



Response to Questions

Government Procurement Sourcing Software #1046

1. QUESTION: re: Special Provisions #C: Evaluation:

The evaluation criteria list all the criteria for award, but all quality related and service level criteria add up to 100%. There is no percentage for price, although it says price will be evaluated based on weighted criteria. Can you please elaborate on how price will be taken into account for the evaluations?

ANSWER: reference Special Provisions #E and #F:

2. QUESTION: re: Special Provisions #F: Basis of Award

The City states that the final decision will be a business decision by the City and will not be based on a numerical score. If the final decision is not based on numerical score, can the City please explain what will contribute to the business decision (or what is the most important)? We would like to make sure that we highlight the functionalities that are important to the City in our response.

ANSWER: reference Special Provisions #F: Basis of Award
reference Special Provisions #C: Evaluation Criteria

3. QUESTION: re: Exhibit B: Part 2 of the Demonstration: #2:

You ask the vendor to illustrate where the city's document management system (Laserfiche) and the platform's ability to archive documents overlap. What are you currently using Laserfiche for and how do you intend to use the platform's document archiving system?

ANSWER: The city currently uses LaserFiche Rio for Content/Document Management. The city recognizes that some Government Procurement Sourcing software provides some (reasonable) degree of document management (archiving) services. The city wishes information on limits to the proposed platform in order to anticipate where to store sourcing and contract documents; and if stored on the proposed platform for a (reasonable) limited time or storage space, how the transfer of data would happen if the city think it strategically necessary to transfer archived platform documents to city's LaserFiche or other future document management software.

4. QUESTION: re: Exhibit A:

In Functionality, you differentiate between optional and required functional requirements and specifications. Does not meeting a required functionality make the whole proposal non-responsive?

ANSWER: The city will not reject proposals that do not meet all functional requirements.

5. QUESTION: Will the contract management and Procurement system be hosted by xxxxx (SaaS) or deployed on your organization's server (on premise)?

ANSWER: The city will consider both alternatives. The proposer should clarify their strategy within the Service Level of their proposal.

6. QUESTION: How many total users will require log-on access to add contracts, edit, delete, approve, search, etc.

ANSWER: reference Service Provider Response Requirements Part 3 c Implementation Plan #i

7. QUESTION: Will there be data migrated / imported into Contract Management and Procurement Software?

ANSWER: Currently all related files are available via a document management system or in multiple files within a shared drive. The city requests guidance from the service provider to determine the need for importing data into the above modules, as well as the Vendor Management and Procurement Planning modules. Vendor files (reference Service Provider Response Requirements Part 3 c Implementation Plan #ii 4) are available through our Lawson/Infor ERP system.

8. QUESTION: How many columns/fields are currently tracked in the current/legacy system?



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ANSWER: The city does not have a current/legacy system.

9.QUESTION: What is the total size of all Records and Files/Attachments that will be migrated to Contract Management Solution? How many total electronic Records and how many total electronic files in current/legacy system?

ANSWER: The city does not have a current/legacy system. Reference Response to Questions #7.

10. QUESTION: How many total legacy (historic) electronic contract files will be imported into the Contract Management Solution?

ANSWER: The city does not have a current/legacy system. Reference Response to Questions #7.

11. QUESTION: Where are the legacy (historic) electronic contract files currently stored (shared folders, Sharepoint, document management system, etc.)

ANSWER: The city does not have a historic/legacy system. Reference Response to Questions #7.

12. QUESTION: What third-party systems do you anticipate will be integrated with the Contract Management Solution? Please provide system details (system name, database used, home-grown or commercial) if applicable. Will this be an ongoing data integration or a one-time data import?

ANSWER: reference Brief Description on cover page. The city desires a best-of-breed standalone platform. There are not any plans for the platform to integrate with any other software. While the city currently uses Lawson/Infor to meet ERP needs, the city is also working with a consultant to source the next ERP version. The full implementation of this next generation ERP may be 3-5 years away.

13. QUESTION: What data will your organization be passing in the data integration between the Contract Management Solution and other third-party systems.

ANSWER: The City is soliciting for Vendor Self-service, Procurement Planning, Sourcing, and Contract Management. These modules will need to share data. There are not any requirements that data be passed to other systems.

14. QUESTION: Are the other systems installed/deployed on your organization's server(s) or is the vendor hosting the software (cloud/SaaS)

ANSWER: The city does not know what "other systems" are being referred to. The city is open to hosted/cloud based systems or systems utilizing city servers.

15. QUESTION How many employees are on the St. Charles Purchasing team? And Contracts (if this is a separate team?)

ANSWER: reference: Service Provider Response Requirements Part 3 c: Implementation Plan #ii 1,2 and #8. The Procurement Division Manager is also responsible for Contract Management. There is support staff in other departments who perform some facet of the procurement process. The city will implement a hybrid procurement process – but has not yet delineated who, what and how this work will be divided.

16. QUESTION: Do you have an estimate of how many licenses the City will need? (Typically only Purchasing professional that are managing the solicitations and contracts in the software would need a license.)

ANSWER: reference: Service Provider Response Requirements Part 3 #ci:

17. QUESTION: Roughly how many current contracts does St. Charles maintain?

ANSWER: unknown. Reference Response to Questions #7.



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18. QUESTION: roughly how many solicitations does St. Charles run a year?

ANSWER: Solicitations are divided between formal and informal. Formal solicitations may be 50/year. Informal solicitations (Request for Quotes) may exceed 1000. The city hopes to use the software for both types of solicitations.

19. QUESTION: What is the approximate annual spend of the City?

ANSWER: \$43,000,000

20. QUESTION: Does the City have a specific budget available for this project that we should be aware of?

ANSWER: approximately \$20,000/year

21. QUESTION: For the 300 character limit for comments on the requirements document, are we able to include an extra image in an Appendix or something else?

ANSWER: The 300 character limit is designed for short, concise comments relating to the specific Functional requirement. If more space is needed, an appendix may be used. The city is not interested in extraneous materials.

22. QUESTION: Have you gone through any demonstrations of eProcurement software in the past?

ANSWER: yes

23. QUESTION: Could you provide insight into why the timeline for this project is so short/fast? When are you approximating an implementation?

ANSWER: The city is looking for a proven platform with little-no customization that can be installed and functional within the current calendar year.

24. QUESTION: How many users will be creating/managing projects through the platform, not including read only or evaluators?

ANSWER: reference Service Provider Response Requirements Part 3 #ci

25. QUESTION: How are you looking for contract management to pre-populate user fields within the procurement plan? What information do you intend to have show?

ANSWER: The data should include, but not be limited to: Project title, commodity code, implementation date, account #, budget, department, etc.

26. QUESTION: Also please note that we are based out of India, and courier our response would be time taking in such a short duration. So request you to kindly allow for online submission of our response via mail, and also please extend due date so that we get sufficient time for RFP Response Preparation.

ANSWER: For non-US based proposers only, the city will accept the proposal via e-mail to procurement@stcharlesil.gov. E-mail must be received by stated due date and time. Include solicitation title and # in the subject field. The current due date and time remain firm.

Note: It is up to the proposer to assure the timely delivery/receipt of the proposal. The city is not responsible if the e-mailed submittal is rejected, or delivery delayed by the city's security systems.

27. QUESTION: Kindly note that we are based out of India and hence do not have any such certifications as they are not prevalent in our country. However, certification declarations are applicable in India, and we can give the declaration that we comply to these certification requirements, and if contract gets awarded to us, we will ensure to get all the required certifications. Hope this could suffice the compliance requirements.



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ANSWER: All proposers must certify and comply that they will adhere to the stated laws.

28. QUESTION: Since we are based out of India, W9 is not applicable to us but we have equivalent Indian Tax Certificate which we can provide.

ANSWER: We will accept the Indian equivalent of the US W9.

29. QUESTION: Please clarify what Insurance Certificates we need to attach.

ANSWER: An ACORD 25 from an insurance firm meeting the requirements as stated on Exhibit C of the contract.

30. QUESTION: We understand the pricing needs to be provided exclusive of any taxes. Please clarify otherwise.

ANSWER: reference Instructions for Proposers #28

31. QUESTION: Explicitly modules are not mentioned against which we need to provide pricing. So does it mean the responder needs to mention the perceived module and pricing against it. Kindly clarify.

ANSWER: The proposer should reference the module description for each applicable software platform required to meet our requirements. If all requirements are delivered via one module, then only the one description is required.

32. QUESTION: For 'Other optional modules', do we have to provide pricing in the same format as PRICE PROPOSAL SHEETS? Please clarify.

ANSWER: The proposer should reference the module description for each applicable software platform required to meet our requirements. If all requirements are delivered via one module, then only the one description and price is required. If the proposer has additional modules related to the city's required areas, but not specifically identified as required, the proposer may want to list them to demonstrate the scope and depth of services they can provide.

33. QUESTION: We perceive the solution is required to be hosted on Cloud. Please clarify otherwise.

ANSWER: The city is open to hosted/cloud based systems or systems utilizing city servers.

34. QUESTION: Re: On-line Procurement Plan: With which application integration should be done? (if any)

ANSWER: All requirements should be integrated within the proposed solution.

35. QUESTION: Re: On-line Vendor Management: From where to fetch Commodity codes? Is there any service available or maser available? Is there any payment Integration to be done? If yes then with which bank (if any specific required?)

ANSWER: There are a few options for commodity codes. The most common in US government procurement is NIGP codes, although other standardized codes or system codes are used. The city is open to consider alternative codes provided they link/upgrade with system upgrades. If payment for commodity codes is required, clarification of user rights must be stated, and price must be incorporated within the price proposal page.

36. QUESTION: Re: On-line Vendor Communication: For geographic area, is there any API you have or Vendor has to provide the same? Is there any specific requirement for geographical location of Vendor?

ANSWER: An API is not necessary as the platform we desire will not be integrated to any other software.

37. QUESTION: Re: Execution of notification: Does system should provide mail compose option or is there any specific templates which will be utilized while emailing to vendors?



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ANSWER: The city desires communication that is easy to understand and visually pleasing. The use of e-mail is an acceptable, and desirable, feature.

38. QUESTION: Re: ON-line Solicitation Documents: An on-line library of language is created to be available to build a solicitation. Which are the languages to be preferred for this library?

ANSWER: The required language is American English. The on-line "library of language" would consist of a listing, or collection, of prepared documents or paragraphs or statements or questions that can be selected for inclusion for developing applicable solicitations.

39. QUESTION: Re: On-line Submittal of Responses: Please clarify detail for electronic signature. Is there any integration to be done in existing system which has been used by city? (If any)

ANSWER: Electronic signatures are legal in every state and US territory where US federal law applies based on the passage for the United States Electronic Signatures in Global and National Commerce (ESIGN) Act of 2000. When federal law does not apply, most US states have adopted the Uniform Electronic Transactions Act (UETA).

The city does not have an existing system.

40. QUESTION: re: Service Levels; Training and Troubleshooting: Kindly confirm training will be provided Online/Remote or Offline.

ANSWER: reference: Service Provider Response Requirements Part 3 b and ciii: The proposal should include the proposers plan for these services.

41. QUESTION: Do we (Service provider) need to arrange Pre and Post go-live training for end users, administrators & supplier ??, If yes then kindly confirm training will be Online (remote access) OR Offline.

ANSWER: reference: Service Provider Response Requirements Part 3 b and ciii: The proposal should include the proposers plan for these services.

42. QUESTION: If training will be conducted offline then kindly confirm the number of days for training (Pre and Post go-live), location, etc... for end users, administrators & supplier. Further, whether all cost of accommodation & others (tickets, visiting, training facilities etc..) for training will be provided or not by the client (St. Charles City) in case of offline training scheduled., kindly confirm

ANSWER: reference: Service Provider Response Requirements Part 3 b and ciii: The proposal should include the proposers plan for these services.

43. QUESTION: Do we (Service provider) need to keep / deployed a support resources / resources for St. Charles City Users & Supplier Support at client's premises or it will be Online (remote access) from India ??, If it's need to keep / deployed a support resources at client's premises then kindly confirm the number of manpower for support with location wise and timing.

ANSWER: reference: Service Provider Response Requirements Part 3 b: The proposal should include the proposers plan for these services.

44. QUESTION: Also, please confirm whether St. Charles City will provide software and hardware peripherals, office space desk for support resources for doing daily routine activity at premises . e.g. phone, internet, computer system, etc... OR service provider will have to provide all these details to the support resources.



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ANSWER: reference Brief Description on cover page; reference: Service Provider Response Requirements Part 3 b: The city desires a proven, best-of-breed standalone platform with little-no customization. On-site daily support is not desired.

45. QUESTION: Re: Governance: Supplier Registration will be done through system integration or through User Input.
ANSWER: reference Exhibit A: #18 For initial implementation, the city will consider either option. The proposer should clearly identify their recommendation within their implementation plan.

46. QUESTION: If Supplier Registration needs to be Done through User input, then who will Register Supplier, Department users or Service Provider or Supplier themselves. Kindly clarify.
ANSWER: reference Exhibit A: #18

47. QUESTION: Supplier Registry process activity i.g. reset password etc. will be done by the St. Charles City user to using of tool or service provider will do the all activity at their end.
ANSWER: Please include how you will address this within the Service Levels of your proposal.

48. QUESTION: Ref. to this point, we assume that St. Charles City user will do all activity with respect to Procurement Sourcing and Contract Management software tool i.g. creation, edit, publishing, evaluate, etc...by using the same. And, service provider will help to the users of client for using the portal.
ANSWER: City staff, based on licensing permissions, will manage the Vendor self-registration, the Procurement Plan, the Sourcing, and the Contract Management. The platform provider shall service the platform and assure full functionality within the city and with vendor base. Please include a list of all services and performance levels within the Service Levels portion of your proposal. reference: Service Provider Response Requirements Part 3 b

49. QUESTION: If the Service Provider needs to do the all activity (Create, editing) then we assume that user of St. Charles City user will review / verify before publishing on the portal.
ANSWER: The city will utilize this platform to publish, plan, create, evaluate and award business.

50. QUESTION: Kindly confirm. Further, Service provider Support to St. Charles City user and supplier both or Only to St. Charles City user.
ANSWER: The platform provider shall service the platform and assure full functionality within the city and with vendor base. Please include how you will address this within the Service Levels of your proposal.

51. QUESTION: Scope of work for Support / Services are not mentioned Clearly related Procurement Sourcing and Contract Management software
ANSWER: reference: Service Provider Response Requirements Part 3 b: Please include how you will address this within the Service Levels of your proposal.

52. QUESTION: Approx. Number of Events (Procurement Sourcing) which will be carried out during the contract
ANSWER: Annual formal sourcing will be about 50. Annual informal sourcing may exceed 1000. All sourcing for services of any dollar value (assume half) will be awarded via contract. Goods will be awarded via purchase order through our existing ERP system (which will not be integrated to this proposed platform). Events during the contract may include; but not be limited to: award, Work May Proceed, change order, renewal, notification for (tbd), Stop Work, termination, close out, and tracking of performance.



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53. QUESTION: Approx. Number of Unique Supplier & User of St. Charles City

ANSWER: reference: Service Provider Response Requirements Part 3 c: Implementation Plan #ii 4

54. QUESTION: Approx. Number of events (Procurement Sourcing) which are conducted last 4 Financial Years. E.g. 2015 - 16, 2016-17, 2017 - 18, 2018 – 19

ANSWER: reference: Service Provider Response Requirements Part 3 c: Implementation Plan #ii 2. Due to 8 years of decentralization, this information is not available.

55. QUESTION: Will the city accept references from non-US customers?

ANSWER: The city will accept references from non-US customers provided they are in English language.