CITY OF LAKE CITY, SC

REQUEST FOR PROPOSAL

FINANCIAL, REVENUE COLLECTION AND PERSONNEL ERP SYSTEM

INTRODUCTION

The City of Lake City is issuing this Request for Proposal (RFP) to solicit vendor proposals for a financial and administrative data processing 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 outlined in this RFP.

The City intends to seek the best solution, based on the representative 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 in this RFP, bringing to bear whatever vendor resources are required from the areas of computer systems software, technical training, and conversion, maintenance and support services.

The City desires to contract with a single vendor for all software and software maintenance, installation, conversion and support.

INSTRUCTIONS TO PROPOSERS

Three original copies, marked "original", of the proposal will be accepted until Friday, January 13, 2017, 5:00 p.m. Proposals submitted must be binding for no less than one hundred eighty (180) days after the date received. The City will select the proposal, or combination of proposals, that, in its opinion, is in the best interest of the City. 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, but also reserves the right of evaluation and the right to determine the methodology for evaluation of the proposals to determine the best proposal. In addition, to accept the proposal (or proposals) deemed to be in the best interest of the City i.e., 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.

Vendor inquiries are to be directed to Lenessa E. Hawkins, via email at lhawkins@cityoflakecity.org. Three originals of the proposal, marked "original" and clearly marked as "Financial and Administrative Data Processing System Proposal", signed by officer of the company, are to be submitted and addressed on the outside as follows:

Rhonda Housand
Finance Department
City of Lake City
202 Kelley Street
P.O. Box 1329
Lake City, SC 29560.

Proposals may also be hand-delivered to the above street address by the date and time specified. It is the responsibility of the Proposer 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 kept by the City, unopened. Postmarks will not be used to determine responsiveness.

PROPOSAL REQUIREMENTS

The written proposal should address items A through I of the criteria described in the "Required Content for Proposal" section of this RFP.

Selection Process

The selection process will be conducted as follows:

- **Review of Written Proposals**

  Using the criteria given in items A through I described in the "Required Content for Proposal" section of the RFP and with emphasis on application software specifications, the City of Lake City project group shall review **all proposals** received to determine those software vendors who are fully qualified to provide the software, services and support set forth by this RFP.

- **Discussion and Interviews**

  The City of Lake City project group may hold one or more discussions with the top three ranked vendors who have been deemed to be fully qualified to provide software, services, and support as set forth by this RFP. Such discussions will be for the purpose of gathering additional information and understanding the firm's qualifications, expertise and experience.

- **Evaluation and Ranking**
  Using all of the information developed during the proposal review and discussion stages, the project group shall rank the top firms based on the information provided and present a recommendation to enter into a contract with the top ranked vendor to the City of Lake City City Council.

REQUIRED CONTENT FOR PROPOSAL

The City of Lake City will consider the following in the evaluation and ranking process.

A. Company Background

Provide information pertaining to the type of business, i.e., proprietorship, partnership, corporation; primary contract information; years in business; brief company history; number of employees; % of employees devoting 100% of their time to development and support; a minimum of two (2) years' worth of financial statements, including information pertaining to any law suits ever filed against the company by a public sector customer.

Include how many public sector installations are currently live. Include any information pertaining to any presently outstanding lawsuits against the company.

Include a minimum of five (5) local government client references, three being in the state of South Carolina that are currently using the system being proposed to the City.

Please provide the names and resumes of the project team that would be working with the City of Lake City. Provide any other company information the applicant may wish to supply

B. Hardware & Specifications

The City is seeking a software solution to be self-hosted by the City with a Windows file server using Windows based workstations. Provide the hardware specifications needed for both server and client machines. Describe and propose any printers that might be required.

The City is aware that many vendors may offer a SAAS product. Therefore, those vendors may separately include pricing for Software as a Service based on the requirements outlined therein. Such proposers should include a separate Appendix A and Cost Proposal. However, each proposer **must** submit a hardware solution.

C. Operating System Software Specifications

Operating system is required to be Windows.

D. Application Software Specifications

On **Appendix A** is a listing of each specification requested by the City. Each one must be answered with one of the responses as described below and/or followed by an appropriate description.

[A]   The current release of the software supports this specification/item. This feature is currently installed and in successful operation at more than one of the vendor's customer sites.

[F]   This specification/item is not currently supported, but will be supported in a future release.

[C]   This specification/item is not currently supported, but could be a custom development project.

[N]   This specification/item is not supported and no modifications will be provided.

E. Training

Installation, implementation, and all training costs must be included in Vendor's proposal.

F. Data Conversion

Describe data requirements, data matching process, data conversion process, projected timeline and any special requirements the City must meet in providing data files for electronic conversion.

G. Project Schedule

Provide a project schedule for the application software conversion and installation. Provide information describing the general project management philosophy with regards to the successful implementation as well as projected man hour needs for staffing that the City must be prepared to provide for a successful conversion. Describe the conversion, implementation and training responsibilities, and work plan associated with the implementation.

H. Cost Detail

Provide an itemized proposal of all charges including, but not limited to: operating system licensing, operating system software installation charges, application cost breakdown by module, training, conversion, software customization, maintenance, data conversion, travel costs and any other cost associated with the acquisition of the system. Vendor should at a minimum provide the following cost elements:

- Cost per module and total costs
- Cost for training – on site or web based
- Cost to convert data (See Appendix A) and what is necessary for conversion preparation
- Year 1, 2, and 3 costs after initial implementation Year.

Amounts should include applicable taxes (itemized) and include all transportation and delivery, if applicable, FOB, City of Lake City, SC. All costs shall be in actual dollar and cents amounts. "Time and Material" quotation is not acceptable. Please provide actual costs for travel, cables, and other items vendor will be billing the City. **Estimating costs will be ground for non-acceptance.**

First year's software support and maintenance must be included and not be an additional charge. Future year's support and maintenance fees must be shown on the proposal.

I. Other

Provide detailed answers to the following questions:

- Will the vendor be ready to implement the software on or before October 1, 2017? If not, give a date.
- Does the software have to be paid in full prior to installation?
- Are there options for partial payments for the software?
- Can more than one company/corporation be setup and have multiple general ledgers?
- How easy is it to learn and operate the software?
- Does the cost of software include support?
- Who provides support?
- What is the turnaround time for a support call?
- Does the vendor have the ability to do desktop streaming or some type of remote desktop access?
- How often is the software updated?
- Are updates included in the cost of support?

TERMS AND CONDITIONS

Date and Receipt of RFP

Submit a Proposal in accordance with the requirement of the solicitation contained herein to The City of Lake City, 202 Kelley Street, Post Office Box 1329, Lake City, SC 29560, no later than 5:00 p.m. on Friday, January 13, 2017, at which time respondents to this request will be publicly identified. Responses are date stamped upon receipt, those received after the scheduled closing time will be kept unopened by the City of Lake City.

Withdrawal or Modification of RFP

The proposing firm may request withdrawal or modification of their sealed proposal prior to the scheduled closing date and time. You will be required to produce photo identification that satisfies the City prior to withdrawal or modification of your qualifications package. After being opened, the RFP will be valid for one hundred - eighty (180) calendar days.

Contract Award

The City reserves the right to accept or reject any or all proposals, to waive irregularities and technicalities, and to request resubmission or additional information. The City reserves the right to award the contract to the most responsible and responsive proposing firm resulting in an agreement which is most advantageous to and in the best interest of the City of Lake City. The City shall be sole judge as to whether the proposal and the resulting agreement are in the best interest of the City, and the City of Lake City's decision shall be final.

Contract Documents

Within ten (10) calendar days after the City notification of intent to award, any successful proposer must furnish all documentation required to support the City intent. If any successful proposer fails to furnish

the required deliverables within the required time frame, the award to that proposer may be withdrawn and award made to the next highest rated proposer.

Addenda and Interpretations

If it becomes necessary to revise any part of this RFP, a written addendum will be provided to all known prospective proposing firms. Interpretations, corrections, and changes shall not be binding unless made by Addendum. The proposing firm shall not rely upon interpretations, corrections or changes made in any other manner, whether by telephone or in person. All addenda issued shall become part of the Contract documents. It is the proposing firm's responsibility to ascertain that it has received all addenda issued for this solicitation. All addenda must be acknowledged by the proposing firm.

Termination for Convenience

The City of Lake City shall have the right to terminate at the City's convenience, with or without cause, any contract resulting from this RFP by specifying the date of termination in a written notice. In this event, the firm shall be entitled to just and equitable compensation for any satisfactory work completed. All work produced shall become the property of the City of Lake City.

Assignment of Contractual Clarifications

It is agreed that the successful proposer will not assign, transfer, convey or otherwise dispose of the contract or its right, title, interest in whole or any part thereof, without previous written consent of the City and any sureties, of which the City shall be under no obligation to grant. The City of Lake City must receive notification of any change in the members of the project team identified in the proposal.

RFP Proposal and Clarifications

The City of Lake City reserves the right to request clarification of information submitted and to request additional information of one or more Proposing firms. Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the RFP shall be made in writing to Lenessa E. Hawkins. The City of Lake City shall not be responsible for oral interpretations given by any employee, representative, or others. The issuance of a written addendum signed by Lenessa E. Hawkins of the City of Lake City is the only official method whereby interpretation, clarification, or additional information can be given. The City of Lake City will provide by mail to all official RFP holders any addenda which are issued to this RFP. Official RFP holders are those who obtain an RFP from the City of Lake City directly or through Vendor Registry.

Indemnification Requirement

The City shall require the following or similar indemnification paragraphs to be made part of the contract(s) as entered into with the successful proposer(s):

- The City shall be held harmless against all claims for bodily injury, sickness, disease, death or personal injury or damage to property or loss of use resulting there from arising out of performance of the agreement or contract, unless such claims are result of the City's own negligence.

- The City shall also be held harmless against all claims for financial loss with respect to the provision of or failure to provide professional or other services resulting in professional malpractice, or errors or omissions liability arising out of performance of the agreement or contract, unless such claims are a result of the City's own negligence.

Confidential Information

No documents relating to this procurement will be presented or made otherwise available to any other person, agency or organization until after award. Commercial or financial information obtained in response to this RFP, which is privileged and confidential and is clearly marked as such, will not be disclosed any time. Such privileged and confidential information includes information that, if disclosed might cause harm to the competitive position of the proposer supplying the information. All proposers therefore must visibly mark as "Confidential" each part of their proposal which they consider to contain proprietary information. **Simply marking the entire proposal as confidential is not acceptable.**

Affirmative Action

The contractor shall take all necessary affirmative steps to assure compliance with all federal and state requirements concerning fair employment and employment of the handicapped, and concerning the treatment of all employees, without regard to race, color, religion, age, sex, national origin or physical disabilities. The contractor will indemnify and hold the City harmless from all claims for damages from violations of state or federal law, and all cost and expenses, including Attorney's fees, arising from or relating to such claims.

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) named in this RFP. Contact with any other City employee, except at the vendor pre-bid meeting, (if conducted), 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.

Software Defects

Vendor shall properly correct all software defects for which the vendor is responsible, within a time-period agreed upon by the City and the vendor.

Warranty

The vendor shall provide a minimum of a three (3) year warranty from the date of installation. Vendor shall warranty that, during the minimum period, the system shall be free of defects in material and workmanship.

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.

INSURANCE REQUIREMENTS

Certificates of insurance shall be addressed to the City of Lake 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 of 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 the State of South Carolina.

OTHER REQIUREMENTS

Vendor must complete the following forms:

- Form W9 Request for Taxpayer Identification Number and Certification
- Business License Application

Vendor **must** have a contract that has been duly approved and executed as required by the City of Lake City, in order for deliverables to be valid and payable. Any obligations that should come due not compliant with the same will become void and therefore will not be paid.

CITY OF LAKE CITY
SUMMARY INFORMATION SHEET
REQUEST FOR PROPOSAL
FINANCIAL, REVENUE COLLECTION AND PERSONNEL ERP SYSTEM

NAME OF ORGANIZATION: _____

Proposed Software's Name/Version: _____

Organization Address: _____

_____

_____

Contract Person/ Title: _____

DUNS#:_____

Federal Tax ID#: _____

Total Estimated Cost: $_____

FORMAT FOR PROPOSAL

Proposals are to be prepared in a manner designed to provide the City of Lake City with a straightforward presentation of the proposer's capability to satisfy the requirements of the RFP. Proposers must address the technical and logistical factors associated with the request for proposal. Vendors must use the following format in which to submit their proposal:

1. Attachment 1 – Summary Information Sheet
2. Required Content Items A through I (Narrative Form)
3. Appendix A – The System Requirements
4. Attachment 2 – Affidavit of Compliance
5. Attachment 3 – Form W9
6. Attachment 4 – Business License Application

SIGNATURE AND TITLE OF OFFICER: _____

DATE SIGNED: _____

Finance Office Use Only: 1 / 2 / 3 _____
Date of Award: _____
Date Contract Executed: _____
Date Business License Issued: _____

City of Lake City

Request for Proposal

Financial, Revenue Collection and Personnel EFP System

The System Requirement

_____

PROPOSER NAME

> [A] The current release of the software supports this specification/item. This feature is currently installed and in successful operation at more than one of the vendor's customer sites.
> [F] This specification/item is not currently supported, but will be supported in a future release.
> [C] This specification/item is not currently supported, but could be a custom development project.
> [N] This specification/items is not supported and no modifications will be provided.

The City of Lake City would like at least the following data converted at the implementation date:
- Chart of Accounts
- General Ledger detail for July 1, 2015 through June 30, 2016
- General Ledger detail for July 1, 2016 through June 30, 2017
- Utility Billing History July 1, 2016 through June 30, 2017

The City of Lake City currently has eleven (11) users that need to be able to access the software concurrently. However, the system should be easily expandable in the future as needed. Also, the City wishes that all department heads have the ability to access the system for inquiry and approvals as well as updating work orders from the field.

The System requirements are but not limited to the following:

Please place an [X] on each line for the correct description.

Mandatory

- All application modules must be developed and maintained by the proposing company
- All application modules must be integrated and user interface identical in "look & feel"
- All application modules must maintain at least ten (10) years of detail transaction history available for reporting and inquiry
- Customizable security settings on a user to user basis across all modules

A	F	C	N

General Features
- Ability to easily take data and reports to Excel. CSV, PDF & other software applications
- User friendly custom report writer capabilities in each module
- Ability to save custom reports
- Document imaging capability in each module with unlimited attachments per record
- Enhancements & upgrades included with annual maintenance fees

A	F	C	N

Bank Reconciliation
- Fully Functional bank reconciliation
- Run reports at any time with the correct checks listed as outstanding
- Clear range of checks and / or highlighted checks
- Cash receipts / deposits need to feed into bank reconciliation module
- AP data (i.e. checks, ach, p-card, e- checks) need to feed into bank reconciliation module
- Export data to Excel or other software application
- Record transaction in module and post to general ledger
- Ability to use various files from banking institutions for automatic processing

A	F	C	N

Financial / Budgeting
- Ability to print GASB Statement of Revenue – Expense, Balance Sheet, Statement of Net Assets, and detail and summarized Trial Balances
- Ability to export budget functionality and financial reports to Excel forward and backward
- Ability for department heads to see previous year actual, current year budgeted, YTD Actual, and then enter requested amount for the next budget year
- Ability to save historical development during budget preparation
- Ability for users to enter justifications by line item as part of the entry screen
- Ability to display summary data by funds, accounts and departments
- Ability to easily print customized budget pages for presentations
- Ability to maintain and tract capital projects, grants and trust accounts
- Ability to generate financial reports by any segment of the account number to include trial balances, balances sheets and general ledger detail
- Ability to print reports portrait and landscape (with preview capability)

A	F	C	N

City of Lake City

Request for Proposal

Financial, Revenue Collection and Personnel ERP System

	A	F	C	N

Accounts Payable / Purchasing
- Ability to record payments made on purchasing cards / Electronic payments (e- checks) in the system
- Ability to post invoices / vouchers to ledger in month expense incurred and process payment at a later time
- Fiscal year end accrued accounts payable function – checks written in new fiscal year but expense recorded in prior fiscal year
- Ability to save recurring transactions
- Ability to have unlimited number of vendor records and vendor history; including temporary and other vendor types
- Ability to select invoices for payment individually or use custom parameters as well as partial payment option
- Application has an internal document manager that allows user to scan and or store unlimited amounts of documents with unlimited document types
- Ability to integrate fixed asset management with Payables
- Ability to handle encumbrance, department requisitions as well as purchase orders
- Dynamic available budget balance verifications for purchase orders and contracts
- Purchasing controls by various thresholds (IE – ability to manage different approvers based on financial levels or Council approval on items over set amounts.)
- Ability to see history by vendor, expense account, invoice or purchase order number
- Customizable checks
- Automatic creation of inter-fund transactions
- Ability to track vendor submitted W9s and up to date business licenses and certificates of liability
- System generated entries for posting to general ledger
- Ability to record multiple descriptions on transaction
- Ability to search, sort, and query information

	A	F	C	N

Inventory Control
- Integrates with work orders, accounts payable and fixed assets
- Ability to accommodate unlimited locations
- Ability to calculate average costing
- Ability to store serialized items
- Displays items on- hand, on order and reserved
- Automatically updates items when received in Accounts Payable

	A	F	C	N

Accounts Receivable
- Ability to enter cash receipts / deposits in fund ledger
- Ability to search cash receipts / deposits by customer / name and / or grant
- Ability to perform an online inquiry with drill down functionality (viewing capability)
- Ability to save recurring transactions
- Ability to store unlimited amount of history
- Automatic creation of inter- fund transactions
- Ability to prepare invoices from system using different rates
- System generated entries for posting to general ledger; fully integrated with the general ledger
- Ability to create an unlimited number of miscellaneous invoices, etc.
- Integrates with Utility Billing and Collections, all municipal charges due are displayed on- screen
- Ability to duplicate (renew) invoices
- Ability to "write – off" accounts receivables
- Ability to print, reprint and send customer statements

City of Lake City
Request for Proposal
Financial, Revenue Collection and Personnel ERP System

_____
PROPOSER NAME

	A	F	C	N

Utility Billing and Collections
- Cash receipts are fully integrated with the general ledger
- Accrued receivables are fully integrated with the general ledger for billing, payments, adjustments and cash receipts
- Integrates with several meter reading equipment vendors
- Ability to keep unlimited account history, such as billing, payments, readings, adjustments, returned checks, etc.
- Ability to generate E- bills with payment link
- Ability to do estimated reads based on previous periods consumption, the average of previous periods or flat consumption
- Ability to bill and collect, water / sewer, garbage / recycling by route / cycle
- Final bills are automatically calculated by the application based on final reads
- The application automatically generates "Turn – Off" notices for delinquent accounts and corresponding Work Orders for those account that remain delinquent
- Account can be flagged as "do not turn off"
- Allows for an unlimited number of cycles, rates and account types
- Ability to generate and reprint all bills to plain paper (PDF formatted bill)
- Ability to process credit balances integrated to AP for processing
- Ability for customers to choose to have "budget" billing
- Ability to process returned check items and other such adjustments
- Ability to export all data to MS Excel, Word, PDF or other software applications
- Application has an internal custom report writer that prints to paper, to file and / or Excel
- Application has an internal document manager that allows user to scan and / or store unlimited amounts of documents with unlimited document types
- Ability to electronically interface with SC Debt Set-off program and other third party collection agencies
- Assign a Master Account number to customer (i.e., lifetime customer number)
- Ability to "write – off" utility billing accounts
- Ability to charge for service calls, damaged meters, lids/boxes, other such miscellaneous charges

Customer Work Orders
- Integrates with Utility Billing, Inventory and Fixed Assets
- Ability to charge customer for a completed Work Order
- Ability to have unlimited service codes per Work Order
- Ability to record readings for meter change outs
- Ability to create recurring work orders (preventive maintenance)
- Auto creation of work orders for meter reading variances
- Ability to access, "push" and / or update in real time work orders from the field

Web Inquiry and Payment Portal
- Developed and hosted by software provider
- Displays customers account information including; owner of record, property location, meter reading meter reading date and consumption, billed amount, payment amount and balance due
- Option to choose third- party POS provider or vendor's provider
- Customer can pay by; credit card, debit card or eCheck
- Ability to assign a pin number for customer validation
- Ability for real time verification of online payments
- Email notification of payment files and verification reports

City of Lake City

Request for Proposal

Financial, Revenue Collection and Personnel ERP System

PROPOSER NAME _____

A	F	C	N

Payroll / Human Resources
- Integrated Employees Self Service Functionality
- Integrated Electronic timesheets [continue interface with American Time Data or other system]
and / or timecards to accommodate bi-weekly payroll for approximately 100 people
- Each employee may have different number of hours / systems to calculate and allocate amounts
- Ability to have main features pertaining to Human Resources (Health, Life, beneficiaries, leave requests, W4 status updates, Wellness program tracking)
- Ability to track base pay separately from incentives / longevity / overtime, etc.
- Ability for tracking and reporting pension wages for general employees and law enforcement officers. both have different definitions of compensation.
- Ability to keep a history of salary increases by date and by amount; ideally a complete historical database of salary, incentives or changes (History of anything contributing to a person's compensation)
- Ability for reporting capabilities to generate various reports, by date range, to accommodate requests for employee information
- Ability to accommodate various pay schedules to include bi-weekly and / or monthly, etc.
- Ability to enter an exception payroll with multiple pay rates, bonus and / or longevity pay, etc.
- Ability to allocate salaries across funds, i.e. multiple general ledger accounts by percentage, etc.
- Electronic submission of Federal, State, Retirement, Employment Security, et al reports
- Electronic submission of PEBA, deferred Comp.
- Ability to post new jobs and track applications online real time
- Integrated Worker Compensation reporting

A	F	C	N

Employee Self Service
- Real time interface in Payroll application
- Optional employee edit capabilities for static information (address, phone number, emergency contact information, etc.)
- Ability to reprint a W2
- Ability to view and print previous check stubs
- Ability to view available vacation, sick, comp, etc. hours
- Ability to request time off with administration approvals

A	F	C	N

Business Licensing and Permitting
- Integrated with Utility Billing and Collections module to ensure proper processing of accounts and fees due
- Ability to use a project identifier
- Ability to indicate if General Contractor or Sub- Contractor and report and track accordingly
- Ability to issue on demand as well as have review component for approvals
- Ability to attach documents to master records
- Ability to extend current permits if job exceed original permitted dates
- Robust reporting capabilities, such as annual reporting with year over year comparisons, residential vs. commercial licenses/permits, gross estimated construction costs totals for a date range, history for a specific service address