



City of Hollywood, FL | December 30, 2021

ERP System Enhancements

Solicitation #RFP-4691-21-JE



CITY OF HOLLYWOOD CONTACT:

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City of Hollywood, Florida
Solicitation # RFP-4691-21-JE

Issue Date

ACKNOWLEDGMENT AND SIGNATURE PAGE

This form must be completed and submitted by the date and the time of bid opening.

Legal Company Name (include d/b/a if applicable): Highstreet IT Solutions, LLC Federal Tax Identification Number: 46-2499428

If Corporation - Date Incorporated/Organized: May 2013 (Highstreet IT Solutions LLC was organized as a merger of 3 firms: Highstreet IT Solutions Inc. (founded in 2011), Enterprise Solutions Group Inc. (founded in 1997) and Moore Integrated Solutions Inc. (MIS Inc.) (Founded in 1996)

State Incorporated/Organized: Delaware

Company Operating Address: 2600 Tower Oaks Blvd, Suite 240

City Rockville State MD Zip Code 20852

Remittance Address (if different from ordering address): same as above


City _____ State _____ Zip Code _____

Company Contact Person: Meg Phillips Email Address: meg.phillips@highstreetit.com

Phone Number (include area code): 863-670-6163 Fax Number (include area code): N/A

Company's Internet Web Address: www.highstreetit.com

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Bidder/Proposer's Authorized Representative's Signature: Date: December 28, 2021

Type or Print Name: Henry Tran, Executive Vice President

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Terms & Conditions

Highstreet IT Solutions, LLC (hereafter “Highstreet”) presents its response to the City of Hollywood’s (“the City”) Request for Proposal #RFP-4691-21-JE for ERP System Enhancements. Neither the contents of Highstreet’s proposal nor any omissions from Highstreet’s proposal shall give rise to a binding obligation between the parties. Highstreet’s proposal does not constitute acceptance of any terms or conditions contained in the RFP. Highstreet desires the opportunity to negotiate a contract, including a mutually agreed upon Statement of Work. If Highstreet is awarded this contract, we propose that all of the terms and conditions of the RFP and Highstreet’s proposal are subject to negotiation until all such terms are mutually agreed to and incorporated into a final contract.

Document Validity

The contents of this document are valid for 180 days from submittal date. The estimate for the pricing of the services in this document is valid for 180 days from the submittal date. This is not a binding proposal. Any pricing in this document does not include any local taxes.

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LETTER OF TRANSMITTAL

Limit to one (1) or two (2) printed pages.

- a. Briefly state your firm's understanding of the work to be done and provide a positive commitment to perform the work.
- b. Give the names of the persons who will be authorized to make representations for your firm, their titles, addresses and telephone numbers.

Thank you for the opportunity to respond to the City of Hollywood's (the "City") RFP-4691-21-JE, ERP System Enhancements; we look forward to discussing this proposal in more detail with City staff.

OUR UNDERSTANDING:

The City of Hollywood implemented the Oracle Cloud application 21C in 2018, making the City one of the first local government clients of the Oracle SaaS applications. Although modern and functional, the Oracle Cloud application suite has undergone significant product and workflow upgrades since your initial implementation, with these enhancements specifically focused on incorporating clearly defined best practices for local government into your business processes.

The City now seeks a service provider to analyze your current application configuration and to identify opportunities for improving your business processes and workflows, documenting your current configuration, reconfiguring some elements of the application, modifying workflow approvals, reducing customizations, improving reporting functionality, reimplementing your budgeting application, and roadmapping additional areas for improvement. Essentially the City aims to get the most "bang for the buck" from your application investment by incorporating the best practices that Oracle has been building into its application updates, supplemented by the configurations, workflows, and business processes that Highstreet has found most beneficial to our local government clients. Although your RFP details a number of specific areas you have targeted for analysis and remediation, the City seeks a comprehensive review and associated improvements of your current configuration to go beyond just those specific areas defined in the RFP.

THE HIGHSTREET APPROACH:

Highstreet, an Oracle Cloud Certified implementation partner, is well positioned to assist Hollywood with this initiative, as we already enjoy a solid working relationship with the City as your managed services provider, and in fact, many of the areas you have identified for improvement in your RFP were uncovered in discovery sessions between City and Highstreet staff.

To achieve the results you seek, Hollywood needs an implementation and support team that you can work with effectively, a team that works exclusively with local government, that speaks your language, that follows a proven methodology, that works well together and with you. Highstreet offers just such a team, some of whom you are already working with; our proposed project team is further detailed in this response. Highstreet's focus is not simply on software, but rather on configuring software, improving business processes, and enhancing user readiness—ensuring that Hollywood staff are ready, willing, and able to benefit from the fullest capabilities of your Oracle Cloud investment.

Highstreet proposes to conduct a full Oracle Cloud Health Check, reviewing and documenting your application configuration and business workflows and then working with Hollywood staff to prioritize remediation steps. As detailed in this response, we will address each area of your general and specific goals, ensuring that Hollywood achieves the operational excellence these updated Oracle Cloud applications can serve as the foundation for.

We know the City and your personnel, understand your current application configuration, and will quickly step in and hit the ground running to execute against this initiative. Our goal is to help Hollywood update and modernize your business processes to fully realize the best practices built into the most current version of the Oracle application. We have included a pricing model based on your defined scope, level of effort, and budget requirements, and will be flexible with you as we conduct further discovery with the City. Again, we very much look forward to discussing our proposal with you.

Respectfully,

Josh Ezring

A handwritten signature in blue ink that reads "Josh Ezring".The Highstreet logo, consisting of the word "Highstreet" in a bold, sans-serif font with a stylized infinity symbol above the "t".

Executive Vice President

(703) 655-4375

2600 Tower Oaks Blvd #240,

Rockville, MD 20852

josh.ezring@highstreetit.com

PROFILE OF PROPOSER

a. State whether your organization is national, regional, or local.

Response:

Highstreet is a national organization serving clients based in the United States.

b. State the location of the office from which your work is to be performed.

Response:

Highstreet's headquarters is located in Rockville, MD. While our team may not be working full time onsite, our team works remotely from their home offices which are located all across the country some of which are in Florida.

c. Describe the firm, including the size, range of activities, etc. Particular emphasis should be given as to how the firm-wide experience and expertise in the area addressed by this Request for Proposal, will be brought to bear on the proposed work.

Response:

Highstreet is an Oracle Cloud Certified Partner and was founded as a 2013 merger of 3 established consulting firms. Dating back to the foundations of these firms in 1996 and 1997, our team has been providing ERP consulting services for Oracle products for over 25 years. As an exclusive Oracle Partner our in-depth experience and skills are recognized by Oracle. We have greater access to product development, technology, and training. We offer the full spectrum of implementation, upgrade, and Managed Services for Oracle ERP, HCM, PBCS, Community Development, BICS, CX, PeopleSoft, and Oracle eBusiness Solutions: managed services, implementation, upgrades, post-production support, staffing, change management and education. We also specialize in Oracle solutions, bringing tools, and innovative platforms to help clients maximize the value of their Oracle solutions.

Highstreet Organizational Philosophy

Highstreet's approach to client engagements has unique aspects that make us ideally suited as a partner. Some of the most important are captured in the Highstreet Philosophy below:

The staff placed on our engagements has the greatest impact on business success.

Highstreet believes in focused teams of very senior consultants from your industry and are dedicated to your outcomes. Our team members average more than twelve years of experience with Public Sector managed services engagements, implementations, and upgrades. Our consultants all have significant real world business experience, and you already know many of them from our current engagement with the City.

Highstreet teams are focused on business solutions, not software.

Because of this focus, Highstreet is able to "speak public sector" and then translate those conversations into clear solutions utilizing Oracle's software suite. This ability to speak business is directly attributable to our staffing model

and our emphasis on real world business experience; not just consulting. Highstreet brings to every engagement a vast level of experience and a “toolset” built through years of public sector engagements.

Highstreet bases its business on customer referrals and repeat business.

This directly aligns Highstreet with its clients and this has been the foundation of a successful business. The majority of Highstreet’s business comes directly from existing clients, so executing our business in a successful manner is critical to the existence of the firm.

d. Provide a list and description of similar municipal engagements satisfactorily performed within the past two (2) years. For each engagement listed, include the name, email, fax, and telephone number of a representative for whom the engagement was undertaken who can verify satisfactory performance.

Response:

Highstreet respects our clients’ privacy and limits excessive reference requests when possible. We have provided some references below and would be happy to provide additional contact info if needed as part of the selection process.

Similar clients that we have supported in the past 2 years include:

- Brazos County
- Chicago Park District
- City of Greeley, CO
- City of Tallahassee, FL
- Johnson City, TN
- Portland Public Schools

In addition to the list above highlighting similar clients and projects, we have been providing extended cloud services support for the City of Hollywood, FL. We understand that with a city your size, the selection committee for this project might not all be familiar with the work Highstreet is currently doing for the City. If this is the case, please reach out to Raheem for an internal reference.

References:

Town of Mount Pleasant, South Carolina

Marcy Cotov, Chief Financial Officer

Phone: 843-884-8517 ext. x3404

Email: MCotov@tompsc.com

Johnson City, Tennessee

Lisa Sagona, Information Technology Director

Phone: (423) 483-5842

Email: lsagona@johnsoncitytn.org

Chicago Parks District, Chicago, IL

Rich Chandler, Support Manager

Phone: 765-414-3453

Email: richard.chandler@cai.io

e. Have you been involved in litigation within the last five (5) years or is there any pending litigation arising out of your performance?

Response:

No

SUMMARY OF PROPOSER’S QUALIFICATIONS

a. Identify the project manager and each individual who will work as part of the engagement. Include resumes for each person to be assigned. The resumes may be included as an appendix.

Response:

Highstreet is proposing Donna Cullins as the Project Manager. She has been working with the City on the Managed Services contract since September 2020. She brings a depth of expertise on Cloud and on the current status of the City's Oracle installation.

b. Describe the experience in conducting similar projects for each of the consultants assigned to the engagement. Describe the relevant educational background of each individual.

Response:

We have the necessary depth of experience assisting clients with post-production efforts for all of the Oracle Pillars. We know the best practices for your business, and we know how to modify existing configuration to implement best practices in the cloud.

The below table identifies some of the Highstreet Team Members that can be available to support the City depending upon the actual start of specific tasks.

Name	Role on Proposed Project Team (e.g., Project Manager)	Years of Relevant Experience	Comparable Individual Experience
	Project Manager	20	Project Management
Steve Shores	Solution Architect	22	City of Greeley, Town of Mount Pleasant, Brazos County, City of Hollywood
Daisy Kollman	Finance Solution Lead	25	Town of Mount Pleasant, Johnson City, Chicago Park District
John Edwards	Finance Solution Lead	21	Johnson City, Chicago Park District
Anand Kand	Purchasing Solution Lead	18	Spring Arbor University,
Jennifer Morgart	Procure to Pay Solution Lead	8	Town of Mount Pleasant, Johnson City, Brazos County, City of Hollywood
Joe Spurgeon	Projects and Grants Solution Lead	13	Johnson City, Chicago Park District
Robb Penoyer	Technical Solution Lead	20	Town of Mount Pleasant, Johnson City, Brazos County, City of Hollywood
Sangeetha Nagendera Lal	HCM Solution Lead	13	Johnson City, , Chicago Park District

Kiran Kumar	Payroll Solution Lead	15	City of Hollywood, City of Greeley
Vinay Gurjikinda Pushpa Reddy	Benefits Solution Lead	6\3	City of Hollywood, City of Greeley

c. Describe the organization of the proposed project team, detailing the level of involvement, field of expertise and estimated hours for each member of the team.

Response:

The City's RFP requires consultant expertise in many areas but only for the duration of the tasks. The previous paragraph provides indication of the depth of capabilities that Highstreet can provide to each issue. Consultants from Highstreet's implementation team will be, assigned, tasked, and organized under the Highstreet Project manager for the duration of their work for the City of Hollywood. The Highstreet Project Manager will own central coordination of Highstreet resources, the budgeting and scheduling of their work activities, and the prioritization of efforts, as defined by the City. Under the project understanding in the next section, we have identified the staffing expertise and hours anticipated for each task.

d. Describe what municipal staff support you anticipate for the project.

Response:

For each task identified in the Project Understanding section, we will need time from the City's lead for that area equal to the level of effort of the Highstreet Solution Lead. The amount of time required for the Highstreet Solution Lead and the City's Lead is relatively small compared to the time required for the team members. Highstreet views this time as critical for successful completion of the task and meeting the City's objectives.

Successfully meeting the City's objectives for this effort will also require team members from the City for testing. We work to schedule these testing assignments, so they don't overlap with personal events (like PTO or holidays) as well as key business process events (like YE close as an example). If there is a resource availability issue, often clients ask Highstreet to assign consultants to this additional work. This helps to reduce the impact on your team, but the City's team will still need to time to understand and adopt the new system capabilities.

We have defined a set of tasks to the City and believe your team's support estimate is reasonable. Our approach reduces the cost of the project and allows user learning and adoption to occur simultaneously. This can be changed for certain areas where the City's leadership believes the staff is overloaded. Staff availability is something we will work to confirm during project kick off and will review during ongoing governance meetings with your project sponsors.

PROJECT UNDERSTANDING, PROPOSED APPROACH, AND METHODOLOGY

Describe your approach to performing the contracted work. This should include the following points:

Type of services provided. Discuss your role and that of other parties involved in the data gathering, data analysis and recommendation process.

Response:

The Highstreet Team will perform all tasks as detailed in the following sections. Highstreet will provide all consultants for this effort and will be responsible for all deliverables. We are not proposing any subcontractors, independent contractors, or third-party vendors within our team.

Discuss your project plan for this engagement outlining major tasks and responsibilities, time frames and staff assigned.

Response:

Highstreet has been supporting the City for the last year addressing similar issues throughout all the Oracle modules. However, we agree with the City's request to review all the configuration, City business processes and employee expertise. Thus, during the first few weeks we will complete a thorough review, document findings and document the current configurations. This will provide a solid baseline for all future work. Since we have been assisting with the issues, we know a lot about the configuration already. We will draw on our experience to complete the review in a short three-week time period. Thus, allowing most of the efforts to be on solving issues.

After completing the review, we will work with the City to prioritize the remaining items within scope. However, our recommendation based on the importance to the City would be to begin with the payroll issues, approval flows and roles.

General Goals

Task 1 Review current design of all purchased modules and provide analysis of opportunities for enhancement.

- Provide Specific roadmap recommendations to City based on as-is configuration versus current Oracle best practices. (specific tasks will be mentioned in this document, but analysis should be comprehensive and not be limited to those)
- Document all existing configuration, validating against City's business process and needs, and provide updated system blueprints, documentation, and configuration documents for all aspects of system, modules, and infrastructure.
 - Existing documenting exists fully or partially from initial vendor and will be as part of this process.

Response:

Highstreet offers a Cloud Health Check as a service to any entity already live with Oracle applications. This health check probes in detail the status of the modules, configuration, and usage as compared to our standard implementation methodology for Oracle Cloud. During the first few weeks of the project, we will perform the health check on all modules,

identify issues and weaknesses and opportunities to improve. In addition, we already have experience with the documentation provided by AST, so we know what is missing. We will document the module configurations using our configuration spreadsheets.

Estimated Level of Effort

Role	Hours
Solution Lead	16
Finance Functional Lead	40
P2P Functional Lead	40
PPM Functional Lead	40
SCM Functional Lead	40
HCM Functional Lead	40
Benefits Functional Lead	40
Payroll Functional Lead	40
Absence/Time and Labor Functional Lead	40
Total	336

Specific Goals:

Task 2

Improve City's ability to handle the following:

- Workflow
 - Task: City of Hollywood would like to modify the workflow approval to include approvals based upon dollar thresholds and/or cost centers, need to:
 - Review workflow design and implementation, including notifications, and re-configure based upon COH business needs and role-based access control (RBAC)
 - Specific workflows to revisit include Payables, Invoices, and Personnel Actions.
 - Workflows currently being revisited include: DPV's and PO's

Response:

Highstreet has been working with the City on various workflow approval issues beginning in September 2020 under our managed services agreement. During the first few months, we fixed several issues with the HR approval flows. During that time, we discovered and fixed four issues associated with HR and purchasing approvals. We also identified that the City's HR approval flows require more approvals and utilize role bases approvals more than other similar entities and recommended a thorough effort to revise the workflows.

Recently, we have redone the purchasing document approval flows to revise the approval limits in order to give buyers more responsibility for lower amount purchase orders. This reduced the number of purchase orders that required the approval of the Procurement Director. In addition, we analyzed the DPV approval and identified an opportunity to improve the flow.

Since many of the approval workflows utilize custom roles, this task should be done at the same time with the same resources as the Security Roles task.

Our familiarity with the City Approval flow process will allow us to continue to improve the flows because of our knowledge of your organization, philosophy, and culture. There are three items that need to be done together. We know there are opportunities to adjust the

workflows, reducing the number of custom roles while creating an approval flow process that can be maintained by the City Team. The Highstreet Team will review each approval flow, document the flows, and suggest changes to improve the process. We will modify four workflows that are not covered by our maintenance management contract.

We know that efficient workflows streamline a person’s job so they can focus on the higher value tasks in their assigned area. We’ll bring this outcome to the City as part of this task.

Estimated Level of Effort

Role	Hours
Solution Lead	24
Project Administrator	160
Finance Functional Lead	40
HCM Functional Lead	40
Workflow Developer 1	40
Workflow Developer 2	40
Total	344

Task 3 Security Roles

- o Task: Consolidate/Reduce custom security roles and re-evaluate and test to use seeded security roles as a best practice.
 - Review role-based access control and eliminate unnecessary custom security roles
 - Ensure that security is appropriate, based on least privilege, and commensurate to Oracle licenses and intended business need.
 - Currently 100+ custom roles in Production
 - Work with City to document security role definitions that define what a role’s responsibilities and abilities include (particularly, ability to enter, approve, or post). For instance, an AP Accountant may be able to enter an invoice, but not enter a Journal Entry. Work with City to validate and test that each custom role meets the City Business requirements with the ultimate goal of removing all custom roles altogether so that Oracle updates don’t affect City processes.

Response:

During the first month of our existing contract, we identified the large number of custom roles currently used by the City. This has caused issues with approval flows and with the ability to use new functionality when it was released by Oracle. Custom roles should only be used to facilitate data security and to allow view access for users who do not need the full capabilities of the Oracle seeded roles. Since the City HR workflows currently use custom roles to identify approvers, the review of the security roles should be done at the same time as the review of the approval workflows. In addition, Oracle has begun efforts to evaluate the number of users versus software licenses purchased. During the review of the security roles, we will also compare the licensed roles versus assigned roles. We recently helped a college reduce their use of purchasing licenses while still providing users with the functionality required.

We will review the existing custom roles, recommend changes to roles and create five new custom roles with the intent being to reduce the overall number of roles while reducing the use of Oracle Licenses.

To summarize, the outcome we'll work toward in this task is optimizing custom roles to ensure quarterly releases are less impactful, confirm Oracle subscription costs based on users and provide user training if/when workflow changes are required to reduce custom roles

Estimated Level of Effort

Role	Hours
Solution Lead	16
Project Administrator	80
Finance Functional Lead	80
HCM Functional Lead	80
Workflow Developer	80
Total	336

Task 4 Reporting

- Task: Review reporting functionality with staff and assist City's utilization of Oracle reports, custom and seeded/out of the box.
 - Need to review correct security access for report writers (this may be handled in the Consolidate/Reduce custom security roles task, but is called out for clarity)
 - Having difficulty with some seeded reports (i.e., W2, Detail Account analysis report-derived from multiple seeded reports)
 - Many seeded reports don't run, or when run, don't retrieve the needed data by a particular user, not sure if this is an Oracle license issue or a security issue.
 - Need validation that an external 3rd party reporting system would resolve these complexities.

Response:

Highstreet has been creating or modifying reports for the City since starting our managed services efforts. These reports have included payroll reports. For this task, we will review with each department their use of existing reports, record any reports identified as needed, and create five new reports, one for finance, one for P2P, one for HR, one for payroll and one additional to be identified by the City.

Estimated Level of Effort

Role	Hours
Solution Lead	16
Finance Functional Lead	80
P2P Functional Lead	80
HCM Functional Lead	80
Payroll Functional Lead	80

Report Developer	160
Total	496

Task 5 HR/Payroll Business Process Review

- Majority of this falls under the general review of system configuration, but calls out specific areas of concern including:
 - Fast formulas
 - Absence Management
 - Employee record document Management/ Storage: review process for reporting on employee records including storage and access to records internally and for public records requests. (i.e., there is no simple method to retrieve all documents pertaining to an employee)
 - Review retro payroll process
 - Review Absence Management processes and configuration
 - Review 457b configuration including limit and catch-up limit enforcement
 - Review leave/absence eligibility rules and accrual calculations, provide recommendations to improve.
- Resolve backlog Issue for deferred retros blocking ongoing retro processing
- Resolve manual retro processing outside of payroll subjects City to risk, penalties, etc.
- Resolve 401k element-based configuration issues and address the significant manual effort required using current
- Implement FMLA rules and processing
- Implement self-service absence entry city wide to reduce timekeeper bulk submit issues
 - Currently implemented for subset of City departments.

Response:

Highstreet has been working with the City for the past year on various payroll issues. For example, we identified a way for the City to handle pay for an employee whose hire date was incorrect. We also worked with the City to configure 457b and catch-up limits at the end of 2020 but identified a bug with limits that Oracle would not fix until one of the 2021 quarterly releases. For this task, we will document the current payroll configuration, review, and recommend options for document storage, provide solutions for the backlog issue, retro pay issue, and 401K configuration issues. In addition, we will discuss the implementation of FMLA rules and self-service absence with the City. We have estimated that these can be achieved within a two-week period which we will validate during the discovery period.

Estimated Level of Effort

Role	Hours
Solution Lead	144
Project Administrator	160
HCM Functional Lead	320
Benefits Functional Lead	200
Payroll Functional Lead	200
HCM Developer	80

Total	1104
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Task 6 HCM –Talent Management Detail Level Recommendations

- Majority of this falls under the general review of system configuration, but calls out specific areas of concern including:
 - Review Performance Management processes and configuration
 - Review Performance Evaluations and provide recommendation on topic of moving to organization-wide (or sub-populations) annual Performance Evaluations
 - Review and advise mass eligibility assessment and assignment configuration and process

Response:

Highstreet has assisted several entities with the implementation of HR and performance modules. We will review your current configuration and make recommendations for improved or changed processes and configuration.

Estimated Level of Effort

Role	Hours
Solution Lead	16
HCM Functional Lead	120
Total	136

Task 7 Evaluate notification options outside of current report approach; explore reliability issues with bell icon

Response:

Highstreet has worked with the City on one of these issues. We helped with a bell notification issue for one manager. Most of this functionality does not have configuration options so functionality is controlled by Oracle. We will work with the City to identify the issues and provide a solution if possible. Or we will provide assistance in creating a service request with Oracle.

Estimated Level of Effort

Role	Hours
Solution Lead	24
Total	24

Task 8 Review Learning Management Configuration

- Validate configuration for tracking of supervisory responsibility to facilitate proper course assignment
- Validate configuration works for notifications of due/past due training
- Provide solution for Research Customer Connect on how to track courses taken outside of Oracle

Response:

When Oracle published the new user interface during one of their releases, it caused issues with the ability of workers to use the learning functionality in Oracle. Highstreet identified the issue and helped the City switch to the new user interface which solved that issue. Similar to efforts with other modules, Highstreet will document the current configuration of the Learn module using our configuration spreadsheet. In addition, we will validate the notifications and fix the alerts if needed. Also, we will share with the City various ways to track external courses.

Estimated Level of Effort

Role	Hours
Solution Lead	8
Learn Functional Lead	40
Total	48

Task 9 Fix Monthly HR Reports errors/inaccuracies, determine if business process change is needed to address

Response:

The City currently has 87 reports and analyses in the COH Reports, HCM, Payroll, All Users and Common folders. We will work with HR to identify which reports have issues. From the list of reports that have issues, we will work with the City to prioritize those for correction. We estimate that each report should take on average 24 hours to solve, revise, test, and release. Thus, we will review and revise up to 12 reports.

Estimated Level of Effort

Role	Hours
Solution Lead	8
HCM Functional Lead	80
Report Developer	240
Total	328

Task 10 Talent Management

- Review use of Position and Talent profiles and provide recommendation of broadening usage.
- Review current education tracking, training etc. in addition to certifications, and provide recommendation
- Implement Oracle Onboarding (Journeys)

Response:

Journeys is a new feature released by Oracle this year. Highstreet has already assisted one City with the creation of journeys. Highstreet will review the current use of Talent Management and document the configuration like all other modules. In addition, we will configure the new journeys module. Highstreet will configure 2 custom journeys, one for onboarding and one for offboarding, including the steps and

tasks. We will test, demonstrate, and provide knowledge transfer on how to configure/enable/edit these two custom journeys and the tasks in them.

Estimated Level of Effort

Role	Hours
Solution Lead	32
HCM Functional Lead	360
Total	392

Task 11 Information Technology Detail Level Recommendations

- Migrate from SOA to Oracle Integration Cloud (OIC)
 - Validate and ensure knowledge transfer occurs and an alternate process exist for all automated tasks exists if interfaces fail.
 - This is currently in progress specifically for Payroll/HR interfaces.
 - There are 37 items configured in SOA, 16 are reports and not actual interfaces, with 14 interfaces that will need to be migrated from SOA to OIC.
- Review Identity Cloud configuration
- Revisit Onboarding/Offboarding process and integration and automation with HR and IT systems
- Review and Document all components of Systems Architecture, Security, and Auditing, including ongoing responsibilities for cloud migrations
 - E.g., OCI deprecation required City to migrate from one data center to another, which was not covered after initial implementation. Same issue with CASB.

Response:

There are 37 items configured in SOA, 16 are reports and not actual interfaces, with 14 interfaces that will need to be migrated from SOA to OIC. Highstreet is currently doing some of the interface reconfiguration. The only integrations we do not have in the current migration scope are listed below:

1. AP Invoices
2. AP BOA PCARD
3. AP ACH 420
4. AP POS Pay
5. AP Invoices FPL
6. CM BAIS2 Bank Statements
7. Millenium GL Journal
8. Sympro GL Journal

We have found that each integration requires between 48 and 64 hours to migrate. Thus, we estimate each of the remaining interfaces will require 60 hours to complete. Because of our experience with the other interfaces, we are confident we can efficiently complete the move to OIC and provide documentation on OIC.

Estimated Level of Effort

Role	Hours
Solution Lead	28
Project Administrator	160
HCM Functional Lead	80
Interface Developer	640
Total	908

Task 12 Budgetary Control (BC) and General Ledger (GL) Integration

- Problem: The City does not use seeded integration between EPM and ERP to load budget into BC & GL, The GL Budget only stores adopted budget, Budget amendments are only loaded into BC via ADFDI, and the City is having difficulty generating budget vs. actual reporting out of Budgetary Control. Need to purchase and implement Enterprise EPM.
- Task: Migrate and re-implement budget in Enterprise EPM
 - Implement out of box financials module
 - Implement seeded integration for adopted budget between enterprise EPM and BC/GL
 - Implement budget revisions
 - Create a custom Financial Reporting Studio reporting using general ledger budget and actual details, include hierarchies and drilldowns
 - Evaluate and implement synchronization process to load budget into BC and GL
 - Provide recommendation on whether to integrate BUC to GL module

Response:

The main focus for this effort is to provide the ability to generate budget versus actual reports. We have found with other clients that the chart of account hierarchy and the use of the budget module are the common reasons for poor reporting. Thus, we will review the current configuration and recommend revisions to improve reporting. We will re-implement EPM in a manner that improves the reporting. In addition, we will implement the seeded integration and create three reports for the City. We have found that the Financial Reporting Studio is not the best tool for sharing budget versus actual reports. Thus, one of the reports will be with FRS against the GL cube, one against the budget and the one from OTBI.

Estimated Level of Effort

Role	Hours
Solution Lead	224
EPM Functional Lead	160
Financials Functional Lead	160
Total	544

Task 13 EPRCS – Budget Book

- Goal: Provide Template for Budget Book
 - Background: The City continues to develop its annual budget book via Excel spreadsheets and load budget data back into EPRCS. Thus, the City is not able to fully utilize the system to produce a budget book.

- Need validation that migration to EEPM resolves this or another solution is needed.
 - PBCS Issues
 - PBCS does not correctly calculate changes to salary/benefits when planning the subsequent fiscal year’s budget (i.e., COLA increases)
 - City is unable to successfully load position data from HCM to PBCS for budget planning purposes

Response:

Since the City has licensed EPM, one of the included functionalities is Narrative Reporting. This tool is useful for collaborative creation of published documents like the Budget Book. Highstreet will configure Narrative Reporting with a template comparable to the City’s current Budget Book. The use of narrative reporting requires creation of reports. Highstreet will create ten reports to support the budget book.

Estimated Level of Effort

Role	Hours
Solution Lead	80
Finance Functional Lead	480
EPM Functional Lead	120
Report Developer	160
Total	840

Task 14 Additional General ERP Recommendations

- Review chart of account hierarchies
- Re-design account hierarchy to reflect additional lookups that are currently being done in excel

Response:

As mentioned above, we have found with other clients that the chart of account hierarchy is a common reason for poor reporting. Thus, we will review the current configuration and recommend revisions to improve reporting and make recommendations for creating a level hierarchy for proper and accurate reporting.

Estimated Level of Effort

Role	Hours
Solution Lead	40
Financials Functional Lead	80
Total	120

Task 15 Expense Reports

- Review expense reports configuration and recommend any additional templates that may be necessary
- Review and provide recommendation on including all employee expense reimbursements
- Implement payments to employees via ACH instead of checks only

Response:

Highstreet has helped multiple public entities with establishing the capability to use the depth of functionality within the Oracle Expenses module. For one entity, we created templates for typical travel expense as well as a separate version for expenses against the corporate card. They have separate templates for milage reimbursement and even for non-purchase order expenses. We will work with the City to identify those areas of employee reimbursement where new templates would be useful. We will configure three new templates with up to 15 new expense types. And we will modify the spend authorization and expense reports workflows as needed for these new templates. As part of our efforts, we will demonstrate to the City the use of the ACH payments to employees for expense reimbursement.

Estimated Level of Effort

Role	Hours
Solution Lead	48
Expenses Functional Lead	96
Total	144

Task 16 Recommend direction on implementing Project Portfolio Management module

Response:

Project Portfolio Management (PPM) is a tool that has a depth of capabilities that meets the needs for some public entities but has been found to be excessive for most smaller entities. For the City, we will review the functionality with your team, document the reasons why the City is considering PPM and provide options for to meet the needs with and without the use of PPM.

Estimated Level of Effort

Role	Hours
Solution Lead	24
Total	24

Task 17 Review procurement configuration

- Expand supplier portal
- Implement punchout

Response:

Punchouts and supplier portals are an effective way for the City to interact with suppliers. This area includes functionality for sourcing, purchase orders, invoices, and payments. Very little configuration is needed to use the supplier portals. Primarily this is simply providing access to suppliers. Highstreet will provide assistance to the City to expand the use of the portal to 10 new suppliers. In addition, we will configure a punchout for one supplier and provide training to the City on how to implement for other suppliers.

Estimated Level of Effort

Role	Hours
Solution Lead	20
Procurement Functional Lead	180
Total	200

Task 18 Revisit Automated Invoice Processing

Response:

During our time providing managed services, we have not received a single ticket on issues with the automated invoice processing. We checked the application and cannot see where the City is currently importing Invoices. Thus, for this effort, we will review the current use, requirements and issues the City has with this Oracle feature. And we will make recommendations on the use of this feature. Since there is no configuration needed for the basic use of this feature, we will also test/demonstrate it with the City.

Estimated Level of Effort

Role	Hours
Solution Lead	8
AP Functional Lead	40
Total	48

Task 19 General Ledger Tasks

- Review GL modules and provide recommendation on conflict or issue handling
- Review Provide Account Inquiry best practices to determine if we are utilizing the system effectively
- Provide recommendation on Integration of encumbrances to the GL
- Review and provide recommendation on Year End process review – rollover of encumbrances, best practices, and the impact on budget, for potential use with other software

Response:

Multiple Highstreet clients are effectively using the Oracle GL modules. We haven't received any tickets from the City for this area and from our review, we don't see issues. For this task, will review in depth the current configuration, issues that have occurred, and discuss encumbrances and year end processes with the City.

Estimated Level of Effort

Role	Hours
Solution Lead	56
GL Functional Lead	120
Total	176

Optional Task: TRAINING

It has been our observation throughout the duration of our managed service contract that the City users are missing some key Oracle application skills. We have helped with that through the knowledge transfer sessions we have held for all of the issues we have fixed.

Highstreet, like most implementation vendors provide training knowledge transfer and train the trainer. However, Highstreet exclusively partners with TransAmerica Training Management, Inc. (TAM) for all formalized project and end-user training on our projects.

TAM Training is a multiple award-winning Oracle Authorized Training Partner and Oracle's exclusive training delivery partner in the United States. TAM Training is the current Oracle University Partner of the Year and

specializes in full cycle training for Oracle Cloud, Hyperion, Database, eBusiness Suite and PeopleSoft products. TAM Training was established in 2004 and is comprised of Change Management, Education Consultants, Trainers, Instructional Designers and Technical Writers all specializing in Oracle products. Our mission is to help end users successfully adopt new technology, business processes, policies, and procedures. TAM Training is also a certified Minority-Owned Business (MBE).

The TAM training is presented as an option to the City and would be in addition to the quoted efforts for the other tasks.

Optional End User Training Services

TAM can provide end user training services to enhance its Oracle Fusion (ERP modules; Budget, HRM, Payroll, Finance, Supply Chain Management & Infrastructure). Included is TAM Training's scope of services to be provided to the City.

1) Oracle Guided Learning (OGL) Subscriptions

- a) COH to purchase an eleven (11) month subscription term for their users (in sync with COH's Cloud license term):
 - i) Including but not limited to the following Oracle modules: EPM Reporting, Financials, OTBI, Purchasing, Sourcing, Proc Contracts, Project Financials, Project Contract Billing, Expenses, Supplier Portal, Proc Self Service, Grants Mgt, HCM Base, Payroll, Time and Labor, Learning, HCM Help Desk, Performance Mgt, Goal Mgt, Recruiting, Planning and Budgeting

2) Training Services

- a) For each Cloud Pillar (ERP, HCM & EPM), & for nine (9) consecutive weeks during the Design Phase for each pillar, TAM Training will provide one (1) resource to create the following deliverables:
 - i) Training Needs Assessment: TAM Training resources will support COH with conducting a training needs assessment to identify stakeholder groups and to identify the knowledge and skills needed to adapt to this change.
 - (1) Training Plan: support COH with their development of the Training Plan. Based on appropriate training needs assessment activities, the Training Plan should identify or describe:
 - (a) List of training artifacts including target audience, type of educational material, and delivery method.

3) Train-the-Trainer Delivery

- a) TAM Training will provide one (1) one (1) day session for up to 12 COH staff assigned as trainers for each of ERP, HCM & EPM during the project. The course will provide instruction on training presentation skills and how to use the educational content created; however, this session will not contain training on the Oracle Fusion functionality.

SUMMARY OF THE PROPOSER’S FEE STATEMENT

The Proposal will show the fee schedule. Express your fee in a lump sum not-to-exceed maximum amount and a separate price for the components of the work shown in scope of service and include a chart of the rates which ties the project plan and milestones to hours assigned to the personnel. Additionally, indicate your expectations concerning reimbursement for travel, per diem expenses, photocopying, telephone lines or other incidental expenses, if applicable. If additional work is required beyond the scope of this contract, how would those services be billed? This may include additional presentations or follow-up as requested.

Response:

Highstreet is proposing a fixed price of \$595,000 for the completion of all items. Our fees are all inclusive so no additional fees for travel, per diem expenses, photocopying, telephone lines or other incidental expenses. The following table shows the breakdown for each task identified in the RFP.

Project Manager			
Role	Hours	Rate	Estimate
PM	480	\$200	\$96,000
note: 80 hours per month for 6 months		Total	\$96,000
Task 1 Assessment and documentation			
Role	Hours	Rate	Estimate
Solution Lead	20	\$180	\$3,600
P2P Functional Lead	80	\$65	\$5,200
PPM Functional Lead	80	\$65	\$5,200
SCM Functional Lead	80	\$65	\$5,200
HCM Functional Lead	80	\$65	\$5,200
Benefits Functional Lead	80	\$65	\$5,200
Payroll Functional Lead	80	\$65	\$5,200
Absence/Time and Labor Functional Lead	80	\$65	\$5,200
P2P Functional Lead	80	\$65	\$5,200
Total	660	Total	\$29,600
Task 2 Workflows			
Role	Hours	Rate	Estimate
Solution Lead	24	180	\$4,320
Project Administrator	160	\$65	\$10,400
Finance Functional Lead	40	\$65	\$2,600
HCM Functional Lead	40	\$65	\$2,600
Workflow Developer 1	40	\$65	\$2,600
Workflow Developer 2	40	\$65	\$2,600
Total	344	Total	\$22,520
Task 3 Security Roles			

Role	Hours	Rate	Estimate
Solution Lead	16	\$180	\$2,880
Project Administrator	80	\$65	\$5,200
Finance Functional Lead	80	\$65	\$5,200
HCM Functional Lead	80	\$65	\$5,200
Workflow Developer	80	\$65	\$5,200
Total	336	Total	\$23,680
Task 4 Reporting			
Role	Hours	Rate	Estimate
Solution Lead	16	\$180	\$2,880
Finance Functional Lead	80	\$65	\$5,200
P2P Functional Lead	80	\$65	\$5,200
HCM Functional Lead	80	\$65	\$5,200
Payroll Functional Lead	80	\$65	\$5,200
Report Developer	160	\$65	\$10,400
Total	496	Total	\$34,080
Task 5 HCM/Payroll			
Role	Hours	Rate	Estimate
Solution Lead	144	\$180	\$25,920
Project Administrator	160	\$65	\$10,400
HCM Functional Lead	320	\$65	\$20,800
Benefits Functional Lead	200	\$65	\$13,000
Payroll Functional Lead	200	\$65	\$13,000
HCM Developer	80	\$65	\$5,200
Total	1104	Total	\$88,320
Task 6 Talent Management			
Role	Hours	Rate	Estimate
Solution Lead	16	\$180	\$2,880
HCM Functional Lead	120	\$65	\$7,800
Total	136	Total	\$10,680
Task 7 Bell Notifications			
Role	Hours	Rate	Estimate
Solution Lead	24	\$180	\$4,320
Total	24	Total	\$4,320
Task 8 Learning Management			
Role	Hours	Rate	Estimate

Solution Lead	8	\$180	\$1,440
Learn Functional Lead	40	\$65	\$2,600
Total	48	Total	\$4,040
Task 9 HR Reports			
Role	Hours	Rate	Estimate
Solution Lead	8	\$180	\$1,440
HCM Functional Lead	80	\$65	\$5,200
Report Developer	240	\$65	\$15,600
Total	328	Total	\$22,240
Task 10 Talent Management/Journeys			
Role	Hours	Rate	Estimate
Solution Lead	32	\$180	\$5,760
HCM Functional Lead	360	\$65	\$23,400
Total	392	Total	\$29,160
Task 11 Information Technology			
Role	Hours	Rate	Estimate
Solution Lead	28	\$180	\$5,040
Project Administrator	160	\$65	\$10,400
HCM Functional Lead	80	\$65	\$5,200
Interface Developer	640	\$65	\$41,600
Total	908	Total	\$62,240
Task 12 Reimplement Budget			
Role	Hours	Rate	Estimate
Solution Lead	224	\$180	\$40,320
EPM Functional Lead	160	\$65	\$10,400
Financials Functional Lead	160	\$65	\$10,400
Total	544	Total	\$61,120
Task 13 EPRCS Budget Book			
Role	Hours	Rate	Estimate
Solution Lead	80	\$180	\$14,400
Finance Functional Lead	480	\$65	\$31,200
EPM Functional Lead	120	\$65	\$7,800
Report Developer	160	\$65	\$10,400
Total	840	Total	\$63,800
Task 14 General Ledger			

Role	Hours	Rate	Estimate
Solution Lead	40	\$180	\$7,200
Financials Functional Lead	80	\$65	\$5,200
Total	120	Total	\$12,400
Task 15 Expense Reports			
Role	Hours	Rate	Estimate
Solution Lead	48	\$180	\$8,640
Expenses Functional Lead	96	\$65	\$6,240
Total	144	Total	\$14,880
Task 16 PPM			
Role	Hours	Rate	Estimate
Solution Lead	24	\$180	\$4,320
Total	24	Total	\$4,320
Task 17 Review Procurement			
Role	Hours	Rate	Estimate
Solution Lead	20	\$180	\$3,600
Procurement Functional Lead	180	\$65	\$11,700
Total	200	Total	\$15,300
Task 18 Automated Invoice processing			
Role	Hours	Rate	Estimate
Solution Lead	8	\$180	\$1,440
AP Functional Lead	40	\$65	\$2,600
Total	48	Total	\$4,040
39. Review GL Modules			
Role	Hours	Rate	Estimate
Solution Lead	56	\$180	\$10,080
GL Functional Lead	120	\$65	\$7,800
Total	176	Total	\$17,880
		Project Total	\$620,620
		Discount	\$25,620
		Net	\$595,000
			Fixed Price

OPTIONAL TRAINING FROM TAM

The City has an option. We estimate that the completion of the tasks will require all of the budgeted dollars to complete. The City can either remove some of the items from the scope and replace with training or the City can fund the training separately from the other items.

Table 1: Oracle Guided Learning Investment Required

Oracle Guided Learning Investment Required		
Activities and Deliverables		
Oracle Guided Learning	<ul style="list-style-type: none"> ❖ COH to purchase an eleven (11) month subscription term for their users (in sync with COH's Cloud license term): ❖ Subscription modules include, but are not limited to, the following: EPM Reporting, Financials, OTBI, Purchasing, Sourcing, Proc Contracts, Project Financials, Project Contract Billing, Expenses, Supplier Portal, Proc Self Service, Grants Mgt, HCM Base, Payroll, Time and Labor, Learning, HCM Help Desk, Performance Mgt, Goal Mgt, Recruiting, Planning and Budgeting ❖ Onboarding Session ❖ Dedicated Customer Success Manager 	\$47,697
Total Price for OGL:		\$47,697

Table 2: Oracle Fusion (HCM) Investment Required

HCM Investment Required		
Activities and Deliverables		
Training Needs Assessment	<ul style="list-style-type: none"> ❖ For up to three (3) consecutive weeks during HCM implementation, TAM Training will provide up to one (1) consultant to conduct a Training Needs Assessment and build a Training Plan 	\$14,500
Train-the-Trainer Session	<ul style="list-style-type: none"> ❖ Conduct one (1) train-the-trainer session for up to twelve (12) CoH trainers at each session. The session will be up to one (1) day in duration. 	\$3,700
Total HCM Price:		\$18,200

Table 3: Oracle Fusion (ERP) Investment Required

ERP Investment Required		
Activities and Deliverables		

ERP Investment Required		
Training Needs Assessment	❖ For up to three (3) consecutive weeks during ERP implementation, TAM Training will provide up to one (1) consultant to conduct a Training Needs Assessment and build a Training Plan	\$10,700
Train-the-Trainer Session	❖ Conduct one (1) train-the-trainer session for up to twelve (12) CoH trainers at each session. The session will be up to one (1) day in duration.	\$3,700
Total ERP Price:		\$14,400

Table 4: Oracle Fusion (EPM) Investment Required

EPM Investment Required		
Activities and Deliverables		
Training Needs Assessment	❖ For up to three (3) consecutive weeks during EPM implementation, TAM Training will provide up to one (1) consultant to conduct a Training Needs Assessment and build a Training Plan	\$8,800
Train-the-Trainer Session	❖ Conduct one (1) train-the-trainer session for up to twelve (12) CoH trainers at each session. The session will be up to one (1) day in duration.	\$3,700
Total EPM Price:		\$12,500

Table 5: Total Investment Required

Total Estimate Price:	\$92,797
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ASSUMPTIONS

Scope Assumptions

1. This estimate is based on a project start by February 1, 2022, with a six-month duration. Extensions of this duration may increase effort and cost of the implementation.
2. The City Team will be available and can support the proposed timeline.
3. Activities to be performed by Highstreet are as identified in the Project Understanding, Proposed Approach and Methodology Section of this response.
4. If the City chooses to utilize the TAM training, then they will contract separately with TAM for the training to utilize the Guided Learning tools. Due to the COVID-19 pandemic, TAM Training resources will work 100% remotely; therefore, travel costs have not been included. Should the City desire onsite resources, those costs are over and above our quoted price.
5. Specific activities will require the input, review, or participation of the City staff, which typically includes (but is not limited to) requirements gathering, design, working sessions, and day-to-day engagement tasks. The City will therefore make time available and provide Highstreet Consultants access to key users and technical personnel within its organization for this purpose as is defined within this response.

Oracle Application Assumptions

6. The City will maintain an active subscription of Oracle Cloud Applications throughout the duration of the project.
7. The City will provide access to a test environment of the Oracle Cloud Applications that has been recently refreshed from Production for the duration of the project.
8. The implementation will leverage Oracle-provided application documentation for training purposes.

PROJECT TIME SCHEDULE, IF APPLICABLE

Provide a detailed time schedule for this project

Response:

Highstreet is proposing to complete all tasks over a six-month period. Scheduling of individual tasks would be done after addressing priority with the City and their availability to support the tasks.

REQUIRED FORMS

Please see the required forms on the following pages.

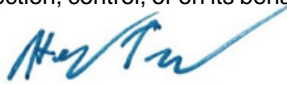
Issue Date

City of Hollywood, Florida
Solicitation # RFP-4691-21-JE

HOLD HARMLESS AND INDEMNITY CLAUSE

(Company Name and Authorized Representative's Name)

, the contractor, shall indemnify, defend and hold harmless the City of Hollywood, its elected and appointed officials, employees and agents for any and all suits, actions, legal or administrative proceedings, claims, damage, liabilities, interest, attorney's fees, costs of any kind whether arising prior to the start of activities or following the completion or acceptance and in any manner directly or indirectly caused, occasioned or contributed to in whole or in part by reason of any act, error or omission, fault or negligence whether active or passive by the contractor, or anyone acting under its direction, control, or on its behalf in connection with or incident to its performance of the contract.



SIGNATURE

Henry Tran

PRINTED NAME

Highstreet

COMPANY OF NAME

12/28/2021

DATE

Issue Date _____

City of Hollywood, Florida
Solicitation # RFP-4691-21-JE

NONCOLLUSION AFFIDAVIT

STATE OF: Utah _____

COUNTY OF: Davis _____, being first duly sworn, deposes and says that:

- (1) He/she is Executive Vice President _____ of Highstreet IT Solutions, LLC _____, the Bidder that has submitted the attached Bid.
- (2) He/she has been fully informed regarding the preparation and contents of the attached Bid and of all pertinent circumstances regarding such Bid;
- (3) Such Bid is genuine and is not a collusion or sham Bid;
- (4) Neither the said Bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Bidder, firm or person to submit a collusive or sham Bid in connection with the contractor for which the attached Bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, firm or person to fix the price or prices, profit or cost element of the Bid price or the Bid price of any other Bidder, or to secure an advantage against the City of Hollywood or any person interested in the proposed Contract; and
- (5) The price or prices quoted in the attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(SIGNED)  _____ Executive Vice President
Title

Failure to sign or changes to this page shall render your bid non-responsive.

Issue Date

City of Hollywood, Florida
Solicitation # RFP-4691-21-JE**SWORN STATEMENT PURSUANT TO SECTION 287.133 (3) (a) FLORIDA
STATUTES ON PUBLIC ENTITY CRIMES**

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS

1. This form statement is submitted to the City of Hollywood, FL
By Henry Tran for Highstreet IT Solutions, LLC
(Print individual's name and title) (Print name of entity submitting sworn statement)
whose business address is 2600 Tower Oaks Blvd, Suite 240 Rockville, MD 20852

and if applicable its Federal Employer Identification Number (FEIN) is 46-2499428 If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement.

2. I understand that "public entity crime," as defined in paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid, proposal, reply, or contract for goods or services, any lease for realproperty, or any contract for the construction or repair of a public building or public work, involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misinterpretation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in an federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that "Affiliate," as defined in paragraph 287.133(1)(a), Florida Statutes, means:

1. A predecessor or successor of a person convicted of a public entity crime, or
2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that "person," as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or any entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

Neither the entity submitting sworn statement, nor any of its officers, director, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

Issue Date

City of Hollywood, Florida
Solicitation # RFP-4691-21-JE

**CERTIFICATIONS REGARDING DEBARMENT, SUSPENSION AND OTHER
RESPONSIBILITY MATTERS**

The applicant certifies that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;
- (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction, violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
- (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default.

Applicant Name and Address:

Highstreet IT Solutions, LLC
 2600 Tower Oaks Blvd. Suite 240
 Rockville, MD 20852


Application Number and/or Project Name:

RFP-4691-21-JE, ERP System Enhancements

Applicant IRS/Vendor Number: _____

Type/Print Name and Title of Authorized Representative:

Henry Tran, Executive Vice President

Signature:  Date: 12/28/2021

Failure to sign or changes to this page shall render your bid non-responsive.

Issue Date


City of Hollywood, Florida
Solicitation # RFP-4691-21-JE

DRUG-FREE WORKPLACE PROGRAM

IDENTICAL TIE BIDS - Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employee that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program (if such is available in the employee's community) by, any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of these requirements.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

	Henry Tran
VENDOR'S SIGNATURE	PRINTED NAME
Highstreet IT Solutions, LLC	
NAME OF COMPANY	

Issue Date

City of Hollywood, Florida
Solicitation # RFP-4691-21-JE

SOLICITATION, GIVING, AND ACCEPTANCE OF GIFTS POLICY

Florida Statute 112.313 prohibits the solicitation or acceptance of Gifts. - "No Public officer, employee of an agency, local government attorney, or candidate for nomination or election shall solicit or accept anything of value to the recipient, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the vote, official action, or judgment of the public officer, employee, local government attorney, or candidate would be influenced thereby." The term "public officer" includes "any person elected or appointed to hold office in any agency, including any person serving on an advisory body."


The City of Hollywood policy prohibits all public officers, elected or appointed, all employees, and their families from accepting any gifts of any value, either directly or indirectly, from any contractor, vendor, consultant, or business with whom the City does business.

The State of Florida definition of "gifts" includes the following:

- Real property or its use,
- Tangible or intangible personal property, or its use,
- A preferential rate or terms on a debt, loan, goods, or services,
- Forgiveness of indebtedness,
- Transportation, lodging, or parking,
- Food or beverage,
- Membership dues,
- Entrance fees, admission fees, or tickets to events, performances, or facilities,
- Plants, flowers or floral arrangements
- Services provided by persons pursuant to a professional license or certificate.
- Other personal services for which a fee is normally charged by the person providing the services.
- Any other similar service or thing having an attributable value not already provided for in this section.

Any contractor, vendor, consultant, or business found to have given a gift to a public officer or employee, or his/her family, will be subject to dismissal or revocation of contract.

As the person authorized to sign the statement, I certify that this firm will comply fully with this policy.

	Henry Tran
SIGNATURE	PRINTED NAME
Highstreet IT Solutions, LLC.	Executive Vice President
NAME OF COMPANY	TITLE

Failure to sign this page shall render your bid non-responsive.