



CITY OF
**PALO
ALTO**

Information Technology Department

**Request for Proposals (RFP) #RFP193272
For
SAP On-Call Professional Services**

**Proposal Submittal Deadline:
Wednesday, February 12, 2025 BEFORE 3:00 pm**

**Procurement Contact:
Alice Harrison
Contract Administrator
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(650) 329-2173**

**CITY OF PALO ALTO
PURCHASING/CONTRACT ADMINISTRATION
250 HAMILTON AVENUE
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1. INTRODUCTION

The City of Palo Alto is seeking proposals from qualified firms to provide services for on-call SAP Project Support Services for its Information Technology Department. The City is seeking proposal for five years and may award to multiple proposers. The required services and performance conditions are described in the Scope of Work (or Services).

1.1. Summary

The City of Palo Alto is seeking proposals from qualified vendors to provide on-call SAP Project Support Services for its Information Technology Department. These services are intended to address project-based, time-limited needs related to the City's SAP landscape, including the SAP ECC 6.0 system, utilities solutions, CRM, and Business Intelligence (BI) systems. The City aims to enhance business functionality, system performance, and user satisfaction while modernizing and streamlining its SAP operations.

The selected vendors will support a range of SAP modules and technologies, such as ABAP/Fiori development, financial and material management, human capital management, and customer relationship management. Services will also include SAP Basis administration, integration with utilities systems, and data analytics through BI/BW tools. Vendors are expected to have deep technical expertise, SAP certifications, and the ability to work collaboratively with the City to deliver high-quality, reliable solutions.

1.2. Background

NO VALUE

1.3. Contact Information

Procurement Contact:

Alice Harrison

Contract Administrator

alice.harrison@cityofpaloalto.org

(650) 329-2173

Department:

Information Technology

1.4. Timeline

Release Project Date:	January 16, 2025
Question Submission Deadline:	February 4, 2025, 1:00pm
Proposal Submission Deadline:	February 12, 2025, 3:00pm

2. PRE-PROPOSAL CONFERENCE AND CERTIFICATIONS

2.1. Examination of Proposal Documents

The submission of a proposal shall be deemed a representation and certification by the Proposer that it:

- Has carefully read and fully understand the information that was provided by the City to serve as the basis for submission of this proposal.
- Has the capability to successfully undertake and complete the responsibilities and obligations of the proposal being submitted.
- Represents that all information contained in the proposal is true and correct.
- Did not, in any way, collude, conspire to agree, directly or indirectly, with any person, firm, corporation or other Proposer in regard to the amount, terms or conditions of this proposal.
- Acknowledge that the City has the right to make any inquiry it deems appropriate to substantiate or supplement information supplied by Proposer, and Proposer hereby grants the City permission to make these inquiries, and to provide any and all related documentation in a timely manner.

2.2. Addenda / Clarifications

Should discrepancies or omissions be found in this RFP or should there be a need to clarify this RFP, questions or comments regarding this RFP must be submitted to the Questions & Answers section of this project listing on OpenGov.

Correspondence shall be communicated through the City's electronic procurement system. Responses from the City will be provided through the Questions & Answers section of OpenGov for this project and available to all. Inquiries received after the deadline for questions stated in the timeline will not be accepted. All addenda shall become a part of this RFP and shall be acknowledged on the Proposer's submittal.

The City shall not be responsible for nor be bound by any oral instructions, interpretations or explanations issued by the City or its representatives.

2.3. Submission of Proposals

All proposals shall be submitted electronically through the City's electronic procurement system (OpenGov) at: <https://procurement.opengov.com/portal/palo-alto-ca>

Proposals shall be in a submitted status no later than 3:00 pm on Wednesday, February 12, 2025.

The e-procurement system will not accept any proposals after the specified close time.

2.4. Withdrawal or Modification of Proposals

A Proposer may withdraw or modify its proposal at any time before the expiration of the time for submission of proposals as provided in the RFP by entering the project on OpenGov and selecting to "unsubmit" the proposal. Proposal must be resubmitted after using the "unsubmit" button and making any updates or modifications to the submittal or it shall not be considered as a valid submittal. No request for modification of the proposal shall be considered after its submission and acceptance on grounds that Proposer was not fully informed to any fact or condition.

2.5. Rights of the City of Palo Alto

This RFP does not commit the City to enter into a contract, nor does it obligate the City to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract. The City reserves the right to:

- Make the selection based on its sole discretion
- Reject any and all proposals
- Issue subsequent Requests for Proposals
- Postpone opening for its own convenience
- Remedy technical errors in the Request for Proposals process
- Approve or disapprove the use of particular subconsultants
- Negotiate with any, all or none of the Proposers
- Accept other than the lowest offer
- Waive informalities and irregularities in the Proposals and/or
- Enter into an agreement with another Proposer in the event the originally selected Proposer defaults or fails to execute an agreement with the City

An agreement shall not be binding on the City unless and until it is executed by authorized representatives of the City and of the Proposer.

3. PROPOSAL CONTENT AND FORMAT

These instructions outline the guidelines governing the format and content of the proposal and the approach to be used in its development and presentation. The intent of the RFP is to encourage responses that clearly communicate the Proposer's understanding of the City's requirements and its approach to successfully provide the products and/or services on time and within budget. Only that information which is essential to an understanding and evaluation of the proposal should be submitted. Items not specifically and explicitly related to the RFP and proposal, e.g. brochures, marketing material, etc. will not be considered in the evaluation.

All proposals shall address the following items in the order listed below and shall be numbered in the proposal document.

3.1. Proposal Summary

This Section of the Proposal shall discuss the highlights, key features and distinguishing points of the Proposal. A separate sheet shall include a list of individuals and contacts for this Proposal and how to communicate with them. Limit this Section to a total of three (3) pages including the separate sheet.

3.2. Profile on the Proposing Firm(s)

This Section of the Proposal shall include a brief description of the Proposer's firm size as well as the proposed local organization structure. Include a discussion of the Proposer firm's financial stability, capacity and resources. Include all other firms participating in the Proposal, including similar information about the firms.

Additionally, this Section shall include a listing of any lawsuit or litigation and the result of that action resulting from (a) any public project undertaken by the Proposer or by its subcontractors where litigation is still pending or has occurred within the last five years or (b) any type of project where claims or settlements were paid by the consultant or its insurers within the last five years.

3.3. Qualifications of the Firm(s)

This Section of the Proposal shall include a brief description of the Proposer's and any sub-Proposer's qualifications and previous experience on similar or related projects. Separately complete and upload the required attachment provided as "Qualifications of Firm Relative to City's Needs", provide descriptions of pertinent project experience with other public municipalities and private sector entities, including a summary of the work performed, the total project cost, the percentage of work the firm was responsible for, the period over which the work was completed, and the name, title, and phone number of clients to be contacted for references. Give a brief statement of the firm's adherence to the schedule and budget for the project.

This Section of the Proposal shall include information regarding any relationships with firms and/or individuals that may submit proposals in response to the RFPs being developed.

3.4. Work Plan or Proposal

This Section of the Proposal shall present a well-conceived service plan. Include a full description of major tasks and subtasks. This section of the proposal shall establish that the Proposer understands the City's objectives and work requirements and Proposer's ability to satisfy those objectives and requirements. Succinctly describe the proposed approach for addressing the required services and the firm's ability to meet the City's schedule, outlining the approach that would be undertaken in providing the requested services.

3.5. Proposed Innovations

The Proposer may also suggest technical or procedural innovations that have been used successfully on other engagements and which may provide the City with better service delivery. In this Section of the Proposal discuss any ideas, innovative approaches, or specific new concepts included in the Proposal that would provide benefit to the City.

3.6. Project Staffing

This Section of the Proposal shall discuss how the Proposer would propose to staff this project. Key project team members shall be identified by name, title and specific responsibilities on the project. An organizational chart for the project team and resumes for key Proposer personnel shall be included. Key personnel will be an important factor considered by the review committee. Changes in key personnel may be cause for rejection of the proposal.

3.7. Proposal Exceptions

This Section of the Proposal shall discuss any exceptions or requested changes that Proposer has to the City's RFP conditions, requirements and sample contract. If there are no exceptions noted, it is assumed the Proposer will accept all conditions and requirements identified in the "Sample Agreement for Services." Items not excepted will not be open to later negotiation.

3.8. Proposal Costs and Rates

The fee information is relevant to a determination of whether the fee is fair and reasonable in light of the services to be provided. Provision of this information assists the City in determining the firm's understanding of the project, and provides staff with tools to evaluate (and, if applicable, negotiate) the cost.

This Section of the Proposal shall include the proposed costs to provide the services desired. The proposal shall also detail any other relevant cost and price information (such as any change to the fees based on any options a proposer is able to offer), plus a proposed not-to-exceed amount that would be contained in a potential agreement with the City. The hourly rates or a schedule of rates may be used for pricing the cost of additional services outlined in the Scope of Services.

Supplementary to this RFP and any submitted Proposal is the Cost Proposal Attachment provided with this RFP which must be upload electronically as part of your Proposal.

PLEASE NOTE: The City of Palo Alto does not pay for services before it receives them. Therefore, do not propose contract terms that call for upfront payments or deposits.

3.9. Evidence of Financial Stability

Proposers are required to establish to the City's satisfaction that they are financially stable and can complete the obligations of a contract resulting from this solicitation. To meet this requirement, Proposers shall submit one of the following items that must be prepared by an independent third party:

- The most recent audited financial statement
- Reviewed financial statements for the last two years
- A letter of good standing from a credible financial institution or a Certified Public Accountant that contains sufficient information for proposal evaluators to reasonably conduct an objective assessment of the Proposer's financial viability and/or the Proposer's risk of default, OR
- A Dun & Bradstreet Business Information Report or Comprehensive Report prepared or updated within the last 12 months.

NOTE: The City recognizes the confidential nature of certain financial disclosures and will treat the information as such in accordance with applicable law, referenced in the Section of this RFP entitled "Public Nature of Materials".

4. CONTRACT TYPE AND METHOD OF PAYMENT

It is anticipated that the agreement resulting from this solicitation, if awarded, will be a Fixed Fee form of contract. A Sample Agreement of Services is provided as an Attachment to this RFP. The method of payment to the successful Proposer shall be on a Fixed Fee with a maximum "not to exceed" fee as set by the Proposer in the proposal or as negotiated between the Proposer and the City as being the maximum cost to perform all work. This figure shall include direct costs and overhead, such as, but limited to, transportation, communications, subsistence and materials and any subcontracted items of work. Progress payments will be based on a percentage of project completed.

Proposers shall be prepared to accept the terms and conditions of the Agreement, including Insurance Requirements. If a Proposer desires to take exception to the Agreement, Proposer shall provide the following information in Proposal Exceptions of their submittal package. Please include the following:

- Proposer shall clearly identify each proposed change to the Agreement, including all relevant Attachments.

- Proposer shall furnish the reasons for, as well as specific recommendations, for alternative language.

The above factors will be taken into account in evaluating proposals. Proposals that take substantial exceptions to the proposed Agreement may be determined by the City, at its sole discretion, to be unacceptable and no longer considered for award.

Insurance Requirements

The selected Proposer(s), at Proposer's sole cost and expense and for the full term of the Agreement or any extension thereof, shall obtain and maintain, at a minimum, all of the insurance requirements outlined in this RFP and its attachments.

All policies, endorsements, certificates and/or binders shall be subject to the approval of the Risk Manager of the City of Palo Alto as to form and content. These requirements are subject to amendment or waiver if so approved in writing by the Risk Manager. The selected Proposer agrees to provide the City with a copy of said policies, certificates and/or endorsement upon award of contract.

5. SCOPE OF WORK

5.1. 1. INTRODUCTION

The City of Palo Alto is seeking proposals from qualified firms to provide SAP Project Support Services on an on-call as-needed, project-based, time-limited basis. The City reserves the right, in City's discretion, to award a contract to one or more qualified vendors under this RFP. The City's goal in conducting this RFP is to establish a pool of qualified vendors selected through this competitive process to provide SAP Project Support Services on an on-call, as-needed, time-limited basis. The City does not guarantee any minimum expenditure amount with any selected consultant during the contract period. The contract term for the services to be procured under this RFP is up to five (5) years.

The City is seeking On-Call SAP Project Support Services, as above, in relation to its:

- SAP ECC 6.0 EHP8 – Enterprise Resource Planning Central Component System (most recently upgraded in July 2020);
- ISU - Industry Solution for Utilities;
- ISU/CCS-Industry Solution Utilities Customer Care and Service System (implemented in May 2009);
- CRM Customer Relationship Management IC-Web;
- Smart Energy Water (SEW) - Utilities Customers E-Services Systems; and/or
- Business Intelligence (BI) System
- SAP ESS/MSS using SAP Fiori frontend

- Business dashboards using Microsoft PowerBI and SAP Analytics Cloud frontends

A glossary of acronyms used herein can be found as Attachment G.

5.2. 2. BACKGROUND

The City has upgraded its core SAP ECC 6.0 EHP 2 to ECC 6.0 EHP8 and replaced SAP UCES with SEW's (Smart Energy Water) customer portal. Currently, the City is deploying more SAP Fiori applications to improve SAP user interface. Entire SAP landscape is hosted in AWS cloud with underlying SAP HANA database.

The City is currently running the following SAP release versions:

ECC 6.0: FI, FM, FA, CO, PS, PM, BCS, MM, HCM, PY (US), ESS/MSS, SD, WM

ISU - Industry Solution for Utilities

SAP Fiori for SAP ESS/MSS functionality

ISU/CCS - Industry Solution Utilities Customer Care and Service System

ISU/CCS 6.0: BM, CS, DM and FICA

CRM 6.0: IC-Web

Fiori; BI 7.5, SAP Gateway

5.3. 3. SCOPE OF SERVICES

The City of Palo Alto is seeking proposals from qualified firms to provide On-Call SAP Project Support Services on an on-call, as-needed, project-based, time-limited basis for the Information Technology Department to meet the following types of specialized SAP-related needs detailed below.

The City retains the right to select and award a contract to one or more firms to provide these services. Please include your firm's expertise and billable rate for each specialized area description listed below. Also include any previous experience your firm has in providing similar services to the City or another government entity like the City of Palo Alto.

In its project work, the Consultant will help with configuration of various SAP modules to enhance the City's business functionality and overall performance, while maintaining a high degree of customer satisfaction. These specialized areas are requested on an ON-CALL, as-needed, time-limited basis, in the following domains:

A. SAP ABAP / Fiori - Technical

- A. Demonstrates expert knowledge in development of complex ABAP code and custom SAP Fiori development
- B. Should have strong hands-on knowledge in ABAP technologies viz. Interactive Reporting, Dialog Programming, BAPI, RFC, SAP Scripts, Smart forms, ALE/IDocs, Interface Programming, BDC, Workflow and Data Conversions.
- C. Ability to help resolve complex technical issues and independently manage critical/complex situations.

B. SAP FI, CO, MM

- A. Demonstrates expert knowledge/leadership in configuring SAP in the areas of Finance (FI), Controlling (CO), Materials Management (MM), Project Systems (PS), and Plant Maintenance (PM).
- B. Possesses expertise in leading financial reporting requirements through a variety of SAP and non-SAP systems.
- C. Exhibits a thorough understanding of finance and controlling processes, concepts and SAP best practices, which includes but is not limited to General Ledger (GL), Accounts Receivable (AR), Accounts Payable (AP), Asset Accounting (AA), Special Purpose Ledger (SL), Controlling Areas (CO), Cost Center Accounting (CCA), Funds Management (FM), Budget Control System (BCS) and Materials Management (MM) which includes managing special stocks such as third-party subcontracting.

C. SAP HCM

- A. Demonstrates expert knowledge/leadership in configuring SAP in the following areas of HCM module:
 - Payroll – US
 - Personnel Management
 - Time Management
 - Organizational Management
 - BSI Tax Factory
 - Ability to analyze problems and provide clear recommendations
- B. Provides expertise in analyzing the business approval matrix and map the solution to the workflow developed objects.
- C. Possesses a strong understanding of the configuring of log events, the linking of change documents to events, the definition of reports for workflow, perform work item analysis, and be able to perform configuration relating to workflow outlook box and task analysis.

D. Utilities-CRM/IC-Web Client - Customer Relationship Management

- A. Base Customization like Product master, Business Partners, Organizational Mgmt., Lead Mgmt.
 - B. Configuration of IC Web client like Business Roles, Profile setup, Interaction records, Partner determination, broadcast messaging, Transaction launcher, Authorization.
- Familiar with module functionality, ability to assess enhancements to existing functionality and the best practice to implement those enhancements, able to work with end users to understand requests or requirements and develop and configure in ICWeb, similar to new tab "Account Highlights" and the addition of the indicator for AMI meters.

E. BI - Business Intelligence

- A. Develop BI/BW related objects and queries within SAP BI/BW version 7.5 connected to ECC 6.0 [with IS-Utilities].
- B. Creation of custom reports and workbooks using BEx Analyzer.
- C. Experience with developing data flows using APD.

F. ISU/CCS

Demonstrates expert knowledge/leadership in configuring SAP ISU module specific to following key areas:

- A. Device Management
 - 1. Device Management Configuration

2. Meter reading optimization and fine tuning, including meter reading unit and scheduling, implausible reading results setting, and estimate read activation
3. Familiar with AMI configuration and functionality and integration with MDMS.

B. Billing Management

4. Utilities Billing, Invoicing, Collective Invoicing, Outsorts
5. Configuration of Billing Schema, Rate Category, Rates and Operands with specific focus on TOU rates and RTP billing. Strong understanding of Gas billing
6. Prepare specification for Print workbench requirement for custom specific application form, to display unbundled billing with Power, Gas, Water and Sewer contracts and Rate information.

C. Finance and Contract Account

- i. Experience in configuring and troubleshooting issues in FICA with a specific focus on:
 - a) Dunning,
 - b) Collections,
 - c) Payments,
 - d) Security Deposits
 - e) Account Determination
 - f) Standing Requests
 - g) Open Item Management
- ii. Resolving reconciliation issues with FI and proficient understanding of fund management.
- iii. Strong understanding of sales stats and BI data flow.

D. Customer Service

7. Configure Owner Allocation, Move-in/Move Out, and Disconnect/Reconnect

E. ISU/CCS – WM (Work Management)

1. Configure Service Notifications
2. Integration with MDMS and RNI to create Service Notifications

G. Customer Engagement Portal

- (1) Help with development of file based and real time interfaces between SEW and SAP ECC systems with integration facilitated by SAP Gateway using the OData standard.

H. SAP ERP

- A. Demonstrated experience with SAP ERP that involves implementation and upgrade activities by working with various departments in an organization.
- B. Thorough understanding of SAP change management procedures with regards to program, data dictionary, and SAP configuration.

I. SAP Basis (NetWeaver and HANA administration)

- A. SAP Solution Manager configuration with regards to SAP CBTA (Component Based Testing Automation)
- B. SAP BTP (Business Technology Platform) configuration with regards to Cloud Platform Integration
- C. SAP User Administration and Security (including SAP GRC (Governance, Risk, and Compliance))
- D. SAP Basis Administration that involves change management, and system monitoring
- E. SAP Performance Tuning and Optimization

5.4. SAP APPLICATION IMPLEMENTATION AND ENHANCEMENT PROJECT SUPPORT

A. The CONSULTANT shall provide support for implementation and enhancement of SAP functionality and SAP application troubleshooting as requested for the following systems:

1. SAP CRM
2. SAP Fiori
3. SAP ECC with ISU
4. SAP ESS/MSS Fiori Applications
5. SAP BI/BW
6. SAP Gateway

B. The CONSULTANT shall demonstrate expertise in resolving critical SAP application issues as required. (City will be responsible for first level support of the application.)

C. The CONSULTANT shall maintain information for each service request, including but not limited to, problem description, start and end dates/times, actual or potential root cause(s), corrective action taken, and future action required.

D. The CONSULTANT shall maintain task details within the application where all the task orders from City will be recorded, approved, tracked, and managed throughout the life cycle.

E. The CONSULTANT shall develop and provide knowledge transfer documentation per request.

F. The CONSULTANT shall work with City IT to provide monthly/weekly status reporting including, but not limited to, work orders analysis, actual hours usage, average cycle time, quality issues, and improvement recommendations during the tenure of an assignment.

G. To the extent any assigned on-call project requires CONSULTANT availability during City business hours, the CONSULTANT shall be available, as needed, between 6:00 a.m. PST to 6:00 p.m. PST weekdays, Monday through Friday, except for City holidays.

H. The CONSULTANT shall provide a problem escalation process to ensure urgent problems are resolved expeditiously, according to the City's **Proposed Service Level Agreement Summary (see table below)** or CONSULTANT'S proposed service level agreement, as mutually agreed to the in the task order for the project.

I. The CONSULTANT shall provide a process to record after-hours problems for next day resolution.

J. The CONSULTANT shall ensure that all software modifications and upgrades are deployed using the configuration management, documentation, and integration, and acceptance testing requirements per the applicable contractual warranty and licensing.

K. The CONSULTANT shall provide the appropriate technical resources (at agreed upon rates) to modify or enhance applications to ensure that the software continues to support City business requirements per the applicable contractual warranty and licensing.

L. The CONSULTANT shall perform application modification and upgrade activities (at agreed upon rates and travel expenses) assigned by the City IT Enterprise Systems Manager unless otherwise agreed to by City.

M. The CONSULTANT shall provide justifiable resource and timeframe estimates for software design, development, testing, and deployment of all application modifications and upgrade requests within the time frames established in the City's **Proposed Service Level Agreement Summary (see table below)** or CONSULTANT'S proposed SLA, as mutually agreed to the in the task order for the project.

N. The CONSULTANT shall begin and end each application modification and upgrade effort within the timeframe established in the City's **Proposed Service Level Agreement Summary (see table below)** or CONSULTANT'S proposed SLA, as mutually agreed to the in the task order for the project.

O. The CONSULTANT shall make software patches found at other clients available to City at no charge.

P. The CONSULTANT shall maintain source code version and release of software versions in accordance with City's configuration management standards during the life of the project per applicable contractual warranty and licensing.

Q. The CONSULTANT shall provide and maintain coding standards and quality control to ensure coding readability, performance, and sustainability.

R. The CONSULTANT shall make proper resource arrangement to ensure project support continuity during holiday seasons.

5.5. 5. WORK MODEL

- A. Contract engagement with the Consultant is primarily based on labor hours for each approved On-Call task order. Hourly rate is fixed according to rate schedule.
- B. Each task order with CONSULTANT, except urgent system fix, will be reviewed and approved by SAP PMO, providing supporting material such as task scope; objectives, cost estimate, resource planning, and schedule. CONSULTANT's account executive will collaborate with CITY IT Enterprise Systems Manager and SAP PMO to align and monitor schedule, resources, and cost closely.

5.6. 6. DELIVERABLES

For each on-call task order assigned, Consultant must follow CITY's system design and development standards, to conduct the following tasks and produce deliverables:

- A. Conduct application configuration, enhancement, problem investigation, root cause analysis, and problem resolution on as-needed basis
- B. Prepare functional specifications, technical specifications, testing plans, and training materials
- C. Document all configuration, system, process and programming changes and ensure to conduct a knowledge transfer (KT) session with City employee at regular intervals

5.7. 7. PERFORMANCE MANAGEMENT

- A. With its Proposal, the CONSULTANT shall provide City with its methodologies and tools to demonstrate its ability to meet the same or similar performance requirements stated in the City's **Proposed Service Level Agreement Summary (see table below)**.
- B. With its Proposal, the CONSULTANT shall provide City with its procedures and tools to demonstrate its ability to track and meet performance requirements, including measurements such as, but not limited to, the following:
 - 1. Quality of work: defect rate, re-work rate
 - 2. Response time
 - 3. Service fulfillment rate
 - 4. User Satisfaction

Proposed Service Level Agreement Summary:

Priority	Definition	Response Time After Notification	Provide Solution Time	Target Resolution Time	Escalation Path

Emergency	<ul style="list-style-type: none"> • Entire organization is affected. • Core business process cannot be carried out. • Security violation. 	1 hour	1 day	1 day	Resolution > 2 day Escalation path: tbd
Critical	<ul style="list-style-type: none"> • Multiple users or departments are directly affected. • Incident has serious impact on critical tasks and no workaround is available • Customer affected. 	4 hours	1 day	3 days	Resolution > 2 day Escalation path: tbd
High	<ul style="list-style-type: none"> • System cannot function as designed or installed. • Small group of users are directly affected. • Compliance time line is affected 	1 day	3 days	Requires resource estimation, City's approval, prioritization and scheduling	
Medium	<ul style="list-style-type: none"> • Small number of users are affected. • Isolated incident. • Degraded performance and/or is difficult to use. 	5 days	2-3 weeks	Requires resource estimation, City's approval, prioritization and scheduling	
Low	<ul style="list-style-type: none"> • User requests general information, service or consultation. • Cosmetic enhancements • Report enhancements 	5 days	4-6 weeks	To be prioritized based on resource availability and cost	

5.8. 8. CONSULTANT QUALIFICATIONS

For projects arising from this RFP, the CONSULTANT shall assign personnel who have the relevant, demonstrated skills and expertise for the assigned project, including without limitation the following qualifications, at a minimum:

- A. Must have a minimum of 5-8 years of experience configuring the SAP systems with a thorough understanding of the integration required with other relevant areas/modules in SAP or otherwise.
- B. Excellent communication, analytical, facilitation and negotiation skills, data/business process modeling, knowledge of competition, and industry happenings
- C. Ability to be an effective, collaborative participant in a cross functional team
- D. Superior attention to detail, time management, organizational and problem-solving skills with the ability to handle multiple projects and deadlines simultaneously.
- E. Excellent requirements-gathering and quality assurance (QA) testing skills, ensuring business needs are met.
- F. SAP certifications relevant to the project.

In addition, the CONSULTANT will meet the following requirements regarding project staffing:

- A. Consultant must pre-screen all proposed candidates and perform reference checks in advance. (Please provide with your firm's proposal your firm's candidate pre-screening process.)
- B. Consultant must perform a technical assessment for all proposed candidates in advance. (Please provide with your firm's proposal detail on what your firm's technical assessment consists of.)
- C. Consultant must process all fingerprinting/criminal background check and confirm clearance for all proposed candidates prior to commencing work or performing services for the City of Palo Alto, conducted in compliance with applicable State and Federal laws and regulations. The City may require the Consultant to submit an affidavit. (Please provide with your firm's proposal detail on what your firm's fingerprinting/criminal background check process consists of.)

In addition, for any project that will involve access by Contractor/its personnel to any Palo Alto Police Department facility, system or data, Consultant and Consultant personnel assigned to such a project will be required by City to undergo and clear higher-level criminal background check requirements administered by the Palo Alto Police Department, and complete any required security trainings and California Department of Justice requirements. Consultant will comply with all such requirements and ensure that its staff assigned to such projects comply with such requirements.

5.9. 9. WARRANTY; CHANGE OF PERSONNEL

- A. The CONSULTANT shall correct at no added cost to City all errors, issues, problems found with the services provided during the term of the engagement and any warranty period specified in the task order.
- B. The City may request a change to the CONSULTANT's assigned personnel and CONSULTANT shall replace the assigned personnel within one week of receiving City's written notification (unless a different time period is agreed to between CONSULTANT and City in writing). Change of personnel reasons include but are not limited to:
1. Security violation
 2. Communication deficiency
 3. Attendance problem
 4. Failed to demonstrate professional knowledge
 5. City's discretion

5.10. 10. COST OF THE PROPOSAL

Each Proposer shall submit with its proposal a completed Proposal Cost form in substantially the same form as (not less detail than) the table labeled "Proposal Cost (Attachment A)" attached. Hourly rates will be fixed for the entire contract term. Overtime shall be treated as straight time, unless required otherwise by state, federal or local law. Reimbursable items, if any, will be negotiated on a per-task order basis and must be approved by the City.

6. EVALUATION CRITERIA

City staff will evaluate the responsive submittals provided based on the following criteria, at a minimum. **Please Note: The Scoring Method and Points assigned to each criterion are not published on the RFP. The Scoring Methods and Points are applicable to the RFP.**

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Quality of the Proposal (Required) Quality and completeness of proposal	N/A	N/A
2.	Proposed Solution (Required) Quality, performance and effectiveness of the solution, goods and/or services to be provided by the Proposer	N/A	N/A

3.	Experience (Required) Consultant or contractor's experience, including the experience of staff to be assigned to the project, with engagements of similar scope and complexity	N/A	N/A
4.	Cost (Required) Proposed cost to the City	N/A	N/A
5.	Financial Condition and Stability (Required) Consultant or contractor's financial condition and stability	N/A	N/A
6.	Timely Performance (Required) Consultant or contractor's ability to perform the contract within the time specified	N/A	N/A
7.	Prior Record of Performance for Government Agencies (Optional) Consultant or contractor's prior record of performance with the city or other local, county or state agency	N/A	N/A
8.	Compliance (Required) Consultant or contractor's compliance with applicable laws, regulations, policies (including city policies), guidelines and orders governing prior or existing contracts performed by the consultant or contractor	N/A	N/A

7. ORAL INTERVIEWS

Proposers may be required to participate in an oral interview. The oral interview will be a panel comprised of members of the selection committee.

Proposers may only ask questions that are intended to clarify the questions that they are being asked to respond.

Each Proposer's time slot for oral interviews will be determined randomly. Proposers who are selected shall make every effort to attend. If representatives of the City experience difficulty on the part of any Proposer in scheduling a time for the oral interview, it may result in disqualification from further consideration.

8. PUBLIC NATURE OF MATERIALS

Responses to this RFP become the exclusive property of the City of Palo Alto. At such time as the Administrative Services Department recommends to form to the City Manager

or to the City Council, as applicable, all proposals received in response to this RFP becomes a matter of public record and shall be regarded as public records, with the exception of those elements in each proposal which are defined by the Proposer as business or trade secrets and plainly marked as “Confidential”, “Trade Secret”, or “Proprietary”. The City shall not in any way be liable or responsible for the disclosure of any such proposal or portions thereof, if they are not plainly marked as “Confidential”, “Trade Secret”, or “Proprietary” or if disclosure is required under the Public Records Act. Any proposal which contains language purporting to render all or significant portions of the proposal “Confidential”, “Trade Secret”, or “Proprietary” shall be regarded as non-responsive.

Although the California Public Records Act recognizes that certain confidential trade secret information may be protected from disclosure, the City of Palo Alto may not accept or approve that the information that a Proposer submits is a trade secret. If a request is made for information marked “Confidential”, “Trade Secret”, or “Proprietary”, the City shall provide the Proposer who submitted the information with reasonable notice to allow the Proposer to seek protection from disclosure by a court of competent jurisdiction.

9. COLLUSION

By submitting a proposal, each Proposer represents and warrants that its proposal is genuine and not a sham or collusive or made in the interest of or on behalf of any person not named therein; that the Proposer has not directly induced or solicited any other person to submit a sham proposal or any other person to refrain from submitting a proposal; and that the Proposer has not in any manner sought collusion to secure any improper advantage over any other person submitting a proposal.

10. DISQUALIFICATION

Factors such as, but not limited to, any of the following may be considered just cause to disqualify a proposal without further consideration:

- Evidence of collusion, directly or indirectly, among Proposers in regard to the amount, terms or conditions of this proposal
- Any attempt to improperly influence any member of the evaluation team
- Existence of any lawsuit, unresolved contractual claim or dispute between Proposer and the City
- Evidence of incorrect information submitted as part of the proposal
- Evidence of Proposer’s inability to successfully complete the responsibilities and obligation of the proposal
- Proposer’s default under any previous agreement with the City, which results in termination of the Agreement

11. NON-CONFORMING PROPOSAL

A proposal shall be prepared and submitted in accordance with the provisions of these RFP instructions and specifications. Any alteration, omission, addition, variance, or limitation of, from or to a proposal may be sufficient grounds for non-acceptance of the proposal, at the sole discretion of the City.

12. GRATUITIES

No person shall offer, give or agree to give any City employee any gratuity, discount or offer of employment in connection with the award of contract by the city. No city employee shall solicit, demand, accept or agree to accept from any other person a gratuity, discount or offer of employment in connection with a city contract.

13. FIRMS OR PERSONS NOT ELIGIBLE TO SUBMIT A PROPOSAL

In order to avoid any conflict of interest or perception of a conflict or interest, Proposer(s) selected to provide professional services under this RFP will be subject to the following requirements:

- The Proposer(s) who works on the procurement will be precluded from submitting proposals or bids as a prime contractor or subcontractor in the ultimate procurement.
- The Proposer(s) may not have interest in any potential Proposer for the ultimate procurement.
- The Proposer may not have a conflict of interest as defined under Palo Alto Municipal Code section 2.30.600 or 2.30.610, or as defined under state law including the Political Reform Act or Government Code section 1090 et seq.
- Notwithstanding the above, Proposer(s) may submit proposals or bids as the prime contractor or subcontractor in the ultimate procurement where the Proposer(s) duties and services do not include preparing or assisting the City with any portion of the preparation of a request for proposals, request for qualifications, or any other solicitation regarding a subsequent or additional contract with the City, and the Proposer(s) participation in the planning, discussions, or drawing of project plans or specifications is limited to conceptual, preliminary, or initial plans or specifications and cooperates with the City to ensure that all bidders for a subsequent contract on any subsequent phase of the project have access to the same information, including all conceptual, preliminary, or initial plans or specifications prepared by the Proposer(s).

14. SUSPENSION AND DEBARMENT STATUS

As applicable, the City will verify whether a contractor and its subcontractors, if any, are suspended or debarred from doing business with the federal government by searching the Excluded Parties List System (www.sam.gov). This verification process applies to contracts funded by federal grants and which are for \$25,000 or more (including as well any subcontract that is for \$25,000 or more). Unless an exception applies, no such federal funds may go to a person or entity that is suspended or disbarred, thus any such person or entity found to be suspended or disbarred in the check of the www.sam.gov list system will be disqualified under the Request for Proposals.

15. PROPOSER QUESTIONNAIRE

15.1. Business Type*

Please indicate the type of business that your company will continue operating as.

- ☐ Individual
- ☐ Partnership
- ☐ Joint Venture
- ☐ Corporation
- ☐ Other

*Response required

15.2. Business Type Follow-Up*

If you indicated "Other" on the previous question, please explain here.

*Response required

15.3. Year of Incorporation*

Please indicate the year of incorporation (if applicable). If not incorporated, please indicate such.

*Response required

15.4. State Incorporated*

In what state was your company incorporated?

*Response required

15.5. Business In California*

When was your company authorized to do business in the State of California?

*Response required

15.6. Qualifications of Firm - Experience of Firm*

Please download the below documents, complete, and upload. For additional instructions on this form, please see the section of this RFP titled "Proposal Content and Format" and the subsection titled "Qualifications of the Firm".

- [Firm Experience.pdf](#)

*Response required

15.7. Proposal (without Cost)*

Please upload your Technical Proposal without fees/costs here. You will be uploading the fee/cost portion of your proposal separately in another step.

*Response required

15.8. Separate Cost File*

The fees/costs portion of your proposal should not be attached with the rest of your Proposal and should be attached separately here using a format similar to example provided here. Please download and review the sample before uploading your fee/cost information here.

- [On-Call SAP RFP COST PROPOS...](#)

*Response required

15.9. Evidence of Financial Stability-REQUIRED SUBMITTAL *

Please upload your Evidence of Financial Stability

*Response required

15.10. Additional Information

If any of your previous answers required additional information to be submitted or provided, please upload all such information here.

15.11. Proposer Confirmation*

By confirming, the submission of a proposal shall be deemed a representation and certification by the Proposer that they have investigated all aspects of the RFP, that they are aware of the applicable facts pertaining to the RFP process, its procedures and requirements, and they have read and understand the RFP. No request for modification of the proposal shall be considered after its submission on the grounds that the Proposer was not fully informed as to any fact or condition.

Confirmation by the Proposer represents and warrants that he or she has the legal capacity and authority to bind the Company stated on the RFP submittal.

☐ Please confirm

*Response required