

CITY OF AUMSVILLE

Request for Proposal

FOR LOCAL GOVERNMENT ACCOUNTING,
PAYROLL, UTILITY MANAGEMENT AND
MUNICIPAL COURT SOLUTION

ISSUE DATE: 1 June 2022

ISSUED BY: CITY OF Aumsville
595 Main St
Aumsville, OR 97325

INQUIRIES: Joshua Hoyer
Finance Officer
503-749-2030
jhoyer@aumsville.us

OFFICIAL CUTOFF DATE/TIME: 6/30/2022 @ 2:00 PM PST

VENDOR INSTRUCTIONS

1. INTRODUCTION

You are invited to provide a written Proposal to provide a comprehensive, fully integrated, local government specific Accounting, Payroll, Utility Management, and Municipal Court Solution. This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications.

Please submit one original and three (3) copies of your qualifications in an envelope marked "Proposals for Local Government Finance, Payroll, Utility Management and Court Solution."

A proposal may be delivered personally, mailed or emailed to:

Joshua Hoyer, Finance Officer
City of Aumsville
595 Main St
Aumsville, OR 97325
jhoyer@aumsville.us

All proposals must be received no later than 2:00 p.m., Thursday, June 30, 2022.

Consultants submitting qualifications evaluated as being highly responsive to the RFP may be requested to make an oral presentation to a Selection Committee. Interviews may occur during the month of July 2022. It is anticipated that the selected Proposer shall receive Notice to Proceed during the month of August, 2022. All questions regarding this RFP, the oral presentations, demonstrations and interviews, or physical site inspection shall be directed to the City's Finance Officer, Joshua Hoyer. For your reference, a score sheet showing how each evaluation category is weighted is included with this RFP.

A submittal shall be firm for a period of ninety (90) days after the closing date. Each Responder may withdraw its submittal if not accepted within ten (10) days of the RFP closing date.

The written submissions will be evaluated on their completeness and quality of content. Only those Proposers supplying complete information (as described and required by this RFP) will be considered for evaluation.

Right of Aumsville to Award or Reject Proposals

This RFP does not commit the City of Aumsville to award a contract for the services/software specified within the RFP document.

Aumsville reserves the right to:

- Accept or reject any or all submittals received as a result of the Request for Proposals;
- To negotiate with any qualified Responder;
- Accept qualifications and subsequent offers for contract from other than the initially selected Responder;
- Waive or modify any irregularities in submittals received after prior notifications to all the Proposers.

If a Proposer is selected, further negotiations and additional information may be required to develop any final agreement between Aumsville and the Proposer.

The award, if there is one, will be made to that respondent determined to be the most qualified, responsible and responsive based upon the evaluation of the information furnished under this RFP. The successful Respondent shall commence work only after an agreement with the City of Aumsville is fully executed and a Notice to Proceed has been issued by the City's Finance Officer.

Incurring Costs

Neither the City of Aumsville, its employees, officers, Councilors nor agents are liable for any cost(s) incurred by any Proposer(s) or others prior to issuance of a written agreement, contract or notice to proceed.

Interpretation of the RFP Documents and Issuance of Addenda

A person or entity contemplating submissions in response to this RFP finding discrepancy(ies) in or omissions from or is in doubt as to the true meaning of any part of the RFP document shall submit a written inquiry for a clarification or interpretation of the RFP at least ten (10) calendar days prior to the RFP closing date. That inquiry is to be directed to:

Joshua Hoyer
Finance Officer
City of Aumsville
595 Main St
Aumsville, OR 97325
jhoyer@aumsville.us

If in the opinion of the Finance Officer, an inquiry requires a significant disclosure by the City in response, both the question(s) posited and the City's answer(s) will be provided in the form of an addendum to the Request for Proposal to all persons or entities who were sent the initial RFP.

Aumsville is not responsible for any explanation, clarification, interpretation or approval made or given in any manner, except by written addenda. Addenda, if necessary, will be

issued not later than five (5) calendar days prior to the RFP closing date. The City reserves to itself the right to extend the time for submission of proposals and the extension of a response to the RFP.

Respondent's Responsibility

The selected Respondent shall assume full responsibility for all proposed services, whether performed or produced by Respondent, any sub-respondent(s) or sub-contractor(s) of Respondent. Respondent(s) understand and agree that they and not the City of Aumsville, Aumsville's agents, officers or employees are responsible for all contractual matters relating to their submittal and the services they propose to provide.

Contract Payment Schedule

It is anticipated that if an agreement is entered into as a result of this RFP, it will be based upon a not-to-exceed maximum fee for the work contemplated in the agreement which should include all items identified below in Section 2 – General Requirements. Work items in addition to those listed in General Requirements after the agreement is awarded are to be addressed through a written amendment or a written change order.

If applicable, payment for work will be made monthly upon receipt of the Consultant's billing statement. This statement must include a summary of the progress made through the date of the billing and shall be submitted to the Finance Officer. Monthly payments will be based on the costs incurred as summarized in the progress report.

Execution

If a proposal in response to this RFP is submitted by a corporation, that proposal shall be executed in the name of the corporation followed by the signature of the officer authorized to sign for the corporation and the printed or type-written designation of the office that person holds in the corporation.

If a proposal in response to the RFP is submitted by a joint venture, that proposal shall be executed by each participant of the joint venture.

If a proposal in response to this RFP is submitted by a partnership, that proposal shall be executed by the managing partner.

If a proposal in response to this RFP is submitted by a joint venture or partnership, please provide assurances regarding the responsibility and liability of the particular entity for successful completion of the work.

The address, phone numbers, emails, internet address, tax identification numbers and board certification (if any) or license numbers (if any) of Proposer shall be typed or printed on the proposal.

Informal Submittals

Incomplete or conditioned submittals or any containing erasures or alterations may, in the discretion of the City of Aumsville's Finance Officer be rejected as informal.

Withdrawal of Submittals

At any time prior to the hour and date set for the receipt of submittals, a Proposer may withdraw their qualifications. That said, any withdrawal will not preclude the submission of additional qualifications prior to the hour and date set for the receipt by Aumsville of qualifications.

Agreement for Professional Services

Upon award of a contract, the Proposer will be required to enter into a professional services agreement (PSA) with Aumsville which will incorporate the submittals and expected work schedule with the agreement's duration determined by the Finance Officer and the City. It is anticipated the professional services contract will include supporting documents which may include the RFP, the Consultant's written submittal and any other documents incorporated by reference in that written submittal.

Project Manager

The Project Manager for this contract is Joshua Hoyer, Finance Officer for the City of Aumsville. Questions regarding this RFP, the overall project and submittals must be directed to the Project Manager.

Acceptance of Content

The contents of the submittals of the successful Consultant will become contractual obligations if acceptance ensues. Failure of the successful Consultant to accept these obligations in a professional services contract may result in cancellation of the award.

Economy of Preparation

Submittals should be prepared simply and economically, providing a straightforward, concise description of Proposer's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of the content.

Non-assignment

In the event a Proposer is awarded an agreement, that PSA will not be assigned in part or in whole without the prior written approval of the City.

2. GENERAL REQUIREMENTS

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

Financial Management Suite

- General Ledger
- Budget Management
- Annual Budget Preparation
- Accounts Payable
- Revenue/Cash Receipting
- Asset Management
- Project/Grant Accounting
- Misc. Billing & Receivables
- Government (GASB) Reporting
- Data Views/Financial Report Writer
- Bank Reconciliation
- Business Analytics
- Electronic Year-End Reporting (1099-MISC, 1099-NEC, etc)

Payroll Management Suite

- Payroll Processing
- Personnel Management
- Position Control
- Benefits Administration
- Workers Compensation Administration
- Position Budgeting
- Direct Deposit Support
- Cost Center Distribution for each employee (benefits, taxes, PERS contributions, etc)
- Electronic Year-End Reporting (Federal & Oregon W-2)

Utility Management Suite

- Water/Sewer
- Compatibility with Sensus AutoRead and common utility reading devices
- Meter and Device Inventory
- Business Analytics
- Online/Automatic Bill Payment Options
- Online account access and bill payment for utility customers
- Backflow Management

Municipal Court

- Docket Management
- Receivables Organized by Defendant/Payee

- Payment Scheduling & Past Due/Suspension Process
- Court Notice Templates (Suspension warnings, court dates, etc)

Additionally, the City seeks the following technical foundation:

- Windows based Client with multi-tasking capability
- Fully relational database system, such as SQL
- Integration to leverage desktop productivity tools i.e.: Microsoft Office Suite currently used by the City
- Ability to set specific user privileges to access relevant functions of the system
- Online access to reports, timesheets, and other tools for users at other locations, such as the Public Works building.

3. BACKGROUND INFORMATION

Currently the City maintains the following software which is to be replaced by the software sought through this Request for Proposal:

1. Vision Municipal Solutions – Financials, Cash Management, Payroll, Utility Billing, Invoice Cloud interface, Municipal Court modules.

Revenue is posted via the Cash Management module. Receipts are printed for payments without a remittance coupon as supporting documentation for bank deposits. Utility payments automatically reconcile with account balances in the Utility Billing module and are uploaded to Invoice Cloud nightly to update current balances online. Other non-utility payments are entered manually into Cash Management, including payer information, purpose, and related revenue accounting line. Utility payments are summarized into a single batch to attach to a deposit record for bank reconciliation. Non-utility payments are attached to deposits individually, typically with multiple transactions in the same deposit.

Municipal Court payments are also entered through the Cash Management module and summarized in a single batch for deposit. Payments are currently applied to a single docket until paid in full, then to the next sequential docket number for the payer. The payer's current balance for all open dockets is updated in an excel spreadsheet, along with any due dates set by payment arrangements. The Municipal Court system is not able to sufficiently facilitate payment plans and suspension processes for failure to pay, so this tracking is performed in Excel. Each fine paid includes portions which are passed through to state and county agencies, which need to be accounted for separate from court revenue and reportable as vouchers for Accounts Payable.

A majority of the City's payroll functions are performed in manual processes with little to no electronic formats. Timekeeping is maintained on semi-monthly timesheets to identify overtime, vacation, sick and other forms of leave used or accrued each pay period. This information is then input and processed in the Payroll module. Currently, Vision automatically updates the Federal income tax tables; however, the Oregon tax tables are updated manually by us. The system provides for electronic reporting of W-2 information

to the IRS. Employee Form W-2's are only available in printed format; however the Payroll module provides a certified W-2 format for printing, so no pre-printed forms need to be ordered each year. The city is not able to provide W-2's securely through an electronic format to employees using this module. Paychecks are printed through the Payroll module. Generic transaction details are printed on the stub portion for any vendor payments; however, specific notes related to the payment must be handwritten prior to mailing. Notes cannot be printed on the individual check. Pay periods are setup manually. The module includes a Direct Deposit process which will generate a NACHA file for posting through the City's internet banking portal. Direct deposit stubs are printed, and the city manually prints its own letterhead on blank paper prior to printing these stubs.

The City's Network is maintained with a Windows 2016 server domain controller, with a second Windows 2016 server to operate the current SQL Server 2012 database. Terminals consist primarily of Dell OptiPlex 3060 desktops running Windows 10 Professional operating systems (64-bit). Workstations are typically replaced on a five- to seven-year cycle. The City's internet connection is high-speed (~100Mbps down/7Mbps up). Technical computer support is provided by an independent contractor.

4. RESPONSE INSTRUCTIONS

All proposals submitted in response to the Request for Proposal must follow the rules and format established herein. Failure to fully complete any portion(s) of this request may, at the discretion of the City, result in rejection.

5. ASSESS RFP DOCUMENTS

Before submitting a Proposal, vendors shall 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.

6. RFP REVIEW

All documents submitted as part of all vendors' proposals will be deemed confidential during the evaluation process. Vendor proposal will not be available for review by anyone other than the evaluation team or its designated agents. There shall be no disclosure of any vendors information prior to award of the RFP and thereafter. All information provided by the proposers will be subject to disclosure consistent with Oregon's Public Records Act (**ORS 192.311 to 192.478**).

7. RFP REQUIREMENTS

Each proposal will be prepared using the RFP template provided and be submitted in either a sealed envelope bearing the title of work and the name of the vendor, or an email containing all pertinent attachments. The additional required information must be prepared in the following format:

Section 1 – Executive Summary

Provide a concise overview of the system proposed with a limit of 3 pages.

Section 2 – Vendor Background and Qualifications

Provide, within a 5 maximum total page limit, narrative responses to the following questions, including any necessary documentation, for each item listed below:

1. Specify the number of years the Vendor has been in the public sector software business. Provide public sector vs. private sector for number of clients, as well as revenue percentage comparisons.
2. Provide a chronology of the company’s growth, heritage, staff size, and ownership structure.
3. Indicate whether the business is a parent or subsidiary in a group of companies.
4. Has this company or proposed product ever been purchased by another company or acquired because of a merger or acquisition?
5. If yes, provide details regarding the name of the companies involved, specific products affected and when such merger or acquisition(s) took place.
6. Provide a brief statement of the company’s background demonstrating longevity and financial stability.
7. Has the company had a workforce reduction during the past 5 years?
 - a. If so, provide details regarding workforce reductions: percentage or workforce, areas affected, senior management team changes, etc.
8. Describe the seniority, tenure, and background of the senior management team.
9. Describe how your company measures customer satisfaction for software applications and customer service & support.
10. Describe the company’s commitment to research & development for the specific public administration application being proposed; include percentage of annual revenue invested in application development of solution proposed.
11. For each of the applications being proposed, please provide the following background information.

	Original Development	Organization	Date of First Release	Date of Most Recent Release
A. Financial Management				
B. Payroll Management				
C. Utility Management				
D. Municipal Court				
E. Accounts Receivable – Invoice Generation				

Note: If any of the proposed applications were not originally developed by the proposing vendor, please provide narrative details for the following subjects:

- Date of product merger / acquisition
- Name of the products and organizations involved
- Description of how integration/interfaces was accomplished (batch vs. real time, consolidated or separate databases, etc.)
- References of all customers using proposed applications and interfaces
- Description of the development technologies used for each product
- Status of the originating development team resources (retention rate, location)

Section 3 – Customer References

Please provide at least three (3) customer references that are representative of the requested system. The City may request an on-site visit of the references while determining finalists.

Also, please provide references for two (2) customers the Vendor has lost in the past year.

Section 4 – Response to Software Requirements

Vendors are instructed to complete the Functionality Requirements provided in this RFP (**Attachment A**), by placing an X in the correct column for each requirement as described below:

- Fully Compliant - Indicates that the vendor's standard software meets and/or exceeds the requirement.
- Modification/Custom Software - Indicates that a software modification or custom software is required to meet and/or exceed this requirement. If there is a cost associated with this, list the dollar amount in "Comments".
- Not Available - Indicates that the vendor's software does not and cannot meet this requirement.
- ****Note**** Attachment A is a template provided by other municipalities. Some items are not pertinent to the City of Aumsville's activities and have been indicated as such.

Section 5 – Software Descriptions

Provide narrative descriptions of the proposed software applications. Any software not developed by the company submitting the proposal must be disclosed. It must provide a seamless integration with all other applications and maintenance and support must be provided by the company submitting a proposal.

Section 6 – Technology

1. Is .NET used in all your applications or just your presentation layer?
2. Were your core applications developed in an environment other than .NET? If so, how did you move to the .NET architecture?
3. What .NET language(s) are your core applications written in? (ASP, VB, C++, C#)
4. Do you run on the .NET framework?
5. What version(s) of .NET framework do you run on?
6. Do you support SQL Reporting Services?

7. Do you index your SQL tables?
8. Do you have standardized XML import/exports?
9. Do you use Information Bridge Framework (IBF)?
10. Are you using IBF for Office integration? If not, how do you import from/export to Office products?
11. Does the software support Windows 10 on client PC's?
12. Do you support Windows Server 2016 as a server?

Section 7 – Implementation and Support

Within a 5-page limit, answer the following questions and provide the necessary documentation for each item listed below.

1. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities and estimated milestones.
2. Describe your overall user training approach.
3. Describe your company's service & support philosophy, how it is carried out and how success is measured.
4. The vendor must provide ongoing services and support, such as a toll free customer service number, annual training classes/webinars, online customer service web site and online software maintenance.
5. Provide a thorough description of help desk services including dial-in, web support and ongoing maintenance.
6. How do you service and troubleshoot problems for your current clients?
7. Provide resumes of proposed project team demonstrating recent project management engagements.
8. The vendor must provide software updates and enhancements on a regular basis.
9. The vendor must communicate provisions and identify associated costs.
10. Describe the number of Microsoft Certified professionals on staff.

(MCSE, MCSA, MCDBA, MCT)

Section 8 – RFP Information

Please review the specific software applications described in Section 2 General Requirements. Responses on the RFP Form (**Attachment B**) are the minimum required pricing information. The following costs associated with these applications must be included in your response:

- Application software license fees
- Modification costs if denoted to satisfy a requirement
- Implementation, Training and Support Services Costs
- Projected Annual Software Maintenance costs per year for 5 years:
- Other anticipated costs (i.e., travel, data file conversions, billing cardstock, etc.)

Section 9 – RFP Submittal

Official Opening of Proposals: Proposals will be opened upon receipt at City of Aumsville, Oregon.

Delivery of Proposal: Proposals must be delivered by the date/time specified to the Finance Officer. It is the sole responsibility of the vendor to see that their Proposal is

received in the proper time. Any proposal received after the cutoff date and time shall be eliminated.

Section 10 – License Agreement

Provide a sample of the proposed License Agreement (subject to modification by the City's

Legal Counsel). The sample agreement must contain the following statements:

1. The applicable venue is Marion County, State of Oregon.
2. Payment- Retainage in the amount of fifteen percent (15%) shall be withheld from each progress payment request. Retainage will be held by the City. Release of retainage will occur after City Staff determines the project is complete.

Section 11 – Demonstrations and Presentations

The top two (2) vendors may be asked to provide on-site detailed demonstrations of proposed application software. Vendors will be allowed one 8-hour day for their presentation and as much preparation time with City Staff as they feel necessary.

Section 12 – Right of Refusal

The City reserves the right to a) reject any or all proposals, or to make no award, b) require modifications to initial proposals or c) to make partial awards. d) negotiate a final contract that is in the best interest of the City and the public; The City further reserves the right to excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to the City. The City reserves the right to award the contract in any manner deemed in the best interest of its citizens.

Section 13 – Evaluations

The criteria for vendor evaluation and consideration are:

- Market Focus (How is the software designed for Local Government)
- Stability (Financial Viability, Business Longevity, National Focus)
- Customer Service (References, Retention, Measured Service Rates, 24x7 Support)
- Ability to Provide a Comprehensive Integrated Solution to meet the stated requirements
- Cost effectiveness to provide 100% of our Financial Software needs

Evaluation of the proposals is expected to be completed within 90 days after receipt. An evaluation team will consider proposals on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements.

The City may award based on initial proposals received, without discussion of such proposals.

Selection Criteria

After receiving the pricing proposals, the selection criteria and percentage weighting used to evaluate the proposals (including pricing information) are shown on the following table:

Proposal Evaluation Criteria	Weighting (%) of total
Specialized experience, capabilities, and technical competence,	20%
Resources committed to perform the work;	20%
Record of past performance	10%
Ownership status	10%
Availability to the project locale;	20%
Proposed project management techniques	5%
Pricing strategies	15%
Total	100%

A proposer may withdraw from consideration for the procurement if the prospective proposer does not wish to provide a price proposal.

The City and the selected candidate shall mutually discuss and refine the scope of services for the project and shall negotiate conditions, including but not limited to compensation level and performance schedule, based on the scope of services.

The compensation level paid must be reasonable and fair to Aumsville as determined solely by it.

If Aumsville and the selected candidate are unable for any reason to negotiate a contract at a compensation level that is reasonable and fair to Aumsville, the City shall, either orally or in writing, formally terminate negotiations with the selected candidate; Aumsville may then negotiate with the next most qualified candidate. The negotiation process may continue in this manner through successive candidates until an agreement is reached or Aumsville terminates the selection process.

Section 14 – Timeline

Bid Notification	06/1/2022
Submit Proposal to City	06/14/2022 to 06/30/2022
Proposal Evaluation	07/01/2022 to 07/08/2022
Vendor Demonstrations (if needed)	07/18/2022 to 07/31/2022
Project Award	08/06/2022