



Request for Proposal

For

Integrated Public Sector Financial Management and Accounting Software

Issue Date: August 17, 2018

Issued By: City of Fulton
Finance Department
18 East 4th Street
Fulton, Missouri 65251

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Proposals Due: September 14, 2018
3:00 p.m.

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I. INTRODUCTION

The City of Fulton (City) is seeking to acquire a comprehensive, fully integrated Financial Management and Accounting Software specifically designed to effectively and efficiently manage day-to-day operations and to provide financial information to interested parties. This Request for Proposal (RFP) states the overall scope of products and services desired and specific software functionality as well as required vendor qualifications. The City will also be re-engineering its current business processes as a part of this implementation.

II. BACKGROUND

The City is located in Callaway County and was incorporated in 1859. The City charter was adopted in 1986 and the City has a Council/Administrator form of government. It serves an area of 12 square miles with a population of 13,000 residents.

City services are divided into the following departments: General Government, Finance, Public Safety (Police and Fire), Public Works, Electric, Gas, Water, Sewer, Solid Waste, Parks & Recreation, Golf and Airport.

The City has an annual payroll of over \$7,000,000, covering 200 full-time employees and approximately 60 part-time employees, depending on the season.

The City's fiscal year begins on January 1st and ends on December 31st. The Finance Department currently maintains 23 different funds with a total budget of \$40M, and a Capital Budget ranging from \$5 - \$7 million per year. The City currently uses Springbrook accounting software.

III. SOLICIATATION SCHEDULE

Action	Dates
RFP Issued	August 17, 2018
Sealed Bids Due to the City	September 14, 2018
Announce Most Competitive Bids	September 20, 2018
Software Demonstrations and Interviews	First week of October 2018
Announcement of Apparent Successful Bidder	October 15, 2018
Contract Negotiations	Mid October thru Mid November 2018
Council Approval	November 2018
Start Implementation	Spring and Fall 2019

The City reserves the right to modify this schedule at the City's discretion. Notification of changes in the response due date would be posted on the City website or as otherwise stated herein.

All times and dates are Central Standard Time.

The City places a considerable amount of information on its website. Vendors are expected to fully utilize this as a primary source of information before contacting the City with questions.

IV. SCOPE

The City intends to acquire the most appropriate financially attractive solution from a qualified Vendor at a firm, fixed price, to enable the City to manage a full-range of financial and accounting processes and other related areas. Through the implementation of new software, the City is looking to become more efficient in the execution of duties by implementing best practices and to enhance the ability to provide financial information in a timely manner and usable format. It is also the goal of the City to reduce paper consumption and implement technologically advanced electronic processes. The City would prefer to contract for a proven system that is already in use and operating effectively in other jurisdictions of similar size and complexity.

GENERAL REQUIREMENTS

The software applications anticipated to meet the requirements of this RFP are:

Required Modules

- General Ledger
- Budget Preparation
- Purchase Orders
- Accounts Payable
- Accounts Receivable and Miscellaneous Billing
- Cash Receipts
- Inventory Control
- Fixed Assets
- Bank Reconciliation
- Human Resources
- Payroll
- Utility Billing
- Licensing and Permits
- Clearinghouse

Optional Module

- Employee Time Entry
- Employee Self-Service

User and Transaction Data

Users	Core Users
Total # of Users	34
Payroll / HR	4
General Ledger	19
A/P – Purchase Orders	9
Cash Receipts	12
Accounts Receivable/Misc. Billing	4
Project & Grant Accounting	5
Fixed Assets	3
Budget	12
Business Licensing	3
<u>Annual Transactions</u>	
Accounts Payable / Purchasing	
# A/P Checks Written Per Year	4000
# Purchase Orders / Encumbrances	6000
Payroll / HR	
Payroll – Biweekly (all costs)	270,000
# Payroll Transactions (checks & deposit notices)	7500
# Employees – full-time, part-time	Full-time 200, Part-time 60
Accounts Receivable	
# of A/R as Special Assessments	<25
# Misc. AR	2,200
Business Licenses	
Business & Liquor Licenses Issued	640

TECHNICAL SPECIFICATIONS

The City will consider both hosted and on-site software programs. Vendors may propose both options but would need to complete a separate cost summary form for each option.

If Hosted:

- Prefer to use VPN network requirements
- Must not be accessible over the public Internet
- Prefer a 100 percent browser based client application
- Must integrate with Active Directory Federation Services (ADFS) for authentication

If Onsite:

- Database must be Microsoft SQL Server 2012 or newer
- Operating systems must be Windows Server 2012 or newer
- Servers must be x64 architecture compatible
- We can support any network requirements a system may have

Other Technical Requirements

- A. Product must have a planned life cycle and be supported for the foreseeable future with a defined migration path.
- B. Data must be made available to the City of Fulton in a standard open format (such as XML) to be used for other purposes.
- C. Full or partial legacy database conversion will be required.
- D. Any web interface must be compatible with the most current version of Internet Explorer, and at least two of the following additional browsers: Apple Safari, Google Chrome or Mozilla Firefox.
- E. Public-facing interfaces must not collect any personally identifiable information unless volunteered by the user in an email or survey response. Only standard traffic-tracking data such as IP address and browser/device information will be collected.
- F. Any form of payment collections must meet PCI compliance and cannot be stored on any City-owned systems or transferred over any City network in an unencrypted form.
- G. User Security must be administrator based.
- H. Any desktop client must be compatible with the current City configuration of Windows 7, Office 2016 products, and Internet Explorer 11.

V. PROPOSAL REQUIREMENTS

The submitted proposal must follow the procedure and format established within this RFP. Adherence to these procedures will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of a proposal.

To ensure a fair and objective evaluation of all proposals, vendors are required to submit all communications to the project contact noted on the cover of this RFP. The Vendor must name a representative to communicate with the City. The representative must be a person authorized to negotiate a contract in the company's name and this person or a successor must have full authority to resolve disputes with the City.

Before submitting a proposal, vendors must examine the specifications in order to understand all existing conditions and limitations. The vendor shall indicate in the proposal the total sum to cover the cost of all items included in the RFP.

Proposals must contain at least the following information:

- 1) **Executive Summary** – Narrative summarizing the vendor's ability to meet the requirements of this bid. Include the address of headquarters and the address of office that will serve the City of Fulton. Provide the name, telephone number and e-mail address of primary vendor contact.
- 2) **Company Profile** – Describe your company, including but not limited to its years in business, company size, organizational structure, and company's target market. Include the most recent audited financial statements and biographies of key staff members involved in the implementation team, including the person who will be the main contact for implementation. Include the following information:
 - a. Provide the name and version of the software system proposed.
 - b. How many public sector clients use the proposed software?
 - c. Briefly describe how your company measures customer satisfaction. What key performance metrics are utilized, methods of quantifying results and which areas are evaluated.
 - d. Briefly describe the company's commitment to enhancing the software and how those decisions are made. How often do major upgrades occur? How often do minor upgrades occur? Are version upgrades included in annual maintenance and support costs? Describe the timing of proposed system update when a new version of operating system is released.
- 3) **References** – Provide five (5) references of clients similar to the City who are using the software proposed, including the version used, and the year it was implemented. Please include the site name, address, telephone number, contact name and contact title. Also provide a list of all Missouri users; municipal, schools, etc.

- 4) **Technology/Security** – Provide the name and version of the software system proposed. Describe the hardware and database necessary to operate your proposed software system. State the adherence to the technical requirements outlined above (p 6-7). If offering a hosted version, provide information about the security of stored data at the host site.
- 5) **Implementation and Training** – Describe the following:
 - Implementation methodology including client/vendor roles and responsibilities of the implementation and necessary client resources for a successful implementation.
 - Data conversion methodology and role responsibility assuming the City would like to contract for conversion services for five (5) years of data from the current system.
 - Training methodology including the types of training, i.e. onsite, web-based or train the trainer, training hours and training location. Indicate if a representative will be available on-site at time of switchover.
 - If you partner with a third party implementor, include the name and address of this company.
 - Implementation schedule in weeks.
- 6) **Maintenance and Support Services** – Describe your on-going support services available, including hours available, normal response time and communication capabilities (telephone or web). If you partner with a third party to supply support services, include the name and address of this company.
- 7) **Proposal Cost** – All costs must be listed on a form similar to the **Cost Summary Form** located in this document including separate costing for each module where modules are sold separately, including five (5) years of maintenance and support costs.
- 8) **Signature Form** – The attached signature form must be signed as outlined for the proposal to be considered.
- 9) **Samples and Reporting** – Include copies of sample standard reports and screen shots which show the following, at a minimum: home screen/dashboard, menu screens, journal entry screens, accounts payable entry screens, budget screens, report initiation screens, new employee entry screens and payroll entry screens. Also, include the mechanism for creating custom reports.

VI. SUBMISSION OF PROPOSALS

Each proposal will be prepared on the form provided and be submitted in a sealed envelope bearing the words “City of Fulton Financial Management and Accounting Software Proposal” and the name of the vendor. Five printed copies and one electronic copy should be provided.

It is the sole responsibility of the vendor to assure that their RFP is received in the proper time. All proposals received after the deadline will be considered non-responsive and will be returned to the Vendor unopened. Faxed or emailed proposals will not be accepted.

Bids must be received no later than 3:00 P.M., CST, on September 14, 2018, at the following address:

Mailing Address

City of Fulton
Attn: Courtney Crowson City Clerk
P.O. Box 130
Fulton, Missouri 65251

Delivery Address

City of Fulton
Attn: Courtney Crowson City Clerk
18 East 4th Street
Fulton, Mo. 65251

All inquiries should be directed to Kathleen Holschlag , Chief Financial Officer at finance@fultonmo.org or (573)592-3111.

If vendor is selected for award, the bid proposal and all vendor responses become a part of the final contract. All proposals submitted shall be valid for a period of 180 calendar days from the date of proposal opening. The City will not reimburse vendors for costs incurred in preparing proposals or traveling to the site to demonstrate products.

Public Record

Vendors are advised that all information submitted in response to this RFP is considered a public record pursuant to Chapter 610 of the Revised Statutes of the State of Missouri. The City assumes no responsibility for the release of information pursuant to the law governing public records.

VII. EVALUATION OF PROPOSALS

Evaluation of the proposals is expected to be completed within 60 days after receipt with implementation to begin upon contract approval. An internal evaluation team will evaluate proposals.

Demonstrations and Presentation

The City will require some vendors to provide detailed demonstrations of proposed application software at the City's work site. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the municipality.

Evaluation Rights

Vendors are cautioned that this is a Request for Proposal, not a request for contract, and the City reserves the right to reject any and all RFP responses or to select certain application software from the RFP responses. The City also reserves the right to award the contract in any manner deemed to be in the best interest of its citizens.

VIII. CONTRACTS

The successful vendor will be required to enter into a written contract with the City, including the following:

- Joint ventures will be considered as long as one firm is named as the primary contract party, and the contract contains language that binds all parties. The City reserves the right to approve all subcontractors in advance.
- The proposed initial term of the contract will be for a minimum of 36 months.
- Detailed invoices must be submitted based on the milestones per the contract. The City requires professional services and reimbursements to be separated on invoices. Payment will be made by the City to the Vendor within 30 days from receipt of invoice.
- A federal tax identification number is required by the City.
- The City is tax exempt and will supply an exemption certificate upon request.

IX. INDEMNIFICATION

The Vendor shall indemnify, save, and hold harmless the City of Fulton, Missouri, its employees, and agents, against any and all claims, damages, liability and court awards including costs, expenses and attorney fees incurred as a result of any act or omission by the vendor or its employees, agents, subcontractors, or assignees pursuant to the terms of the contract resulting from this request for proposal.

X. SIGNATURE FORM

Signature of Vendor indicates that they have examined the information and requirements provided as a part of this RFP. The Vendor has prepared, examined and checked the Proposal to ensure that no mistake or error is contained in the Proposal.

The person signing as the authorized signatory has the authority to provide the Proposal and contract with the City of Fulton.

Signature of Authorized Signatory

Print Contact Name and Title

Contact email

Contact Telephone Number

Date

Business Name of Bidder

Telephone Number

Address

Address

City, State, Zip

XI. COST SUMMARY FORM

Vendor Name _____ Date _____

Onsite Proposal Hosted Proposal

Module	Software & Licenses	Implementation	Training	Estimated Travel	Conversion	Other	TOTAL
Sub-Total by Cost Type							

					Total for All Modules		

	Year 1	Year 2	Year 3	Year 4	Year 5	TOTAL
Maintenance & Support						