City of Hueytown
1318 Hueytown Road
Hueytown, AL 35023

Request For Proposals
Financial, Revenue Collection,
Permitting and ERP System

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REQUEST FOR PROPOSALS

FINANCIAL, REVENUE COLLECTION AND PERSONNEL ERP SYSTEM

INTRODUCTION

The City of Hueytown is issuing this Request for Proposal (RFP) to solicit vendor proposals for a financial and administrative data processing system to serve the current and projected needs of the City. 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 will seek to establish a turnkey, integrated software environment for the City, which will satisfy the specifications in the RFP, bringing to bear whatever vendor resources are required from the areas of computer systems software, technical training, conversion, maintenance and support services.

This Request For Proposal will be submitted via Electronic format.

INSTRUCTIONS TO PROPOSERS via ELECTRONIC SUBMISSION

Response submittals for this Request for Proposal will ONLY be received electronically and must be submitted ONLINE at https://vrapp.vendorregistry.com/Bids/View/BidsList?BuyerId=b2ca6ff8-43a8-428c-866d-c7048e1a5357 prior to 2:00 p.m. Central Time on April 27, 2018. Proposals submitted must be binding for no less that one hundred eighty (180) days after the date received. The City will select the proposal 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 Kevin Fouts, City Clerk, via email at kfouts@hueytownal.org

> All responses must adhere to the following guidelines:
> - Vendors are encouraged to submit responses as soon as possible. The time and date of receipt as recorded by the server will serve as the official time of receipt. The City is not responsible for late submissions, regardless of the reason.
> - All requested information and forms **MUST** be included as attachments.

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- Submittals may be re-submitted prior to the date and time of bid open; if multiple submission are received from the same source, <u>the latest timestamped submittal</u> will be the one used.

SELECTION PROCESS

The selection process will be conducted as follows:

<u>Review of Written Proposals</u> – Using the criteria described in the "Required Content for Proposal" section of the RFP, the City of Hueytown 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.

<u>Discussion and Demonstrations</u> – The city's project group may hold one or more discussions with the top three ranked vendors who are deemed to be fully qualified to provide the software, services and support as set forth by this RFP. Based on these discussions the project group may also request the top three ranked vendors to provide a demonstration of the various functions provided by the software.

<u>Evaluation and Ranking</u> – Using all the information developed during the proposal review, discussion and possible demonstration stages, the project group shall rank the top three firms based on the information provided and present a recommendation to the City of Hueytown's City Council to enter into a contract with the top ranked vendor(s).

REQUIRED CONTENT FOR PROPOSAL

The written proposal should address each of the below items:

A. <u>Company Background</u> – Provide information pertaining to the type of business, i.e., proprietorship, partnership, corporation; primary contact information; years in business; brief company history; number of employees; percentage of employees devoting one-hundred percent (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. Please provide the names and resumes of the project team that will be working with the City. Also, include how many public-sector installations which are currently live with similar size to the City of Hueytown. Also, supply a list of live public-sector installations in the state of Alabama that are currently using the system being proposed to the City. Provide any other company information the applicant may wish to supply. Note, the City's project group may contact the public-sectors listed.

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B. <u>Application Software Specifications</u> – In the Appendix is a listing of each specification requested by the City. Each one must be answered by checking the appropriate box on each item listed:

[CR]   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.

[FR]   The specification/item is not currently supported, but will be supported in a future release within three (3) years.

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

[NS]   The specification/item is not supported and no modifications will be provided.

C. <u>Training</u> – Installation, implementation, and all training costs must be included in Vendor's proposal.

D. <u>Data Conversion</u> – 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. The data conversion is to transition from Tyler Technologies, Incode product.

E. <u>Project Schedule</u> – 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.

F. <u>Cost Detail</u> - Provide an itemized proposal of all charges including, but not limited to:
   (The Cost Detail Table is the last page of this Request for Proposal)
   1. Cost breakdown by module.
   2. Cost for training.
   3. Cost to convert data.
   4. Travel costs.
   5. Any other cost associated with acquisition and implementation.
   6. Year 1, 2 and 3 costs for maintenance and support after initial implementation year.

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Amounts should include applicable taxes (itemized) and include all transportation and delivery, if applicable, FOB, City of Hueytown, AL. All costs shall be in actual dollars and cents amounts. "Time and Material" quotation is **not** acceptable. Please provide actual costs for travel, cables and other items the vendor will be billing the City. **Estimating costs will be grounds for non-acceptance.** The cost detail schedule is at the end of this Request For Proposal.

G. Other – Please provide detailed answers to the following questions:

1. What is the bidding company policy for new releases or complete software rewrites, upgrades and conversions? _____ _____ _____

2. How often is the software updated? _____

3. Are updates included in the cost of support? _____

4. What are the terms, conditions and costs for the annual maintenance and support of the software program? _____ _____ _____

5. What is the bidding company policy regarding the software program source code? _____ _____ _____

6. Are there options for partial payments to purchase the software? _____ _____

7. Are webinars available for training? _____

8. How easy is it to learn and operate the software? _____ _____

9. Who provides support for the software program? _____

10. What is the turnaround time for a support call? _____

11. When will the vendor be ready to implement the software? _____

12. Does each module have the ability to function as "standalone"? _____

TERMS AND CONDITIONS

Date and Receipt of RFP – Response submittals for this Request for Proposal will ONLY be received electronically and must be submitted **ONLINE** at https://vrapp.vendorregistry.com/Bids/View/BidsList?BuyerId=b2ca6ff8-43a8-428c-866d-c7048e1a5357 prior to 2:00 p.m. on April 27, 2018. Vendors are encouraged to submit responses as soon as possible. The time and date of receipt as recorded by the server will serve as the official time of receipt. The City is not responsible for late submissions, regardless of the reason. All requested information and forms MUST be included as attachments. Submittals may be re-submitted prior to the date and time of bid

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open; if multiple submission are received from the same source, the latest timestamp will be the one used.

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 via the Vendor Registry website at www.vendorregistry.com . 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 any 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 Hueytown. The City shall be the sole judge as to whether the proposal and the resulting agreement are in the best interest of the City, and the City of Hueytown's decision shall be final. The City may take up to 180 days before a decision is made to either award a contract as a result of this RFP or terminate the project and do nothing.

Contract Documents – Within ten (10) calendar days after the City notification of intent to award, the successful proposer must furnish all documentation required to support the city's intent. If the successful proposer fails to furnish the required deliverables within the required time frame, the award may be withdrawn and 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 also be acknowledged by the proposing firm.

Termination for Convenience – The City of Hueytown 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 Hueytown.

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 in 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 Hueytown must receive notification of any change in the members of the project team identified in the proposal.

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RFP Proposal and Clarification – The City of Hueytown reserves the right to request clarification of information submitted and to request additional information of the one or more Proposing firms. Any inquires suggestions or requests concerning interpretation, clarification or additional information pertaining to the RFP shall be made in writing to Kevin Fouts. The City of Hueytown shall not be responsible for oral interpretations given by any employee, representative or others. The issuance of a written addendum signed by Kevin Fouts of the City of Hueytown is the only official method whereby interpretation, clarification, or additional information can be given. The city of Hueytown will provide by email to all official RFP holders any addenda which are issued to this RFP. Official holders are those who obtain an RFP directly from the City of Hueytown.

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, death, personal injury, damage to property or loss of use resulting there from or arising out of performance of the agreement or contract; unless such claims are a 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 available to any other person, agency or organization until after award. Commercial or financial information obtained in response to the RFP, which is privileged and confidential and is clearly marked as such, will not be disclosed at 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 in RED 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 related to such claims.

Contact with City Employees – To ensure fair and objective evaluation, all questions related to this RFP should be addressed only to the person named in this RFP. Contact with any other City

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employee, except at the vendor pre-bid meeting (if conducted) is expressly prohibited without prior written consent of the person 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 which the vendor is responsible within a time-period agreed upon by the City and vendor.

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 except for 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 Hueytown. 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 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 Alabama.

OTHER REQUIREMENTS

The vendor must complete Form W9 Request for taxpayer identification number and certification. Vendor **must** have a contract that has been duly approved and executed as required by the City of Hueytown before deliverables are valid and payable. Any obligations that should come due not compliant with the same will become void and therefore will not be paid.

The vendor shall also supply the City with E-verify affidavit information of the company if the City were to issue a contract to the vendor. Failure to supply the City with the E-verify affidavit will disqualify the vendor.

The successful vendor will be required to purchase a City of Hueytown Business License if the City were to award a contract as a result of this Request For Proposal.

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FORMAT FOR PROPOSAL

Proposals are to be prepared in a manner designed to provide the City of Hueytown 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. Required Content Items A through G (Narrative Form). Current page.
2. Vendor Response to Questions listed in Item "G" 1 through 12. Page 4.
3. Summary Information Sheet. Page 9.
4. Appendix – The System Requirements. Page 10.
5. Cost Detail Table. Page 20.
6. Form W9 (supplied by vendor).

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CITY OF HUEYTOWN
3. SUMMARY INFORMATION SHEET

REQUEST FOR PROPOSAL

FINANCIAL, REVENUE COLLECTION, BUSINESS LICENSE, ASSET MANAGEMENT, UTILITY BILLING AND PERSONNEL ERP SYSTEM

Name of Organization:

_____

Proposed Software's Name/Version:

_____

Organization Address:

_____

_____

_____

Contact Person/Title:

_____

DUNS#: _____

Federal Tax ID#: _____

SIGNATURE AND TITLE OF OFFICER:

_____

DATE SIGNED: _____

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4. Appendix

The system requirements are, but not limited to, the following:

The City of Hueytown would like at least the following data converted from its current system at the implementation date:

- ❖ Chart of Accounts
- ❖ General Ledger History to present.
- ❖ Utility Billing History to present.
- ❖ Permits and Inspection History to present
- ❖ Accounts Payable History to present.
- ❖ Business License History to present.

The City of Hueytown currently has ten (10) users that need to be able to access the software concurrently. However, the system should be easily expandable in the future as needed for all department heads to have access to the system for inquiry and approvals with limited access to information within their respective departments. The City is also seeking the ability to update work orders and inspections from the field.

[CR=Current Release] [FR=Future Release] [CD=Custom Development] [NS=Not Supported]				
Item	[CR]	[FR]	[CD]	[NS]
Mandatory Items				
All application modules must be developed and maintained by the preparing company.				
All application modules must be integrated and the user interface identical in "look and 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.				
Centralized cash receipting interfacing with Utility Billing, Sales Tax and Business License and Building Permit module for when a payment is posted, it will automatically update the appropriate customers' accounts receivable.				
User interface with the software is browser based.				
All application modules must be able to properly function within the Unix, Linux or Microsoft operating system environment.				
Database Language is Structured Query Language "SQL"				
General Features				
Ability to easily take data and reports to Excel, CSV, PDF and other software applications.				

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[CR=Current Release] [FR=Future Release] [CD=Custom Development] [NS=Not Supported]				
Item	[CR]	[FR]	[CD]	[NS]
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 and upgrades included with annual maintenance fees.				
Ability to attach/add notes to records within the software across all modules proposed.				
Ability to have multiple completely separate governmental sub-entities with each entity reporting separately without added licensing costs. Example, an independent Economic Development Board, Library Board and etc.				
A - 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, wires, 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.				
B - Financial / Budgeting				
Ability to print GASB Statement of Revenue / Expense, Balance Sheet, Statement of Net Assets and detail and summarized Trial Balance.				
Ability to export budget functionality and financial reports to Excel forward and backward.				
Ability for department heads to see respective department only previous year actual, current year budgeted, YTD Actual, and then enter the 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 easily print customized budget pages for presentations.				
Ability to maintain and track capital projects, grants and special projects.				
Ability to generate financial reports by any segment of the account number to include trial balances, balance sheets and general ledger detail.				
Ability to add notes on each line item				
Ability to print reports portrait and landscape (with preview capability).				
Ability to display and report on summary data by funds, accounts and departments.				
Ability to perform an online inquiry with drill down functionality (viewing capability).				

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[CR=Current Release] [FR=Future Release] [CD=Custom Development] [NS=Not Supported]				
Item	[CR]	[FR]	[CD]	[NS]
C - Accounts Payable/Purchasing				
Ability to record payments made electronically.				
Ability to post invoices/vouchers to ledger in month expense occurred and process payment in a later time period.				
Ability to perform an online inquiry with drill down functionality (viewing capability).				
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 options.				
Ability to store unlimited amounts of documents with unlimited document types.				
Ability to integrate fixed asset management with payables.				
Ability to handle encumbrances, department acquisitions as well as purchase orders.				
Dynamic available budget balance verifications for purchase orders and contracts.				
Purchasing controls by various thresholds (i.e. ability to manage different approvers based on financial levels or Council approval on items over set amount).				
Ability to see history by vendor, expense account, invoice or purchase order number.				
Ability to partially receive items on a Purchase Order when posting an invoice for payment. The remaining amount "open amount" continues as encumbered funds.				
Ability for a Purchase Order to have multiple Invoice transactions.				
Automatic creation of inter-fund transactions.				
Ability to track vendor submitted W-9's and up to date certificates of liability and business registrations.				
System generated entries for posting to general ledger.				
Ability for departments to enter requisitions limited to specific General Ledger account numbers				
Ability for a vendor to have a "pop up" notification window with unlimited number of notes when vender file is accessed for Requisitions and/or invoice entry.				
Ability to record multiple descriptions on a transaction.				
Ability to place vendor on "Hold" to not create a Requisition or Purchase Order,				
Ability to search, sort and query information.				
Ability to enter a vendor invoice and place on hold to not process payment/check.				

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[CR=Current Release] [FR=Future Release] [CD=Custom Development] [NS=Not Supported]				
Item	[CR]	[FR]	[CD]	[NS]
Ability to assign an ledger account number line by line on Requisition/ Purchase Order.				
Ability for individual Purchase Order Line Items listed to be imported on invoice voucher entry screen. (same line item detail which is on Purchase Order listed on Invoice posting screen.)				
Ability to attach and maintain Certificates of Insurance and report on expiration of such.				
Ability to generate report of vendors and invoices on hold.				
Customizable checks.				
Ability to process vendor payment from multiple cash accounts and check stock.				
D - Fixed Assets System				
Must include a thorough asset master file with records of cost, components, location, insurance, maintenance, projects, expenses, notes, history and work orders.				
Ability to calculate deprecation either monthly or annually.				
Ability to integrate the calculated depreciation to the appropriate general ledger accounts.				
Ability to track assets by department, custodian, asset type, acquisition date, disposal date, depreciation start date, depreciation expense and accumulated depreciation line item.				
Ability to request an asset to be disposed or transferred to another department with appropriate approval authority before the request is carried out.				
Ability to attach various document types to an asset file and maintain with record.				
Ability to track maintenance schedules and cost of an asset.				
Ability to add unlimited notes to each asset file.				
Ability for an asset to have multiple maintenance schedules.				
E - Inventory Control				
Integrates with work orders, accounts payable and fixed assets.				
Ability to accommodate unlimited locations.				
Ability to calculate average costing.				
Ability to store specialized items.				
Displays items on-hand, on order and reserved.				
Automatically updates items when received in accounts payable.				
F - Accounts Receivable				
Centralized Cash Receipting.				
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 an unlimited amount of history.				

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Item	[CR]	[FR]	[CD]	[NS]
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.				
Centralized Cash Receipting which integrates with utility billing, taxes, business license and all other collections, 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 or send to a third party for mailing.				
G - Payroll/Human Resources				
Integrated Employee Self-Service Functionality.				
Ability to maintain positions to track the position's department, location, FTE, date effective, positon status, notes, position funding, and position filled by and positions occupant history.				
Time Clock Entry with option to upgrade to an integrated electronic timesheet system.				
Ability for Time & Attendance with position management functionality separate from payroll processing.				
Each employee may have different number of hours / systems to calculate and allocate amounts.				
Ability for Time & Attendance to export file to third party payroll company for payroll processing.				
Ability to have main features pertaining to Human Resources (health, life, beneficiaries, leave requests, W-4 status updates, wellness program tracking.				
Ability to track base pay separately from incentives / longevity / overtime, etc.				
Ability for tracking and reporting pension wages to the Alabama Retirement System.				
Changes made by the State of Alabama's retirement system need to be included in the yearly routine maintenance agreement.				
Ability to keep a history of salary increases by date and by amount, ideally a complete historical database of salary, incentives or any other changes to a person's compensation.				
Ability, for reporting capabilities, to generate various reports, by date range, to accommodate request 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.				

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Item	**[CR]**	**[FR]**	**[CD]**	**[NS]**
Ability to allocate salaries across funds, i.e. multiple general ledger accounts by percentage, etc.				
Electronic submission of Federal, State, Retirement, Employment Security, et all reports.				
Ability to post new jobs and track applications online in real time.				
Integrated Worker Compensation reporting.				
Ability to maintain various accrual type time-banks for each employee and have the ability to automatically accrue time bank balance adhering to various sets of rules.				
Ability to track information associated with an accident including description, date and time, witnesses, medical treatment, work leave information, supervisor comments, workers compensation claims and unlimited notes with follow-up review dates and costs.				
Ability for budgeting to generate a "what if" report of different scenarios of costs of a cost of living increase/reduction.				
H - Employee Self Service				
Real time interface in payroll application.				
Optional employee edit capabilities of 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.				
I - 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 meters 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 various utilities such as water, sewer and garbage by route/cycle.				
Final bills are automatically calculated by the application based on final reads.				
The application can automatically generate "turn-off" notices for delinquent accounts and corresponding work orders for those accounts that remain delinquent.				
Accounts can be flagged as "do not turn off".				
Allows an unlimited number of cycles, rates and account types.				
Ability for an account to have a notification alert window "popup" when accessed with unlimited notes.				

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Item	**[CR]**	**[FR]**	**[CD]**	**[NS]**
Ability to generate and reprint all bills to plain paper (PDF formatted bills) or to send a file to a third party for printing and mailing.				
Ability to process credit balances integrated to AP for processing.				
Ability for customer 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.				
Ability to attach unlimited amounts of documents with unlimited document types.				
Ability to maintain unlimited number of notes for each account.				
Ability to electronically interface with a third-party collection agency.				
Assign a master account number to a customer (i.e. lifetime customer number).				
Ability to "write-off" utility billing accounts.				
Ability to charge for service calls, damaged meters, lids/boxes, garbage cart damage/theft and other such miscellaneous charges.				
Ability to maintain a deposit to an account.				
Ability to perform an online inquiry with drill down functionality (viewing capability).				
Ability to generate a voucher to reimburse a credit on an account or to refund a deposit and print a paper voucher from within the account.				
Ability to view all tickets/work orders from within an account.				
J - Web Inquiry and Payment Portal				
Developed and hosted by software provider.				
Displays customer account information including; owner of record, property location, billed amount, payment history, 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.				
K - Customer Work Orders				
Integrates with Utility Billing, Inventory and Fixed Assets.				
Ability to charge a 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, create and/or update in real time work orders from the field.				
Ability to attach unlimited document types to a work Order.				

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Request For Proposals
Financial, Revenue Collection,
Permitting and ERP System

[CR=Current Release] [FR=Future Release] [CD=Custom Development] [NS=Not Supported]				
Item	[CR]	[FR]	[CD]	[NS]
Ability to have unlimited number of notes attached to a work order.				
L - Sales Tax & Business License				
Ability to have multiple license fees (business activities) which can have multiple calculation factors AND have defined General Ledger distribution account(s) on one issued Business License.				
Ability to utilize approvals by license type before a business license can be issued, i.e. Zoning Department and/or Fire Marshall approval(s).				
Ability to "flag" a taxpayer account to not be issued a business license with unlimited notes.				
Ability to generate various reports such as report of customers waiting for their license, print mailing labels, print renewal applications with the ability to send to outsourced printer for processing/mailing.				
Ability for an account to have a notification alert window "popup" when accessed with unlimited notes.				
Ability to process a business license overpayment voucher to accounts payable and invoice for internal processing of an overpayment refund check.				
Ability to print Business License as payment is posted, print for a single or range of customers and re-print a license at any time.				
Ability to print/email letters to customers stating a calculation mistake made and lists the corrected amount.				
Upload returns information from Alabama Department MAT system and post to the proper customer accounts.				
Business License renewal application prints on the Alabama standardized form.				
Ability to post miscellaneous payments or charges with displaying the customer's accounts receivable balance by tax and period end.				
Ability to mark a transaction as a miscellaneous payment, additional interest, penalty, assessment fee, tax write-off or credit or other city defined transaction(s).				
Ability to create a field in a customer file for a different taxing area/zone for the ability to generate specific reports for each area/zone.				
Ability to perform an online inquiry with drill down functionality (viewing capability).				
Ability to attach unlimited number of different documents types to customer file with unlimited notes.				
Ability to attach unlimited number of notes to a business license record with unlimited notes.				
Ability to Generate a list of licensed Businesses by Street Name.				
M - Building Permits & Inspections				
Ability to access, create and/or update in real time work orders from the field.				
Ability to attach multiple sub-contractors/trades permits to a master permit.				

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Item	[CR]	[FR]	[CD]	[NS]
Ability to attach unlimited number of different types of documents to contractor master file & sub-contractor record.				
Ability to "flag" a contractor if status were to change to not obtain a certain permit.				
Ability to have unlimited number of notes attached to contractor record.				
Ability to record all property owner information and contractor information and produce various reports on the information.				
Ability to record various valuation fees which can be auto-populated by permit type.				
Ability to attach unlimited number of different types of documents to individual permit record.				
Ability to have unlimited number of notes attached to permit record.				
Ability to record approvals and historically track.				
Record unlimited number of inspections and have the ability to auto-generate an inspection checklist generated by permit type.				
Ability for an account to have a notification alert window "popup" when accessed with unlimited notes.				
Ability to track Contractor Licensing information and track contractors various license classification and produce reports when license expires.				
Ability to auto generate renewal letter from user defined parameters.				
Ability to generate additional fees (re-inspection) invoice and be receipted through Centralized Cash Receipting.				
Ability to not issue a Certificate Of Occupancy until all inspections have been completed and fees paid.				
Ability to perform an online inquiry with drill down functionality (viewing capability).				
Ability to generate a report of requested inspections for a scheduled date.				
N - Code Enforcement				
Ability to access, create and/or update in real time work orders from the field.				
Ability to maintain unlimited notes with attachments per complaint and inspection.				
Ability to produce a standardized response letter using City defined letter by Code Violation.				
Ability Track and maintain Inspections History and Posting.				
Ability to record a complaint by Land Parcel, date and description, complaint reporter, Served by and Date, Compliance Due Date and Status, Ticket Number, Court Case number, Hearing Date and time, Contact name, number, address, additional interested parties contact information.				
Ability to generate a report of inspections for a scheduled date.				
Ability to generate additional fees and be recorded in Accounts Receivable and receipted through Centralized Cash Receipting.				
Ability to maintain costs associated with violation abatements by parcel.				

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Item	[CR]	[FR]	[CD]	[NS]
O - Work Order System				
Ability to integrate with the Utility Billing Module.				
Ability to integrate with the Fixed Assets Module.				
Ability to generate any number of various types of work orders by multiple system users.				
Ability to track costs.				
Ability to generate a letter or send email to an initiator for status.				
Ability to print work orders to be taken to the field.				
Ability to generate statistical information by department, type, costs, initiator and etc.				
Ability to attach unlimited number of different file type to a work order.				
Ability to attach unlimited number of notes to a work order.				

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5. Cost Detail Table

Module / Item	Proposed Module Cost	Monthly Reoccurring Fee(s) if applicable	Notes
A - Bank Reconciliation	$	$	
B - Financial / Budgeting	$	$	
C - Accounts Payable/Purchasing	$	$	
D - Fixed Assets System	$	$	
E - Inventory Control	$	$	
F - Accounts Receivable	$	$	
G - Payroll/Human Resources	$	$	
H - Employee Self Service	$	$	
I - Utility Billing and Collections	$	$	
J - Web Inquiry and Payment Portal	$	$	
K - Customer Work Orders	$	$	
L - Sales Tax & Business License	$	$	
M - Building Permits & Inspections	$	$	
N - Code Enforcement	$	$	
O - Work Order System	$	$	
Cost of Training	$	$	
Cost to Convert Data	$	$	
Travel Costs	$	$	
Other Associated Costs	$	$	
Year 1 Maintenance & Support	$	$	
Year 2 Maintenance & Support	$	$	
Year 3 Maintenance & Support	$	$	