City of Forks

Washington

Request for Proposals

Integrated Municipal Financial Software System

August 30, 2013

Responses due by 5:00 p.m. PST

September 30, 2013

CITY OF FORKS
REQUEST FOR PROPOSALS
INTEGRATED MUNICIPAL FINANCIAL SOFTWARE SYSTEM

Notice is hereby given that the City of Forks is accepting proposals for a City Integrated Municipal Financial Software System. Proposals must be submitted to the Clerk/Treasurer, 500 East Division Street, Forks, WA 98331 no later than **5:00 p.m. PST on September 30, 2013.**

A detailed Request for Proposals for the Integrated Municipal Financial Software System is on file in the Finance Department, and is available to all proposers by calling (360) 374-5412 ext. 240, online at www.forkswashington.org or in person at 500 East Division Street, Forks, WA 98331.

The City will select the successful proposal based upon several evaluation factors; software quality and features, price, vendor's experience, qualifications of key personnel, technical support system and vendor references. The award will then be given to a qualified vendor with the proposal that is the most advantageous to the City.

The City reserves the right to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the proposal. The City reserves the rights to change the RFP schedule, issue amendments to the RFP, cancel or reissue the RFP.

The City also reserves the right to reject any or all proposals at any time with no penalty and to waive immaterial defects and minor irregularities in responses.

The City of Forks is an Equal Opportunity and Affirmative Action Employer. Women-and minority-owned firms are encouraged to submit statements and proposals for this project. Pursuant to Title VI of the Civil Rights Act of 1964, all respondents shall be provided a full opportunity to respond to this request and none shall be discriminated against on the ground of race, color and national origin, or sex in consideration for an award.

The City of Forks
Request for Proposals
Integrated Municipal Financial Software System

This Request for Proposals (RFP) from vendors for an integrated municipal financial software system will be a competitive negotiation process. The City of Forks (City) reserves the right to reject any or all bids and issue another RFP. This RFP does not commit the City to reimburse vendors for proposal submission costs. Price is an important consideration in this process, but not the only consideration. Other factors include software quality and features, vendor's experience, qualifications of key personnel, technical support system and vendor references. Software must be compliant with Washington State Auditor's Budget, Accounting, and Reporting Systems (BARS) for cash-basis municipalities.

LETTER OF INTEREST:
Vendors who wish to submit a proposal are requested to submit a **letter of interest** by mail, fax or e-mail to the RFP coordinator **no later than September 6, 2013**. The purpose of the Letter of Interest is to ensure vendors receive all RFP addenda, answers to questions posed by vendors and other related information. The City will consider this letter as intent to propose only, without further obligation to the vendor.

The letter of interest must designate the officer, employee or agent who will officially represent the vendor for all communications and through the entire process of this acquisition. The following information should be provided for this individual:

Name	Telephone Number
Title	FAX Number
Company Name	E-Mail Address
Mailing Address	

QUESTIONS FROM VENDORS DURING PROPOSAL PERIOD:
Answers to any RFP clarification question posed by bidders during the response period will be sent to all vendors using the address and contact information designated in the letter of interest. Vendors should address questions in writing via mail, fax or e-mail to the RFP coordinator:

Audrey Grafstrom	Telephone: 360 374-5412 ext. 240
Clerk/Treasurer	FAX: 360 374-9430
500 East Division Street	E-Mail: agra.forks@forkswashington.org
Forks, WA 98331	

TIMELINES:
Proposals must be received by the City no later than September 30, 2013. While it is anticipated that notification of acceptance of proposal will be announced no later than October 29, 2013, the City reserves the right to reject all proposals and make no award.

GENERAL INFORMATION:

The City of Forks is located on the Olympic Peninsula in Clallam County and has a population of 3,532. The City provides water and sewer utilities, street maintenance and improvement, police and jail services, parks, planning, airport services, commercial rental properties and general administrative and financial services. The accounting policies of the City conform to the Budgeting, Accounting and Reporting System (BARS) for Cash Basis local governments prescribed by the State Auditor and has a current annual budget of $3.9 million.

Current Software:	ASP (Applications Software Product)
Current Modules:	Budget System, Utility Billing, Miscellaneous Billing, Payroll, Receipting System, Fixed Assets, General Ledger, Vouchering (Accounts Payable)
Current Users:	4 Concurrent
Other data systems:	MS Excel for bank reconciliations and reporting, Sensus Technologies for meter reading
Utilities Accounts:	Water and sewer, active accounts (billed monthly) approximately 2,000
Payroll:	30 employees; paid twice monthly
Miscellaneous AR:	50 accounts

SOFTWARE SYSTEM GENERAL REQUIREMENTS:
Server software must be compatible with Microsoft Windows Server 2008 R2 64-bit. Client software must be compatible with both 32 and 64-bit versions of Microsoft Windows 7 SP1, as well as Microsoft Windows XP SP3. In addition to a finance staff of four, the financial software system should allow additional users access to generate reports at any given time. The system must produce year-end financial reports compliant with the Washington State Auditor's Budgeting, Accounting and Reporting Systems. It must also produce standard on-demand, monthly and annual managerial reports.

The system should provide solutions for the following functions:
1. Receipting
2. General Ledger
3. Budgeting
4. Utility Billing
5. Accounts Payable
6. Payroll
7. Fixed Assets
8. Miscellaneous Billing
9. Treasury, Cash and Investment Reporting & Reconciliation
10. Interface for Sensus Technologies Hand-held AutoRead Software

PROPOSAL FORMAT:
   To help support the evaluation process, proposals should adhere to the following format.

Title Page:

The title page shall include the company name, address, contact name, e-mail address and telephone number to call for information regarding the proposal.

Cost Summary:

The first section shall provide a cost summary of all expenses. **Please provide one price quote for the entire system and a separate quote for each separate module.** The cost summary should include any costs for installation, training **and migrating current data from ASP**. Also include the annual maintenance and license fee along with standard indexing associated with the fee. Indicate the length of time over which your price quote applies. If enhancements are required to accommodate a specific task identified in the vendor qualification questions, please identify the cost of such enhancement. **All** anticipated costs to the City, including tax shall be identified and itemized.

Executive Summary:

The second section shall provide an overview of the proposal. It should include any points the vendor wishes to highlight, as well as any relevant conditions or restrictions.

Company Profile including References:

The third section shall provide a profile of the company, including the number of employees and their locations and a list of key personnel with their years of experience. Please provide a list of municipalities or public utilities that use your system, along with names and phone numbers of at least five individuals who can be contacted as references.

Software Qualifications:

The fourth section shall provide responses to the software qualification statements included in this request for proposals.

Additional Information:

Subsequent sections may be used to present any additional information pertinent to the proposal process.

SOFTWARE QUALIFICATION STATEMENTS:
Please respond to the software qualification statements in the following format:

Enter "Y" if the item is included as part of the standard system package.
Enter "N" if the item is not available.
Enter "M" if the system requires modifications to meet this specification. Please identify the estimated cost of any required modifications.

If additional pages are necessary, please feel free to attach them to your proposal. You may also include pre-printed product literature regarding your system(s).

System Environment (Pertains to All Modules)

1. **Single Input**: System facilitates entry of data one time. Duplicate entry of data is not required.

    ⎯⎯⎯⎯⎯

2. **Client/server**: System is a client/server application.

    ⎯⎯⎯⎯⎯

3. **Windows Based:** The system uses a Microsoft Windows operating environment.
    Specify which version(s) of Windows your system supports:

    ⎯⎯⎯⎯⎯

    ⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

4. **Real Time Information:** The system is real time and does not use batch processing.

    ⎯⎯⎯⎯⎯

5. **Forecasting:** Users are able to forecast required resources based on current, actual data.

    ⎯⎯⎯⎯⎯

6. **Report Writer**: The system provides report writer functions for generating custom reports from system information.

    ⎯⎯⎯⎯⎯

7. **User Guides**: System and user documentation manuals are provided for each subsystem.

    ⎯⎯⎯⎯⎯

8. **Compatibility:** Data and reports can be exported.
    If yes, please list exportable file formats:

    ⎯⎯⎯⎯⎯

    ⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

9. **Functionality:** The system employs drill-down capabilities for transaction detail.

    ⎯⎯⎯⎯⎯

10. **Restrictions:** The system is capable of handling an unlimited number of accounts.

    ⎯⎯⎯⎯⎯

11. **User Group Meetings:** Vendor currently sponsors regular user group meetings.
    Frequency:⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

    ⎯⎯⎯⎯⎯

    Current Registration Fee:⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯
    Location of last three meetings:⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

12. **Demonstration:** If requested, vendor will provide a demonstration in order to confirm the proposal responses and allow the City to more fully evaluate the product.
    If yes, please specify whether on-site, online or both:

    ⎯⎯⎯⎯⎯

    ⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

13. **Training:** Vendor will provide comprehensive on-site training prior to or during conversion. _____

14. **Support:** Vendor provides technical support online and via toll-free telephone number.
Hours of technical support availability: _____

 _____

15. **Security:** The system employs encrypted password protection for users and groups. _____

16. **Access:** Module access and transaction processing can be restricted by user or group. _____

17. **Audit Trail:** The system generates audit trail history (data changes detailed by time, date, workstation and user). _____

General Ledger

1. The system provides the use of accounts that reflect revenue, expenditure and encumbrance activity totals. _____

2. The system provides for centralized account management. _____

3. The system interfaces to Bank Reconciliation, Accounts Payable, Utilities, Miscellaneous Billing and Payroll. _____

4. Accounts can be added in years other than the current fiscal year. _____

5. The system allows at least 13 periods per year with open periods. _____

6. The system allows unlimited number of years of detail information.

 _____

7. The following reports are available:
   Trial Balance _____
   Current encumbered/unencumbered balances _____
   Detail of transactions by account/object code _____
   Revenue & expense detail by account _____
   Revenue & expense summary _____
   Cash Flow Statements _____
   Detailed account code history – multiple years _____
   Accounts Payable paid and unpaid _____

8. Reports can be generated for each individual fund. _____

9. Selective accounting information is available:

By account   _____

By period   _____

By date range   _____

By fund account   _____

By department, sub-department and object code   _____

10. Reports can be rerun for periods other than the current period. _____

11. The system supports the Cash Basis accounting method. _____

12. Entries can be reversed and deleted automatically. _____

13. Entries are tracked as to:
    Transaction date & time _____
    User performing entry _____

14. The system allows unlimited number of journal entries. _____

15. The system provides online screen inquiry including unlimited history. _____

16. The accounting period can be "locked" after closure occurs so inadvertent changes cannot be made. _____

17. The system provides year-end annual reporting for:
    Balance sheet _____
    Operating statements _____
    Cash flow statements _____
    Washington State Reports (C-4, C-5, Schedules 1, 7, 11, 16)
        Electronic filing format _____
        PDF format _____

18. The system supports the BARS chart of accounts. _____
    How many funds can the system manage?_____
    How many user-defined chart of account components?
    _____
    How many characters are available in the chart of accounts?
    _____

19. The system allows accounting periods other than the City's fiscal year for projects and grants. _____

Budgeting
1. The budget system provides forecasting (using different methods) of current-year ending balances based on current year-to-date data. _____

2. The budget system allows creation of next year's budget using different methods.   _____

           Percentage of increase or decrease of current budget year _____

           Using the current budget for the new budget year _____

3. The budget system allows importing of salary and benefit data from the payroll system. _____

4. Authorized users can modify a single line item, ranges of items or the entire file based on parameters entered after the budget has been created. _____

5. The system allows for budget amendments and maintains the original budget and the amended budget. _____

6. Fund balances can be separated into multiple subaccounts. _____

7. Multi-year project budgets can be integrated into the annual budget.

    _____

8. The system provides the budget in tabular format in accordance with state requirements. _____

Accounts Payable/Purchasing

1. The system provides multiple means for inquiry of vendor records. _____
If yes, please list: _____

    _____

2. The system assists in preparing W9 requests. _____

3. The system tracks whether or not vendors require 1099s. _____

4. The system prints 1099s at year-end for vendors requiring them. _____

5. The vendor information can include contract limits. _____

6. The system allows users to cancel invoices. _____

7. The system allows users to cancel/void checks. _____

8. The system allows for an unlimited number of vendors. _____

9. The system accommodates the use of temporary vendors. _____

10. The system allows for an unlimited number of years of history. _____

11. The system allows users to work in both current and future periods. _____

12. Accounts Payable interfaces with the other systems such as: GL, Budget, and Cash Receipting and directly effects account codes. _____

13. The system supports both check and voucher printing. _____

14. The system can verify budget status prior to accepting a transaction.

15. The system provides check reconciliation capability. _____

16. The system can track purchase orders. _____

17. The system tracks vendor invoices and warns against duplicate payments. _____

18. The system supports recurring entries (i.e. biweekly, monthly). _____

19. The system generates a payment approval list for committee approval. _____

20. Users can access vendor history by invoice or check information. _____

21. The system provides history drill-down to include: vendor, invoice, check information and GL account number. _____

22. The system can accommodate wire transfer of funds. _____

Cash Receipting
1. The system provides centralized collections. _____

2. The system distributes receipting information to:
   General Ledger _____
   Utility Billing _____
   Miscellaneous Billing _____

3. The system provides integration to an electronic cash drawer system with receipt printing. _____

4. The system provides collection of all methods of payment at one location. _____

5. The system tracks all entered payments through one centralized customer listing. _____

6. The system provides cash-out capabilities for balancing each operator. _____

7. The system provides the ability to define payment mode and provide daily deposit cash, check, and credit card composition.

8. The system can print a cash receipt on demand.

9. Users can view transactions in a cash receipts inquiry.

10. The system can process online payment transactions.

11. The system allows more than one transaction per receipt.

12. The system allows for credit/debit card payment processing.

13. The system allows an unlimited number of accounts or transaction codes.

Payroll
1. The system supports standard user-defined salary tables.

2. The system supports part-time and hourly employees with pro-rated benefits.

3. The system accommodates employees with unusual shifts.

4. The system supports multiple pay rates/positions for a single employee.

5. The payroll system is integrated with the GL and budget.

6. The system automatically tracks accrued time earned and used for:
    Holidays
    Personal Holidays
    Vacation
    Sick Time
    Comp Time (earned at 1.5 or 1.0 & used at 1.0)
    How many user defined accruals? _____

7. The system supports multiple pay periods.

8. The system supports the State PERS/LEOFF retirement program requirements.
    Provides account setup for PERS 3 contributions.
    The system supports online payments of benefits.

9. The system generates all Federal and State reporting requirements.
    (W2 statements, 941 reports, L&I, state employment security

and/or other quarterly/annual reports)

10. The system supports an unlimited number of years of history. _____

11. The system can distribute employee salary to multiple funds and accounts. _____

12. The system can support labor unions or other groups for:
  Deduction
calculations _____

  Longevity _____
  Reporting _____
  Deferred compensation _____
  Payroll contributions such as L&I and state employment
  security payments _____
  Taxable life insurance _____

13. Tax tables are automatically updated. _____

14. Tax tables can be maintained and updated by the user. _____

15. The system supports direct deposit of payroll. _____

16. The system allows daily, weekly or monthly time entry. _____

17. The system interfaces with a time clock. _____

18. The system supports on-line entry of time by employees. _____

19. The system generates reports (i.e. unemployment, retirement, L&I, etc.) that will total hours and/or pay by the calendar month or quarter regardless of pay period end date. _____

20. The system automatically calculates overtime pay in accordance with the Fair Labor Standards Act (FLSA). _____

Utility Billing
1. The system supports multiple billing cycles.
  Monthly billing _____
  Bi-monthly billing _____
  Mixture of monthly and bi-monthly _____
  Budget billing _____
  Final billing _____

2. The system supports an unlimited number of customers/accounts. _____

3. The system supports an unlimited number of billing categories and unlimited rates per service. _____

4. The system allows multiple rates per account. _____

5. The system can generate work orders (i.e. connections, disconnections). _____

6. The system is integrated with:
    GL/Financials _____
    Cash Receipting _____
    Budget _____
    Accounts Payable (refunds) _____
    Fixed Assets (meters) _____

7. The system supports hand-held/radio read meter reading devices. _____
    What kind? _____
    How many meters? _____

8. The system has a meter inventory. _____

9. The system supports user defined bill calculations. _____

10. The system can prorate billings. _____

11. The system allows special charges. _____

12. The system can support an unlimited number of years of billing information. _____

13. The system can automatically generate credit refunds. _____

14. The system allows an unlimited number of notes per account. _____

15. The system accommodates internet bill delivery and payments. _____

16. The system accommodates low-income or other discounts. _____

17. The system prints shut-off notices. _____

18. The system has a separate "Meter Screen" listing:
    Route number _____
    Sequence number _____
    Meter serial number _____
    Installation date _____

Manufacturer code _____

Meter size _____

Number of digits _____

ERU, status code, type of meter _____

Radio read capability (MXU-ID, Reg-ID, longitude and latitude) _____

How many user defined meter fields? _____

19. The system provides adjustments to accounts for:
    Misreads _____
    Leaks _____
    NSF checks _____
    Transferring payments from one account to another _____

20. The system can bill more than one customer per account. _____

21. The system can produce "dunning" letters. _____
    Door hangers _____
    Reminders _____

22. The system has a separate "Lot Screen" listing:
    Service location _____
    Lot number _____
    Parcel number _____
    Inside/outside City code _____
    Lot size _____
    Buildable/impervious/developed lot size _____

23. The system supports postal bar coding with current and future postal requirements. _____

24. The system accommodates exporting data to a third party printer. _____

Miscellaneous Billing

1. A Miscellaneous Billing Module is available separate from utility billing. _____

2. The system supports an unlimited number of customers/accounts. _____

3. The system allows customized invoice creation. _____

4. Invoices contain a customizable note field for messages to customers. _____

5. Invoices can be "memorized" as recurring transactions. _____

6. The system provides reminders for invoice generation. _____

7. The system provides aged accounts receivable reports separate from utility accounts. _____

Other
(Respond to these items in a narrative.)
1. If your system includes a Fixed Asset Module, please briefly describe its features.

2. Please describe the data backup and restore procedures for the system.

3. Please describe the delivery and installation process for system updates.

4. Please describe how your report writer works and indicate if it is provided by another entity or not.

5. Briefly describe how you conduct product testing and explain how it will ensure the module is ready for production.

6. Please describe the security provisions of your system.

7. Please describe the hardware requirements necessary to operate your system, including printers and data backup devices.

8. Describe whether or not preprinted forms are required or if the system can generate standard forms and if so, list the forms (i.e. utility bills, vouchers, W-2s, 1099s).

9. Please provide staff hourly rates for additional work outside the scope of any contract should you be selected (i.e. professional services, annual report preparation).

10. Specify the amount of training time you anticipate providing should you be selected.

11. Please describe your experience with migrating ASP data to your system and the extent of involvement that will be provided by your staff in preparing existing data for migration.

TERMS AND CONDITIONS:

The following terms and conditions apply to this RFP and are not inclusive of all terms and conditions in the final contract.

Installation: The system shall be installed in a timely manner according to a mutually agreeable schedule.

Business License and Taxation: The successful vendor must hold valid business and professional licenses and registrations that may be required by the State of Washington.

Insurance Requirements: The vendor awarded the contract will be subject to the City's requirements for insurance reflecting the minimum amounts and conditions as defined by the City.

Proposals – Public Information: The City will attempt to protect legitimate trade secrets of the vendor. Any proprietary information contained in the vendor's proposal must be clearly designated and shall be labeled with the words "Proprietary Information". Marking the entire proposal or any one or more of the major sections as proprietary will be neither accepted nor honored.

The vendor should be aware that the City is required by law to make certain records available for public inspection with certain exceptions. The vendor, by submission of materials marked proprietary, acknowledges and agrees that the City will have no obligation or liability to the vendor in the event that the City must disclose these materials.

Copyright and Confidentiality: Selected vendor shall maintain strict privacy of all City records, data and files (regardless of media), including any copyrighted material received from the City.

Litigation/Jurisdiction/Venue: Any and all such court action shall take place and be vested solely in the Superior Court of Clallam County, State of Washington unless agreed to otherwise in a separate agreement.

Payment: The City will pay invoices submitted by the selected vendor as progress is made on the implementation project and agreed upon service stipulated in the final agreement. Prior to payment, invoices will be reviewed to determine if billing is reflective of actual agreed upon project progression and performance. Upon acceptance of the billing by the City's RFP Coordinator the payment will be processed and submitted to the vendor. Payment terms must adhere to the State of Washington codes and regulations.

Satisfaction of the City Attorney: The acceptance and subsequent award of a submitted proposal shall be at the review and satisfaction of the City Attorney and the Mayor.

Choice of Laws: The contact/agreement shall be subject to and interpreted pursuant to the laws of the State of Washington.

Warranties: All warranties must be clear, concise and in writing. Warranties shall cover all individual modules, supplied or created interfaces, and any ancillary products that are purchased from the awarded vendor. In addition, the awarded vendor will warrant and guarantee the seamless integration and interface of modules proposed herein. Bidders must warrant to the City that software specifications, capabilities, and performance characteristics

are as stated in the proposal and accompanying documentation. Submission of a proposal will represent your agreement to these conditions.