



REQUEST FOR PROPOSALS #03062026A
Legacy ERP (Central Square Naviline) Application Support

MAIN CONTACT

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PROPOSALS DUE DATE

March 6, 2026, by 2:00 p.m. PST

PROPOSAL SUBMISSION

Mail or hand deliver one original, ink-signed proposal, three (3) copies (plus one [1] copy in a USB-C memory device) in a sealed envelope showing the name and address of the proposer and clearly marked “RFP for Legacy ERP (Central Square Naviline) Application Support” on both the proposal envelope and the courier envelope.

PRICING SCHEDULE

Pricing Schedule must be submitted in a separate sealed envelope inside the main proposal envelope and it must show the name and address of the proposer. It must be clearly marked “PRICING SCHEDULE-RFP for Legacy ERP (Central Square Naviline) Application Support.”

MAILING/HAND DELIVERY LOCATION

City of Merced IT Department

678 W 18th St

Merced, CA 95340

NOTICE TO PROPOSERS

The City of Merced's Information Technology Department is soliciting formal sealed proposals for Legacy ERP (Central Square Naviline) Application Support services.

All equipment, materials, and supplies shall be furnished F.O.B. City of Merced. Proposals shall be submitted on the proposal sheet provided or can be downloaded from the City's website; such proposals shall include all necessary specifications.

Each proposal shall be sealed and filed with the Information Technology Department by the due date and time stated in the cover page at which time proposals will be opened, read and recorded.

Proposals will be received only at the address shown above, **and prior to the time indicated**. Any proposal received at or after said time and/or date, or at a place other than the stated address cannot be considered and will be returned to the proposer unopened.

All proposals, whether delivered by an employee of the proposer, U.S. Postal Service, courier or package delivery service must be received and time stamped at the stated address prior to the time designated. The City of Merced assumes no responsibility for delay in the delivery of the proposal.

The City reserves the right to reject any or all proposals or to waive any informalities or minor irregularities in a proposal. No proposer may withdraw his/her proposal for a period of one-hundred twenty (120) days after the date set for the opening thereof.

All questions regarding these specifications, terms, and conditions shall be submitted **in writing only** to the main contact person shown in the cover page above.

CALENDAR OF EVENTS

Event:

Proposal Issued..... 2/17/2026
Written Questions Due.....3/2/2026
Addendum Issued (if needed).....As Necessary
Response Due.....3/6/2026
Top three vendor presentation.....3/24/2026
Proposal Award Date..... 4/13/2026

Note: Award date is approximate.

Note: Hand deliver or mail proposals to the referenced address only, as indicated in the Notice to proposers.

It is the responsibility of each proposer to be familiar with all of the specifications, terms and conditions and the site condition (if applicable). The proposer agrees and acknowledges all RFP specifications, terms, and conditions and indicates the ability to perform by submission of a proposal. By the submission of a proposal, the proposer certifies that if awarded a contract they will make no claim against the City based upon ignorance of conditions or misunderstanding of the specifications.

OFFER AND ACCEPTANCE:

Seller represents his/her acceptance to provide products and/or services as follows: City's offer to purchase products and/or services is expressly conditioned upon Seller's assent to the terms and conditions set forth in City purchase order documents, specifications, supporting data, and these articles. Seller agrees that Seller's Order Acknowledgement terms and conditions received prior to, during, or after order placement by City are hereby rejected. City purchase orders signed by the City's Purchasing Supervisor or his designated agent and issued to Seller constitutes written notification to Seller of City's rejection of any and all of Seller Order Acknowledgements, counter offers and change to the City's terms and conditions.

PROPOSAL ACKNOWLEDGEMENT REQUEST FOR PROPOSAL

Legacy ERP (Central Square Naviline) Application Support

The City is soliciting proposals from qualified proposers to furnish its requirements per the specifications, terms and conditions contained in the above referenced proposal number. This Proposal Acknowledgement must be completed, signed by a responsible officer or employee, dated and submitted with the proposal response. Obligations assumed by such signature must be fulfilled.

1. **Preparation of Proposals:** (a) All prices and notations must be printed in ink or typewritten. No erasures permitted. Errors may be crossed out and corrections printed in ink or typewritten adjacent and must be initialed in ink by person signing the proposal. (b) Quote price as specified in proposal. No alterations or changes of any kind shall be permitted to the Proposal Form. Responses that do not comply shall be subject to rejection in total.
2. **Taxes and Freight Charges:** (a) Unless otherwise required and specified in the RFP, the prices quoted herein do not include Sales, Use or other taxes. (b) No charge for delivery, drayage, express, parcel post packing, cartage, insurance, license fees, permits, costs of bonds, or for any other purpose, except taxes legally payable by City, will be paid by the City unless expressly included and itemized in the proposal. (c) Amount paid for transportation of property to the City is exempt from Federal Transportation Tax. An exemption certificate is not required where the shipping paper shows the consignee as one (1) of the Agencies; as such papers may be accepted by the carrier as proof of the exempt character of the shipment. (d) Articles sold to the Agencies are exempt from certain Federal excise taxes. The Agencies will furnish an exemption certificate.
3. **Award:** (a) Unless otherwise specified by the proposer or the RFP gives notice of an all-or-none award, the City may accept any item or group of items of any proposal. (b) Proposals are subject to acceptance at any time within thirty (30) days of opening, unless otherwise specified in the RFP. (c) A valid, written purchase order mailed, or otherwise furnished, to the successful proposer within the time for acceptance specified results in a binding contract without further action by either party. The contract shall be interpreted, construed and given effect in all respects according to the laws of the State of California.
4. **Patent Indemnity:** Proposers who do business with the City shall hold the City, its officers, agents and employees, harmless from liability of any nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or un- patented invention, article or appliance furnished or used in connection with the contract or purchase order.
5. **Samples:** Samples of items, when required, shall be furnished free of expense to the City and if not destroyed by test may upon request (made when the sample is furnished), be returned at the proposer's expense.
6. **Rights and Remedies of Agencies for Default:** (a) In the event any item furnished by the proposer in the performance of the contract or purchase order should fail to conform to the specifications therefore or to the sample submitted by the proposer with its proposal, the City may reject the same, and it shall thereupon become the duty of the proposer to reclaim and remove the same forthwith, without expense to the City, and immediately to replace all such rejected items with others conforming to such specifications or samples; provided that should the proposer fail, neglect or refuse so to do the City shall thereupon have the right to purchase in the open market, in lieu thereof, a corresponding quantity of any such items and to

deduct from any moneys due or that may there after come due to vendor the difference between the prices named in the contract or purchase order and the actual cost thereof to the City. In the event that the proposer fails to make prompt delivery as specified for any item, the same conditions as to the rights of the City to purchase in the open market and to reimbursement set forth above shall apply, except when delivery is delayed by fire, strike, freight embargo, or Act of God or the government.

(b) Cost of inspection or deliveries or offers for delivery, which do not meet specifications, will be borne by the proposer. (c) The rights and remedies of the City provided above shall not be exclusive and are in addition to any other rights and remedies provided by law or under the contract.

7. **California Government Code Section 4552:** In submitting a proposal to a public purchasing body, the proposer offers and agrees that if the proposal is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the proposer for sale to the purchasing body pursuant to the proposal. Such assignment shall be made and become effective at the time the purchasing body tenders final payment to the proposer.
8. **No Guarantee or Warranty:** The City makes no guarantee or warranty as to the condition, completeness or safety of any material or equipment that may be traded in on this order.
9. **One “Inked” Signed Original Proposal Document Required:** Failure to furnish one “inked” signed original proposal document may result in disqualification.

THE undersigned acknowledges receipt of the referenced RFP and/or Addenda and offers and agrees to furnish the articles and/or services specified on behalf of the proposer indicated below, in accordance with the specifications, terms and conditions of this RFP and Proposal Acknowledgement, for the pricing indicated on the Pricing Schedule.

Firm:
Address:
City/State/Zip:
Signature/Title/Date:

PRICING SCHEDULE

REQUEST FOR PROPOSAL

Legacy ERP (Central Square Naviline) Application Support

Proposer shall submit pricing in a separate sealed envelope.

- Pricing shall be proposed on an hourly rate basis only.
- A single, all-inclusive hourly rate shall apply for each contract year.
- The proposed hourly rate shall be the sole rate charged for all services performed under this Agreement, regardless of task, urgency, day of week, or time of day.
- No differential, premium, overtime, after-hours, weekend, holiday, expedited, or “rush” rates shall be permitted or billed.
- Pricing proposal shall also show cost summary as listed below.
- Proposal shall be signed and dated.

Cost Summary

Costs	Total
Year 1 Per Hour Rate	
Year 2 Per Hour Rate	
Year 3 Per Hour Rate	
Year 4 Per Hour Rate	
Year 5 Per Hour Rate	
Other (specify)	
Other (specify)	
Total:	

The undersigned acknowledges receipt of the referenced RFP and/or Addenda and offers and agrees to furnish the articles and/or services specified on behalf of the proposer indicated below, in accordance with the specifications, terms and conditions of this RFP and Proposal Acknowledgement, for the pricing indicated on the Pricing Schedule.

Company Name (Proposer):
By (Person Submitting Proposal): (Print)
By (Person Submitting Proposal): (Signature)
Title of Person Submitting Proposal:
Business Address (City/State/Zip):
Email Address:
Telephone Number:
Date / Company Name (Proposer)

REFERENCES REQUEST FOR PROPOSAL

Legacy ERP (Central Square Naviline) Application Support

All proposers must provide a list of three (3) current or former clients in the area provided below, identifying prior experience with the same type of project similar in size, application, and scope services requested by the City under **Scope of Work**. References shall have similar projects and requirements to those outlined in these specifications, terms and conditions. Proposer’s failing to provide references shall be deemed unacceptable.

The City may contact some or all of the references provided in order to determine the Proposers’ performance record on services similar to that described in this proposal. The City reserves the right to contact references other than those provided in the response and to use the information gained from them in the award process.

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Email Address:	
Telephone Number:	
Type of Business:	
Date of Installation:	
Contract Value	\$

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Email Address:	
Telephone Number:	
Type of Business:	
Date of Installation:	
Contract Value	\$

Company Name:	
Address:	
City, State, Zip Code:	
Contact Person:	
Email Address:	
Telephone Number:	
Type of Business:	
Date of Installation:	
Contract Value	\$

EXCEPTIONS, CLARIFICATIONS, AMENDMENTS

REQUEST FOR PROPOSAL: Legacy ERP (Central Square Naviline) Application Support
Exceptions, Clarifications, Amendments

List request for proposals clarifications and exceptions below, if any, and submit with your proposal response.

Item No.	Reference To:		Description
	Page No.	Paragraph No.	

PROPOSER QUALIFICATIONS STATEMENT REQUEST FOR PROPOSAL

Legacy ERP (Central Square Naviline) Application Support

All vendors must provide the following information in order for their proposal to be considered:

1. A brief outline of the vendor company and services offered, including:
 - a. Full legal name of the company
 - b. Year business was established
 - c. Number of people currently employed
2. An outline of the product line-up they currently support.
3. A description of their geographical reach and market penetration.
4. An outline of their partnerships and relationships to date.
5. An outline of their current and future strategies in the marketplace.
6. Information on current clients, including:
 - a. Total number of current clients.
 - b. Evidence of successful completion of a project of similar size and complexity.
7. Provide a brief description of the implementation projects for each of the references

REQUEST FOR PROPOSAL

Legacy ERP (Central Square Naviline) Application Support

1 **Introduction**

The purpose of this Request for Proposal (RFP) is to seek qualified professional services to provide limited, as-needed support for the City's legacy Enterprise Resource Planning (ERP) application, Central Square Naviline, operating on an IBM iSeries platform. Services shall be provided on a time and materials (T&M) basis.

The City operates a legacy ERP environment centered on the Central Square Naviline application, which represents the primary focus of this engagement and is expected to account for approximately ninety percent (90%) of the total work effort. The ERP application operates on an IBM iSeries environment that is hosted and managed by a third-party provider. The City requires specialized expertise to support application functionality, custom modifications, reporting, and coordination with the ERP vendor.

2 **General Information**

Original RFP Document

City of Merced shall retain the RFP, and all related terms and conditions, exhibits, and other attachments in original form in an archival copy. Any modifications of these, in the vendor's submission, are grounds for immediate disqualification.

Key Tasks and Requirements

3 **Scope of Work**

3.1 Central Square Naviline Legacy ERP Application Support (Primary Scope)

- Provide functional and technical support for the Central Square Naviline legacy ERP application, which constitutes the majority of work under this contract. Modules supported include but are not limited to (GMBA, AR, AP, P-CARD, MR, OP, CR, CODE, FLEET, OMS, BP, WO, UB, CIS, C2GG3, Congos, DMS)
- Support City-developed and City-maintained custom modifications to the Naviline application written in RPG II/FREE. The City maintains approximately 100 custom modules, which are largely stable. Historically, when the system was in full production, fewer than three (3) modifications per year required changes. Support is therefore expected to focus primarily on analysis, troubleshooting, and minor updates, rather than ongoing redevelopment.
- Analyze, troubleshoot, and resolve application-level issues impacting ERP operations.
- Assist City staff with functional questions, issue analysis, and problem resolution related to Naviline.

3.2 Ad Hoc Reporting Support

- Develop, modify, and produce ad hoc reports from the Naviline ERP system and associated data sources.
- Assist City staff with data extraction, formatting, validation, and reconciliation.
- Troubleshoot report logic and data anomalies related to ERP reporting.

3.3 IBM iSeries Application Configuration Support (Limited)

- Provide application-level coordination and advisory support related to the IBM iSeries environment as it pertains directly to the Central Square Naviline ERP application.
- Act as a technical liaison between the City and the third-party hosting provider by analyzing application requirements and communicating configuration needs, recommendations, and impacts to the hosting provider.
- Assist the City in identifying, documenting, and validating application-related configuration requirements when the exact technical changes are not fully known in advance.
- Support troubleshooting efforts by working collaboratively with City IT staff and the hosting provider to isolate application-related issues and confirm resolution, including API's.
- The Contractor shall not perform direct system administration or infrastructure changes within the hosted IBM iSeries environment.

3.4 Vendor and Ticket Coordination

- Work directly with Central Square on all support tickets created by the City related to the Naviline ERP application.
- Collaborate with City staff on tickets created for the legacy IBM iSeries and ERP environment.
- Provide technical analysis, documentation, and diagnostic information necessary to support vendor resolution.

4 Level of Effort

- **Services are expected to average less than five (5) hours per week.**
- No minimum number of hours is guaranteed.
- All work must be pre-authorized by the City.

5 Staff & Continuity of Personnel

The Contractor shall assign one (1) dedicated, named individual to perform the services under this Agreement. This individual shall remain assigned to the City of Merced for the duration of the Agreement and shall not be substituted, rotated, reassigned with other personnel without the prior written approval of the City.

Replacement of the assigned resource shall be permitted only in the event of resignation, termination of employment, extended medical leave, or other circumstances beyond the Contractor's reasonable control. Any proposed replacement must possess equal or greater qualifications and experience, shall be subject to the same background check and security requirements, and must be approved in writing by the City prior to performing any work.

The City expressly prohibits proposers the use of pooled, shared, on-demand, offshore, or rotating support resources for RFP.

6 Term Agreement

The anticipated start date for this contract would be July 2026. This is a 5-year-term agreement governed by the professional services agreement listed in Exhibit A

7 Support Hours

Support services shall be provided Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific Time, excluding City-recognized holidays, unless otherwise authorized in writing by the City.

Due to the legacy nature of the system, formal service level agreements (SLAs) are not required. Support requests will be initiated by the City, typically via direct telephone contact, and may be followed by email or support ticket documentation as appropriate.

The Contractor shall acknowledge City-initiated requests via phone, email, or ticket response within one (1) business day and coordinate scheduling and prioritization of work with City staff. Response times may vary based on the nature, complexity, and priority of the request.

8 Deliverables

Deliverables may include, but are not limited to:

- Completed ad hoc ERP reports in City-specified formats
- Documentation of report logic, application changes, or configuration adjustments
- Written summaries of work performed, upon request
- Technical input and supporting documentation for vendor support tickets

9 Out of Scope

The following services are explicitly excluded from this Scope of Work:

- IBM iSeries hardware support
- Infrastructure support for the third-party hosting environment
- System security monitoring, security administration, or cybersecurity operations
- Backup, disaster recovery, or data retention services
- Major system upgrades or re-architecting
- 24/7 support or on-call services

10 Contractor Qualifications

At a minimum, the Contractor must demonstrate:

- Extensive experience supporting the Central Square Naviline legacy ERP application
- Demonstrated expertise with IBM iSeries (AS/400) application environments
- Proven RPG II programming experience, including support of legacy codebases
- Experience supporting custom ERP modifications in a public-sector environment
- Ability to work collaboratively with City staff and third-party vendors
- The assigned resource may be required to complete and pass a City of Merced background check

11 Compliance Requirements

The selected Contractor must:

- Agree to and execute the City of Merced Professional Services Agreement (Exhibit A)
- Obtain and maintain a valid City of Merced Business License for the duration of the contract
- Meet all City of Merced insurance requirements, including required limits for general liability, professional liability, and cyber liability / cybersecurity insurance
- Comply with all applicable federal, state, and local laws and regulations

12 Compensation and Invoicing

- Services shall be compensated on a time and materials basis at the hourly rates approved by the City.
- Invoices must itemize hours worked, tasks performed, and dates of service.
- Payment is contingent upon City approval of services rendered.

13 Payment Terms

1. All services will have **NET 60 payment** terms

14 Evaluation Criteria

Responses should be complete and detailed. However, if relevant information needs to be presented to further support the proposers’ case, other appropriate sections may be added in the proposers’ submittal.

All proposals submitted will be reviewed by a City of Merced evaluation committee. At the completion of the proposal review, finalists may be asked to provide an in-depth presentation in Merced. Whether or not a presentation shall be performed is wholly within the discretion of the evaluation committee. The committee will select the proposal which best fulfills the City’s requirements and represents the best value to the City of Merced as determined by the evaluation committee. No single factor will determine the final award decision.

Overall responsiveness to the Request for Proposal is an important factor in the evaluation process.

Evaluation Criteria	Point Value
1. Price and value of proposal	25
2. Demonstrates the ability to meet the requirements and scope of work	40
3. Relevant experience, qualifications and capabilities of the contractor and key personnel.	25
4. References	10
Total Points	100

GENERAL TERMS AND CONDITIONS

Proposers are urged to read the proposal documents very carefully and to submit their questions in writing by the due date for questions. Misinterpretations of the proposal documents by the proposer shall not relieve the proposer of the responsibility to perform the contract.

Proposers shall submit one exactly as requested in the cover page's "PROPOSAL SUBMISSION" section

FAILURE TO FURNISH ONE "INKED" SIGNED ORIGINAL PROPOSAL DOCUMENT MAY RESULT IN DISQUALIFICATION.

All costs associated with the preparation of this proposal shall be borne by the proposer.

All exceptions taken to these specifications shall be specifically and clearly identified on the Exceptions, Clarifications, and Amendments Form. **Failure to comply with this provision is grounds for proposal rejection.**

Exceptions taken shall not affect the overall performance and quality of equipment, materials and/or services required by the City. The City shall make the final decision regarding the acceptability of equipment, materials and/or services with exceptions.

ACCEPTANCE/REJECTION OF IRREGULAR PROPOSALS

A contract shall be awarded to the proposer whose proposal most closely satisfies the needs of the City and is deemed the most advantageous to the City. The City reserves the right to reject any or all proposals or to waive any informalities or minor irregularities in a proposal.

COMPLETE PROPOSAL SUBMITTAL:

The following documents constitute the makeup of a complete proposal submittal:

- Proposal Acknowledgement (**Signature Form**)
- Pricing Schedule (**Signature Form**)
- References
- Exceptions, Clarifications, Amendments
- Proposers Qualification Statement
- System Capabilities

Failure to furnish any of these documents may result in disqualification.

PROPOSAL PREPARATION

Proposals shall be prepared in the order listed in Section 5.1.2 Complete Proposal Submittal. Proposals should be tabbed with dividers. Tabbed dividers shall be clearly marked indicating the appropriate document.

COMPLIANCE

Proposers are required to sign the "Pricing Schedule and Proposal Acknowledgement Forms" of this proposal document, thereby acknowledging they are in full compliance with all requirements of RFP and any addendum to such proposal. **Failure to comply may result in disqualification.**

NON-COMPLIANCE

If you cannot comply with a specification requirement, note as an addendum on the Exceptions, Clarifications, Amendments Form specification paragraph, your exception, and your recommendation. The City will evaluate your recommendation. If after evaluation it is determined that the proposer is not in compliance with the specification, the proposal may be rejected.

PRICING FORMAT

- A. Pricing shall be established on an hourly basis and may be adjusted annually. Hourly rates for each contract year shall remain firm for that specific contract year once established.
- B. All prices shall be F.O.B. Destination, Merced, CA. Any freight/delivery charges shall be included in the unit price of the item.

PRICING SCHEDULE

Proposers shall use the Pricing Schedule Form to present their proposed pricing. No other form or format shall be accepted.

AWARD OF PROPOSAL

Proposals shall be evaluated by a committee and will be ranked in accordance with the RFP section entitled "Evaluation Criteria."

The committee shall recommend awarding to the proposer(s) who, in its opinion, has submitted a proposal that best serves the overall interests of the City, and attains the highest overall point score. Award may not necessarily be made to the proposer with the lowest price.

The City reserves the right to decline to award a contract if it is determined that the proposed pricing is not competitively priced based on similar contracts with public agencies within the State of California.

EVALUATION PROCESS

Proposals shall be evaluated using a three (3) step process:

- Level 1 – Minimum Qualifications Review: The City shall perform an initial responsiveness review to determine compliance. Proposers that do not meet the "Minimum Qualifications" requirements shall be deemed non-responsive and/or non-responsible to this RFP and will receive no further consideration.
- Level 2 – Proposal Content and Cost Ratings: Proposals that meet Level 1 Minimum Qualifications Review shall be evaluated based on the evaluation criteria "Proposal Evaluation Criteria". Proposer submittals shall be evaluated and scored. Proposer cost information shall be evaluated as part of Level 2 evaluation process.
- Level 3 – Short List (Oral Presentations): At the sole discretion of the Evaluation Committee, a "short list" of proposers may be developed of the highest rated written submissions, based on Level 1 and Level 2 rankings. If the Evaluation Committee chooses, these proposers would be invited to give oral presentations. Final scoring of "short list" proposals shall be completed upon the conclusion of oral presentations.

QUANTITIES

The contract shall remain in effect until the City accepts and pays for all services requested.

INSPECTION AND ACCEPTANCE

Whenever the product or service provided by the supplier has been delivered to the delivery point, the designated agent shall make the final inspection and acceptance.

If upon initial inspection the product or service is found to be defective in its construction or deficient in any of the requirements of this specification, the supplier shall remedy or remove said product in an acceptable manner at the supplier's expense. No compensation shall be allowed for such correction of product, labor, or transportation of product.

CITY BUSINESS/DELIVERY LICENSE

Prior to beginning any service that shall be furnished under this specification and proposal, the Proposer shall secure the appropriate Business license from the City of Merced.

Prevailing Wages:

Notice is hereby given that the latest general prevailing rate of per diem wages, as determined by the Director or the Department of Industrial Relations, State of California, if applicable to this project and is made a part of the specifications and contract for this project.

Professional Service Agreement:

The City standard professional service agreement shall be used for this engagement. It is attached as Exhibit A.