City of Stanwood

10220 270th Street NW
Stanwood, Washington 98292
(360) 629-2181 Phone
(360) 629-3009 Fax

July 6, 2011

RE: Request for Proposals (RFP) – Financial Management Software

The City of Stanwood is requesting proposals for a replacement municipal financial management software system. The City will select the successful proposal based upon several evaluation factors; including features as outlined in the RFP; effective integration of modules; company stability; conversion; training and implementation plan; technical support; and price.

To receive a word format document contact the Finance Director at crystil@ci.stanwood.wa.us or by phone at (360) 629.2181.

If you are interested in responding please submit one (1) original with signature, 4 copies, and 1 electronic version of the Requirements section in MS Word format in a sealed envelope addressed to:

Financial Management Software RFP

Crystil Robinson, Finance Director
City of Stanwood
10220 270th Street NW
Stanwood, WA 98292

<u>Deadline for submittal is 5:00 p.m. Friday, August 12, 2011</u>. All responses will be evaluated and judged based on the degree to which the vendor is able to meet the needs of the City as determined by the City.

The City of Stanwood reserves the right, in its sole discretion, to accept or reject any proposal or to make counteroffers thereto.

Thank you for your time,

Crystil Robinson
Finance Director
CITY OF STANWOOD

City of Stanwood

Request For Proposal

FINANCIAL MANAGEMENT SOFTWARE

Financials, Payroll, Human Resources,
Business Licensing, Utilities,
and Specialty Permitting System

Note: Responses to this RFP are due by August 12, 2011

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Section 1 – Project Overview

The City of Stanwood is requesting proposals for a replacement Municipal Financial Management Software System. Currently the City of Stanwood is using the Windows based ASP software system version 2.0.00. The desired Municipal Financial Management Software System would be a turn-key system to provide electronic solutions for accounting, budgeting, cash receipting, utility billing, payroll, with the ability to import or export data directly to State/Federal reporting systems and with the ability to interface with other departments that collect fees for permits, passports and other services provided. The City may also be interested in additional modules for human resources, project accounting, local improvement districts (LIDs), permitting, misc billing, purchase orders, fixed assets, business licensing, work order and supplies tracking.

The City of Stanwood is the northernmost city located in Snohomish County, 25 miles north of Everett WA, 40 miles south of Bellingham WA, with a vibrant commercial retail base and a stable population of approximately 5,700. The City provides police, fire, public works, planning and building, water, sewer and drainage utilities, street, parks and recreation, library and administrative services.

GENERAL PROPOSAL REQUIREMENTS

- Vendors will be required to submit their proposals on the forms provided by the request for proposal (RFP) and pricing amounts will be detailed by module.
- Pricing should include broken out detail on all costs related to software, required hardware, conversion of existing data, installation, training, final implementation and annual support costs.
- Vendors who choose to submit a joint RFP by combining various software packages, must submit a single RFP detailing the responsible vendor for each module.
- Vendors selected by the City shall provide a demonstration of programs proposed during the post RFP evaluation process.

The City will select the successful proposal based upon several evaluation factors: including features as outlined in the RFP; effective integration of modules; company stability; conversion, training and implementation plan; technical support; and price. The selection of finalists and the final award will be decided based on the proposal submitted by a qualified vendor that best meets the needs of the City as determined by the City. The City reserves the right to reject any or all proposals.

The City of Stanwood is looking for a Municipal Financial Management Software System and vendor that will provide:
- full integration between financial modules, open integration with other systems
- complete BARS compliance as defined by the WA State Auditor's Office, State of Washington, under RCW 43.09.200
- Compatibility with MS Office tools
- single entry of information (with use in multiple modules),
- Windows client, ease of use, ability to view increasing levels of account detail on screen,
- Web based public access for licenses, utility payments and human resources,
- real-time processing, ease of real time backup, transactional database
- user customization of fields, reports
- easy export of all data for analysis,
- reliable and responsive support, company growth and stability,
- Deployment of software to similar sized cities.

Section 2– Project Scope and Current Systems

The RFP defines 7 (seven) required modules. The City under general selection criteria of product, service, reputation, and pricing will review required modules. The City reserves the right to procure "possible" items as separate decisions.

The needs of the City are broken down into the following system groups:

General Financial Modules	Possible Modules
1. General Ledger	8. Fixed Asset Tracking
2. Budget Preparation	9. Business Licensing
3. Accounts Payable	10. Human Resources
4. Accounts Receivable	11. Project Accounting
5. Cash Receipting	12. Purchase Orders
6. Payroll	13. Local Improvement District (LID)
7. Utility Billing	14. Work Order / Service Tracking
	15. Equipment Rental & Repl. (ER&R) Service
	16. Building Permits

City's Current Financial Management System

The City operates the budgetary accounting software of ASP including modules for general ledger, accounts payable, cash receipting, payroll, and utility billing. The current permit tracking software is called Black Bear PTwin system and does not integrate with the City's financial modules.

Current Software Products and Need for Data Conversion

Description	Current Software	Data Conversion Needs
General Ledger	ASP	GL Chart of Accounts, historical financials
Budget Preparation	ASP / MS Office apps	None
Accounts Payable	ASP	Vendor master file
Accounts Receivable	MS Office apps	None
Cash Receipting	ASP	None
Payroll	ASP	Employee master file, payroll and position history
Utility Billing	ASP	Master account information, services and open balances, billing and payment history

Description	Current Software	Data Conversion Needs
Possible Modules		
Business Licensing	WA State	None
Fixed Asset Tracking	MS Office apps	None
Building Permits	Black Bear PTwin	None
Human Resources	MS Office apps	None
Project Accounting	MS Office apps	None
Purchase Orders	MS Office apps	None
Local Improvement District (LID)	MS Office apps	None
Work Order/Service Request Tracking	MS Office apps	None
Equipment Rental & Replacement (ER&R)	MS Office apps	None

Desired Module Data Distribution and Interface

(For required and possible modules)

	General Ledger	Budget	Accounts Payable	Accounts Receivable	Receipting	Payroll	Utility Billing	Fixed Assets
Accts Payable	X	X						X
Accts Rec.	X	X			X		X	
Cash Receipt.	X	X		X			X	
Payroll	X	X						
Utility Billing	X			X	X			
Bus. License	X			X	X			
HR	X	X				X		
Project Acct.	X	X	X	X	X	X		X
Purchase Orders	X	X	X					X
LIDS	X			X	X			
Work Order / Service Req.	X		X			X		X
ER&R	X		X			X		X
Building Permits	X			X	X		X	

City's Current Annual Activity Level

Stanwood is a built-out City. Limited growth of population will be through housing in-fill or increased density. The growth in the number of City employees and system users will be minimal.

ITEM:	ACTIVITY LEVEL
Estimated number of General Ledger accounts	2,200
Estimated annual number of Cash Receipt transactions	19,000
Estimated number of Payable checks Issued	1,600
Number of utility accounts	2,500
Active employees	41
Est number of P/R checks issued	1,100
Estimated number of annual business licenses	500

Estimated Users:
    Financial Modules
    Department Directors (View Only)
	7
	5

System and Network Requirements

The system should be capable of running either standalone on a Windows Server 2003/ Windows Server 2008 R2 machine or in a virtualized environment and/or with other databases and applications running on the same machine.

Client software must be able to run on Windows XP, Vista and WIN7 clients. The system must support a hierarchal security structure with internal security access controls to various modules. The system should be fully integrated with Microsoft Active Directory.

Preference will be given to systems that are able to run as a whole system in a shared virtual environment using MS SQL and web browser technologies.

Please explain additional hardware needs/differences if any with as much detail as possible, as part of the vendor response.

System should allow backup software to backup the database while online and in use.

Standard Windows network printers must be supported without requiring specialized drivers. Electronic Forms should be supported on copiers and printers using PCL language.

Section 3– Project Timeline

The objective of this RFP is to solicit proposals from vendors that can provide an integrated, fully developed, and previously implemented Financials, Payroll and Human Resources, and Utilities. The City would consider a system with a web-based development strategy to reduce support and deployment costs that could reduce the learning curve and improve flexibility.

Tentative Acquisition Timeline

The City intends to complete the selection process using the following schedule. However, the City reserves the right to adjust or reschedule milestones as necessary. Any changes to the schedule will be posted on the City's website.

Release Request for Proposal	July 6, 2011
Vendor Questions Due	July 27, 2011
Answers to RFP Questions E-mailed and posted on City Web-site	August 1, 2011
Vendor Proposal Responses Due	**Submittals are to be received by 5:00 pm Friday, August 12, 2011 at the Stanwood City Hall**
Finalists Notified/Vendor Short List Released	August 19, 2011
Vendor Demonstrations Complete	August 31, 2011
Vendor Reference Checks Complete	September 2, 2011
Final Selection	September 9, 2011
Contract Awarded / Council Approval	September 22, 2011
Implementation, test setup / Training Begins	October 3, 2011
Production go live	January 1, 2011

Section 4 – Vendor Instructions

Proposal Responses. The City must receive responses to this RFP no later than the date specified in Section 4. Proposals received after the due date will not be accepted. No additional time will be granted to any vendor unless by addendum to this RFP. Vendors must submit one 1 original with signatures, 4 copies, and 1 electronic version of the Requirements section in <u>MS Word format</u> to the following address:

Crystil Robinson, Finance Director
10220 270th Street NW
Stanwood, WA 98292
Ph: 360-629-2181
Fax: 360-629-3009

Proposal Response Format. The RFP response should adhere to the following format:

Section	Title	Contents
Section 1	Executive Summary	Overview description of proposed solutions, vendor experience, and contact information (one page).
Section 2	Requirements	Completed Requirements documents (Section 5) in MS Word format. The vendors should provide a ranking as described in Section 5. Vendors must also provide a short description of how each functional requirement can be supported with the software.
Section 3	Pricing	Estimates that include pricing for software, maintenance, and implementation services, which includes installation, configuration, training, and data conversion (list amount of data to be converted for each system). Use Detailed Bid Response from the RFP Appendix B.
Section 4	Implementation Methodology	A summary of implementation methodology that includes a detailed boilerplate implementation plan (limit 15 pages). Include a proposed plan for implementation of modules in a phased approach.
Section 5	Support Strategy	Description of strategy to support ongoing training and usability of the system after initial implementation as well as remote support services available.
Section 6	Other Information	A. General Information and Overview (Appendix A.) B. Client Reference List (Appendix C) C. Copy of vendor contract to be used for software license, services, and maintenance.

Section	Title	Contents
		D. Exceptions to Stanwood's RFP.
		E. Copy of standard escrow agreement.
		F. Other information that may provide value to the evaluation of your software.

Vendors that deviate from this format may be deemed unresponsive. Proposals should be prepared simply, providing a straightforward, concise delineation of the capabilities necessary to satisfy the requirements of the RFP. Elaborate promotional materials should not be submitted at this time. Emphasis in the proposals should be on completeness, clarity of content and adherence to the presentation structure required by this RFP and not on volume. Costs for developing proposals in response to the RFP are the obligation of the vendor and are not chargeable to the City. All proposals and accompanying documentation will become the property of Stanwood and will not be returned.

Pre-Submittal Questions. There will be no pre-bidders conference. Questions regarding the RFP may be submitted to the City of Stanwood by July 27, 2011 (or via email) at info@ci.stanwood.wa.us.

The list of submitted questions with their respective answers will be posted to the City's website located at www.ci.stanwood.wa.us by August 1, 2011.

RFP Amendments. 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 right to change the RFP schedule or issue amendments to the RFP at any time. The City of Stanwood also reserves the right to cancel or reissue the RFP.

Rejection of Proposals. The City reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the City of Stanwood.

Proposal Validity Period. Submission of a proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the City of Stanwood and the successful vendor.

Disclaimer. The City reserves the right to share, with any consultant of its choosing, the RFP and any resultant proposals in order to secure expert opinion.

Non-Obligation. Receipt of proposals in response to this RFP does not obligate the City of Stanwood in any way. The right to accept or reject any proposal shall be exercised solely by the City of Stanwood. The City of Stanwood shall retain the right to abandon the proposal process at any time prior to the actual execution of a contract with a vendor, and the City of Stanwood shall bear no financial or other responsibility in the event of such abandonment.

Public Disclosure. All materials provided to the City of Stanwood by Vendors are subject to State and the City of Stanwood's public disclosure laws.

Section 5– Vendor and System Requirements

This section includes the vendor, technical, and functional requirements to be evaluated in this RFP. The Requirements section will become Section 2 of your RFP response. This is not a comprehensive list of all of the City's requirements, but includes the key requirements that will be used to evaluate the RFPs and will be included as part of the signed contracts. Responses to each line item should be concise and straightforward.

The City expects vendors to respond in a factual manner, clearly identifying software that is fully released, in testing, or slated for future release for each functional requirement. Vendors must provide a rating for every item. If the requirement does not pertain to the proposal being submitted, enter "N/A". If a submitted RFP includes blank responses the document may be considered in violation and rejected. Use the following rating system to complete the RFP and evaluate the requirements and include a brief description of how the software supports the stated requirement.

Rating	Definition
4	**Standard and available in the current release.** Software fully supports this requirement. No customization or modification is required.
3	**Meets requirement with minor configuration or modification.** Vendor configuration is required, vendor maintains the application on upgrade paths. Testing and production of modifications will be completed by implementation date. Show any costs for the modification.
2	**Available with 3rd party software application.** Indicate name of the application recommended and number of installs jointly completed.
1	**Does not meet requirement and requires substantial system modification.** Indicate timing required and estimated cost of modification.
0	**Not available.** Software will not meet requirement.
F	**Future Release.** Requirement will be available in future release. Indicate anticipated release month and year.

REQUIREMENTS OF ALL MODULES

Description	Rating	How is requirement accomplished?
General System Requirements		
1. Complete on-line help function.		
2. Integrated online help with errors and corrections display		
3. Multiple-users can work in the same module simultaneously		
4. Drill down from reports, queries, or screens from summary to transactional detail		
5. Capable of receiving credit card payments and meets PCI (Payment Card Industry) requirements		
6. Interfacing efficiency with the City's existing server and workstation platforms		
7. Support services to all City personnel PST 8/5/365		
Data Structure		
1. Interface with similar data in other modules (see table on page 5)		
2. Import and export data for user controlled manipulation in ASCII and also in formats compatible with Microsoft Office and ArcGIS.		
3. Preference for MS SQL; or ODBC compliant database; no proprietary databases		
4. Unlimited user defined fields that can be accessed through queries and reports		
5. Directly link to external documents such as spreadsheets, word processing documents, and ArcGIS.		
6. Encrypt database both in transit and at rest.		
Accounting Principles		
7. Multiple year history to be maintained online.		
8. Real time, no batch processing in every module		
9. Calculate interest and late fees for billing		
Auditing Capabilities		
10. View history of who has accessed, created, or modified each data entry item		
Access Controls		
11. Use network logon credentials and MS Active Directory to assign permissions		
12. Role based security where users can be assigned to multiple roles.		

Description	Rating	How is requirement accomplished?
Modify, view, or restrict access controls		
13. Report on unauthorized access to data classified as sensitive (i.e. containing Social Security, bank account, or driver license numbers)		
Query capabilities		
14. Conduct searches, post transactions, and generate reports at all levels of the account structure by fiscal year, month, calendar years, or any user defined date.		
15. Perform keyword, wild card, and multiple field queries.		
16. Save queries and make saved query available to other users		
Reports		
17. Report writer (propriety or licenses for a program such as Crystal Reports)		
18. Generate and save custom reports from queries or system-generated data		
19. Customizable templates for common reports		
20. Create mailing labels		
21. Report criteria selection via drop downs, queries, or pick lists		
22. View reports online		
23. Export reports to an ASCII file, spreadsheet, word processing application, or ArcGIS.		
24. Directly e-mail a report		
25. Historical reporting for up to five years of prior financial data.		
Printing		
26. Display reports to the screen		
27. Direct printing of customer bills or the creation of an ASCII file of billing information to be sent to an outside bill printer.		
28. Printing to non-proprietary forms and labels		
29. Accommodate bar code printing and scanning of customer bills.		

REQUIRED MODULES

1. General Ledger

The General Ledger is considered to be the core or foundation upon which all other modules are built.

Description	Rating	How is requirement accomplished?
Structure and Accounting Principles		
1. Account structures must comply with the Washington State Budgeting Accounting Reporting system (BARS). In the BARS structure an eighteen (18) digit code accommodates the various transactions. The chart of accounts should allow the user complete control over structure.		
2. The system should be consistent with General Accounting Standards Board (GASB)		
3. Affords various views of the General Ledger (fund, department, project, account, etc.)		
4. Ability to move from a GL account to specific transactions affecting the account (drill- down capabilities).		
5. Ability to conduct searches, post transactions, and generate reports at all levels of the account structure by fiscal year, month, calendar years, or any user defined date.		
6. Supports cash basis, accrual basis, year-end accrual basis, or any combination thereof.		
7. Supports unlimited number of funds.		
8. Allow at least 13 periods per year with open periods.		
9. Ability to lock the previous year after year end closure to avoid inadvertent changes.		
10. Ability to lock the previous month after month end closure to avoid inadvertent changes.		
11. View history of who has accessed, created, or modified each data entry item		
12. Automatic Journal Entry reversals		
13. Automatic year-end closing without loss of detail.		

2. Budget Preparation/Integration

The City currently prepares an annual budget. The City desires a budget module that is integrated to core financial modules. This should include multi-year budgeting. The module should include: the ability to generate baseline budgets based on prior year budget less one-time expenditures and adjusted for inflation, ability to track changes, generate overhead calculations, what-if scenarios, and other forecasting methods.

As with most Washington municipalities, the budget preparation is the focal point of financial planning and authorization for the delivery of municipal services. The City prepares the budget at a detail (object) level, with presentation to City Council and public at different levels of detail.

Description	Rating	How is requirement accomplished?
1. Ability to generate an annual and biennial budget.		
2. Ability to create global changes under a variety of methods such as percentages, fixed amounts, and by a user defined formula.		
3. Support multiple budget versions (i.e. original, amended, adopted, etc.)		
4. Ability to directly link to spreadsheet and/or word processing documents.		
5. Multiple departments can update their budget information simultaneously.		
6. Integration to Payroll and Human Resource modules to support salary and benefit budgeting.		
7. Online view of reports.		

3. Accounts Payable

Primarily, the City uses a de-centralized purchasing system. Requests for goods and services are generated in the various departments. The City does not use purchase orders. Checks are issued for payment.

Description	Rating	How is requirement accomplished?
1. Track aging items and other exceptions.		
2. Support one-time vendor override payments. Allow for simplified temporary vendors directly from transaction input process.		
3. Recurring payables processing		
4. Vendor discount management.		
5. Access vendor history by vendor name, vendor number, invoice date, check date, and BARS Codes.		
6. Support vendor retainage.		
7. Block duplicate invoice processing, with ability to override		
8. Multiple invoices per check.		
9. Laser check/voucher printing.		
10. Supports 1099 reporting requirements. 1099 management to the invoice line item level; not just the vendor or the invoice.		
11. Integrates with other systems such as: General Ledger Fixed Assets Cash receipting (refunds)		
12. Check reconciliation system.		
13. Payment approval list generated for City Council approval.		
14. Electronic payment to vendors (ACH, wire, debit).		
15. Sales and use tax tracking and reporting		
16. Bank reconciliation for multiple accounts		
17. Check 21 capable/compatibility		
18. Capable of issuing checks/warrants up to $99,999,999.99		

4. Accounts Receivable

The City of Stanwood currently operates a de-centralized accounts receivable system. General accounts receivable billings are collected by the Finance Department. Upon receipt of payment, City invoices are entered into the cash receipting system and posted to the general ledger.

Description	Rating	How is requirement accomplished?
1. Provide for decentralized input of accounts receivable data and either centralized or decentralized printing of receipts.		
2. Provide for an interface with Cash Receipting to allow cashiers to query and/or post invoices.		
3. Single centralized AR Master record for all receivables		
4. Full integration with: General Ledger, Cash Receipting and Accounts Payable modules.		
5. Distributes appropriate information to: General Ledger Utility Billing Permitting		
6. Integration with an electronic cash drawer system. The receipt system should be an integral part of the management system.		
7. Provides for acceptance of on-line payments.		
8. Allows for credit card payments.		
9. Provides daily activity print out showing BARS account codes and system users name.		
10. Provides for invoice generation by Finance and various departments		
11. Calculates late fees and penalties based on user defined rates		

5. Cash Receipting

The City currently has multiple cash receipting sites. City revenues are received as currency, coins, checks or credit cards. The majority of payments are generated from building permits and sewer utility payments. The proposed software should support:

Description	Rating	How is requirement accomplished?
1. Post transactions without predefined account codes.		
2. Provide single transaction or receive multiple payments for an invoice.		
3. Provide the ability to define payment mode		
4. Provide a daily deposit cash/checks/ electronic composition and credit card.		
5. Provide options to accept cash, check or credit card for one transaction.		
6. Support multiple electronic cash drawers.		
7. Provide security and reporting for each defined cashier.		
8. Generate a customer receipt for each transaction batch listing of transactions and showing BARS codes used.		
9. Allow more than one user in utility billing, cash receipts and general ledger at one time.		
10. Complete integration with: General ledger, Accounts Receivable, Payable, Utility Billing modules.		
11. Ability to view reports online		
12. Provides the ability to include hot keys, shorter account number coding for re-occurring revenue line items		

6. Payroll

The City currently pays wages through a centralized payroll office. Payroll time keeping is decentralized with varied methods of overtime calculations, pay types, leave types, and benefit options.

Description	Rating	How is requirement accomplished?
1. Decentralized timekeeping and hour's entry on a user defined time sheet.		
2. Web or network based times sheets that compile information into main payroll module.		
3. Integrated electronic timekeeping system; or ability to integrate an electronic timekeeping system.		
4. Direct deposit to multiple bank accounts		
5. Generate an electronic ACH file for employees. Allow electronic submission of related payroll benefits and deductions.		
6. Calculate multiple rules-based leave accruals based on length of service, employee group, or other factor.		
7. Process pay by hourly, salary, and other user defined special pay types.		
8. Calculate overtime rates using built-in rates		
9. Allocate costs through multiple account codes by either a fixed amount or percentage.		
10. Unlimited user defined payroll deduction fields.		
11. Full integration with: General Ledger, Project Accounting, Accounts Payable, Human Resources, and Work Order modules.		
12. Automatic labor distribution to General Ledger and Project Ledger.		
13. Support multiple payroll run dates (weekly, bi-weekly, monthly)		
14. Support multiple versions of user defined salary and rate tables.		
15. Support mid-period hiring/termination payroll process. Automatic calculation of final pay out amounts related to accruals and benefits.		
16. Reporting requirements for federal tax,		

Description	Rating	How is requirement accomplished?
Washington State Department of Retirement systems (PERS/LEOFF Plans), Deferred Compensation, and retirement plan in lieu of social security.		
17. Track volunteer hours for State Labor & Industries reports.		
18. Automatic generation of W-2's and linkage of required fields with required IRS coding.		
19. Automatic calculation of retroactive pay related to delayed union contract settlements or delayed merit pay adjustments relative to employee anniversary dates.		
20. Tickler file to notify user of employee anniversary dates		
21. Automatic generation of annual comp time and sick leave liability for the City.		
22. Automatically increases accruals based on anniversary date.		
23. Automatic update for holidays and other user defined fields.		
24. Automatic up-date of comp time, sick leave and vacation hours monthly with reporting on employee pay slip and time sheet.		

7. *Utility Billing*

The City currently provides water, sewer and drainage utility services.

	Description	Rating	How is requirement accomplished?
1.	Recurring billing for water, sewer and drainage that supports bimonthly billing cycle		
2.	Allow billing by usage, fixed rates, tables, average consumption, or a combination of these methods.		
3.	Accommodate bar code printing and scanning of utility bills.		
4.	Provide both owner and tenant information for billing purposes. Ability to generate copy of tenant bill for owner.		
5.	Track and provide consumption reports.		
6.	Graphical presentation of consumption reports		
7.	Prioritization of payment allocation.		
8.	Calculate and automatically apply late fees using either a fixed amount or percentage of balance		
9.	Generate field service requests and standard customer letters such as: Delinquency Notices Lien Notices Mailing labels		
10.	Generate final or between billing period bills keyed on change of occupancy.		
11.	Electronic or direct printing of utility bills or the creation of an ASCII file of billing information to be sent to an outside bill printer. Internet billing & payment capabilities		
12.	Unlimited comment lines on customer master record.		
13.	Inquiry with date, payment and credit.		
14.	Aging report to provide 60, 120, 180 days past due rather than report by billing date.		
15.	Online query of payment received from last billing		
16.	Set customer classes.		
17.	Flag accounts for action.		
18.	Integration with Permitting and LID modules.		

Description	Rating	How is requirement accomplished?
19. Flag and track accounts for refunds.		
20. Flag and track accounts with liens & collections.		

POSSIBLE MODULES

8. Fixed Assets

Description	Rating	How is requirement accomplished?
1. Alpha-Numeric number assignment for each asset		
2. Integrated with Accounts Payable system to facilitate additions to the fixed assets inventory		
3. Assign fixed assets to one or more funds, users, and/or locations		
4. Define classes and categories of fixed assets		
5. Acquisition method is tracked		
6. Bar coding assets for physical inventory		

9. Business Licenses

Currently using WA State for billing annual and new business licenses.

Description	Rating	How is requirement accomplished?
1. Integrate with General Ledger and cash receipting.		
2. Bill taxes and late fees.		
3. The following information should be included in the database for tracking and reporting purposes: • Business Name • Business Address • Business Phone • dba Name • Owner's/Partners/Registered Agents Name(s) • Unified Business Identifier (UBI) Number • Federal Tax ID Number • Profit vs. non-profit status • Home Occupation (Yes or No) • Customers at Home (Yes or No) • Emergency Contacts • Type of Business • Description of Business • Opening date of business • Number of employees • Dates/times of operation • Previous location of business • Zoning for business • Available Parking for business • Type of Building for proposed business • Does business have outside storage (Yes or No) • License Fee • Renewal Information		

	Description		
4.	Account structure that is alpha-numeric and at least 7 characters in length.		
5.	View account status & payment history of any account on a screen easily & quickly.		
6.	Create multiple licensing requirements		
7.	At least 2 address fields (mailing vs location)		
8.	Allows for multiple tax rates		
9.	Allows for multiple cycle codes (i.e., annual,		
10.	Field for written description of the business in		

10. Human Resources

The City's Human Resources modules primary function is to provide information regarding benefit administration, applicant tracking, regulatory compliance, training, labor relations, etc.

Description	Rating	How is requirement accomplished?
1. Perform employee profiling and history.		
2. Maintain a "tickler" file for performance review, training, salary increases and mandatory certification requirements		
3. Maintain bargaining unit contract (3 unions) terms and integrate them into the payroll module		
4. Maintain EEO statistics regarding applicant hiring activity and employees. Ability to generate EEO-		
5. Integrate Payroll module with Human Resources to provide payroll information with the ability to run payroll history 3-5 years.		
6. Expanded date fields		
7. Employee self service tools (web based): tax forms; direct deposit; check stub; leave balances; address change; dependent change; other City forms related to personnel		

Description	Rating	How is requirement accomplished?

8. Ability to "track"
    Disabilities
    FMLA
    FLSA
    Grievances
    City issued assets
    Health and Safety
    Benefit elections
    Education and training		

9. Emergency contact fields		
10. Family and dependent data		
11. Integrate with electronic application for open positions		
12. Ability to attach electronic files to employee file		
13. Easy "toggle" between Human Resources and Payroll		

11. Project Accounting

The City has the need to track and separate revenues and expenditures for a variety of municipal projects including grant and construction project accounting. Projects may be construction, program grants, cost centers or other related tasks.

Description	Rating	How is requirement accomplished?
1. Ability to maintain independent hierarchies to support reporting across funds, cost centers, object code, project, grant, or task.		
2. Integration with payroll supporting both direct and indirect cost allocation by employee.		
3. Integration with general ledger and accounts payable module.		
4. Integration with the GL at the transaction level such that accounts in both systems remain in balance at all times.		
5. Historical reporting for up to five years of prior financial data.		
6. Allows the user to define project numbers and integrate part of the account number structure.		

12. Purchase Orders

Description	Rating	How is requirement accomplished?
1. Ability to create custom purchase orders templates, custom fields/elements in a database		
2. When a custom template is used, allow all data from template to be modified		
3. Assign a unique number to each PO		
4. Create COB PO letters, with ability to email PO's from the form		
5. Attach digital signature files		
6. track and modify vendors contact info		
7. track purchases against BAR codes and show remaining budget balance		
8. track invoice numbers separate from order numbers		
9. track quantity purchased and quantity received on different order numbers		
10. Ability to add scanned invoices to PO record		
11. Ability to adjust sales tax rates		
12. Ability to quickly select vendors from a pull down box		
13. Ability to quickly search previous purchases based on the item, vendor, date searches and PO numbers		
14. support multiple departments each with their own views and ranges of numbers		
15. Ability to track purchased items as assets with a user defined asset number		

13. Local Improvement District (LIDs)

The City currently bills for Local Improvement District assessments. The City uses a centralized LID billing system developed in Excel. Needs should include:

Description	Rating	How is requirement accomplished?
1. Centralized LID system integrated to the General Ledger, Cash Receipting, Utility Billing, and		
2. Pull down menu for customer name, account number and parcel # and address information.		

Description	Rating	How is requirement accomplished?
3. Generate billing and delinquency billing.		
4. Ability to calculate interest and late fees.		
5. Provide detailed transaction history and audit trail.		

14. Work Order / Service Tracking

Description	Rating	How is requirement accomplished?
1. Creates work orders that track labor, materials, and services		
2. Follow-up notification for work order processing		
3. Work order priority setting		
4. User defined index for customizing work order search ability		
5. Recurring work orders can be set-up to expedite entry		
6. Equipment reading for tracking mileage and hours of use		
7. Integration with purchase orders, payroll and fixed assets modules		
8. Integration with the PO module to automate re-ordering of supplies based on inventory levels.		

15. Equipment Rental & Replacement (ER&R)

Description	Rating	How is requirement accomplished?
1. Integrates with Fixed Asset Module		
2. Track usage of individual assets by fund/dept and bill accordingly based on pre-established rates		
3. Track repair and service history of individual assets		
4. Schedule future asset services based on pre-established schedule		

16. *Land Use and Building Permit Issuance and Tracking*

Description	Rating	How is requirement accomplished?
1. Integrates with Utility Billing, Accounts Receivable and Cash Receipting		
2. Create custom permit templates for common permit types		
3. Unique permit number assigned each permit		
4. Edit and calculate fees by different variables for different permit types (fixed fee, square footage, etc.)		
5. Support future date effective fee structures		
6. Tracks plan review steps and department comments		
7. Electronically route permit application for approval and inspection management		
8. Accepts inspection write ups electronically and updates permit file accordingly		
9. Create reports summarizing building and land use permit activity and associated fee revenue for a specific period		
10. Maintain separate "tickler" files for active, inactive, and closed permits.		
11. Issue and track multiple permits associated with one address.		
12. Allows the user to change or divide property addresses for newly created properties.		
13. Calendar for scheduling daily building inspections that can be queried and included in reports		
14. Support web based permit application process.		

Section 6 - Evaluation of Proposals

The City's project team will evaluate the RFPs. The evaluators will consider how well the proposed solution meets the City's requirements as described in the RFP. It is important that the responses be clear and complete to ensure that the evaluators can adequately understand all aspects of the proposal.

Evaluation Factors. Selection of finalists will be primarily evaluated according to the following criteria:

- Quality, clarity, and completeness of the proposal.
- Adherence to requirements for RFP preparation.
- Vendor viability and strength.
- Ability to meet City's functional and technical requirements.
- Software scalability, flexibility, and ease of use.
- Compatibility and integration with existing hardware and software.
- Vendor's experience on similar projects.
- Software demos.
- Total cost of ownership.

The evaluation factors identified above reflect a wide range of considerations. While cost is important, other factors are also significant. The City may select other than the lowest cost solution. The objective is to choose a vendor capable of providing a reliable and integrated solution within a reasonable budget. All proposals will be evaluated using the same criteria.

Notification. Based on the evaluation of the RFP's the City will select a Short List of three or four vendors and invite them to participate in Scripted Demos. The selected vendors will be notified in writing or email by the date indicated in Section 3.

Scripted Demos. The functional and technical product Demos will be presented to the City by the top three to four Short Listed vendors according to a pre-defined script issued by the City. All vendors must follow this script during their Demo process. The evaluation criteria for the Demo process will include adherence to the script as well as the ability to successfully demonstrate the product's ability to meet the functional and technical requirements. The City reserves the right to request additional information, interviews, follow-up demonstrations, or any other type of clarification of proposal information it deems necessary to evaluate the final vendors.

Post-Demo Technical Evaluation. In addition to scripted functional demonstrations, the City may request a more extensive technical Demo. This Demo will be scheduled on an as-needed basis for the Short Listed applications.

Implementation Vendor Selection. Once the City has completed the selection of the software they will determine if a separate implementation vendor selection project is necessary. The City reserves the right not to select the implementation partner that responds to the RFP or demonstrates the software on behalf of the vendor.

Site Visits. The City may choose to conduct site visit(s) to the software vendor's headquarters and/or vendor's clients as part of the evaluation process. The site visits may be used to determine

the successful vendor, and will be conducted following scheduled software demonstrations of the Short Listed vendors. Evaluation of the vendor client sites will be based on the following:

- Assessment of the vendor's service during system implementation.
- Assessment of the quality of vendor's ongoing support.
- Overall user satisfaction with the system.

Contract Award and Execution. The City reserves the right to make an award without further discussion of the proposal submitted. The City shall not be bound or in any way obligated until both parties have executed a vendor contract. The City also reserves the right to delay contract award and/or not to make a contract award.

Turn-Key Project. The City is seeking a turnkey implementation of the software contemplated by this RFP. The Vendor shall provide all labor, equipment, materials, supplies, transportation and services necessary for, or reasonably incidental to, the complete performance of any agreement resulting from this RFP. Vendor must include in its price all design, engineering, system and application database development (including in-depth user interviews for user feature configurations), integration, delivery, installation, testing, training and warranty costs associated with all elements of the proposed system.

Section 7– 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.

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

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.

Workers' Compensation. The vendor shall procure and maintain for the life of the Contract/Agreement Workers' Compensation Insurance covering all employees with limits meeting all applicable state and federal laws. This coverage shall include Employer's Liability with limits meeting all applicable state and federal laws. This coverage shall extend to any subcontractor that does not have their own Workers' Compensation and Employer's Liability Insurance.

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 neither be 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.

Prime Vendor. It is recognized that multiple Vendors may wish to combine their resources in responding to this Request for Proposal. A Proposal with such a combination is acceptable, provided that the complete Proposal contains all required information, and indicates which Vendor shall be responsible for each of the components that make up the complete system. In addition, one of the Vendors shall be designated as responsible for the complete definition, delivery, integration, implementation, and maintenance of the system, referred to as the prime vendor.

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.

Litigation/Jurisdiction/Venue. Should either party bring any legal or equitable action, the prevailing party in such action shall recover, in addition to all other relief, its reasonable attorney's fees and court costs to be fixed by the court. Any and all such court action shall take place and be vested solely in the Superior Court of Washington.

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 Project Manager 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 City's Project Manager.

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

Source Code Escrow. This Request for Proposal will require that the selected vendor provide to the City the source code, in its entirety for all purchased software modules, either by direct possession or via an escrow account.

Warranties. All warranties must be clear, concise and in writing. Warranties shall be specific as to what is and is not covered along with the exact term (in calendar days) of each covered item. Warranties shall cover all individual modules, supplied or created interfaces, and any ancillary product that is 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.

Software Versions. The City will not accept Beta versions of the software. All applications are to have a referenceable install base and thorough testing.

Section 8– APPENDICES: VENDOR BID RESPONSE FORMS

APPENDIX A: GENERAL INFORMATION AND OVERVIEW

Company Name:	Address:
City:	State:
Zip:	Contact Name:
Telephone Number:	E-Mail Address:
Web Site Name and Address:	Total Number of Employees:
Annual Sales (each year for the past 5 years):	Number of Years in Business:
Product Name:	Version:
Relational Data Base Management System and Release:	Total Number and Population Range of all Installs:
Total Number and Population Range of Installs on Version to be Implemented:	Total Number and Population Range of City Users:
Total Number and Population Range of City Users in Washington State:	Total Number of Government Users:
Total Number of Government Users in Washington State:	

General Warranty Information:

APPENDIX B: VENDOR BID (PRICING SHEET)

	Software License	Installation Conversion and Training	Annual Maintenance/ Tech. Support
Modules	*Bid Price*	*Bid Price*	*Bid Price*
1. General Ledger			
2. Budget Preparation			
3. Accounts Payable			
4. Accounts Receivable			
5. Cash Receipting			
6. Payroll			
7. Utility Billing			
Bid Price for Required Modules	$	$	$
Possible Supplemental Modules			
8. Fixed Asset Tracking			
9. Business Licensing			
10. Human Resources			
11. Project Accounting			
12. Purchase Orders			
13. Local Improvement Districts			
14. Work Order/Service Tracking			
15. Equipment Rental & Repl			
16. Permitting			
Total Bid Price	$	$	$

Appendix C: User Reference list

Provide three user references that most closely reflect similar users to the City's scope of work within the past five years. Reference sites should be fully implemented and live on the current version of the software.

1. Name of User:	
Population:	Concurrent Users:
Contact Name/Title:	Telephone #:
Modules Installed:	
Go Live Date:	
Other comments:	

2. Name of User:	
Population:	Concurrent Users:
Contact Name/Title:	Telephone #:
Modules Installed:	
Go Live Date:	
Other comments:	

3. Name of User:	
Population:	Concurrent Users:
Contact Name/Title:	Telephone #:
Modules Installed:	
Go Live Date:	
Other comments:	