole point of contact for this RFP. No oral interpretation will be made to any Bidder as to the meaning of the proposal, requirements, specifications, or any other part thereof.

2.2 RFP TIMELINE

The following is the City's best estimate of the schedule for this RFP process.

RFP Issued	January 8, 2025	
Pre-proposal conference	January 23, 2025	2:00 PM
Deadline for written questions	January 27, 2025	4:00 PM
Addendum to written comments issued	January 31, 2025	4:00 PM
Deadline for submitting a proposal	February 20, 2025	4:00 PM
Proposal evaluation to shortlist	March 2025	
Interviews, vendor demonstrations, reference checks, and on-site visits	May 2025	
Finalist(s) selection	June 2025	
Finalist approval by Council	July 2025	

The City reserves the right at its sole discretion to adjust this schedule as it deems necessary. Each Bidder is responsible for keeping abreast of any changes to the City's RFP dates. Notifications of any adjustment to this RFP schedule will be posted on the City's website at <https://www.kingsporttn.gov/city-services/purchasing/invitations-to-bid-requests-for-proposals-requests-for-qualifications/>

2.3 RFP AMENDMENT AND CANCELLATION

It is the intent of the City to issue an addendum to this RFP on January 31, 2025, by 4:00 PM EST with the City's answers to any relevant pre-proposal conference questions and any other RFP clarifications desired by the City. The City reserves the right to change this date at its sole

discretion. The addendum will be posted on the City's website at <https://www.kingsporttn.gov/city-services/purchasing/invitations-to-bid-requests-for-proposals-requests-for-qualifications/>

The City also reserves the unilateral right to amend this RFP in writing at any time. If an amendment is issued, it will be posted on the City's website at <https://www.kingsporttn.gov/city-services/purchasing/invitations-to-bid-requests-for-proposals-requests-for-qualifications/>

All City addenda and amendments are included as part of this RFP and binding upon each Bidder, whether or not actually received by the Bidder. Each Bidder is solely responsible for obtaining all posted addenda and amendments. The City also reserves the right to cancel or reissue the RFP at its sole discretion.

2.4 MINIMUM PROPOSER QUALIFICATIONS

The proposed solution must have only one Prime Bidder. If the software vendor wishes to use a solution implementer, the Prime Bidder is the solution implementer that manages the vendor solution and all requirements, as well as any 3rd party solutions that were bid as a part of the proposed solution.

The following minimum qualifications must be met for the Prime Bidder to be considered for this procurement. Each Prime Bidder shall clearly state and demonstrate in their **Cover Letter** that they meet the following minimum requirements for their proposal to be further considered.

- The proposed solution must be a cloud-based, commercial off-the-shelf (COTS) solution.
- The Prime Bidder must have a minimum of five (5) years of experience in providing similar software implementations.
- The Prime Bidder must provide a total of five (5) references where the proposed solution was installed by the Prime Bidder and in use in cities or counties within the United States with preference to TN.
- Of the five (5) references above, at least one (1) of the references must be where the proposed payroll / HR solution was installed by the Prime Bidder and in use in a School District within the United States.

The City has the sole discretion to determine which Bidders have successfully met the above minimum qualifications for further evaluation for this project.

2.5 OPTIONAL RESPONSE MODULES

As stated above, the City desires to replace all remaining functionalities within the City's legacy Naviline ERP solution. The City recognizes that some specific functionalities within the current

Naviline solution (such as those listed below) may not be included in each Bidder's base solution. The City desires a single solution if practical; however, the City is not opposed to seeking separate best-of-breed solutions if necessary. As such, the ERP functionalities listed below will be scored separately during the City's evaluation of the Bidder's proposal. Not having the functionalities listed below will not negatively impact the City's evaluation of Bidder's core accounting and HR product.

A. INVENTORY: Two City departments currently use Naviline's Inventory module (i.e., Fleet and Water Services). Several other City departments use Cartegraph CMMS (OpenGov Asset Management) for inventory tracking. The City desires a single, effective inventory solution to replace Naviline's current functionality, along with new business processes and controls to improve the City-wide tracking of its inventory of spare parts and supplies. If the Bidder's solution does not include the appropriate inventory capabilities, the Prime Bidder may optionally propose a 3rd party solution with the Prime Bidder's proposal response. If not, the City will still evaluate the Bidder's accounting and HR solution, and then may seek a separate solution for the desired inventory functionality as necessary.

B. FLEET: The City owns and maintains approximately 950 vehicles that are tracked in both Naviline's Fleet module and in MS Excel for reporting. The City desires a new Fleet solution to replace the current functionality in Naviline. If the Bidder's solution does not include appropriate fleet capabilities, the Prime Bidder may optionally propose a 3rd party solution with the Prime Bidder's proposal response. If not, the City will still evaluate the Bidder's accounting and HR solution, and then may seek a separate solution for desired fleet functionality as necessary.

C. PROPERTY TAX: The City currently uses Naviline to generate annual property taxes based on an assessment import from the State of Tennessee. The City desires a new solution for generating tax bills and facilitating the collection/delinquency process. If the Bidder's solution does not include the appropriate property tax capabilities, the Prime Bidder may optionally propose a 3rd party solution with the Prime Bidder's proposal response. If not, the City will still evaluate the Prime Bidder's accounting and HR solution, and then may seek a separate solution for desired property tax functionality as necessary.

D. BUSINESS LICENSES: The City is currently using the Naviline Business Licensing module to record the payment of some business licenses. The actual filing and renewal of the licenses happens through the State of Tennessee. The City desires a new solution for accepting payment of business licenses to be handled via a general billing or general cashiering process. If the Prime Bidder's solution does not include the appropriate business license capabilities, the Prime Bidder may optionally propose a 3rd party solution with the Prime Bidder's proposal

response. If not, the City will still evaluate the Prime Bidder's accounting and HR solution and then may seek a separate solution for desired business license functionality as necessary.

E. LEARNING MANAGEMENT: Departments across the City are currently using a variety of systems for learning management. The City may consider a new learning management system if the Prime Bidder's solution can demonstrate significant improvements. If the Prime Bidder's solution does not include the appropriate learning management capabilities, the Prime Bidder may optionally propose a 3rd party solution with the Prime Bidder's proposal response. If not, the City will still evaluate the Prime Bidder's accounting and HR solution and then may seek a separate solution for desired learning management functionality as necessary.

2.6 PROPOSAL SUBMITTAL INSTRUCTIONS

Proposals will be received by the City's Procurement Manager until 4:00 PM EST on February 20, 2025. The received bids will be publicly opened that day in Conference Room 436, City Hall, 415 Broad Street, Kingsport, Tennessee. Proposals, modifications, or corrections received after the scheduled closing time of the receipt of proposals, as determined by the City's receipt time, will NOT be considered, nor shall additional time be granted to any potential Bidder.

The City is not responsible for delays in delivery by mail, courier, etc. Each Bidder assumes the risk of the method of mail or dispatch chosen. Postmarking by the due date shall not substitute for the actual proposal receipt by the City. Proposals may not be delivered verbally, by facsimile, by other telecommunications, or by other electronic means.

Each Prime Bidder's proposal must contain the full set of completed forms as required by this RFP to be deemed responsive. The successful Bidder's proposal shall be complete and concise. The addition of relevant graphics and figures is encouraged. However, the City does not wish to receive or review irrelevant vendor news or canned marketing materials. The City may waive any minor informalities or irregularities in any Bidder's proposal that are immaterial and inconsequential in nature. Incomplete proposals may be deemed by the City at its sole discretion to be non-responsive and may not be considered for further evaluation. The City reserves the right to reject any or all proposals and re-issue this RFP if necessary.

Each Prime Bidder's sealed proposal shall be signed by an authorized representative and the sealed envelope addressed as follows:

**Procurement Manager
City of Kingsport
415 Broad Street Kingsport, TN 37660
Proposal for Financial Information System (FIS) Implementation**

Hard Copies - Each Prime Bidder is required to provide a signed original hard copy and five (5) additional hard copies of the Proposal (i.e., 6 total).

Electronic Copies - Each Prime Bidder shall also provide a complete electronic copy of the Proposal response on two (2) separate USB flash drives saved as Adobe Portable Document Format (PDF).

Electronic Forms - Each Prime Bidder shall also provide Exhibit 4 – System Requirements Spreadsheet and Exhibit 6 – Pricing Worksheet (in Excel version 2016 or later) on each separate USB flash drive.

Fee Response – The Prime Bidder’s fee response shall be submitted in a separate envelope and clearly addressed as follows:

Procurement Manager
City of Kingsport
415 Broad Street Kingsport, TN 37660
Separate Fee Proposal for Financial Information System (FIS) Implementation

The City reserves the right to request additional written or oral information from the Prime Bidder and/or software vendor to obtain clarification of their proposal.

By signing the Cover Letter, the Bidder hereby consents to be bound by all terms and conditions within this solicitation, and all attachments hereto, including the City’s Terms and Conditions and Insurance Requirements included in Section 6 of this RFP. Any deviations must be clearly indicated in the Bidder’s response. Bidders with any deviations or exceptions may submit an attachment entitled “Exceptions for Specification” Exhibit 7 that must be signed by the Bidder’s authorized representative.

2.7 NON-MANDATORY PRE-PROPOSAL MEETING

A non-mandatory pre-proposal meeting will be held at City Hall Conference Room 436, 415 Broad St., Kingsport, TN, on Thursday, January 23, 2025, at 2:00 PM ET.

[Virtual Meeting link](#)

Meeting ID: 263 991 542 605

Passcode: Lp7os9Vi

2.8 PROPOSAL WITHDRAWAL

No submitted Proposal may be withdrawn for a period of three hundred sixty-five (365) days after the scheduled closing time of the receipt of Proposals.

3. SCOPE OF WORK

This procurement is for both software licenses and professional services for the successful implementation of a new hosted COTS solution to replace the City’s Naviline ERP solution. Each Bidder’s solution shall address all the required elements in this RFP to be deemed responsive.

3.1 NAVILINE MODULES

The City desires to replace its remaining Naviline ERP modules as listed below. The City has also provided its approximate number of core users for each module.

Naviline Modules		
Module	Version (last upgrade)	Number of Core Users
Accounts Payable	v.9.1.23.1	10
Accounts Receivable	v.9.1.23.1	30
Click2Gov – Employee Self-Service	v.9.1.23.1	800
Cognos Report Writer	v.9.1.23.1	50
EzContent Manager	v.9.1.23.1	50
Fixed Assets	v.9.1.23.1	10
General Ledger	v.9.1.23.1	10
Grant Tracking	v.9.1.23.1	10
Human Resources - City	v.9.1.23.1	13
Payroll – City	v.9.1.23.1	15
Project Tracking	v.9.1.23.1	10
Purchasing	v.9.1.23.1	30
Timekeeping – City	v.9.1.23.1	30
Business Licensing	v.9.1.23.1	10
Cashiering	v.9.1.23.1	30
Fleet	v.9.1.23.1	20
Inventory Management	v.9.1.23.1	20
Property Tax	v.9.1.23.1	20

3.2 OTHER REPLACEMENT MODULES

In addition, the City also desires to replace specific ancillary systems as listed below.

Additional Modules	
Module	Number of Users
Skyward – Schools	
EE Self-Service	1200
Human Resources	13
Payroll	10
Recruiting	13
Timekeeping	30
Other Systems	
CAFR Unlimited	10
ClearGov – Budgeting	5
Laserfiche Document Management	30
Bentek - Benefits Admin	8
Selerix – Benefits Admin	5
NeoGov - Recruiting – City	15

If there is a system or module overlap (e.g., City and School’s Payroll / HR modules), the City desires one replacement solution to meet both needs.

3.3 PROJECT MANAGEMENT

The successful Bidder shall provide effective project management and implementation services including but not limited to:

- Create a detailed Project Plan including timelines that clearly define each milestone required for implementation.
- Provide ongoing project management services using recognized project management methodologies.
- Provide real-time updates to the Project Plan (at a minimum weekly) and schedule regular project meetings to discuss the Project Plan.
- Provide summary updates to the FIS Project Manager on a weekly basis and upon request.
- Provide dedicated account representatives and technical SMEs necessary for project management, and all key implementation, migration and integration activities defined in the detailed project plan created pursuant to Section 5.1.

- Facilitate the City’s ability to continue use of the City’s Naviline ERP solution in parallel through successful go live of the Bidder’s new solution.

3.4 SOFTWARE CONFIGURATION

The successful Bidder shall provide services to configure system software and any ancillary products in fulfillment of the City’s system requirements. At a minimum, three (3) instances will be needed for the project (i.e., test, training, and production).

The City prefers to use tailoring and configuration of the new FIS solution, rather than code modification. Any custom code required to fulfill the City’s desired functionality must be incorporated in the system’s base code.

Custom code modifications that are outside of this constraint will only be allowed by the City in extreme cases, and the Bidder will be contractually obligated to support it for all future upgrades. Hence, the standard maintenance agreement will include upgrades/certifications for all custom code mutually agreed upon.

The successful Bidder will perform and document business needs requirements during discovery sessions and configure the software accordingly. The successful Bidder will also track all configurations and shall instill practices so that configurations do not interfere with essential business and system functions.

3.5 INTERFACE DESIGN, DEVELOPMENT, AND IMPLEMENTATION

The Prime Bidder will be responsible for the installation of the new FIS solution. The successful Bidder will provide effective interface design, development, and implementation. The City’s expected system interfaces include current interfaces to Naviline and additional ones identified to meet the City’s future business needs. Unless otherwise specified, the City prefers the establishment of API integrations where technically feasible. The successful Bidder shall establish all project-desired interfaces as listed below.

Interface Definition	
Interface	Description
CIS	The City will use Hansen for its customer information system (CIS). The new FIS requires a one-way interface from the City’s new Hansen CIS for journal updates to the GL.
Banking Institutions	The new FIS requires a two-way interface with various banks and financial institutions to process reconciliations and electronic payments.
Online and Credit Card Payments	The new FIS requires a two-way, real-time interface to a payment processor allowing customers to pay their invoices using E-checks or credit cards. Bidders may suggest pre-integrated payment processors.
ACH	The new FIS requires a two-way interface to process ACH payments.

Interface Definition	
Interface	Description
Purchasing Cards	The new FIS requires a one-way interface with Visa to import purchasing card information.
Benefits Selections to Vendors	The new FIS will allow employees to select from various benefit options. A one-way interface is required to distribute these selections to the City's various benefits providers (i.e., Blue Cross Blue Shield, Delta Dental, etc.).
Retirement and HSA Exports	The City requires various one-way interface for retirement and HSA data exports (i.e., Concord, Empower, Mission Square, Omni Group, and Optum).
E-Verify	The City requires a real-time two-way interface for employment verification.
Online Job Postings	The City requires a one-way interface for online job postings.
Learning Management	The City requires a one-way interface to update existing learning management systems with employees from HR.
Permit Software	The new FIS requires a two-way real-time interface to the current CentralSquare permitting system for journal entries and/or receipt transactions.
Recreation Software	The City will use CivicRec for its recreation software. The new FIS requires a one-way interface for updates to GL for journal entries.
Workforce and Asset Management	The City will use OpenGov Asset Management (previously known as Cartegraph) for its workforce and asset solution. A one-way interface is required from HR to update skills, certifications, and labor rates.
Fleet Maintenance	<p>If Fleet Maintenance is included in the new FIS solution, the City requires a two-way, real-time interface with the City's current Workforce and Asset Solution (OpenGov Asset Management previously known as Cartegraph) to ensure a synchronized flow of data between operational activities.</p> <p>If Fleet Maintenance is NOT included in the new FIS system, the City requires a two-way, real-time interface with the City's new Fleet Maintenance system and the new FIS to ensure a synchronized flow of data between purchasing and GL.</p>
Inventory Management	<p>If Inventory Management is included in the new FIS system, the City requires a two-way real-time interface integrating with the City's current Workforce and Asset Solution (OpenGov Asset Management previously known as Cartegraph) to ensure a synchronized flow of data between operational activities.</p> <p>If Inventory Management is NOT included in the new FIS system, the City requires a two-way real-time interface integrating with the City's new Inventory Management system and the new FIS system to ensure a synchronized flow of data between purchasing and GL.</p>
Student Management	The City will use Aspen for its school student management software. The new FIS requires a one-way interface to update staff records.

Interface Definition	
Interface	Description
Food Service Software	The City will use Horizon for its school food service software. The new FIS requires a one-way interface to update the GL and a one-way interface to update staff meal accounts.
TN Property Assessments	The City requires an import for property assessment data from the State of Tennessee.
Bill Print	The new FIS requires a two-way interface to export property tax bill print files to the City's bill print vendor's system and allow for bill images to be retrieved from the printer's file system.
Delinquent Tax	The City requires an export of delinquent property tax information.
Outlook Email	The new FIS requires an interface with the City's Outlook email service to facilitate the one-way (export) of generated emails.
Active Directory	The new FIS requires effective integration with the City's Active Directory with a two-way real-time authentication of users.

The successful Bidder shall develop integration plans and architectural and data flow diagrams and coordinate services with the appropriate City subject matter experts (SMEs) for each interface. The successful Bidder shall provide user stories and test cases for user acceptance testing (UAT) and coordinate and complete UAT including end-to-end testing for each interface.

3.6 DATA CONVERSION AND MIGRATION

The City is required to comply with the University of Tennessee Institute for Public Service data retention schedule. As such, the City has historical data stored within its legacy solutions (i.e., Naviline, Skyward, Excel, etc.) that will need to be converted, and many historical paper files that will not be converted at this time. The size and quality of the City's data (i.e., financial, HR, fleet, inventory, etc.) varies greatly by system and functional area.

Due to data inconsistencies over the past years, the City may choose during contract negotiations with the Finalist(s) that some historical data may not be advantageous or cost-effective for conversion to the new FIS solution. Accordingly, each Bidder should provide details about their proposed method and tools for data conversion and who will be responsible for the extraction of data, mapping and upload, and templates for data uploading that will be used in the conversion process.

During the data conversion and migration effort, the successful Bidder shall create detailed field-level conversion maps and migration of data into the new solution. The successful Bidder shall also provide and document verification of converted and migrated data to ensure integrity and continuity. The City requires a detailed plan for go-live weekend to bring all data into the new FIS production system and ensure no data is lost.

The successful Bidder shall provide database conversion, data cleanup, and data migration services from the City's current systems as listed below. The City is willing to adjust to the recommendations of the vendor for best practices in data conversion.

Data Conversion Services		
Module	Data Description	Requested Years of History
Accounts Payable	Check and Invoice Data. Vendor File including 1099 history, and outstanding balances including credits.	3- 5 Years
Accounts Receivable	Revenue types, billing history, payment history, and customer master record.	3- 5 Years
Cashiering	Receipt and tender code master files. Payment history including payment details and tender information.	3-5 Years
Fixed Assets	Asset master records and depreciation history for approximately 6000 assets	
General Ledger	Chart of Accounts, balances, amended and adopted budgets by line item, and transactional history.	3-5 Years
Human Resources - City	Positions, rate history/status change	34 Years
Human Resources – Skyward	Positions, rate history/status changes, all history since going live in 2013	
Payroll - City	Employee master file, allocations, pay codes, deductions, check history, leave accruals for the lifespan of an employee	
Payroll – Skyward	Employee master file, allocations, pay codes, deductions check history, leave accruals all history since go live in 2013	
Project Tracking	Project master records including budget, balances, and activities for 450 active projects	
Purchasing	Requisition and PO history, change orders, master contract records	3-5 Years
Fleet	Vehicle master file and maintenance records for approximately 1150 vehicles.	
Inventory Management	Inventory master file, balance, and cost history for approximately 2000 active inventory items.	
Property Tax	Property master, tax bill, and payment history for approximately 31,000 parcels.	

3.7 IMPLEMENTATION OF NEW BUSINESS PRACTICES

The successful Bidder shall review the City's existing business processes and work with City staff to optimize the use of the new FIS solution's functionalities and implement the City's enhanced business practices within the new solution, applying best practices where possible.

3.8 SYSTEM AND FUNCTIONAL TESTING

The successful Bidder shall oversee all testing of the new solution and all ancillary software products and system interfaces. The successful Bidder will ensure all essential items for the full function of the new solution are tested by Bidder's team prior to City testing. The successful Bidder shall provide the City with effective test scripts, test cases, and test plans for use in the different testing and guide the City through unit testing, system testing, and acceptance testing. The successful Bidder will address any issues that arise from the testing and complete UAT including end-to-end testing for all configured services for all users and for each integration.

3.9 DESIGN AND DEVELOPMENT OF REPORTS AND OTHER BI TOOLS

The successful Bidder shall provide standard, customizable reports and dashboards for analyzing and improving the City's business performance. As such, each Bidder shall specify in their response the standard reports that will be provided to the City and the business intelligence tools and/or dashboard to be provided.

3.10 CHANGE MANAGEMENT SERVICES

The successful Bidder will be responsible for establishing effective change management practices for managing organizational change and adoption within the City. The successful Bidder shall confirm the City's organizational readiness to adapt to the new system and all implemented process changes.

The successful Bidder shall function as an active and visible coach to the City's leaders and provide support and coaching to the City's front-line managers and supervisors as they help employees through the transition.

The successful Bidder shall develop a set of actionable and targeted change management plans including a Communication Plan, Coaching Plan, Training Plan, and Risk Management Plan.

3.11 CITY TRAINING

The successful Bidder will be responsible for training the City's core team in all aspects of the new FIS solution. The successful Bidder shall provide an effective training plan describing the Bidder's resources and tools to help the City staff learn the full functionality of the new solution. The successful Bidder must perform effective training for all the City's core users for

maximum acceptance of the new solution. The successful Bidder must designate and provide the appropriate resources and training materials in its RFP response to support and implement the City's desired training program. All Bidders should include the cost of on-site training and accompanying assumptions in their proposed price.

3.12 TRANSITION TO FULL OPERATIONS

All Bidders are expected to detail their approach on the transition process from the legacy Naviline product to the new FIS solution and identify the City's responsibilities. The successful Bidder shall provide a minimum of three (3) successful mock go-lives per module that mimic the conversion and business transition as closely as possible to the actual go-live. The successful Bidder shall also provide onsite support for all mock go-lives and the final transition to production.

3.13 POST GO-LIVE SUPPORT

All Bidders are expected to detail their Post Go-Live support methodology, issue priority, response time, tracking, and associated support process. The successful Bidder shall provide services such as additional configuration, training, and reports development to support the City's management of the new solution for a stabilization period of three (3) months following successful new solution go-live. This post-go-live effort should serve as a transition period from new solution implementation to on-going vendor support services.

3.14 SOFTWARE DOCUMENTATION

The successful Bidder shall provide effective system documentation, including but not limited to:

- System setup and implementation documentation, including but not limited to documentation specific to any unique City implementations
- Technical documentation and best practices recommendations and documentation related to configuration and use of the new FIS
- System and user manuals

4. RFP SELECTION CRITERIA

4.1 SHORT-LIST SELECTION

The City intends to review, evaluate and short-list up to three (3) Prime Bidders from the RFP responses to continue with further evaluation. The short-list Bidders will be selected by evaluating the proposal responses including the submitted requirements spreadsheet, technical

fit, vendor qualifications, implementation plan, price, references, and overall responsiveness to the City’s RFP. References for the Prime Bidder of similar size and complexity to the City will be given precedence. The City may conduct additional discovery efforts at its discretion to assist in selecting the short-list Bidders. The City will evaluate each Bidder’s proposal response based on the following criteria.

Category	Available Points
Functional Requirements	
Requirements Spreadsheet	25
Technical Fit	10
Non-Functional Requirements	
Vendor Qualifications	20
Project Approach/Implementation Plan	20
References	10
Cost	15
Total	100

4.2 DEMONSTRATION SCENARIOS AND SITE VISITS

The City will further evaluate the short-list Bidder’s solutions by utilizing scripted demonstration scenarios. Each short-list Bidder will be provided with the scripted scenarios in advance to prepare for an on-site demonstration of its proposed solution. It is anticipated that each vendor demonstration may last 2-3 days to showcase the proposed solution’s complete functionality.

The short-list Bidder’s demonstrations shall not include any functionality that is not in the current base code or not part of a demonstrated future release before the expected date of solution go live.

Following the scripted demonstrations, the City may also conduct customer reference checks, additional discovery efforts, and site visits at the prime Bidder’s customer sites. The Prime Bidder sites closest to the City are commonly preferred, however, references most similar in size, services, and complexity to the City and school may take precedence. The City intends to visit these reference sites without the presence of the Prime Bidders or software vendors.

4.3 FINALIST SELECTION, NEGOTIATION & AWARD

The City will select the Finalist Bidder(s) that the City feels is the best-fit solution. The City may at its discretion select one, two, or more Finalist Bidders for further scope and price negotiation. The City may seek additional clarification on the project scope, implementation plan, resources, deliverables, costs, etc. The City may also ask the Finalist Bidder(s) to confirm all requirements and representations in their proposal response.

4.4 BEST AND FINAL OFFER

The City may ask the Finalist Bidder(s) for written clarifications or updates to the initial proposal, including confirmation of all requirements and representations and any exceptions to the City’s contract requirements. The City will select the best-fit solution(s), and the ultimate Finalist will be invited to move forward to the City’s final negotiation and award process.

5. PROPOSAL FORMAT AND CONTENT

5.1 PROPOSAL CONTENT

Bidders are encouraged to use this table as a checklist to ensure all components are included in their proposal. Complete and compliant proposals will include the following.

Proposal Content	
Cover Letter – 2 pages maximum	<p>The Prime Bidder’s cover letter must contain the following.</p> <ul style="list-style-type: none">• Identify the submitting Prime Bidder organization and the person, by name and title, authorized to obligate the organization contractually.• Identify the Prime Bidder’s contact person responsible for this proposal response with phone and email address.• State whether the Prime Bidder intends to use other vendors or subcontractors. If so, identify all vendors and subcontractors and provide a brief description of the scope and specific portions of the work they will perform.• Clearly state and prove the Prime Bidder’s compliance with the stated Minimum Qualifications in Section 2.4.• Explicitly indicate review and acceptance of the General Terms and Conditions and indicate the intention to adhere to the provisions described in the RFP without modification.• Specifically identify if the Bidder has any proposed exceptions. (If the Bidder has any proposed exceptions, list all exceptions individually using Exhibit 7.• Acknowledge the proposal is considered firm for two hundred and forty (240) days after the due date for receipt of proposals and 90 days after receipt of the last best and final offer. If

Proposal Content	
	<p>partners are used, they must also guarantee their section of the proposal for 240 days.</p> <ul style="list-style-type: none"> • Sign the Cover Letter by the person authorized to contractually obligate the Prime Bidder’s organization.
Proposal Narrative	<p>The Proposal Narrative should provide a straightforward, concise delineation of the Bidder’s capabilities to satisfy the RFP. Guidance for inclusion within the proposal narrative is provided below.</p> <ul style="list-style-type: none"> • Demonstrate the Bidder’s full understanding of the Scope of Work in Section 3. • Outline each component/phase thoroughly including techniques used to manage and measure each component • Develop an overall Project Work Plan and Timeline showing anticipated key milestones, any sub-contractor(s) tasks, and major deliverable dates. • Identify any other software or services that are required for the solution. • Describe the required skills needed by the City for system administration. • Describe the software licensing (i.e., user, processor-based, site/concurrent/user licenses, etc.). • Describe the system warranty and support including standard SLA's for issue resolution and system uptime. • Add informative graphics as necessary to describe complex ideas, but do not include marketing materials.
Exhibits	
Exhibit 1 - Conflict of Interest Form	Each Bidder must complete and attach Exhibit 1 – Conflict of Interest Form with authorized signature.
Exhibit 2 - Bidder’s Profile	The Bidder must provide a profile of their organization and all other companies who will be providing products or services to the City through this proposal.

Proposal Content	
	Complete and submit Exhibit 2 – Bidder Profile for the Prime Bidder and include details for each software vendor or subcontractor.
Exhibit 3 -Prime Bidder’s References	The Prime Bidder must complete Exhibit 3 - References for a minimum of five (5) references.
Exhibit 4 – FIS System Requirements	<p>Each Bidder must complete and attach Exhibit 4 – FIS System Requirements Spreadsheet to this Request for Proposals.</p> <p>Each Bidder MUST include a completed electronic version of this Excel spreadsheet in the same format as distributed.</p> <p>The electronic version should include the completed spreadsheet, saved in an unprotected and editable Microsoft Excel 2016 or later format in addition to a pdf version. See Section 5.2.</p>
Exhibit 5 - Roles and Responsibility Matrix	Each Bidder must complete and attach Exhibit 5 – Roles and Responsibilities
Exhibit 6 - Pricing Worksheet	<p>The contract will be based on mutually agreed-upon milestones payments with Not To Exceed limits for software, services, and other reimbursable expenses.</p> <p>Each Bidder MUST complete Exhibit 6 – Pricing Worksheet to provide a detailed, total cost estimate of the proposed solution.</p> <p>Each Bidder MUST list all modules and associated prices for the proposed solution in the Pricing Worksheet.</p> <p>If any Bidder fails to use the provided Pricing Worksheet, their proposal response will be deemed as non-responsive and preclude that Bidder from further consideration.</p> <p>Each Bidder MUST include a completed electronic version of this Excel spreadsheet in the same format as distributed. The electronic version should include the completed spreadsheet, saved in unprotected and editable Microsoft Excel 2016, in addition to a pdf version.</p>
Exhibit 7 - Exceptions for Specification	Any deviations to City’s Terms and Conditions and Insurance Requirements must be clearly indicated and attached as Exhibit 7 – Exceptions for Specification.

5.2 SYSTEM REQUIREMENTS SPREADSHEET

A. FUNCTIONAL REQUIREMENTS

Each Bidder must submit a completed copy of Exhibit 4 – FIS System Requirements Spreadsheet with this Request for Proposal. The City encourages submitters to add comments to requirements where appropriate.

1. **Finance.** This section describes the City’s requirements for processing and tracking financial transactions in the following functional areas: Accounts Payable, Accounts Receivable, Banking, Budget, Cash Receipting, Purchasing, Fixed Assets, General Ledger, Grant Accounting, and Project Accounting. A key component in this area is the need for a flexible chart of accounts that will allow for a variety of reporting needs.
2. **Human Resources.** This section describes the City’s requirements for a “hire to retire” system to house various HR processes including Employee Self-Service; Learning Management; Payroll; Performance Management; Personnel Actions; Position Control, Classification and Compensation; Recruitment; and Time and Attendance. A key consideration in this area is the City’s desire to acquire a single HR system that meets the unique needs of both the City and the School personnel.
3. **Property Tax.** This section describes the City’s requirements for a Property Tax module to manage and streamline the process of calculating, billing, and collecting property taxes.
4. **Fleet Maintenance.** This section describes the City’s requirements for a Fleet Maintenance module to manage and maintain its fleet of vehicles efficiently.
5. **Inventory Management.** This section describes the City’s requirements for an Inventory Management module to manage, track, and appropriately allocate costs for their inventory.
6. **Learning Management.** This section describes the City’s requirements for a Learning Management module to manage and track employee training.
7. **General and Technical.** This section describes the City’s technical requirements for functionality of the system, including database management, security, configuration, backup, and technical workflow.

B. TECHNICAL REQUIREMENTS

1. **Hardware Standards.** The system shall accommodate the following hardware standards:

System	Standard
Desktop OS	Windows 11 or later
Network Hardware	Cisco network and Watchguard firewalls.

System	Standard
Mobile	Windows, iOS, and Android
Network Protocol	TCP/IP
Office Productivity	Microsoft Office 365

2. Backup and Recovery. The Bidder shall fully back up the implemented system and shall establish processes for failback and full recovery of the system in the event of system failure. The Bidder shall provide capabilities for handling outages, controlling files flow and interfaces when the system is offline.

3. Release Management. The Bidder shall provide ongoing release management services for the new FIS, including but not limited to:

- Provide the City with visibility to release schedules and planned release cycles – including any hotfixes when required due to critical issues or bugs with the new FIS solution.
- Provide the City with detailed release notes for features, functionality, and bug fixes included in each release as well as report any known issues that exist with each release.
- Maintain updates to online help and training materials as appropriate for newly released functionality and features for the FIS.
- Facilitate the staging of releases to allow the City to review and test pending releases (in order to allow the City time to communicate changes, train users, prepare citizens and update procedures).
- Allow the City to schedule production release to allow for release staging, internal communication cycle, and avoid disruption during business hours.

4. Maintenance and Support. The Bidder shall provide ongoing maintenance and support to the City for the FIS and related issues, including but not limited to:

- Provide access for the City to report issues via a call center based in the United States or access to Bidder’s self-service support portal.
- Provide support staff that is available for issue resolution at a minimum of between 7am-7pm eastern time, 7 days a week, excluding federal holidays.
- Provide the City with clear SLA’s for call resolution and explanations on how issue severity is assigned.
- Provide ongoing maintenance and upgrades to the FIS.
- Provide clear escalation protocols for any issues identified by the City that require additional attention or expertise or are not being addressed to the City’s satisfaction.

- 5. Accessibility.** All software shall conform to the accessibility guidelines, including, but not limited to, supporting assistive software or devices such as large-print interfaces, text-to-speech output, refreshable braille displays, voice-activated input, and alternate keyboard or pointer interfaces, etc., established by the World Wide Web Consortium's Web Content Accessibility Guidelines 2.2 (WCAG 2.2), and the accessibility guidelines established by Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), and implementing regulations set forth in 36 C.F.R. Part 1194. Vendor further agrees to indemnify and hold harmless City from any claims arising out of Vendor's failure to comply with the aforesaid requirements. Failure to comply with these requirements shall constitute a material breach of the Agreement. Notwithstanding the foregoing, City acknowledges and understands the legal and practical distinction between 'software' and 'content,' and further agrees that City, not Vendor, shall have sole responsibility for WCAG 2.2 and Section 508 compliance as it relates to content. The system must comply with all current government standards and web-based transaction encryption standards.
- 6. Data Ownership.** The City shall be the owner of all data contained within the FIS. The Bidder shall provide the City access to City data at the City's request in a mutually agreed upon format. The Bidder shall also provide access to any derivatives or alterations of City data at the City's request. Such agreement shall not be withheld for any reason.
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6. TERMS AND CONDITIONS

- i. **Taxes** – The City is exempted from Federal Excise Taxes, State of Tennessee and local sales taxes and Bidder must quote prices which do not include such taxes, unless by law the taxes must be a part of the price. Exemption Certificates will be furnished upon request.
- ii. **Indemnification** – The City of Kingsport, its officers, agents and employees shall be held harmless from liability from any claims, damages and actions of any nature arising from the use of any service and/or materials furnished by the Bidder, provided that such liability is not attributable to negligence on the part of the using agency of failure of the using agency to use the materials in the manner outlined by the Bidder in descriptive literature or specifications submitted with the Proposal. The City will not indemnify the successful Bidder.
- iii. **Patent Liability** – The successful Bidder, at his own expense, will defend any suit which may be brought against the City to the extent that it is based on a claim that the goods furnished through a contract/agreement infringes a United States patent, and in any such suit will pay those costs and damages which are attributable to such claims and finally awarded against the City.
- iv. **Limitation of Remedies** – Any remedies in the Bidder's Proposal, to include Agreement, License Product Agreement, Terms and Conditions, Literature, etc., that may be considered in agreement to waive the legal rights of the citizens of the City of Kingsport may be considered cause for rejection.
- v. All agreements related to the purchase and sale of any product pursuant to this bid document will include the following conditions: "Notwithstanding anything in this section to the contrary, any provision of provisions of this Section will not apply to the extent they are (it is) finally determined by a court of competent jurisdiction, including Appellate review if pursued, to violate the laws or Constitution of the State of Tennessee."
- vi. **Insurance** – During any work performed by the successful Bidder(s) on the premises of the City or otherwise, the successful Bidder(s) agrees to take such measures as to effectually prevent any accident to persons or property during or in connection with the work; and especially to indemnify and save harmless the City from all loss, costs, damages, expense and liability for property damage and for bodily injuries to, or death of, any persons, including without limitation, as to both property damage and bodily injury, and the Bidder and the City and their representative agents and employees, occasioned in any way by the acts or omissions of the Bidder, or the Bidder's agents, employees, during or in connection with said work, excepting only property damage, bodily injury or death caused by the sole negligence of the City, its agents or employees.

The successful Bidder shall maintain such insurance as will protect it from claims under Workers' Compensation Acts and from any claims for bodily injuries, including death,

either to its employees or others, and from all claims on account of property damage, which may arise in connection from said work.

Excepting Workers' Compensation Insurance, all insurance policies and certificates shall list the City, its officers, officials, agents, and employees as "Additional Insured".

All Certificates of insurance and policies shall contain the following clause: "The insurance covered by this Certificate will not be canceled or materially altered, except after thirty (30) days written notice has been received by the City."

Insurance required with a minimum of One Million Dollars (\$1,000,000.00) limits are Comprehensive General Public and Professional Liability, Comprehensive Automobile Liability and Owner's Liability. Malpractice Insurance is required with a minimum limit of One Million Dollars (\$1,000,000.00) per occurrence, Five Million Dollars (\$5,000,000.00) aggregate.

Additionally, Technology Errors & Omissions Liability Coverage with a limit of liability not less than \$5,000,000 per claim, \$10,000,000 annual aggregate, or a \$10,000,000 combined single limit. For policies written on a "Claims-Made" basis, the successful bidder must agree to maintain a Retroactive Date prior to or equal to the effective date of any resulting contract. In the event the policy is cancelled, non-renewed, switched to an Occurrence Form, retroactive date advanced, or any other event triggering the right to purchase a Supplemental Extended Reporting Period (SERP) during the life of any resulting contract, successful bidder agrees to purchase a SERP with a minimum reporting period not less than two (2) years. The requirement to purchase a SERP shall not relieve successful bidder of the obligation to provide replacement coverage.

This requirement will be effective for the life of any contract/agreement entered into by the Bidder and the City.

All insurance coverages required shall be purchased and maintained with insurance companies lawfully authorized to do business in Tennessee. Coverages shall apply on a primary and non-contributory basis with any insurance and/or self-insurance maintained by City.

- vii. **F.O.B.** – All prices will be quoted F.O.B. Kingsport, Tennessee, delivery to City of Kingsport's location shall be without additional charge.
- viii. By submission of a signed Proposal, the Bidder certifies total compliance with Title VI and Title VII of the Civil Rights Act of 1964, as amended, and all regulations promulgated thereunder.
- ix. Contracts and purchases will be made or entered into with the lowest, responsible, compliant Bidder meeting specifications for the particular grade or class of material, work or service desired in the best interest and advantage to the City of Kingsport. Responsible Bidder is defined as a Bidder whose reputation, past performance, and business and

financial capabilities are such that he would be judged by the appropriate City authority to be capable of satisfying the City's needs for a specific contract or purchase order.

- x. The City reserves the right to determine the low Bidder either on the basis of the individual items or on the basis of all items included in its Request for Proposal, unless otherwise expressly provided in the Request for Proposal. The City reserves the right to accept any item or group of items of any kind and to modify or cancel in whole or in part, its Request for Proposal.
- xi. All contracts or purchase orders issued for this award will be governed by the laws of the State of Tennessee. Arbitration is not permitted and if a dispute arises between the parties concerning any aspect of the contract or purchase order and it cannot be resolved by mutual agreement, any party may resort to resolution of the dispute by litigation in the state or federal courts for Kingsport, Sullivan County, Tennessee. The parties waive their right to a jury trial. Mandatory and exclusive venue and jurisdiction for any disputes shall be in state or federal courts for Kingsport, Sullivan County, Tennessee. Furthermore, as prohibited by Article II, Section 29 of the Tennessee Constitution, City shall not agree to any contractual provisions for the payment of attorney's fees in the event of a dispute.
- xii. The City, in accordance with its governing directives, reserves the right to reject any and all Proposals, to waive any informality or irregularities in Proposals and unless otherwise specified by the Bidder, to accept any item.
- xiii. All contracts, purchase orders, and any documents or material obtained by the City may be subject to disclosure in whole or in part pursuant to the Tennessee Open Records Act set out in T.C.A. 10-7-503 et seq. without regard to any provision contained in the document declaring information confidential. As the City is required by law to respond to a request for public records within a finite time, City shall have no obligation under any agreement to notify the successful bidder of a public records request to allow a protective order to be obtained. The City shall have no obligation to establish that any information requested through a Public Records Act request is confidential or that its release is authorized.
- xiv. All contracts or purchase orders will include a provision that is not assignable by the Bidder without the written consent of the City.
- xv. **CONFLICT OF INTEREST:** Bidders have to fill and include the Conflict of Interest Form (Exhibit 1) as part of their proposal.
- xvi. **DRUG FREE WORKPLACE REQUIREMENTS:**
 - 1. Private employers with five or more employees desiring to contract for construction services attest that they have a drug free workplace program in effect in accordance with TCA 50-9-112.
- xvii. **ELIGIBILITY:**

1. The vendor is eligible for employment on public contracts because no convictions or guilty pleas or pleas of nolo contendere to violations of the Sherman Anti-Trust Act, mail fraud or state criminal violations with an award from the State of Tennessee or any political subdivision thereof have occurred.

xviii. **GENERAL:**

1. Vendor fully understands the preparation and contents of the attached offer and of all pertinent circumstances respecting such offer.
2. Such offer is genuine and is not a collusive or sham offer.

xix. **IRAN DIVESTMENT ACT:**

1. Concerning the Iran Divestment Act (TCA 12-12-101 et seq.), by submission of this bid/quote/proposal, each vendor and each person signing on behalf of any vendor certifies, and in the case of a joint bid/quote/proposal, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each vendor is not on the list created pursuant to § 12-12-106.

xx. **NON-COLLUSION:**

1. Neither the said vendor nor any of its officers, partners, owners, agents, representatives, employees or parties interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other responder, firm, or person to submit a collusive or sham offer in connection with the award or agreement for which the attached offer has been submitted or to refrain from making an offer in connection with such award or agreement, or collusion or communication or conference with any other firm, or, to fix any overhead, profit, or cost element of the offer price or the offer price of any other firm, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against the City of Kingsport or any person interested in the proposed award or agreement.
2. The price or prices quoted in the attached offer are fair, proper, and not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the firm or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

xxi. **NON-BOYCOTT OF ISRAEL AFFIDAVIT**

Concerning the Non-Boycott of Israel Act (TCA 12-4-1 et seq.) by submission of this proposal, each supplier and each person signing on behalf of any supplier certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each supplier is not boycotting Israel pursuant to

§ 12-4-1 and will not during the term of any award. Note: Applicable only to contracts of \$250,000 or more and to suppliers with 10 or more employees.

xxii. WARRANTY

The Bidder shall warrant all work relating to the FIS, including any work performed by subcontractors, throughout the term of the Contract, starting from the date of Final Acceptance. The Bidder shall provide a warranty for both the FIS and all implementation services, as specified below:

- 1. For FIS software.** The Bidder shall warrant that the FIS will conform, throughout the term of the Contract, to all the requirements and specifications as stated in this Request for Proposals.
- 2. For services.** The Bidder shall warrant that all services provided pursuant to the Contract will be of good quality, free of faults and defects, and in accordance with the Contract throughout the term of the Contract.
- 3. Assignment of Warranties.** The Bidder shall assign to the City any manufacturer's warranties associated with the FIS.
- 4. Disclaimer of Warranties.** Because Tennessee law may not allow municipalities to agree to any disclaimer or limitations of warranties, any disclaimer or limitation of warranties will be contractually limited to the extent permitted by Tennessee law.

7. DEFINITIONS

The following words and phrases, when used in this Request for Proposals, have the meanings ascribed to them in this section, except where the context clearly indicates that another meaning is intended:

Americans with Disability Act. "ADA" is a federal civil rights law that prohibits discrimination against people with disabilities in everyday activities.

Application Programming Interface. "API" means a two-way, real-time exchange between two systems.

Bidder. "Bidder" means any person or legal entity that submits a proposal in response to this solicitation.

City. "City" means the City of Kingsport, a municipal corporation in Sullivan and Hawkins counties of the State of Tennessee.

Cloud-based. “Cloud-based” refers to a system that is hosted by a third party through the internet.

Contact. “Contact” means any interaction between customers and the City (e.g. email, phone call, portal).

COTS Software: A commercial-off-the-shelf software package that has been developed by third party software firms with substantial functionality to meet the needs of a broad range of potential users.

Customer Information System. “CIS” is the primary utility billing system for the City.

Finalist. The City will select the “Finalist” Bidder(s) that the City feels is the best-fit solution. The City may at its discretion select one, two or more Finalist Bidders for further scope and price negotiation.

Financial Information System. “FIS” accumulates and analyzes financial data used for optimal financial planning and forecasting decisions and outcomes.

Hosted Solution. “Hosted Solution” is a general term for technology services using infrastructure located outside the City’s physical location. This can be a vendor’s physical location or can be hosted on the cloud.

Integration Partner. “Integration Partner” means a third-party implementer or systems integrator that the software vendor teams with to assist in or perform the entire implementation of the software vendor’s COTS solution. In the event of an Integration Partner bidding, they must bid as prime and manage the vendor solution and requirements as well as any 3rd party solutions and requirements that were bid as a part of the proposed solution.

Integrated System. “Integrated System” means each of the other City systems that are currently integrated or have planned integrations with the Existing System as set forth further in Section 3.5 of this Request for Proposal.

Integrated Systems Administrators. “Integrated System Administrator” means the City employee, City contractor or other representative who has administrative authorities within any of the Integrated Systems listed in Section 3.5

Prime Bidder. “Prime Bidder” is the solution implementor. For example, if a software vendor implements its own solution, the software vendor is the Prime Bidder. However, if the software vendor teams with a solution implementer, the solution implementor is the Prime Bidder. The Prime Bidder will manage the vendor solution and all requirements, as well as any other 3rd party solutions or subcontractor(s) that were bid as a part of the proposed solution.

Service Level Agreement. “SLA” is an agreement between provider and client about measurable metrics like uptime, responsiveness, and responsibilities.

Subcontractor. “Subcontractor” is a vendor that undertakes to perform part or all of the obligations of the prime Bidder under the prime Bidder’s proposal.

Subject Matter Expert. “SME” means the employee or authorized representative identified by the City as the expert about a given City department or system.

UAT (User Acceptance Testing). “UAT” means testing by key City internal users or internal user groups using expertly prepared test scripts for key implementation or migration milestones.

Workforce and Asset Management. “WAM” means an automated system and processes for managing service orders and mobile field work and Assets in the field. The City utilizes OpenGov Asset Management (previously known as Cartegraph).

8. EXHIBITS

Exhibit 1 – Conflict of Interest Form

Exhibit 2 – Bidder Profile

Exhibit 3 - References Form

Exhibit 4 – FIS System Requirements

Exhibit 5 - Roles and Responsibilities Matrix

Exhibit 6 - Pricing Worksheet

Exhibit 7 - Exceptions for Specification