

City of Buellton, California

Request for Proposal
Integrated Municipal Financial Management
Software System

March 11, 2014

Proposals Deadline: April 11, 2014

Submitted by: Carolyn Galloway-Cooper,
Finance Director

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Introduction

The Client of City of Buellton, California is issuing this Request For Proposal (RFP) for the purpose of soliciting vendor proposals for an administrative data processing system (the system) to serve the current and projected needs of the Client. The application software and hardware configuration should comply with the minimum specifications as outlined in this RFP.

The Client 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 Client, which will satisfy the specifications contained in this RFP, bringing to bear whatever vendor resources are required from the areas of computer systems hardware, software, technical training, conversion, maintenance, and services support.

The Client requests that responding vendors propose the following applications and services:

- 1. User Friendly
- 2. Strong internal checks and balances.
- 3. Ability to open multiple modules/sessions of modules at the same time.
- 4. Ability to convert several years of data from old system.
- 5. Modules (See Application Software Specification Chart): System-wide management; Utility Billing; General Ledger; Payroll; Cash Collections; Accounts Payable; Purchase Orders; Bank Reconciliation; Building Projects; GASB Reporting; Human Resources; Budget Preparation; Fixed Assets ; Miscellaneous Accounts Receivable; Service Orders; Business License.

The Client desires to contract with a single vendor for all hardware and software and hardware/software maintenance, installation, conversion and support. However, the Client reserves the right to evaluate each software application module on its own standard of performance, regardless of whether other or remaining application modules of the Offerer are considered by the Client. The Client reserves the right to award the system to any one offerer or a combination of offerers. In addition, the Client reserves the right to purchase any personal computers needed from an alternate vendor.

One original and three copies of the proposal including a CD or thumb drive will be accepted until April 11, 2014. Proposals submitted must be binding for no less than ninety (90) days after the date received. The Client will select the proposal, or combination of proposals, that, in its opinion, is in the best interest of the Client. The Client reserves the right to reject any or all proposals or portions of a proposal. The Client also reserves the right to waive minor technicalities in the proposal. The Client not only reserves the right at the sole discretion of the Client to reject any or 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. In addition, to accept the proposal (or proposals) deemed to be in the best interest of the Client, i.e., the most qualified proposal will not necessarily be the proposal with the lowest cost. Further, the Client reserves the right to accept a proposal (or proposals) for any or all items separately or together.

Vendor inquiries are to be directed to Carolyn Galloway-Cooper, Finance Director, (Email: carolync@cityofbuellton.com). **One original and three copies of the proposal clearly marked "Integrated Municipal Financial Management Software System Proposal", signed by an officer of the company, are to be submitted and addressed on the outside as follows:**

Carolyn Galloway-Cooper
City of Buellton
P.O. Box 1819
107 West Highway 246
Buellton, CA 93427

Proposals may also be hand-delivered to the above address by the date and time specified. It is the responsibility of the Offerer to deliver the proposal in accordance with these instructions contained above and/or elsewhere in the RFP. Proposals dispatched, but not received by the Client by proposal closing time, will be returned, after receipt, unopened to the Offerer.

Award of Contract - The final award of the proposal or contract will be made by the City of Buellton City Council.

Contract - In addition to the completed proposal, a resulting contract may be required by the Client (a copy of the City's standard professional contract is attached), including but not limited to, written correspondence between the Client and the vendor subsequent to the proposal submission, facsimiles, and product literature.

Confidentiality of Documents - Proposals shall be opened to avoid disclosure of contents to competing offerers and kept secret during the process of negotiation. However, all proposals that have been submitted shall be open for public inspection after contract award. Trade secrets and confidential information, as specified by the vendor, contained in the proposals shall not be open for public inspection.

Contact with Client Employees. In order to ensure fair and objective evaluation, all questions related to this RFP should be addressed only to the person(s) so named in this RFP. Contact with any other Client 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 Client employees will risk elimination of their proposal from further consideration.

CALENDAR OF EVENTS

Proposal Closing Time/Date

4/11/2014 at 4:00 P.M.

Review Vendor Proposals

4/14/2014 - 4/25/2014

Conduct On-Site Visits To Preview Proposed Software And Hardware

Configuration

4/28/2014 – 5/16/2014

Contract Negotiations

5/19/2014 – 6/13/2014

Contract Award

6/26/2014

* Dates subject to change

Response Format

The RFP Response should be organized in the following order:

Cover Letter

1.0 Executive Summary

2.0 Company Background

3.0 General Proposal Instructions & Questionnaire Response

4.0 Application Software Specification Chart

5.0 Training Information

6.0 Support and Maintenance

7.0 Hardware Specifications

8.0 Cost Summary

9.0 Terms & Conditions

Additional Service Information for Appendices

1.0 Executive Summary

The Executive Summary should include a brief overview of the Proposal. It should be prepared in such a manner as to make it understandable to individuals not familiar with the terminology peculiar to a project of this type.

2.0 Company Background

The Company Background should provide vendor information including, but not limited to:

- Company Headquarters Information
- Complete list of products provided by the Vendor
- Financial History
- Percentage of Public Sector clients
- Company Awards and Merits
- Number of Years in Public Sector Software
- Total number of Clients
- Total number of Employees (Include the chart below for Employee Breakdown)
- Software evolution and direction

List the number of staff members by primary responsibility :

Development	_____
Support	_____
Implementation	_____
Marketing & Sales	_____
Network Services	_____
Accounting	_____
Total	_____

3.0 Client References

Vendor must supply at least six (6) sites that are currently using a similar system requested by the Client. Be sure to include the total population served by the government. ***This reference list is mandatory.***

4.0 Application Software Specification Chart

Please answer the provided Application Specification Chart as thoroughly as possible. Please include cost information in the Cost Summary section of your RFP Response.

Application Software Specification Response Format

Please input an "x" in the appropriate column to the right of the feature/function statement. Further explanations should be provided in the comments column. Each row should have only one "x". Blank rows will be scored as Not Available.

5.0 Implementation Methodology

The Vendor's Implementation section should include information on all facets of the Implementation process. Please provide thorough information about the following:

- Project Management
 - Project Consulting Information
 - Vendor Project Manager Responsibilities
- Training
 - Training Methodology
 - Training Options
 - Training Requirements
 - Syllabus Information
- Data Conversion
 - Conversion Methods
 - Conversion process
 - Data Extraction
 - Scheduling
 - Data Validation
- Timelines
 - Provide a sample Implementation Gantt Chart
- Vendor/Client Responsibilities
 - What is the Client responsible for during Implementation?
 - What services does the Vendor supply?
- Change Management

6.0 Support

The Vendor should provide the following Support Information:

- Support Options
 - Does the Vendor provide a toll-free support number?
 - Does the Vendor provide Online Support?
 - Other options for support?
- Support Goals
 - Please provide Response Times and Resolution Times to the following incident levels
 - Emergency
 - Critical
 - Standard Help Call
- Problem Escalation Procedures
 - How are incidents handled?
 - What tools do the Vendor Support Staff use?
 - What is the basic chain of command?
- System Updates
 - How are updates managed?
 - How often are updates released?
 - What is the typical downtime during an update?

7.0 Hardware Specifications

Hardware and System Operating Software Requirements

The vendor is encouraged to recommend any enhancements to the minimum requirements stated below that will improve the overall performance and usability of the system.

Describe the following requirements of the proposed system:

- Server Details
- Operating System
- Network Environment
- Processor Information
- Size of Memory
- Hard Drive Arrays
- Available Disk Space
- Workstation Requirements
- Printer Compatibility
- Please provide all configuration options
- Who is responsible for hardware and system software maintenance?
- If the hardware and system software is purchased from a third party vendor, who is responsible for hardware and system software support?

8.0 Cost Summary

Amounts should contain no taxes and include all transportation and delivery, FOB, City of Buellton, CA. All costs shall be in actual dollar-and-cent amounts, "Time and Material" quotation is not acceptable. Please provide best estimate for travel costs, cables, and other miscellaneous items. The Client reserves the right to procure by other means any personal computers needed.

System Cost Certification

I hereby certify that I have read all items of the RFP and fully understand the requirements listed herein. I further certify that I am an authorized agent of the Offering Firm and may be held liable for any or all remedies that may become due to the Client of City of Buellton.

SOFTWARE VENDOR

Firm Submitting Proposal	Address	Client	State	Zip Code
Signature	Printed Name	Title	Date	

HARDWARE VENDOR

Firm Submitting Proposal	Address	Client	State	Zip Code
Signature	Printed Name	Title	Date	

9.0 Terms and Conditions

Hold Harmless

Vendor shall protect, indemnify, and hold the Client harmless from and against any damage, cost, or liability for any injuries to persons or property arising from acts or omissions of the vendor, his employees, agents, or sub-contractors, howsoever caused.

Software Defects

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

Warranty

The vendor shall provide a minimum of a six-month warranty from the date of the installation. Vendor shall warranty that, during the minimum period, the system will be free of defects in material and workmanship.

Insurance

Certificates of insurance shall be addressed to the Client. 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 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 Texas.

Conversion

Electronic conversion of the Client's existing data is extremely important. Vendor must address the conversion methodology and disclose all related conversion costs in the cost summary.

Response Preparation Costs

The Client 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 Client personnel visits to Vendor offices or other client sites.

Representative Evaluation Criteria

The basis for the evaluation of proposals received is included, but not limited to, the following considerations:

1. Vendor's performance record in meeting the requirements of their existing customers (users). Particular emphasis will be placed in the areas of customer support and the ability to meet the anticipated future needs of the Client
2. Number of satisfied public sector customers (users) in the State of California using the software and hardware configuration being proposed
3. Amount and cost of vendor support that will be available for conversion, implementation, assistance, and on-going modifications
4. Proven, existing application systems the vendor has available now for immediate implementation. The vendor's capabilities in other systems areas will be treated as a positive factor
5. Capability and costs to perform the required conversion of existing data files
6. Quality of application software manuals, or other documentation and training aids
7. Ease and ability to train user personnel
8. Adherence to the requested proposal format, which includes the thoroughness of the proposal as well as the format of the presentation
9. Software and hardware maintenance, support and service capability
10. Required experience and number of in-house data processing personnel necessary to operate and maintain the system
11. The number, type and experience of local vendor staff
12. Proposer's ability to support the total system solution, including installation, conversion, software, training, and hardware/software maintenance, and support.
13. Responsiveness to software requirements outlined in this RFP.

APPENDICES

