



## Request for Proposal

# Integrated Financial / Business Management Software

**Proposals Due:** January 15, 2014 5:00 p.m. (local time)

**Port of Bellingham  
1801 Roeder Avenue  
P.O. Box 1677  
Bellingham, WA 98227**

**Attention:** **Robert Jenkins**  
Project Coordinator

**Five (5) Copies Required**

December 2, 2013

**GENERAL**

The Port of Bellingham (Port) is soliciting proposals from vendors who can design, supply, implement and provide ongoing support for an integrated Financial / Business Management (ERP) software system. This system will replace existing applications that are not integrated and that require extensive manual interfaces. For purposes of this RFP, the system will include the following elements:

- Core financial/accounting software.
- Maintenance work order management software.
- Marina management software.
- Commercial real estate management software.
- Events management/reservation software.

The Port desires a vendor who has outstanding products, proven experience, an accommodating implementation plan, the ability to train users, the ability to provide customer service and that can demonstrate the financial stability and resources necessary to support the installed software.

The Port will be the sole judge as to which proposal best suits the Port's requirements for this system. This request for proposals is intended to be part of a competitive bidding process. Although cost is an important consideration in this proposal, in accordance with RCW 39.04.270, the Port is not required to purchase software based solely upon the lowest bid. Any agreement will be subject to Port of Bellingham Commission approval.

The Port reserves the right to accept or reject in part or in entirety any or all proposals received as a result of this request. Any decisions by the Port shall be final and conclusive.

Respondents will not be reimbursed for any costs that they incur in preparing their RFP responses.

The Port of Bellingham is a public agency and as such is subject to the Public Records Act. Any information provided in response to this RFP may be subject to public disclosure if requested through a written public disclosure request.

It is incumbent upon the respondents to independently confirm the accuracy of all information contained within this RFP.

All inquiries concerning this RFP should be directed to the Project Coordinator:

Robert Jenkins  
Port of Bellingham  
1801 Roeder Avenue  
Bellingham WA 98227  
(360) 676-2500 X213

Responses should be mailed to the above address or sent electronically to the Project Coordinator at: [bobj@portofbellingham.com](mailto:bobj@portofbellingham.com). Please submit five copies if submitted in hardcopy form.

In the event that clarification regarding the understanding of the requirements and instructions specified by the Port is necessary, vendors should contact the Project Coordinator in writing or by email prior to the submission of their proposals. The final cut off time and date for questions will be 5:00 p.m. on January 14, 2014. All questions concerning this RFP are to be emailed to the Project Coordinator at [bobj@portofbellingham.com](mailto:bobj@portofbellingham.com). Any oral communications from the Project Coordinator will be considered unofficial and non-binding on the Port. Vendors should rely only upon written statements issued by the RFP Program Coordinator.

### **BACKGROUND**

The Port of Bellingham is a municipal corporation that serves Washington's Whatcom County community by providing public transportation facilities, promoting economic development, providing stewardship of the commercial and industrial waterfront and by working with other agencies to provide needed public infrastructure. Port administrative offices are located in Bellingham, Washington, ninety miles north of Seattle. The Port leases more than 1.2 million square feet of industrial and commercial property to over 200 tenants, operates an international airport that handles over 570,000 passengers annually, operates two full service marinas with over 2,000 available slips, and operates a cruise terminal, a shipping terminal, and a multimodal transportation center.

For 2013, the Port has an annual budget of over \$23 million in operating revenue and \$14 million in operating expense. The Ports main sources of revenue are airport operations, airport parking, commercial and recreational vessel moorage, commercial real estate leasing, and cruise terminal operations. The Port employs approximately 100 full time and 24 seasonal employees.

The accounting policies of the Port conform to generally accepted accounting principles (GAAP) as applied to proprietary funds of governmental units. The Port uses the full-accrual basis of accounting. The Governmental Accounting Standards Board (GASB) is the accepted standard-setting body for establishing governmental accounting and financial reporting principles. The Port implemented GASB Statement No. 34 in reporting year 2003. The Port uses the Washington State Budgeting, Accounting, and Reporting System (BARS) or the Uniform System of Accounts for Port Districts in the State of Washington.

### **PROPOSAL SUBMISSIONS**

All submissions become property of the Port and will not be returned. All conditions contained in this RFP are considered accepted by the vendor in any proposal submitted. The accepted proposal will become part of the formal contract and will be included as an attachment to the contract.

The proposal pricing must remain in effect for at least one hundred and twenty (120) days after the date of submission.

Proposals having any erasures or corrections thereon may be rejected unless explained or noted over the signature of the proposer.

Vendors shall submit proposals on company letterhead and be signed with an authorized signature. Proposals by a partnership should be signed with the partnership name by one of the members of the partnership or by an authorized representative, followed in either case by the signature and title of the person signing. Proposals by

corporations must be signed with the name of the corporation, followed by the signature and designation of the president, vice president, or other person authorized to bind the corporation to the proposal specifications and pricing. By signing this proposal, the undersigned hereby acknowledges that they are authorized and duly bound to execute this document on behalf of the company and that his/her signature is binding on the company.

Proposals shall be placed in plain, sealed envelopes, marked: **PORT OF BELLINGHAM SOFTWARE PROPOSAL.**

Proposals shall include the following sections:

1. **Technical response:** Provide a detailed technical description of the Vendor solution, including detailed information on software capabilities, and how it will effectively meet the requirements outlined in this RFP.
2. **Vendor experience and qualifications:** Provide an evaluation based upon the vendor's previous successful implementation of similar integrated systems. Reference and contact information must be included. References will be checked.
3. **Installation, testing, training, activation, service, and warranty:**
  - a. Provide a written, detailed implementation plan describing how and when the software will be installed. Include training, a chronological time table, sequence of installation, data migration, integration of applications and required interfaces.
  - b. The vendor shall provide a copy of their proposed Agreement and related software license, written 365 day warranty, and ongoing maintenance plan. The warranty shall warrant complete installation of the software to be free from defects in materials and workmanship for a period of not less than 365 days, commencing on client acceptance of the installation.
  - c. The vendors will submit pricing for 24/7 remote help desk software support and software warranty broken out separately for years 2 thru 5.
4. **Cost:** Proposal shall include the full price for the system, including detailed pricing of labor rates and anticipated man-hours; per diem rates and quantity; travel rates and quantity; expenses; all software listed out; cost of services, etc. Prices shall include delivery, installation, integration, data migration, and acceptance testing. The Proposal shall include an allocation for the appropriate sales and use tax. Washington State Sales Tax within Bellingham City Limits is 8.70%.

Proposals should include the following information:

1. Pricing Information: Include the pricing for each application included in your proposal and the applicable basis for pricing (per seat, installation etc.).
  - a. Core accounting/financial software.
  - b. Maintenance work order software.
  - c. Marina management software.

- d. Commercial real estate management software.
  - e. Events management/reservation software.
  - f. Other required software.
2. Software Installation:
- a. Describe any software installation support that is included at no additional cost to the Port.
  - b. Describe additional vendor software installation support that can be purchased for additional cost.
3. Maintenance / Backup / Security:
- a. Describe maintenance support that is included in the software pricing at no additional cost to the Port.
  - b. Describe the cost of optional maintenance contracts that would be available for purchase.
  - c. Describe the costs of future upgrades to the proposed software.
  - d. Describe the cost of any annual renewals and what they cover.
  - e. Explain backup features and processes for the applications.
  - f. Explain security features and processes for the applications.
4. Documentation:
- a. Describe the documentation provided by the vendor at no additional charge under the terms of this proposal.
  - b. Describe the costs for any additional documentation which may be required by the Port.
  - c. Describe any costs associated with ongoing documentation maintenance.
5. Implementation:
- a. Describe in detail the level of support and expiration date of support to be provided by vendor at no costs to the Port through system implementation.
  - b. Describe vendor support available throughout the course of system implementation and schedule of rates and services.
  - c. Detail an installation schedule based on your experience. Include all major tasks.
  - d. Describe conversion tool(s) if applicable, and a brief functional overview.
  - e. Describe the methodology of migrating historical data to the new system.
6. Training:
- a. Describe any training that is included at no additional cost to the Port.
  - b. Describe available courses and the location of training facilities.
  - c. Describe any training services available for additional cost.
7. Third Party Software:
- a. Describe any recommended or proposed software and associated costs.
  - b. If proposal includes integration with other applications, describe design of interfaces and indicate if an interface engine or other software is required.
  - c. Explain how software updates are distributed.
  - d. If proposal includes Software as a Service/cloud based implementation, describe the pricing structure.

8. Other: describe any other costs not discussed above.

### **PROPOSAL EVALUATION**

Each proposal will be scored independently by the members of an evaluation committee. The comparison tables included in the Appendix of this document will be used in the evaluation of each proposal. Once all of the responses have been scored, the committee will compare scores and rank the proposals according to their value to the Port. It will be at the committee's discretion to determine if interviews are needed to clarify and select the successful proposal. The Port reserves the right to require the vendor to submit evidence of qualifications as it may deem necessary. This evidence may concern financial, technical or other qualifications. The value of the proposals will be rated in each of the categories listed below.

- System Capability: Evaluation based on meeting the requirements as set forth in the attached requirements.
- Vendor's Experience: Evaluation based on the vendor's previous successful implementation of similar integrated systems.
- Installation, integration, testing, training, service, and warranty: Evaluation based on the implementation plan, time line, user training plans, and required maintenance.
- Cost: Evaluation based on the overall software cost, services costs, and annual maintenance contract costs.

The Port of Bellingham reserves the right to refuse any respondent who does not meet the requirements of this RFP or has had an agreement or contract canceled or threatened to be canceled due to failure to perform or for illegal activity.

### **AMENDMENTS**

The Port may amend, in whole or in part, any terms or provisions of this RFP prior to the RFP closing time. Amendments will be in writing and will be provided to the recipients of the Request for Proposal. The final professional services agreement will require approval by the Port of Bellingham Commission.

### **PROJECT TIMELINE**

The Port intends to procure the software in accordance with the following schedule. The Port reserves the right to modify any part of this schedule, as necessary. Installation of new software may not begin before State Auditors sign off on the Port's 2013 financial results. The Port will entertain recommendations regarding its planned schedule for implementing the new system. At least three months of running the new applications in parallel with the old applications is desired before final cut-over to the new software on January 1, 2015.

<b>Major Project Milestones</b>	<b>Time</b>	<b>Day</b>	<b>Date</b>
Release RFP to Vendors	12:00 Noon	Monday	12/02/13
Final Cutoff for Questions to Port	5:00 p.m.	Tuesday	01/14/14
<b>Vendor Proposal Responses Due</b>	<b>5:00 p.m.</b>	<b>Wednesday</b>	<b>01/15/14</b>
Evaluation of Vendor Proposals Completed	5:00 p.m.	Tuesday	04/01/14
Vendor Short List (3) Announced	5:00 p.m.	Tuesday	04/01/14
Vendor Reference Checks Completed	5:00 p.m.	Tuesday	04/01/14
User and Vendor HQ Site Visits Completed	5:00 p.m.	Tuesday	04/01/14
Selection of Vendor on or Before	5:00 p.m.	Tuesday	04/15/14
Tentative Contract Awarded On or Before	5:00 p.m.	Friday	04/18/14
Implementation Begins	.	June	2014
Parallel Testing Through December 2014		Sep thru Dec	2014
New applications become System of Record		January	2015

**CURRENT SYSTEM OVERVIEW**

Springbrook Version 9.1E, DB Version 6.05 (Springbrook) is the Port's current core accounting system. Functionality includes invoicing, accounts receivable, accounts payable, cash receipting, general ledger, fixed assets, purchase orders, automated clearinghouse, and bank reconciliations.

Payroll is currently outsourced to Ceridian. The current software is a Ceridian web based application. A summary journal entry is prepared and manually imported into Springbrook.

Open Systems Accounting Software (OSAS) is the Ports maintenance work order system which contains labor hours, labor costs, equipment hours, equipment costs, and material costs. At this time duplicate data entry is required to keep Springbrook and OSAS in synchronization. A summary journal entry is created and manually entered into Springbrook each month.

The Marina Program (TMP) performs marinas invoicing and contains all account information for moorage customers. Payments for moorage costs are entered and applied in this system. All customer detail is contained in TMP. A summary journal entry is created and manually entered into Springbrook each month.

Events Management Software (EMS) is used to invoice and book meeting space. This is a one sided accounting system which requires the manual creation of a two sided journal entry. A summary journal is created and manually entered into Springbrook.

Skyline, the Port's current commercial real estate system contains information on real estate lease tenants and asset information. At this time Skyline is predominantly used as a customer and asset data base for lease administration purposes. Currently the Port chooses not to utilize the invoicing capabilities of Skyline, and no information is posted from Skyline to Springbrook.

Budgets are prepared using Excel spreadsheets. Once a budget has been approved it is manually uploaded into Springbrook. Budget transfers throughout the year are entered manually in Springbrook as they are approved.

Grant management is done through Excel spreadsheets. Information from the general ledger is manually entered into various spreadsheets by accounting for project managers.

**CURRENT SYSTEM SUMMARY**

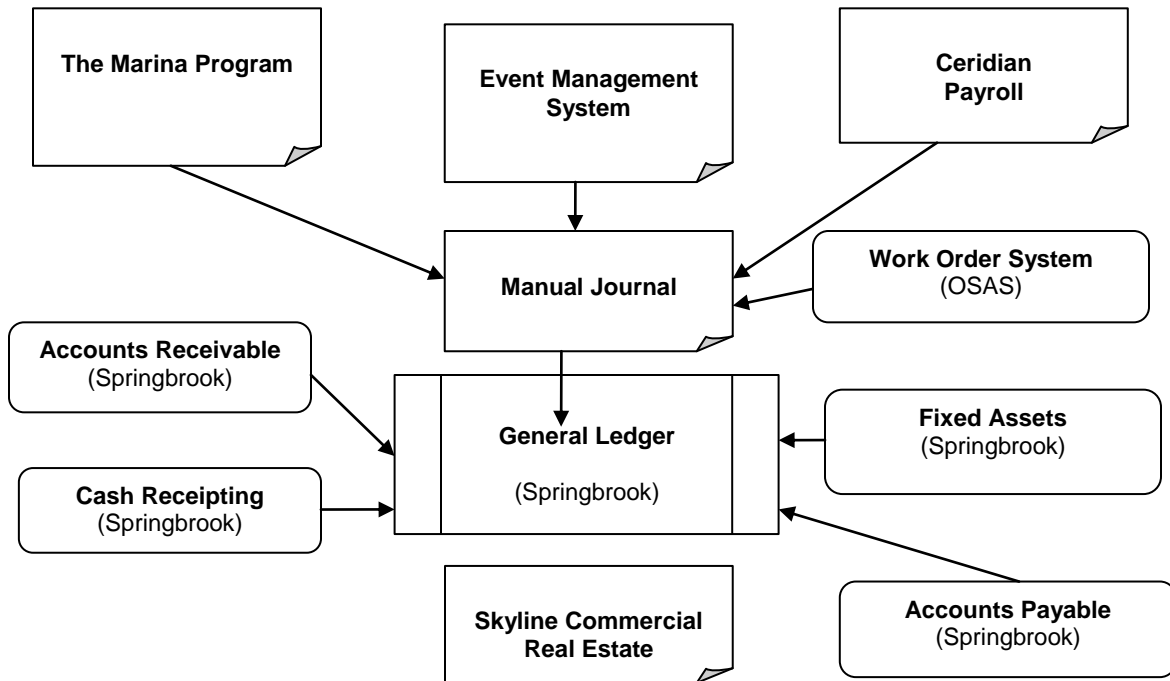
<b>System</b>	<b>Database/Server</b>	<b>Client</b>
Springbrook	Microsoft SQL 2000	Progress 9.1
OSAS	Proprietary	Proprietary
Marina Program	Pervasive SQL	ccMarina
PC workstations	MS Windows 7 64-Bit	N/A
Skyline	Pervasive SQL	Skyline
Event Mgmt. System	MS SQL Express	EMS 12.0
Ceridian	Web Based	Web Based

**CURRENT USER PROFILE**

<b>Module</b>	<b>Full Access</b>	<b>Read Only</b>
General Ledger	7	5
Accounts Payable	2	5
Accounts Receivable	4	5
Fixed Assets	2	5
Work Orders	30	0
Marina Management Software	21	1
Event Management Software	4	0
Skyline Property Management	5	3



**CURRENT SYSTEM DIAGRAM**



**SCOPE OF SERVICES**

General: The services the Port is seeking through this RFP include the following:

1. Provide software to include the following applications:
  - Core financial/accounting software.
  - Maintenance work order management software.
  - Marina management software.
  - Commercial real estate management software.
  - Events Management software.
2. Provide services by experienced staff and experts to fully integrate each application with the core financial/accounting software.
3. Provide services by experienced staff and experts to develop and execute an implementation plan for the entire system, to include migration of historical data to the new system.
4. Provide services by experienced staff and experts to demonstrate the stability of the installation through testing, training and final acceptance.

It is of utmost importance that the vendor proposal to replace the existing components of the core and supplemental applications provide robust integration to minimize redundant data and duplicate data-entry. If the vendor solution spans various platforms and/or databases, seamless integration of functionality and data is vital.

## **BUSINESS REQUIREMENTS**

Specific business requirements for each application are outlined below.

### **General**

#### **Critical:**

- To the greatest extent practical, commercial-off-the-shelf software should be used.
- A single product that can provide the functionality of more than one application would be considered.
- Ideally, data would be stored in a single database.
- Elimination of duplicate data entry between applications.
- Minimal lag time between application updates to the core financial system.
- Transaction tracking by User ID.
- Ability to query/search/sort on any field.

#### **Not Critical:**

- Ability to have profit and loss statements down to a suite/building level, drawing from the G/L, A/R, A/P and Maintenance/Work Order system.

### **Finance/Accounting Requirements**

#### **Critical:**

- A/P, A/R, Cash Receipts, G/L, Fixed Assets, Cash Management and Purchase Order modules.
- Payroll system interface. The current payroll system is Ceridian Payroll for Windows. An alternative outsourced payroll service solution would be considered.
- All fields, including memo fields, must be reportable.
- Flexible reports that can be edited by finance users, including ability to report on memo fields.
- Robust A/R functionality including ability to search for and report on data items such as amounts or check numbers.
- Ability to archive inactive or temporary customers.
- Budgeting/Forecasting capability.

#### **Not Critical:**

- Contracts and Bidding module.

### **Maintenance Requirements**

#### **Critical:**

- The ability to attach time and materials from work orders to G/L accounts and equipment/asset numbers.
- The ability to track available maintenance workers and assign work orders to them.
- Preventative maintenance scheduling.
- Ability to set priority levels on work orders.
- Ability to surplus old equipment.
- Ability for other departments to track the status of their work orders.

Not Critical:

- The ability to attach work order costs (time and materials) to suites/buildings.
- The ability to attach photos to work orders.
- Inventory system.

**Marinas Requirements**

Critical:

- Ability to track slip data: Customer, slip size, vessel size address, phone, rate, fees, etc.
- Ability to have multiple rate structures.
- Ability to import utilities information for each slip from hand held devices.
- Ability to track vacancies in leased slips from handheld device.
- Ability to track insurance information for vessels in leased slips.
- Ability to track payment information and generate invoices for customers.
- Ability to track sub-leasing of slips as sub account attached to the main account.
- Ability to track transactions by Port employee user ID.
- Income reporting by slip.
- Ability to report on in/out per month. Quantify incoming customers and outgoing customers.
- Ability to query/report on all data fields.

Not Critical:

- Field to track type of vessel in each slip.
- Graphic representation of marina layout.

**Real Estate/Property Management Requirements**

Critical:

Data fields for:

- Lease agreement information – Type of Agreement: lease, license to operate, storage, use.
- Terms and conditions information: term, rent (including escalations), renewal options, insurance, financial security.
- Tenant contact information: address, phone, cell, web, email.
- Property and area information: location, building, land, facility, suite, square footage/acreage.
- User defined: DNR/PMA yes/no/partial.
- Historical tenant and property information archived and accessible.

Reporting available for:

- Insurance information: expiration, coverage and limits, issuing underwriter.
- Financial security: amount, type, location, expiration.
- Rent: Base rent, CAM rent, concession rents, percent of gross rents, escalations.
- Occupancy/Vacancy: square feet, units.
- Ability to generate lists by type of business, district, mailing lists.
- All fields need to be searchable and reportable.

Not Critical:

- Options: customer/tenant name, option payment/rent amount, location of option land, option expiration.
- Right of first refusal; Customer/tenant name, ROFR payment, location of ROFR, ROFR expiration.
- Access to work orders – initiate/track/report.
- Access to tenant billing/payment reporting.
- Group emails: by location, type of business or other user defined field.
- Area/Property/Suite images or videos.
- Visual interface: Click on area to drill down to building and suite.

**Events Management Requirements**

Critical:

- Track reservations for multiple venues.
- Report by venue, customer and date.
- Track reservation deposits, payments, and damage deposits by customer.
- Automated interface with core financial software to track payments and deposits from and due to customers.
- On-line processing of reservations and payments.

**HARDWARE SPECIFICATIONS**

The Port will provide and manage all server hardware, client hardware and network connectivity. ERP software must be fully compatible with a Windows environment on both the server and client side. Software must be compatible with off-the-shelf hardware (examples provided below).

Servers will meet the following requirements as a minimum:

- Make – Dell
- Model – PowerEdge R720 (or approved equivalent).
  - Rack mount with rails.
  - 4 year Dell ProSupport with 4 year NBD on-site service.
  - Dual Intel Xeon processors.
  - 32GB Memory (64GB+ if running virtual servers).
  - 15K SAS Hard Drives with RAID
  - Dell iDRAC7 Enterprise.
- Operating System – Microsoft Windows Server 2012 64-bit (minimum).

Workstations will meet the following minimum requirements:

- Make-Dell (or approved equivalent).
- Model Optiplex 9010 Small Form Factor (SFF) (or approved equivalent).
  - 4 year Dell ProSupport with 4 year NBD on-site service.
  - 3<sup>rd</sup> Generation Intel Core i7 Processor.
  - 16GB Memory.
  - 1GB Graphics Card.
  - 500GB 7200rpm SATA Disk.
  - Operating System – Microsoft Windows 7 Professional 64-bit (minimum).

**APPENDIX**  
**Proposal Comparison Tables**

**COMPARISON TABLES**

Please complete the following tables as part of your response: Indicate in the “Response” column whether or not your proposed application contains the evaluation criteria requirement. 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. Enter the appropriate comment where requested.

**FINANCIAL/ACCOUNTING SOFTWARE**

<b>Application</b>	<b>Evaluation Criteria</b>	<b>Response</b>
<b>System Environment</b>	Does the software include password protection for standard access?	
	Can application access be restricted by password?	
	Is file recovery after system failure automatic?	
<b>General Ledger</b>	Is data processed in real time or through batch processing?	
	Can information be exported to other systems such as Excel or Access?	
	Does the software allow for the retention of an unlimited number of years of detail data?	
	Does the system have an on-line help function?	
	Is there an Interface from on-line banking cash management for bank reconciliations?	
	Does the system allow centralized account management?	
	Are users restricted from access to applications not within their authority?	
	Does the software provide for a fully featured general ledger system that provides a complete update interface to AP, AR, cash receipting, budget preparation, fixed assets, work orders and purchasing?	
	Does the software accommodate GASB requirements?	
	Can multiple periods be open at the same time?	
	Will the software allow posting to future periods?	
	Will the software allow posting to prior periods?	
	Does the software provide for automatic allocation of transactions by dollars or units?	
	Does the software provide for automatic allocation of transactions by percentages?	
	Does the software provide for automatic distribution of transaction amounts with flexible different general ledger accounts?	
	Does the software have lookup tables for companies, accounts, journals, etc.?	
	Does the software allow automatic account	

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<b>Application</b>	<b>Evaluation Criteria</b>	<b>Response</b>
	additions during transaction entry?	
	Are account numbers verified at transaction entry?	
	Does the software support automatic repeating and reversing entries?	
	Does the software support prior period adjustments with automatic history file update?	
	Does the software continuously update transaction entry balances?	
	Is there continuous display of the last transaction entered?	
	Does the software support automatic "roll-up" to main accounts for financial statements?	
	Can entries can be reversed and deleted automatically?	
	Will the software allow an unlimited number of journal entries?	
	Is there an on-line approval process for journal entries?	
	Does the software support on-line screen inquiries including unlimited history?	
	Does the software lock the prior year after year-end close so inadvertent changes cannot be made?	
	Does the software support the Washington State Budgeting and Reporting System (BARS)?	
	Does the software allow on-line notes to accounts?	
<b>Chart of Accounts</b>	Does the software provide more than 11 characters in length for chart of account structure?	
	Does the Chart of Accounts support combining two or more accounts?	
	Does the software provide more than 5 account segments?	
	Can you sort and report by each segment?	
	Can the chart be exported to, or imported from a spreadsheet?	
	Can the chart be copied for rapid creation of additional companies, cost centers, departments, and accounts?	
	Can the chart be changed with automatic data conversion?	
	Are accounts numeric or alphanumeric?	
	Can accounts be tagged as active or inactive?	
	Does software allow for deleting of accounts with activity?	
<b>Journals</b>	Can journal entries be imported from Excel?	
	Do journal entries have to be in balance to be	

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<b>Application</b>	<b>Evaluation Criteria</b>	<b>Response</b>
	posted?	
	Can out of balance journal entries be saved for later posting?	
	Can journal entries be reversed automatically?	
	Can the software post zero dollar journal entries?	
	Can the software post unit only journal entries?	
	Can the software post to closed or inactive accounts?	
	Does the software support auto-fill journal entry number?	
	Are there an unlimited numbers of characters in description field?	
	Does the software allow posts to accounts that are over budget?	
	Can recurring journal entries be created?	
	Does the software support transaction batch reports by batch number or by range of dates?	
	Does the software support consolidated journals?	
	Is there a consolidated current-period general ledger?	
	Are there online current year and prior year annual detail ledgers?	
<b>Inquiry</b>	Can the software look up accounts by any account segment(s)?	
	Can the software look up accounts by account description?	
	Can the software look up accounts by date range?	
	Can the software look up accounts by dollar range?	
	Can the software look up accounts by journal names?	
	Can the software look up and report on account balances for multiple fiscal years?	
	Does the software require you to type in the entire account number for lookup or does the system provide for shortcuts?	
	Can the software look up accounts in detail and summary?	
	Can the software look up budget vs. actual online, in detail and summary?	
	Does the software allow for drilling down from the G/L account level to the source document level?	
	Can the software drill-down across modules?	
<b>Accounts Payable</b>	Is data processed in real time or through batch processing?	
	Do menus have drill-down capabilities for detail?	



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<b>Application</b>	<b>Evaluation Criteria</b>	<b>Response</b>
	Does the software assign vendor codes?	
	Does the software handle an unlimited number of accounts e.g. payment from different banks or accounts?	
	Does the software have on-line help function?	
	Is there a report writer for ad-hoc reporting?	
	Can the software support online paperless requisition and purchase orders, including on-line approval?	
	Does the software track 1099s by vendor?	
	Does software support temporary vendors?	
	Can the software print 1099s at year end?	
	Will the software track user defined vendor product and/or service codes?	
	Can you cancel invoices in the system?	
	Can invoices be cancelled before they are paid?	
	Can you cancel checks in the system?	
	Can checks be cancelled and invoices reopened for payment?	
	Does the software allow an unlimited number of vendors?	
	Does the software allow an unlimited number of years of history?	
	Will the software allow changes in both current and future periods?	
	Does the software support recurring entries?	
	How are duplicate payments prevented?	
	Does the software provide history drill-down by invoice, purchase order, account number, other user defined segments in the account number?	
	Does vendor screen information include contract limits?	
	Does the software have wire, ACH, and credit card payment options?	
	Does the software verify budget status prior to accepting a transaction?	
<b>Cash Receipts</b>	Is data processed in real time or through batch processing?	
	Do menus have drill-down capabilities for detail?	
	Is there an on-line help function?	
	Is there a report writer for ad-hoc reporting?	
	Can the software handle an unlimited number of accounts or transaction codes?	
	Does the software provide the ability to automatically generate late charges on a flat fee or percentage basis?	
	Does the software support the ability to mark	

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<b>Application</b>	<b>Evaluation Criteria</b>	<b>Response</b>
	accounts as cash-only to alert end-users?	
	Is there an option to mark accounts for “no late fees applied”?	
	Does the software support the ability to drill-down into details of outstanding charges, and choose which charges to apply payments?	
	Does the software provide on-line payment information?	
	Will the software allow for wire, ACH, and credit card payments to post automatically?	
<b>Accounts Receivable</b>	Does the software support multiple billing cycles?	
	Does the software allow an unlimited number of customers?	
	Does the software allow unlimited number of rates per service?	
	Is there a report writer for ad-hoc reporting?	
	Does the software provide ability to generate both invoices and statements (balance forward accounts)?	
	Are there an unlimited number of years of billing information?	
	Are account credit balances automatically applied to the following month's invoice?	
	Can recurring charges be set up?	
	Does the software support the ability to age balances for returned checks?	
	Does the software allow for invoices to be recurring over multiple periods?	
	Does the software support the ability to issue credit holds for no additional services?	
	Is there an automatic interface to and from cash receipts?	
	Does the software support unlimited customer history?	
	Does the software allow partial payments of invoices with detailed tracking?	
	Does the software support lookups by customer number, customer name or invoice number?	
	Does the software allow for entry and maintenance of collectors notes?	
	Does the software provide the ability to attach collection notes to invoices?	
	Is there a recurring invoices listing report?	
	Is there a collector notes report?	
	Is there a late charge listing report?	
	Does the software provide the ability to combine	

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Application	Evaluation Criteria	Response
	customer accounts?	
	Does the software allow reprinting of corrected invoices and statements?	
<b>Reporting</b>	Can a user report on current period and year-to-date balances?	
	Are flexible sub accounts or sub account groups reportable?	
	Can the software consolidate a range of funds, by wildcards or by account groups?	
	Are there optional variances and / or history comparison reports?	
	Are there unlimited user-defined columns per sub accounts?	
	Can the user report on current period and / or year-to-date actual and history?	
	Can the user report on current period, YTD and / or annual budgets?	
	Can the user report on variances or remaining percents or dollars?	
	Can the user report on consolidations for a range of accounts, by wildcards or by account groups?	
	Does the software support the optional inclusion/exclusion of revenue?	
	Does the software support "Batching" of reports for later printing?	
	Does the software allow user-defined financial statements through menu selection?	
	Does the software support stored procedures for frequently used financial statement formats?	
	Does the software allow financial statement consolidation by company?	
	Does the software allow memorandum / description accounts for multiple financial statement description lines?	
	Does the software allow user-defined financial statement subtotaling capability?	
	Does the software support user-defined suppression of financial statement detail?	
	Does the software support optional reporting of account numbers and / or percentages on financial statements?	
	Does the software support ASCII text file interface to word processing programs?	
	Does the software support reports for multiple, overlapping fiscal years for any range of dates, and any range of sub accounts?	
	Is transaction detail preserved as long as desired?	

REQUEST FOR PROPOSAL

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<b>Application</b>	<b>Evaluation Criteria</b>	<b>Response</b>
	Does the software support transaction detail reports for a range of dates?	
	Does the software support account inquiry for any range of accounts and any range of dates?	
	Does the software support reports for any range of funds, sub accounts, dates/fiscal years?	
	Does the software allow consolidated reports by wildcard selection of divisions, sub programs or locations?	
	Does the software allow statements of activities with comparisons to budgets by divisions and/or sub accounts?	
<b>Budget</b>	Does the software allow for budget amendments and maintain the original budget and an amended budget?	
	Does the software allow for more than five budget years?	
	Does the software allow for automatic percentage increase based on projections, budget amounts, account types, etc.?	
<b>Grants</b>	Does the software have a Grants module?	
	Does the project / grant ledger module require its own chart of accounts?	
	Can the system track projects / grants as part of the GL chart of accounts?	
	Can the project / grant ledger track detail information with summary postings to general ledger.	
	Is there the ability to close out and / or roll forward revenue and expense accounts at year end for cross fiscal year projects / grants?	
	Does the system require you to purge history files after certain number of years?	
	Does the software have the ability to restrict users based on task?	
	Does the software have the ability to restrict users based on account number?	
	Does the software have the ability to restrict users to "inquiry only" access?	
	Does the software have the ability to track grants by grant number?	
	Can the software lookup accounts by any project / grant?	
	Can the software generate reports by project / grant / grant number?	
	Can the software generate reports for any date range?	

<b>Application</b>	<b>Evaluation Criteria</b>	<b>Response</b>
	Can the software generate cross fiscal year reports?	
	Can access be restricted by project / grant for data entry?	
	Can access be restricted by project / grant for reporting?	
	Can access be restricted by project / grant for Inquiry	

**MAINTENANCE WORK ORDER SOFTWARE**

<b>Application</b>	<b>Evaluation Criteria</b>	<b>Response</b>
<b>Work Order</b>	Does the application support the ability to attach time and materials from work orders to G/L accounts, individual asset numbers and suite/buildings?	
	Does the application have the ability to track available maintenance workers and assign work orders to them?	
	Does the application provide for preventative maintenance scheduling?	
	Does the application support the ability to set priority levels on individual work orders?	
	Does the application allow old equipment to be identified as surplus?	
	How often can the application update to the accounting system?	
	Can other departments track the status of their work orders?	
	Does the application allow photographs to be attached to work orders?	

**MARINA MANAGEMENT SOFTWARE**

<b>Application</b>	<b>Evaluation Criteria</b>	<b>Response</b>
<b>System</b>	Does the system include password protected access?	
	Will each user have a unique user ID?	
	Can access be restricted by user ID?	
	Are there "Read Only" user IDs?	
	How many concurrent users are allowed?	
<b>Hand Held Devices</b>	Does the software support hand held devices for utility readings and vessel inventory?	
	Can more than one handheld device be in use at once?	

REQUEST FOR PROPOSAL

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<b>Application</b>	<b>Evaluation Criteria</b>	<b>Response</b>
	Is data uploaded in real time or through batch processing?	
<b>Application</b>	Can information be exported to other applications such as MS Office?	
	How many years of data can be retained?	
	Does the software allow selection of the number of years of account history to view?	
	Can multiple users make changes to a single record simultaneously?	
	Can prior period data be accessed at all times?	
	Can entries be reversed and deleted automatically?	
	How many characters are available in fields for customer and account information?	
	Is there a limit to the number of characters for memo fields for an account?	
	If a customer account has multiple vessels in multiple harbors can revenue be allocated correctly to each harbor?	
	Can accounts be tagged as active or inactive?	
	When using one common computer, can user IDs be changed without logging out of the system?	
	Can moorage agreements be filled out online and attached to a customer account?	
	Will slip history display a record of all vessels that have been assigned to a particular slip?	
	Will slip history stay with a customer account?	
	Can transaction data be stored indefinitely?	
	Can customer accounts be archived?	
	Are graphical representations of the marina slip layout supported?	
	Are there color coding options for the slip layout graphics?	
	Can customer account information, histories, envelopes and letters be printed?	
	Will the software track all activity by user ID?	
	Is there a field to identify type of vessel?	
<b>Reporting</b>	Is there an ad-hoc report generator?	
	Can prior period reports be generated?	
	Can a report be generated showing activity on a customer account by the user ID making each change?	
	Are all fields reportable?	
<b>Query/Search</b>	Can accounts be looked up by any account field, description or date range?	

REQUEST FOR PROPOSAL

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Application	Evaluation Criteria	Response
<b>Billing</b>	Are multi rate pricing structures supported?	
	How many rate structures are allowed?	
	Can accounts be set up on an annual basis?	
	Can customers be billed on a pro-rated basis?	
	Are payments applied to the oldest balance first?	
	Can interim statements be generated for an individual customer?	
	Can collection letters be attached to customer accounts?	
	Can rates be adjusted automatically?	
<b>Support</b>	Is technical support available 24X7?	
	Is technical support available by telephone?	
	How much support is included in the annual service contract?	
	Is additional support over the contract limits available?	

**COMMERCIAL REAL ESTATE MANAGEMENT SOFTWARE**

Application	Evaluation Criteria	Response	
<b>Property Management</b>	Are data fields available for lease agreement information: lease, license to operate, storage?		
	Are data fields available for terms and conditions information: rent (including escalations), renewal options, insurance and financial security		
	Are data fields available for Tenant contact information: address, phone, cell, web, and email address?		
	Are data fields available for property and area information: location, building, land, facility, suite, square footage or acreage?		
	Is historical tenant and property information archived and accessible?		
	Are all fields searchable and reportable?		
	Does the software support the ability to generate lists by type of business, district, mailing lists and email?		
	Does the software support right of first refusal including customer/tenant name, ROFR payment, location of ROFR, and ROFR expiration?		
	Does the software support access to tenant billing and payment reporting?		
	Does the software support group emails: by location, type of business or other user defined field?		

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REQUEST FOR PROPOSAL

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<b>Application</b>	<b>Evaluation Criteria</b>	<b>Response</b>
	Can photographs or videos be attached to areas, property or suite?	
	Does the software support a visual interface, allowing the user to click on an area to drill down to an individual building or suite?	
	How often can the application update to the accounting system?	

**EVENTS MANAGEMENT/RESERVATIONS SOFTWARE**

<b>Application</b>	<b>Evaluation Criteria</b>	<b>Response</b>
<b>Events Management</b>	Can the software track reservations for multiple venues?	
	Does the software support reporting by venue, customer and date?	
	Can the software track reservation deposits, payments, and damage deposits by customer?	
	Can the software interface directly to the core financial system?	
	Can the software process on-line reservations and payments?	