



## REQUEST FOR PROPOSAL

# CONTRACT SOFTWARE & IMPLEMENTATION

PROPOSALS ARE DUE NO LATER THAN

**5:00 p.m., August 31, 2024**

Please deliver one unbound and one electronic copy in PDF of both the Technical Proposal and the Cost Proposal in the format prescribed by the Request for Proposal (RFP). Proposals must be received by Jurupa Community Services District no later than 5:00 p.m., on August 31, 2024. Proposals must be received by the stated deadline. Postmarks will not be considered. No proposals will be accepted after the deadline.

### INTRODUCTION

#### General Information

Jurupa Community Services District (hereinafter referred to as "District") is requesting proposals from vendors to provide Contract Software for three (3) Years. Additionally, the District has the option to extend two (2) additional years (in single year increments).

There is no expressed or implied obligation for the District to reimburse vendors for any expenses incurred in preparing proposals in response to this request. The District reserves the right to reject any or all proposals submitted.

Proposals submitted will be evaluated by individuals from the District and/or outside agencies. During the evaluation process, the District reserves the right, where it may serve the District's best interest, to request additional information or clarifications from applicants, or to allow corrections of errors or omissions. At the discretion of the District, vendors submitting proposals may be requested to make oral presentations as part of the evaluation process.

The District reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the Vendor of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted by vendors. The District has a standard two-party Professional Service Agreement, to which adherence is assumed unless specific objections are noted in the proposal by the candidate vendor.

## Term of Agreement

A three-year contract is standard, subject to the review and recommendation of the Finance Department, the satisfactory negotiation of terms (including a price acceptable to both the District and the selected Vendor), the concurrence of the District Board of Directors, and the annual availability of an appropriation. Please include a bid for the three years requested and the optional two-year extension.

## **NATURE OF SERVICES REQUIRED**

### General

The District is soliciting proposals from qualified vendors who provide solutions that address the software and technology needs of the District as outlined in this RFP for contract lifecycle management software. Contract Lifecycle Management (CLM) manages contracts from initiation through negotiation, to approvals, execution, obligations, compliance, renewals, and conclusion. The objective is to provide a solution for creating, submitting, storing, and managing contracts by tracking and automating each step in a contract lifecycle and providing greater security, efficiency, tracking, and real-time visibility. The ideal solution will facilitate complete contract lifecycle management.

## **DESCRIPTION OF THE DISTRICT**

The Vendor's principal contact with the District will be Lindsay Kaufman, Management Analyst, or a designated representative, who will coordinate the assistance to be provided by the District to the Vendor.

### Background Information

Jurupa Community Services District (herein "the District") is a public agency of the State of California, formed on July 30, 1956, under sections 61000 et. Seq. of the Government Code. The District provides water, sewer, street lighting, graffiti abatement, and park services. The District provides water and wastewater services to approximately 33,000 customers in a 40.8 square mile radius in the extreme northwestern portion of Riverside County. It is governed by a Board of Directors consisting of five members elected to four-year terms. From among its members, the Board appoints a president, a vice-president, and such other positions as it deems necessary.

The District has an operating budget of about \$87 million for the fiscal year ending June 30, 2024. The District employs approximately 185 full-time permanent employees and 81 part-time/temporary employees. The District maintains several funds, including two enterprise funds (Water and Wastewater), four governmental funds (Parks, Graffiti

Abatement, Illumination Districts and Landscape and Lighting Districts), and 66 Community Facilities District's funds.

More detailed information on the District and its finances can be found in the Annual Comprehensive Financial Report available on the District's website at [www.jcsd.us](http://www.jcsd.us).

### **TIMELINE**

The planning phase of the software implementation may commence upon execution of a contract with the Vendor.

#### **RFP Calendar**

<b>Item</b>	<b>Date</b>
Release of RFP	06/12/2024
Written questions and additional clarification are due	07/05/2024
Responses to written questions posted	07/15/2024
Proposals due	07/31/2024
Software Demonstration (with Selected Vendors)	8/12/2024-08/16/2024
Proof of Concept Demonstration (with Selected Vendors)	09/02/2024 – 09/13/2024
Vendor selection and notification	09/20/2024
Board Approval	10/28/2024

### **SCOPE OF WORK**

The proposed Contract Lifecycle Management Software solution should address or include the following essential items:

#### 1. Contract Negotiations and Authoring

Compare versions of the contract and note discrepancies to reduce negotiation time. Online collaborative editing, with comprehensive track changes is essential to eliminate the back-and-forth submission of Word/PDF docs. An authoring environment seamlessly integrated with the contract repository accelerates the contract creation process, enhances control over progress, and improves stakeholder collaboration.

- Library of templates and forms based on contract type
- Audit trail of all transactions
- Tracking of progress
- Customizable automated workflow routing with email alerts

- Reminders and notifications to participants
- Role-based access and security
- Interface/integration with existing databases and programs (Office365, AdobePDF, DocuSign, New World, Hyland OnBase)
- External sharing and editing (with track changes) for contract negotiations
- Commenting capability for private comments vs. shared external comments
- Contract version control
- Process transparency

## 2. Contract Approval and Executing

Automatic contract routing to relevant parties for review, approval, and execution, including digital signature. Transparency and quick electronic approval process are essential.

- Routing and approval workflow through various approval authorities
- Reminders and notifications to participants
- Submitting comments upon approval or rejection of a contract
- Electronic or wet-ink signatures
- Automatic send, receive, track, and file executed contracts
- Sending for signing to external counterparties
- Report on approval/signing actions

## 3. Contract Repository

A central repository for tracking active, amended, and historical contracts as well as associated attachments, documents, and schedules.

- Web/Cloud-based, Software
- Centralized, secure, single-access storage for contracts and related documents.
- Size limitations (and effect on functionality)
- Full-text and keyword search of contracts, attachments, insurance requirements, etc.
- Search by wide range of variables (e.g., vendors, deliverables, milestone dates, expiration dates, etc.).
- Ability to group and filter search results and save search for future use.
- Ability to manage scanned documents as well as native files in any format, including all versions of .doc, .pdf, .ppt, and .xls file types, common image formats.
- Establish links between contracts and related documents, such as contracts and amendments, contracts, and insurance certificates, etc.
- Capable of migrating legacy contracts and attachments

## 4. Contract Management and Compliance

Contract progress monitoring for all contracted milestones and service delivery. An integrated system that applies business rules to manage contracts should

enable Staff to access, analyze, and act on contract-related information efficiently and consistently.

- Alerts, escalations, workflow triggers, based on contract milestones
- (volume thresholds, payment schedules, expiration dates, due diligence dates, renewal notifications, etc.)
- Reporting
- Support for contract financial processes
- Contract budget monitoring/tracking through integration capability with other systems
- Ability to identify budgeted amounts for each contract
- Ability to monitor payments to each contract to ensure compliance with the contract/fee schedule.
- Threshold alerts when contract budget limits have been reached and early warning alerts.
- Vendor/contract payment inquiry capability
- Ongoing Vendor Due Diligence
- Vendor Performance Review
- Obligation capture, compliance tracking, reporting

#### 5. Audit and Reporting

Provide visibility into all contractual relationships across the District, with a complete audit trail for every contract. Comprehensive reporting capabilities enable performance assessment and risk analysis while delivering role-based dashboard views tailored for the Contract Administrators, Executive Management, Managers and the District Administrative staff.

- Dashboards, canned reports, customizable reports, role-based distribution
- Generating reports regarding drafting and negotiation of contracts
- Generating reports on contract progress, risk assessments, compliance rates, and execution milestones
- Generating reports on budgets and board approvals across vendors and projects
- Role-based dashboard views tailored for the Contract administrators, executives, managers, and other staff
- Automated audit trail, including all messages and negotiated document versions
- Ability to create reports including individual and group contract Reports

#### 6. Security

Provide adequate security and user authentication. It should also allow only authorized users to access the information that is relevant to them.

- Online authentication via a secure login screen
- Ability to enforce Multi-Factor Authentication (MFA)
- Secure web-based access to the contract management environment
- Role-based access to view/update information

- Contracts and related information access restricted to authorized personnel
- Ability to audit status, access, and usage of system resources
- Utilizing software security best practices
- Meet JCSD's internal user access security policy

7. Integration with external services

Ability to integrate with third-party applications.

- Microsoft Office tools (Office365, AdobePDF, DocuSign)
- Tyler/New World ERP
- Hyland/OnBase

8. Training and Support

- Contract migration support
- Training: web; in-person; materials; ongoing; online manual
- Helpdesk support (24/7)
- Implementation planning and support

9. Bid Module (Optional)

- Bid posting migration/support
- Manage all public solicitations
- Modules for vendor registration, posting, and tracking bids
- Insurance Certificate Management module - all insurance documents are easily accessible

## **PROPOSAL REQUIREMENTS**

### Technical Proposal

The purpose of the Technical Proposal is to demonstrate the qualifications, competence, and capacity of the vendors seeking to provide software and implement Contract Life Cycle Management for District use in conformity with the requirements of this Request for Proposal. As such, the substance of proposals will carry more weight than their form or manner of presentation. The Technical Proposal should specify an approach meeting the Request for Proposal requirements.

The Technical Proposal should address all the points outlined in the Request for Proposal (excluding any cost information, which should only be included in the Cost Proposal). The Technical Proposal should be prepared simply and economically, providing a straightforward, concise description of the applicant's capabilities to satisfy the Request for Proposals requirements.

While additional data may be presented, the following subjects (Items 1 through 3) must be included. They represent the criteria against which the proposal will be evaluated:

1. Vendor Qualifications and Experience

The applicant should state the size of the Vendor, the size of the Vendor's Staff, the location of the office from which the work on this engagement is to be performed and the number and nature of the professional Staff to be employed in this engagement on a full-time basis and the number and nature of the Staff to be so employed on a part-time basis.

2. Similar Engagements with Other Special District Water Districts or Governmental Agencies

For the Vendor's office that will be assigned responsibility for the implementation, list the most significant engagements (maximum of five) performed in the last five years that are similar to the engagement described in this Request for Proposal. Indicate the scope of work, date, total hours, and the name and telephone number of the client contact.

3. Insurance

Commercial General Liability Insurance (contractual, products, and completed operations coverage included) with a combined single limit of no less than \$1,000,000 and a general aggregate limit of no less than \$2,000,000.

Business or Comprehensive Automobile Liability Insurance for owned, scheduled, non-owned, or hired automobiles, with a combined single limit of no less than \$1,000,000 per accident.

Professional Liability Insurance with limits of \$1,000,000 per claim and \$1,000,000 in the aggregate.

Employers' Liability Insurance with limits of \$1,000,000 per claim and \$1,000,000 in the aggregate.

Workers' Compensation Insurance as required under the Workers' Compensation Insurance and Safety Act of the State of California.

**Cost Proposal**  
**Total All-Inclusive Not-to-Exceed Price**

The Cost Proposal should contain all pricing information relative to providing the software as described in this Request for Proposal. The total all-inclusive Not-to-Exceed price is to contain all direct and indirect costs including all out-of-pocket expenses.

The District will not be responsible for expenses incurred in preparing and submitting the Technical Proposal or the Cost Proposal. Such costs should not be included in the proposal.

The first page of the Cost Proposal should include the following information:

- Name of Vendor
- Certification that the person signing the Cost Proposal is entitled to represent the Vendor, empowered to submit the proposal, and authorized to sign a contract with the District
- A total all-inclusive not-to-exceed annual price for 2024 – 2027 and the two subsequent years, with the additional optional 2 years for the software.

**Out-of-Pocket Expenses Included in the Total All-Inclusive Not-to-Exceed Price**  
**As well as Reimbursement Rates**

Out-of-Pocket expenses for vendor personnel (e.g. travel, lodging, and subsistence) will be reimbursed at the rates used by the District for its employees. All estimated out-of-pocket expenses to be reimbursed should be presented on the second page of the Cost Proposal. All expense reimbursements will be charged against the total all-inclusive maximum price submitted by the Vendor.



## **EVALUATION PROCEDURES**

Proposals submitted will be evaluated by a committee made up of District management and/or outside agencies.

### **Evaluation Criteria**

Proposals will be evaluated using three sets of criteria. Vendors meeting the mandatory criteria will have their proposals evaluated and scored for both technical qualifications and price. The following represent the principal selection criteria, which will be considered during the evaluation process:

#### 1. Mandatory Elements

- a) Prospective Vendor should have a minimum of five years recent experience developing and implementing Enterprise Contract Lifecycle Management software solutions, including Project Management.
- b) Prospective Vendor should provide a project manager with a minimum of seven years of experience managing enterprise software implementation for at least 50-100 users.
- c) Prospective Vendor should be licensed to do business in California
- d) The Vendor adheres to the instructions in this Request for Proposal on preparing and submitting the proposal

#### 2. Technical Qualifications

- e) The Vendor's past experience and performance on comparable water district/public agency engagements
- f) The quality of the Vendor's professional personnel to be assigned to the engagement and the quality of the Vendor's management support personnel to be available for technical consultation
- g) Adequacy of the proposed staffing plan for various segments of the engagement
- h) Similar engagements with other Special Districts, Water Districts or governmental agencies.

#### 3. Price

- a) Prospective vendors should provide transparent pricing and discount information on the products and/or services submitted in this proposal.

### **Software Demonstration Oral Presentation**

During the evaluation process, the evaluators may, at their discretion, request any one or all vendors to make oral presentations. Such presentations will provide vendors with an opportunity to answer any questions the evaluation committee may have on a vendor's proposal. Vendors will be requested to provide a brief overview of the software

and features that are applicable to the District's needs. Not all vendors will be asked to make such oral presentations.

### Proof of Concept

During the evaluation process, any one or all vendors may be required to demonstrate Proof of Concept (POC) using software in real time using the District's data. This POC will assist the evaluators to make an accurate determination of which software will best work with District resources. More information to be provided to all vendors selected for POC.

### Final Selection

The District will select a vendor based upon the recommendation of the evaluators.

### Right to Reject Proposals

Submission of a proposal indicates acceptance by the Vendor of the conditions contained in this request for proposal unless clearly and specifically noted in the proposal submitted and in the contract between the District and the Vendor selected. The District reserves the right without prejudice to reject any or all proposals.

### **DEADLINE:**

All proposals are to be received by August 31, 2024, at 5:00 p.m. to Lindsay Kaufman at the following address:

**Lindsay Kaufman**  
Management Analyst  
Jurupa Community Services District  
11201 Harrel Street  
Jurupa Valley, CA 91752  
(951) 685-7434  
[lkaufman@jcsd.us](mailto:lkaufman@jcsd.us)