



City of Arlington, Washington

Request for Proposal
MUNICIPAL FINANCIAL MANAGEMENT SOFTWARE

March 3, 2017

Proposal Deadline: 4 pm March 27, 2017

Submitted by:

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INTRODUCTION

The City of Arlington ("City") is issuing this Request For Proposal (RFP) to solicit vendor proposals for a municipal financial management software system (the system) to serve the current and projected needs of the City. The application software and hardware configuration should comply with the minimum specifications as outlined in this RFP. The City operates on the cash basis of accounting.

The City intends to seek the best solution, based on the evaluation criteria contained in this RFP, for its data processing needs. The successful vendor(s) will seek to establish a turnkey, integrated hardware/software environment for the City, which will satisfy the specifications contained in this RFP, bringing to bear whatever vendor resources are required from the areas of computer systems hardware, software, technical training, conversion, maintenance, and services support.

The City is looking for a Municipal Financial Management Software System and vendor that will provide:

1. Full integration between financial modules with open integration with other modules and systems.
2. Compliance with the Washington State Auditor's prescribed Budget, Accounting and Reporting System (BARS) for a cash basis entity.
3. Compatibility with MS Office tools.
4. Easy export of all data for analysis.
5. Real time processing and ease of real time backup.
6. User customization of fields and reports.
7. Windows client, ease of use, ability to view increasing levels of account detail on screen.
8. Reliable and responsive support, company growth and stability.

The City's needs are broken down in the following system groups:

FINANCIAL MODULES

1. General Ledger
2. Budget (must have biennial budget capability)
3. Accounts Payable
4. Utility Billing
5. Accounts Receivable
6. Cash Receipting
7. Payroll
8. Fixed Assets

INTEGRATED MODULES

9. Airport Billing
10. Business Licensing
11. Building Permits
12. Cemetery
13. Project Management
14. Contract Management
15. Timekeeping

POSSIBLE MODULES

16. Human Resources
17. Work Order/Service Tracking
18. GIS
19. Asset Management
20. Grant Management

The City's current software products and data conversion needs:

DESCRIPTION	CURRENT SOFTWARE	DATA CONVERSION NEEDS
General Ledger	BIAS	GL Chart of Accounts, historical data
Budget Preparation	BIAS	5 year budget history
Accounts Payable	BIAS	Vendor master file
Accounts Receivable	BIAS	AR customer master file
Cash Receipting	BIAS	None
Payroll	BIAS	Employee Master file, payroll and position history
Timekeeping	Novatime	Timesheets and leave requests.
Utility Billing	BIAS	Master account information, services and open balances, billing and payment history
Fixed Assets	WASP	Current asset list
Business Licensing	Iworq	License business master file
Cemetery	Quickbooks/CIMS	Master account information, billing and payment history, inventory of filled and available lots
Airport Billing	BIAS (independent module)	Master account information, services and open balances, billing and payment history
Building Permits	Iworq	Payments, comments, notes, attachments, all permit related data

The City's current estimated annual activity level:

Number of city funds	31
Estimated number of general ledger accounts	1,216
Estimated annual number of cash receipt transactions	6,431
Estimated number of payables issued	2,900
Number of water/sewer accounts	5,500
Active employees	128
Estimated number of annual business licenses	1,275
Estimated number of daily users – Financial Modules	7
Estimated number of limited users	15

The City desires to contract with a single vendor for all hardware and software and hardware/software maintenance, installation, conversion and support. However, the City reserves the right to evaluate each software application module on its own standard of performance, regardless of whether other or remaining application modules of the vendor are considered by the City. The City reserves the right to award the system to any one vendor or a combination of vendors. In addition, the City reserves the right to purchase any personal computers needed from an alternate vendor.

One original and three copies of the proposal will be accepted until **4 p.m. on March 27, 2017**. Proposals submitted must be binding for no less than ninety (90) days after the date received.

The City reserves the right to reject any or all proposals or portions of a proposal. The City also reserves the right to waive minor technicalities in the proposal. The City reserves the right of evaluation and the right to determine the methodology for evaluation of the proposals to determine which proposal is best. In addition, to accept the proposal (or proposals) deemed to be in the best interest of the City, the most qualified proposal, will not necessarily be the proposal with the lowest cost. Further, the City reserves the right to accept a proposal (or proposals) for any or all items separately or together.

One original and three copies of the proposal clearly marked "Municipal Financial Management Software", signed by an officer of the company, are to be submitted and addressed on the outside as follows:

**City of Arlington
Attn: Kristin Garcia
238 N. Olympic Avenue
Arlington, WA 98223**

It is the responsibility of the vendor to deliver the proposal in accordance with these instructions contained above and/or elsewhere in the RFP. Proposals dispatched, but not received by the City by proposal closing time, will be returned, after receipt, unopened to the vendor.

Pre-Submittal Questions – There will be no pre-bidders conference. Vendor inquiries are to be directed to Kristin Garcia, Finance Director at kgarcia@arlingtonwa.gov. Questions are due by 5 p.m. on March 10, 2017.

Award of Contract - The final award of the proposal or contract will be made by the Arlington City Council.

Contract - In addition to the completed proposal, a resulting contract may be required by the City, including but not limited to, written correspondence between the City and the vendor subsequent to the proposal submission, facsimiles, and product literature.

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 to issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP.

Public Disclosure – All materials provided to the City by vendors are subject to State and City public disclosure laws. Any proprietary information contained in the vendor's proposal must be clearly designated and shall be labeled "Proprietary Information". Marking the entire proposal or any one or more of the major sections as proprietary will not be accepted.

Contact with City Employees. In order to ensure fair and objective evaluation, all questions related to this RFP should be addressed only to the person(s) so named in this RFP. Contact with any other City employee is expressly prohibited without prior consent of the person(s) so named herein. Vendors directly contacting other City employees will risk elimination of their proposal from further consideration.

CALENDAR OF EVENTS

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

Release Request for Proposal	March 3, 2017
Vendor Questions Due 5 PM	March 10, 2017
Answers to RFP Questions Emailed and posted on City Website	March 17, 2017
VENDOR PROPOSALS DUE BY 4 PM	March 27, 2017
Finalists Notified/Vendor Short List Released	April 3, 2017
On Site Department Demonstrations	April 10 – 14, 2017
Vendor Reference Checks Complete	April 14, 2017
Vendor Selected – Recommendation to Council	April 24, 2017
Council Approval – Contract Awarded	May 1, 2017

RESPONSE FORMAT

The RFP Response should be organized in the following order:

Cover Letter

- 1.0 Executive Summary
- 2.0 Company Background
- 3.0 Client References
- 4.0 Application Software Specification Chart
- 5.0 Implementation Information
- 6.0 Support
- 7.0 Hardware Specifications
- 8.0 Cost Summary
- 9.0 Terms & Conditions

1.0 Executive Summary

The Executive Summary should include a brief overview of the Proposal. It should be prepared in such a manner as to make it understandable to individuals not familiar with the terminology peculiar to a project of this type.

2.0 Company Background

The Company Background should provide vendor information including, but not limited to:

- Company Headquarters Information
- Complete list of products provided by the Vendor
- Financial History
- Percentage of Public Sector clients
- Company Awards and Merits
- Number of Years in Public Sector Software
- Total number of Clients
- Total number of Employees (Include the chart below for Employee Breakdown)
- Software evolution and direction

List the number of staff members by primary responsibility:

Development	_____
Support	_____
Implementation	_____
Marketing & Sales	_____
Network Services	_____
Accounting	_____
Total	_____

3.0 Client References

Vendor must supply at least six (6) sites that are currently using a similar system requested by the City. Be sure to include the total population served by the government. Please provide; entity name, address, contact name and phone number. ***This reference list is mandatory.***

4.0 Application Software Specification Chart

Please answer the provided Application Specification Chart as thoroughly as possible. Please include cost information in the Cost Summary section of your RFP Response. The chart is attached as a separate document. See list of appendices.

Application Software Specification Response Format

Please input an "x" in the appropriate column to the right of the feature/function statement. Further explanations should be provided in the comments column. Each row should have only one "x". Blank rows will be scored as Not Available.

5.0 Implementation Methodology

The Vendor's Implementation section should include information on all facets of the Implementation process. Please provide thorough information about the following:

- Project Management
 - Project Consulting Information
 - Vendor Project Manager Responsibilities
- Training
 - Training Methodology
 - Training Options
 - Training Requirements
 - Syllabus Information
- Data Conversion
 - Conversion Methods
 - Conversion process
 - Data Extraction
 - Scheduling
 - Data Validation
- Timelines
 - Provide a sample Implementation Gantt Chart
- Vendor/Client Responsibilities
 - What is the City responsible for during Implementation?
 - What services do the Vendor supply?

6.0 Support

The Vendor should provide the following Support Information:

- Support Options
 - Does the Vendor provide a toll-free support number?
 - Does the Vendor provide Online Support?
 - Other options for support?
- Support Goals
 - Please provide Response Times and Resolution Times to the following incident levels
 - Emergency
 - Critical
 - Standard Help Call
- Problem Escalation Procedures
 - How are incidents handled?
 - What tools do the Vendor Support Staff use?
 - What is the basic chain of command?
- System Updates
 - How are updates managed?
 - How often are updates released?
 - What is the typical downtime during an update?

7.0 Hardware Specifications

Hardware and System Operating Software Requirements

The vendor is encouraged to recommend any enhancements to the minimum requirements stated below that will improve the overall performance and usability of the system.

Describe the following requirements of the proposed system:

- Server Details
- Operating System
- Network Environment
- Processor Information
- Size of Memory
- Hard Drive Arrays
- Available Disk Space
- Workstation Requirements
- Printer Compatibility
- Please provide all configuration options
- Who is responsible for hardware and system software maintenance?
- If the hardware and system software is purchased from a third party vendor, who is responsible for hardware and system software support?

8.0 Cost Summary

Amounts should contain no taxes and include all transportation and delivery, FOB, to City of Arlington, Washington. All costs shall be in actual dollar-and-cent amounts, "Time and Material" quotation is not acceptable. Please provide best estimate for travel costs, cables, and other miscellaneous items. The City reserves the right to procure by other means any personal computers needed.

System Cost Certification

I hereby certify that I have read all items of the RFP and fully understand the requirements listed herein. I further certify that I am an authorized agent of the Offering Firm and may be held liable for any or all remedies that may become due to the City of Arlington.

SOFTWARE VENDOR

Firm Submitting Proposal	Address	Client	State	Zip Code
Signature	Printed Name	Title	Date	

HARDWARE VENDOR

Firm Submitting Proposal	Address	Client	State	Zip Code
Signature	Printed Name	Title	Date	

9.0 Terms and Conditions

Hold Harmless

Vendor shall protect, indemnify, and hold the City harmless from and against any damage, cost, or liability for any injuries to persons or property arising from acts or omissions of the vendor, his employees, agents, or sub-contractors, howsoever caused.

Insurance

Certificates of insurance shall be addressed to the City. All insurance shall be in effect during the term of the contract. Vendor shall provide the following coverage:

- General liability, errors, and omissions insurance not less than \$1 million for bodily injury including accidental death, to any one person and aggregate. Property damage not less than \$1 million for any one accident or aggregate.
- Vendor's Protective Liability Damage Insurance in the same minimum coverage as under General Liability Insurance.
- Worker compensation insurance in accordance with provisions of the Labor Code of Washington.

Conversion

Electronic conversion of the City's existing data is extremely important. Vendor must address the conversion methodology and disclose all related conversion costs in the cost summary.

Response Preparation Costs

The City will not pay any costs incurred by any vendor in the proposal preparation, printing, demonstration or negotiation process. All costs shall be borne by the proposing vendors with the exception of costs associated with any City personnel visits to Vendor offices or other client sites.

Payment

The City requests the proposal include a 3 year financing option. If the financing option is not selected as the method of payment, the City will pay invoices submitted by the selected vendor as progress is made on the implementation project and as agreed upon in the final contract. Payments must adhere to the State of Washington codes and regulations.

EVALUATION CRITERIA

The basis for the evaluation of proposals received shall include, but not be limited to, the following considerations:

1. Vendor's performance record in meeting the requirements of their existing public sector customers (users). Particular emphasis will be placed in the areas of training, customer support and the ability to meet the anticipated future needs of the City.
2. Compatibility and integration with existing hardware and software.
3. Ability to meet City's functional and technical needs.
4. Capability and costs to perform the required conversion of existing data files.
5. Quality of application software manuals, or other documentation and training aids.
6. Ease and ability to train user personnel.
7. Responsiveness and adherence to the requested proposal format, which includes the thoroughness of the proposal as well as the format of the presentation.
8. Software and hardware maintenance, support and service capability.
9. Required experience and number of in-house data processing personnel necessary to operate and maintain the system.
10. The number, type and experience of local vendor staff.
11. Proposer's ability to support the total system solution, including installation, conversion, software, training, and hardware/software maintenance, support and on-going modifications.
12. Performance during the on-site demonstration showing the software's scalability, flexibility and ease of use.

APPENDICES

1. System Wide Requirements
2. General Ledger
3. Budget
4. Accounts Payable
5. Project Accounting
6. Contract Management
7. Fixed Assets
8. Payroll
9. Human Resources
10. Employee Self Service (ESS)
11. Bank Reconciliation
12. Cash Collections
13. Utility Billing
14. Service Orders
15. Miscellaneous Accounts Receivable
16. Business License
17. Building Projects