

Request for Proposal

Microsoft Dynamics SL 2015 Upgrade Services and Ongoing Support

Issued March 27, 2015

I. PURPOSE OF THE REQUEST FOR PROPOSAL

This Request for Proposal (RFP) is being issued by the Port of Port Angeles (POPA) to secure proposals from qualified companies to provide consulting services for upgrading from Microsoft Dynamics SL 7.0 to Microsoft Dynamics SL 2015. Bidders must satisfy the minimum qualifications and requirements stipulated in Section V of this RFP.

This RFP is for a 4-5 year relationship beginning July 1st, 2015.

POPA is requesting proposals from consulting firms to upgrade its current financial system Microsoft Dynamics SL version 7.0 Service Pack 3 to Microsoft Dynamics SL 2015 and to migrate POPA's current financial reporting tool FRx to Microsoft Dynamics SL 2015 Management Reporter. This document provides information on the scope of the effort that will assist bidders to develop a proposal in the format desired by POPA.

BACKGROUND

The Port of Port Angeles is a municipal corporation approved by Clallam County voters in 1922 and established in 1923. The Port is responsible for promoting and enhancing the economic vitality of Clallam County through business development and job creation, and serves the community as both a public steward and an economically self-sustaining enterprise.

The port is a complex enterprise that operates, manages, and makes capital investments in multiple lines of business including marine facilities, marinas, airports, and industrial properties. These businesses include four marine terminals, two airports, two marinas, three industrial business parks, and several other industrial and commercial properties.

II. POINT-OF-CONTACT

Any questions concerning specifications or requirements must be directed to:

Name	John Nutter, Finance Project Manager
Address	PO Box 1350, Port Angeles WA 98362
Phone	360-457-8527 (Business), 360-417-3362 (Direct)
FAX	360-452-3959
E-mail	JohnN@portofpa.com

Questions are to be submitted to John Nutter via e-mail no later than 5:00 PM on April 24th, 2015 using the Point-of-Contact information. All questions must include the name of the company, representative or individual submitting the question(s). A compilation of all questions and answers, along with any RFP addenda, will be posted to www.portofpa.org/bids.aspx under Microsoft Dynamics SL 2015 call for bids. POPA is not responsible for questions received after the deadline.

III. SERVICES TO BE PROVIDED

STATEMENT OF WORK

REQUIREMENTS

The following information should be used to determine the scope of this project and provide pricing for this engagement.

The Port of Port Angeles (POPA) is seeking proposals from qualified Microsoft Dynamics SL Partners to perform an upgrade from POPA's current system Microsoft Dynamics SL 7.0 Service Pack 3 to Microsoft Dynamics SL 2015. The following represents services requested:

Scope of Work to be Performed:

- Upgrade from Microsoft Dynamics SL 7.0 to Microsoft Dynamics SL 2015.
- Migrate current FRx reports to Management Reporter.
- Prepare Project plan consisting of the following:
 - Overall plan on integrating Microsoft Dynamics SL 2015 into the POPA technology architecture.
 - All tasks required to implement the upgrade from Microsoft Dynamics SL 7.0 to Microsoft Dynamics SL 2015.
 - All tasks required to implement migration from FRx to Management Reporter.
 - Estimated hours to complete each task.
 - Identify tasks that will be performed by your firm and tasks that will be performed by POPA's staff.
 - Give percentage break down of how much of the engagement will be performed on your site, POPA's site or remotely.
 - Identify work required by POPA staff and estimate the effort and number of hours required.
- Provide documentation created during the engagement.
- Provide Sample of annual service level agreement for:
 - Implementation – including staff education and a functional assessment to determine best practices.
 - Post Implementation – ongoing support, annual review, and program enhancement education.

Technical Specifics:

Currently Dynamics SL 7.0 Service Pack 3, FRx 6.7, and SQL Server 2008 are installed on a Windows 2008 R2 Standard x64 server. We understand this server's database will need to be migrated to a new server running Windows 2012 R2 Standard x64 and the most current stable edition of Dynamics SL 2015, Management Reporter (or alternative), and SQL Server.

Because FRx is no longer supported, we would like to know our options for replacing it. Either Management Reporter or another Dynamics module would be considered.

Dynamic SL modules:

- GL General Ledger
- PR Payroll
- AP Accounts Payable
- PO Purchasing
- AR Account Receivable
- CA Cash Manager
- SI Shared Information
- CU Customization Manager
- SY Administration
- Progressive System Solutions Inc. modules for Investments, Fixed Assets, and Property Management

IV. SCHEDULE OF EVENTS

Event	Date
1. RFP Distribution to Bidders	March 27, 2015
2. Conference Call with Potential Bidders to discuss existing POPA Technology Architecture for an integrated MS Dynamics implementation. The call in number will be 360-775-3176 with password 2015.	April 15, 2015 @ 1:00 p.m.
3. Written questions from Bidders about scope or approach due	April 24, 2015 @ 5:00 p.m.
4. Compilation of questions and answers, and any RFP addenda posted to www.portofpa.org/bids.aspx	May 1, 2015
5. Proposal Due Date	May 8, 2015 @ 5:00 p.m.
6. Review of Proposals	May 11-15, 2015
7. Presentation by selected Bidders	June 3, 2015
8. Anticipated date of vendor selection	June 10, 2015
9. Anticipated relationship commencement	July 1, 2015

- Any proposal received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award.
- Proposals submitted shall be valid for 120 days following the closing date noted above. POPA and the Bidder may extend this period by mutual written agreement.
- Except for communications expressly permitted by this RFP, communications by Bidders with POPA regarding the RFP are strictly prohibited from the date of this RFP through the date POPA completes or terminates the RFP process, as publicly disclosed by POPA. Bidders violating the communications prohibition may be disqualified, at POPA's option.
- The quiet period does not prevent due diligence, or communications with an existing service provider that happens to be a candidate in the ordinary course of services provided by such service provider; however, discussions related to the pending selection shall be avoided during those activities.

V. GUIDELINES FOR PROPOSAL PREPARATION

Award of the contract resulting from this RFP will be based upon the most responsive Bidder whose offer will be the most advantageous to POPA in terms of cost, functionality, and other factors as specified elsewhere in this RFP.

POPA reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential vendor.
- Accept other than the lowest priced offer based on other factors.
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers.

Bidder Minimum Qualifications

In order to be selected for this assignment, the Bidder must demonstrate that it can meet the requirements of the RFP and the scope of work contained in the RFP.

The consulting firm must be regularly established in the industry of providing financial system consulting services and have experienced personnel able to provide the required services. POPA may request information substantiating the above requirements. Failure to provide this information may result in a contractor's proposal being declared non-responsive.

The firm selected by POPA as the consulting firm to implement the upgrade to Microsoft Dynamics SL 2015 must be a Microsoft Dynamics Partner with a preference for one that specializes in the governmental sector.

The firm must not seek to unreasonably limit their liability for negligence.

Proposal Submission Guidelines

In order to be considered for selection, proposals must be received via e-mail in .PDF format by John Nutter (JohnN@portofpa.com) no later than 5:00 p.m., on May 8, 2015. Paper submissions will be rejected as non-conforming. An e-mail communication will confirm receipt of the proposal.

Withdrawal

The Bidder may withdraw its proposal at any time prior to the deadline for submission upon presentation of a written request to POPA.

Costs

POPA will not pay for any information herein requested, nor is it liable for any costs incurred by the Bidder.

Oral Presentations

All bidders may be required to make one oral, in-person, presentation to the RFP Evaluation Committee. POPA may, at its discretion, elect to have Bidder(s) provide additional oral presentations of their proposal. POPA will contact those Bidders to schedule such a presentation. POPA will not be responsible for any costs associated with any presentations related to this RFP process. Some bidders may not be asked to present to the committee.

Waiver of Claims

By submitting a proposal, the Bidder agrees to:

- Waive any claim it has or may have against POPA, the POPA governing board and/or POPA officers, employees and agents, arising out of or in connection with the administration, evaluation, or recommendation of any proposal.
- Waive of any requirements under the RFP, the acceptance or rejection of any proposal, and/or the award of the contract.

Notice to Bidders Regarding the State of Washington Freedom of Information Act

The information submitted in response to this RFP will be subject to public disclosure pursuant to the State of Washington Freedom of Information Act. The Act provides generally that all records relating to a public agency's business are open to public inspection and copying, unless specifically exempted under one of several exemptions set forth in the Act. In addition, if POPA staff chooses to recommend any Bidder(s) to the Board or any of the Boards' Committees for hiring, such recommendation and the relevant proposal(s) will appear on a publicly posted agenda for public meetings of the Board and any Board Committee.

If a Bidder believes that any portion of its proposal is exempt from public disclosure under the Act, such portion must be marked "CONFIDENTIAL," "TRADE SECRET," or "PROPRIETARY," and made easily separable from the balance of the response. Proposals marked "CONFIDENTIAL," "TRADE SECRET," or "PROPRIETARY" in their entirety will not be honored. By submitting a proposal with portions marked "CONFIDENTIAL," "TRADE SECRET," or "PROPRIETARY," Bidder represents it has a good faith belief that such material is exempt from disclosure under the Act; however, such designations will not necessarily be conclusive, and the Bidder may be required to justify in writing why such material should not, upon request, be disclosed by POPA under the Act. POPA will use reasonable means to ensure that material marked "CONFIDENTIAL," "TRADE SECRET," or "PROPRIETARY" is safeguarded and held in confidence. POPA will not be liable, however, for inadvertent disclosure of such material.

If POPA denies public disclosure of any materials designated as “CONFIDENTIAL,” “TRADE SECRET,” or “PROPRIETARY”, Bidder agrees to reimburse POPA for, and to indemnify, defend and hold harmless POPA, its officers, fiduciaries, employees and agents from and against: (a) any and all claims, damages, losses, liabilities, suits, judgments, fines, penalties, costs and expenses including, without limitation, attorneys' fees, expenses and court costs of any nature whatsoever (collectively, "Claims") arising from or relating to POPA's non-disclosure of any such designated portions of a proposal; and (b) any and all Claims arising from or relating to POPA's public disclosure of any such designated portions of a proposal if disclosure is deemed required by law or if disclosure is ordered by a court of competent jurisdiction.

In addition, if POPA staff recommends any Bidder(s) to the governing board, such recommendation and the relevant proposal(s) will appear on a publicly posted agenda for public meetings of the POPA and Board.

VI. DETAILED RESPONSE REQUIREMENTS

Transmittal Letter

The Bidder shall provide a transmittal letter identifying the responding company, including its address, signed by an individual authorized to bind the company contractually. The letter shall state the name, title, address, phone number, fax number, and e-mail address of a contact authorized to provide clarifying information regarding the proposal. The transmittal letter should briefly state the firm's understanding of the work requested, the required time period, and a statement why the firm believes itself best qualified to perform the engagement.

Questionnaire and Written Responses

In responding to this request, please include a table of contents outlining the written responses below:

A. Firm Background, Qualifications and Experiences:

1. Briefly describe your firm's background, history, and ownership structure, including any parent, affiliated or subsidiary company, and any business partners.
2. Provide the size of the firm and the size of the firm's consulting staff that would be working on this engagement.
3. The location of the office from which the work on this engagement is to be performed and the number and nature of full-time professional staff to be employed in this engagement.
4. The number and nature of part-time professional staff to be employed in this engagement.
5. Describe your firm's backup procedure in the event that key personnel (as designated in item B below) in this assignment should leave the firm.
6. The circumstances and status of any current disciplinary action taken or pending against the firm with state regulatory bodies or professional organizations.
7. Provide the number of Dynamics SL migrations performed from versions 7.0 to 2011, versions 7.0 to 2015, and versions 2011 to 2015.
8. Provide the number of current Dynamics customers.
9. Describe relationships with relevant 3rd party vendors, including Progressive System Solutions, Inc.

B. Staff Qualifications and Experience:

1. Identify the key personnel proposed for POPA's project emphasizing specific experience on contracts similar in scope to the requirements of this RFP. The firm should also indicate how the quality of staff over the term of the engagement would be assured.

C. Project Plan:

1. Include a draft implementation plan including:

- Overall plan on integrating Microsoft Dynamics SL 2015 into the existing POPA technology architecture (conference call on April 15, 2015 will be the forum to obtain the current architecture and briefly discuss).
 - All tasks required to implement the upgrade from Microsoft Dynamics SL 7.0 to Microsoft Dynamics SL 2015.
 - All tasks required to implement migration from FRx to Management Reporter.
 - Estimated hours to complete each task.
 - Identify tasks that will be performed by your firm and tasks that will be performed by POPA's staff.
 - Give percentage break down of how much of the engagement will be performed on your site, POPA's site, or remotely.
 - Describe the process used to educate POPA staff on the new program.
 - Describe your firm's ability to provide training on all Dynamics SL modules and any 3rd party software.
 - Describe your firm's ability to conduct a functional assessment and suggest best practices.
 - Describe your firm's ability to provide on-going support including future software enhancements.
 - Describe your process for helping POPA decide if new modules, such as Project Controller, should be added.
2. Will documentation be created during the engagement? Can you provide a sample of previous documentation on a similar engagement?
 3. Explain how you would validate that all applications/screens work in the new version.
 4. Provide a sample annual service level agreement and cost estimate for:
 - Implementation
 - Post Implementation – user questions, technical issues, report writing.
 5. Do you have experience in cloud implementation? If so, how was the implementation done.

D. Proposed Job Arrangement Letter:

The proposal must include examples of the job arrangement letters your firm would require covering this engagement assuming your firm were the successful bidder.

E. References:

Please provide three references who are clients for whom work similar to that requested in this RFP has been performed.

F. Previous clients:

Please list public sector clients who have terminated your consulting relationship during the past three years and their reasons for doing so. Please include their names, titles and telephone numbers.

G. Insurance and liability:

1. What limitation on liability, if any, do you impose through your contract?
2. Please describe the levels of coverage for errors and omissions insurance and any fiduciary or professional liability insurance your firm carries. Is the coverage on a per client basis, or is the dollar figure applied to the firm as a whole? List the insurance carriers.
3. Describe your quality assurance procedures.
4. Describe your firm's disaster recovery plan as it relates to the equipment, software, and data tapes and personnel that would be used in providing the services required by POPA.

Appendices

Appendix A. Biographies

Please include biographies for all consultants listed in your proposal. Indicate what year each consultant joined your firm and describe his or her position, current responsibilities, areas of expertise, experience, education, professional designations, professional certifications and memberships, and relevant publications and presentations.

Appendix B. Annual Financial Report

Please attach your firm's current Annual Financial Report.

Other Information

Please describe areas or processes, not included in the scope of this engagement that your firm may examine in order to provide more complete and thorough services.

Fee Proposal

Once a consulting firm has been selected, negotiations of the fee(s) may become necessary. In no case will the negotiations result in a fee that is higher than the fee contained in the proposal.

A fee schedule should be quoted with a range or estimate of the number of hours for the scope of work outlined in Exhibit A. Include your billing procedures, include direct and indirect expense and explain how routine phone calls and minor research or consultations are handled. Specifically identify what is part of your fee quote and what is not.

Please give hourly rates you will charge for work within the scope of services for POPA.

Exceptions

Any exceptions to the specifications, terms and conditions of the RFP shall be explicitly set forth in this section of the proposal. If there are no exceptions, the Bidder shall explicitly state that it takes no exception to the RFP's specifications, terms and conditions. Any exception may result in this solicitation not being awarded to the Bidder.

Contract Negotiations

Once the Bidder has been selected to perform the services, negotiations will be initiated. POPA expects engagement negotiations to be brief. If the agreement cannot be negotiated quickly with the selected Bidder, POPA may, in its sole discretion, terminate negotiations with the previously selected Bidder and commence engagement with another party.

Incomplete Proposals

If the information provided in a Bidder's proposal is deemed to be insufficient for evaluation, POPA reserves the right to request additional information or to reject the proposal outright. False, incomplete, or non-responsive statements in connection with a proposal may be sufficient cause for its rejection. The evaluation and determination of the fulfillment of the requirements will be determined by POPA and such judgment shall be final.

Reimbursement for Proposal Preparation

There is not expressed or implied obligation for POPA to reimburse responding company for any expenses incurred in preparing proposals in response to this request. POPA reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected.

VII. EVALUATION CRITERIA

The following guidelines will be used to analyze and evaluate all proposals received. POPA reserves the right to evaluate all factors deemed appropriate, whether or not such factors have been stated in this section.

Review of Proposals

An Evaluation Committee (Committee) consisting of POPA staff will evaluate all proposals received.

1. The Committee will determine if Bidders meet the Mandatory Requirements listed below.
 - a. The Bidder has no conflict of interest with regard to any other work performed by the Bidder.
 - b. The Bidder is qualified to complete the services required.
 - c. The Bidder adheres to the instructions in this RFP.
2. The Committee members will individually evaluate and score each proposal based on:
 - a. Qualifications to perform the services requested.
 - b. Proposed approach to meet the requirements of the Statement of Work.
 - c. Potential value and benefits of proposed ongoing support in the future.
 - d. Cost.
 - e. Presentation to the committee.
3. The Committee will evaluate bids as a whole, including presentation impressions, price, and reference input.
4. Selected Bidder will be notified and contract negotiations commence.

After evaluation of the proposals and approval by POPA, all bidders will be notified of the result.

General Proposal Conditions

Written approval from POPA will be required for any news releases regarding the award of contract.

Changes in quantity, specifications, scope of work, delivery schedules, performance time, starting dates, and corrections to this RFP will be made by amendment. Amendments will be sent before the due date to all Bidders. All information provided to a Bidder will be given in e-mail communication.

POPA will determine whether the closing date should be changed when amending the RFP. If the closing date changes, prospective Bidders will be notified electronically of the change. POPA will not award a contract unless amendments made to the RFP have been issued in sufficient time to be considered by all prospective Bidders. Receipt of amendments shall be acknowledged by all prospective Bidders.

This RFP is not an offer of a contract. Acceptance of a proposal does not commit POPA to award a contract to any Bidder, even if the Bidder satisfied all requirements stated in this RFP. Publication of this RFP does not limit POPA's right to negotiate for the services described in this RFP. POPA reserves the right to choose to not enter into an agreement with any of the respondents to this request for proposal.

The information Bidder submits in response to this RFP becomes the exclusive property of POPA.

VIII. RESERVATIONS BY POPA

POPA reserves the right to cancel or modify this RFP at any time and to reject any or all proposals submitted.

POPA will not be liable for any costs Bidder incurs in connection with the preparation or submission of any proposal.

If Bidder submits a proposal, POPA reserves the right to make such investigations as it deems necessary to determine Bidder's satisfaction of the minimum qualifications and ability to furnish the required services, and Bidder agrees to furnish all such information for this purpose as POPA may request.

POPA also reserves the right to reject the proposal of anyone who is not currently in a position to perform the contract, or who has previously failed to perform similar contracts properly, or in a timely manner.

POPA reserves the right to reject, in whole or in part, any and all proposals received; to waive minor irregularities; to negotiate in any manner necessary to best serve the public interest, and to make a whole award, multiple awards, a partial award, or no award.

POPA reserves the right to award a contract, if at all, to the company which will provide the best match to the requirements of the RFP and the consulting services needs of POPA, which may not be the proposal offering the lowest fees. POPA may take into consideration any factor it considers relevant, such as past experience, the ability to perform the requirements stated in the RFP and in Exhibit A, and other relevant criteria. POPA is not required to accept for consideration any proposals that fail to address or do not comply with each of the requirements or the criteria set forth in this RFP.

POPA reserves the right to enter into discussions and negotiations with one or more organizations selected at its discretion to determine the best and final terms. POPA is not under obligation to hold these discussions or negotiations with each organization that submits a proposal.

POPA reserves the right to request additional documentation or information from respondents. Requested information may vary by respondent. POPA may ask questions of any respondent to seek clarification of a proposal or to ensure the respondent understands the scope of the work or other terms of the RFP.