



CITY OF HAVELOCK

Post Office Box 368
Havelock, NC 28532

INVITATION TO BID

Pursuant to North Carolina General Statutes §143-131, the City of Havelock invites informal bids on the following:

Bids must be submitted in accordance with the attached specifications. Bids must include an itemized schedule (including quantity, unit price and total) for each work element. Bids can be submitted by mail, email, fax or hand delivered. Cover sheets, envelopes, etc. should be clearly marked with the words:

*“City of Havelock,
Integrated Voice Response System”*

PROJECT TIMELINE

Publish RFP	July 9, 2018
Question Deadline	July 25, 2018
Answers Addendum issued	August 3, 2018
Proposals due	August 20, 2018
Contract Negotiation	September 2018
Contract Award	October 15, 2018
Implementation Meeting	October 22, 2018

INTRODUCTION

The City of Havelock is issuing this proposal (RFP) for the purpose of soliciting vendor proposals for an automated Integrated Voice Response system to interface with Tyler/MUNIS financial software. The proposed solution must allow for payment of utility billing, permits, general billing and animal license bills. The application software should comply with the minimum specifications as outlined in this RFP. Potential bidders are advised that the City is interested in procuring proven software and solution that allow customers to self-serve and complete tasks without assistance.

The City intends to seek the most cost-effective solution, based on the criteria contained in this RFP for its processing needs. The successful vendor will be expected to provide a turnkey, integrated software solution for the City, which will satisfy the specifications contained in this RFP, bringing to bear whatever vendor resources are required including

but not limited to the areas of computer systems, hardware, software, technical training, conversion, maintenance and services support. The City desires to utilize existing hardware and network to the fullest extent possible.

Proposals may be submitted in writing (include an electronic copy) or via email, Proposals will be accepted until 5:00 p.m. on August 20, 2018. Proposals submitted must be binding for not less than sixty (60) days from the date submitted. The City reserves the right to reject any and all proposals or portions of any proposal. The City also reserves the right to waive minor technicalities in the proposal. The City not only reserves the right at the sole discretion of the City to reject any and all proposals and to waive technicalities, but also reserves the right of evaluation and the right to determine the methodology for evaluation of the proposals to determine which is the best proposal and to accept the most qualified of any or all terms separately or together. Proposals must acknowledge addendum received. If no amendment or addendum have been received, a statement to that effect should be included.

Any addenda to specification issued during the time of bidding are to be considered covered in the proposal and in closing a contract that they will become a part thereof. It shall be the Bidder's responsibility to ascertain prior to the bid time the addenda issue to see that his proposal includes any changes thereby required.

The successful proposal shall become an integral part of the contract. The final contract shall not be limited to the terms and conditions stated in this RFP or the successful vendor's proposal but shall also include terms and conditions later negotiated.

Vendor inquiries are to be in writing and directed to:

Lee Tillman
LTillman@HavelockNC.US
Director of Finance
252-444-6403

AND

Amy Smith
ASmith@HavelockNC.US

Proposals should be clearly marked "Response to RFP" and must be signed by an officer of the company. The City will accept proposals at the following address or proposals maybe emailed to Lee Tillman AND Amy Smith.

City of Havelock
Attention: Lee Tillman
1 Governmental Avenue
Post Office Box 368
Havelock, N.C. 28532

The City reserves the right to cancel a contract negotiated as a result of this RFP at any time due to a lack of appropriated funds. In addition, the City may terminate the contract at any time when it is in the City's best interest within the first year.

If a contractor refuses or fails to perform the work, or any separable part thereof, with such diligence as shall ensure its completion within the written contracted time frame, the City may, by written notice to the contractor, terminate the right to proceed with the work or such part of the work to which there has been delay.

In order to ensure fair and objective evaluation, all questions related to this RFP must be in writing and addressed only to Lee Tillman and Amy Smith.

GENERAL PROPOSAL INSTRUCTION

Examination of Proposal Documents

Before submitting a proposal, vendors shall examine the specifications and shall fully inform themselves as to all existing conditions and limitations and shall indicate in the proposal the sum to cover the cost of all items included on the Proposal Form.

Incurred Costs

All cost incurred in the preparation, submission, and/or presentation of a proposal responding to this RFP, including, but not limited to the respondent's travel expenses to attend a pre-proposal conference, oral interview, demonstration of the proposed software/hardware package in Havelock, and proposal negotiation session, shall be the sole responsibility of the respondent and shall not be reimbursed by the City of Havelock.

Proposal Opening

The City of Havelock Finance Office will examine the proposals at the time it is received.

Proposal Format

Vendors must itemize all charges for software, hardware installation, training, conversion, software customization, maintenance, application programs and any other cost associated with acquisition of the system.

Vendor Qualifications

Vendor should include at least three (3) references with the same or similar configuration as the one being proposed. They should be other North Carolina Local Governments, if possible.

Project schedule

Vendor should provide a detailed project schedule for the project. The plan should include a list of vendor staff responsible for each phase of the project. The list should contain title, phone number, and e-mail address for each person. The vendor should describe the procedures for reporting status, problems, and variances. Vendor must include training plan showing topics to be covered, number of days for each and the suggested audience.

Authorized Signatures

Vendor must sign the proposal. The City will not accept unsigned proposals.

Additional information

The City may request additional information to further clarify, explain or validate the contents of any response in this RFP. All information must be submitted to the City in writing by the vendor within three (3) working days of the City's request. The vendor may include any additional material he or she wishes the City to consider in selecting a system.

EVALUATION CRITERIA

The vendor should provide information relative to the software proposed. The response should include a description of each module including functions and capabilities; a comprehensive narrative of the proposed software and a graphical representation including all files and programs shall be included; and all assumptions and constraints, which affect the scope of work, should be disclosed. Also, the vendor should detail the specific responsibilities of the City and the vendor for each part of the project.

Evaluation Criteria.

The following evaluation criteria will be used to determine the best proposal.

1. Application software capability and functionality
2. Cost of system
3. Vendor support/training
4. User-friendly documentation with full and detail information
5. Ease of conversion and prior conversion experience
6. Hardware capability and performance
7. Hardware/software maintenance and support

8. Amount and cost of vendor support that will be available for conversion, implementation, assistance and on-going modifications.

Cost Proposals

The following Costs must be included in your response:

- Application Software License Fees
- Modification Costs
- Installation, Training and Support Services Costs
- Annual Maintenance, Subscription and Support Costs for 5 years
- Any other associated costs (i.e. travel, conversion, etc.)

References

A complete reference list of at least three (3) sites that are currently using the software proposed by the vendor. The City prefers that references be other North Carolina Local Governments. Be sure to include the unit name, contact name, address, phone and email address for each reference site.

PROPOSED PAYMENT SCHEDULE

Please submit a detailed proposed payment schedule. The City proposes to make periodic payments based upon a negotiated schedule. Each billing shall consist of an invoice and progress report. No payment shall be made until the project manager has approved the progress report and invoice. The City shall pay only for services rendered, reviewed, and accepted by the project manager. No advance payment shall be authorized unless they are part of the proposed payment schedule. The City reserves the right to include liquidated damages in the contract to ensure the contractor's performance of all contract provisions in a timely manner. Under no condition shall the City be liable for interest payment on any unpaid balance owed the contractor for any reason under a contract awarded as a result of this RFP.

SCOPE OF WORK:

The City is seeking a proven solution that will offer customers the ability to make payments via an integrated automated phone system. The system must integrate in real time with Tyler\MUNIS. The City currently utilizes Tyler\MUNIS for utility billing, general billing, animal licenses and permits. The City anticipates that each month approximately 2,000 customers will utilize the system for bill payment.

SYSTEM QUALIFICATIONS\REQUIREMENTS:

1. Customers must be able to obtain real time balance using spoken or touch tone commands.

2. The system should have the ability to read out loud real time balance information to customers.
3. Customers must have an easy exit route in cause of wrong option chosen using spoken or touch tone commands.
4. Customers must be able to use credit/debit cards balance using spoken or touch tone commands. The City will absorb the convenience fees.
5. Customers must be able to use e-checks balance using spoken or touch tone commands. The City will absorb the convenience fees.
6. The system must have the ability to text or email customers notification of past due bills (approximately 1,250 monthly).
7. The system must have the ability to text or email customers notification of ending disconnects (approximately 350 monthly).
8. The system must feature a transfer feature allowing customers to press a button or email link that would transfer the customer to payment function.
9. The system should have a feature for outbound collection calls to inactive accounts.
10. The system should have the ability to collect voice or touch-tone responses from callers about satisfaction with the IVR system itself.
11. The system should have the ability to conduct a survey by collecting voice or touch-tone responses to programed questions.
12. Other system capabilities available. Please describe and note cost.
13. Please describe hardware requirements.

Company Name:

Company Address:

Contact Person:

Telephone Number:

Email Address:

Number of Addendums Acknowledged (circle one): N/A 1 2 3 4

As of the date listed below, the vendor or bidder listed above is compliant with N.C.G.S. 147-86.42-84, the Iran Divestment Act and the Companies Boycotting Israel Act.

Authorized Signature:

Print Name of Authorized Signature:

Title:
