CITY OF IRONTON, OHIO
REQUEST FOR PROPOSAL

FOR CLOUD BASED
FINANCIAL MANAGEMENT, BUDGETING, ACCOUNTING, PAYROLL, INCOME TAX, AND UTILITY BILLING AND SOFTWARE CONVERSION AND CONSULTING SERVICES

REQUEST FOR PROPOSALS

Sealed proposals will be received by the City of Ironton, at 301 S 3rd St, Ironton, OH 45638. Bids must be received no later than 11 am on October 28, 2022, and will be opened at that time. The envelope containing the proposal must be sealed and plainly marked "Software Proposal for Financial Management & Software Conversion Services."

The point of contact for this RFP is:

Mr. John Elam
Finance Director
301 3rd St
Ironton, OH 45638
740-533-0439
jelam@ironton-ohio.com

CONDITIONS APPLICABLE TO REQUESTS FOR PROPOSALS

The City of Ironton (City) reserves the right to reject any or all Proposals, to waive irregularities and/or informalities in any Proposal, and to make an award in any manner, consistent with law, deemed in the best interest of the City.

This Request for Proposal does not obligate the City to a commitment of funds or resources related to the response from any vendor.

1. Applicable Laws: State statutes, as they apply to the laws of competitive bidding, contracts, and purchases will be followed.

2. Taxes: The City is exempt from Federal Excise and State Sales Tax. Prices should not include tax. Exemption forms will be furnished where necessary and requested.

3. If a bidder cannot meet the specifications for services, materials, and/or equipment as specifically set forth, any and all exceptions or deviations must be spelled out clearly and completely in writing and submitted with the proposal.

4. The City reserves the right to alter quantities specified, within reasonable limits.

5. The City reserves the right to reject any and all responses for any and all items covered in the Request for Proposal; to waive informalities or defects in responses, as it shall deem to be in the best interest of the City.

6. Specific response requirements are that all costs, both specific and implied, must be included in the RFP response. Any cost which the City may have to incur to install the system must be provided. Failure to indicate all related costs may result in the disqualification of the proposal. All responses should be brief and concise. Boilerplate manuals and standard responses should not be included in the proposal; they may, however, be provided in a separate document if so desired.

7. The vendor shall provide a copy of its standard contract for its system for review. In addition, any legal restrictions or provisions, enforced by the vendor or its parent company, which are not in line with the industry's standards, should be pointed out.

8. Demonstrations of software will be made available upon request to help with the evaluation of the proposal. The City is not interested in being a beta site for the vendor. The proposed software must be running in a production environment.

GENERAL BACKGROUND

Purpose

This information was developed to facilitate responses to the City's need for upgraded Cloud Based software for Financial Management, Accounting, Accounts Payable, Accounts Receivable, Project/Grant Tracking, Cash Receipting, Payroll, Employee HR Portal, Budgeting, Personnel Budgeting, General Billing, Income Tax, and Utility Billing Tracking.

The City has been using its current software for these purposes for many years and is wanting to invest in a more updated platform.

The City's goal is to implement an integrated enterprise resource planning system utilizing best practices, automated workflow, project management tools, and other suitable applications. <u>Specific emphasis will be put on software that meets Ohio State Audit Requirements and has been through many Ohio Auditor of State Audits</u>. The City wants to minimize duplicate data entry and increase overall efficiency within the office. Also, the City wants to improve the availability of real-time data to city leadership for better overall decision-making.

The current software system is running on a server that was purchased many years ago. <u>The City wants to implement the new system as a cloud-based solution.</u> By utilizing cloud-based services, city staff will have the flexibility to access the system from anywhere with an internet connection. It will also allow for more robust data protection, backups and allow the system to grow with the city without having to purchase a new server every few years.

The final decision will be based on a number of evaluation criteria, primarily how well the proposed solution will meet the City's need for better management of accounting, budgeting, payroll, income tax, and utility billing. A major evaluation criterium will also be the experience of the proposing vendor to implement such a system with major emphasis on conversion and providing as little disruption to City staff during the transition as possible. The City shall choose a provider whose response is evaluated to be the "lowest and best" to meet the City's needs.

City Background Data

Population
Approximately 10,700

Budget
Approximately 12 million

Departments
Approximately 10

VENDOR INSTRUCTIONS

1.   **INTRODUCTION**

Vendors are invited to provide a written proposal to provide a comprehensive, fully integrated system for Financial Management, Accounting, Accounts Payable, Accounts Receivable, Project/Grant Tracking, Cash Receipting, Payroll, Employee HR Portal, Budgeting, Personnel Budgeting, General Billing, Income Tax and Utility Billing Tracking, and Software Conversion and Consulting Services. This REQUEST FOR PROPOSAL states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications.

2.   **SOFTWARE REQUIREMENTS**

A.   **FINANCIAL MANAGEMENT (Finance, Payroll/HR, Utility Billing, Income Tax and Budgeting)**

The core software modules anticipated to meet the requirements of this RFP are:

Please mark whether the following are Included in the Proposal Pricing? (Yes/No):

Yes	No	
☐	☐	**Accounting**
☐	☐	General Ledger
☐	☐	Accounts Payable
☐	☐	Accounts Receivable
☐	☐	Purchasing
☐	☐	Project Accounting
☐	☐	Cash Based Accounting
☐	☐	Budget Management
☐	☐	Cash Receipting/Cashiering
☐	☐	City-Wide Purchase Requisitioning System Including:
		☐ ☐ Requisitions
		☐ ☐ Invoice Approval Routing
		☐ ☐ Purchase Order Adjustments
☐	☐	City-Wide Web-Based Dashboard Capability
☐	☐	City-Wide Web-Based Budget Preparation & Forecasting
☐	☐	**General Billing – Misc. Receivables, Cash Receipting**
☐	☐	**Payroll – with State of Ohio Reporting Requirements**
☐	☐	Personnel Management/Human Resource Tracking
☐	☐	Employee Portal – Employee Self-Service
☐	☐	Timeclock interface with Right Stuff Software

☐ ☐ **Utility Billing**
☐ ☐ Cash Receipting/Cashiering
☐ ☐ Accounts Receivable
☐ ☐ Work Orders
☐ ☐ Workflow Approvals – Adjustments, Extensions, Credits
☐ ☐ Integration with AMR Interface
☐ ☐ 3rd Party Bill Printing Interface
☐ ☐ Utility Billing Online

☐ ☐ **Income Tax**
☐ ☐ Cash Receipting/Cashiering
☐ ☐ Accounts Receivable
☐ ☐ Integration with AMR Interface

☐ ☐ **Budgeting & Reporting Tool**
☐ ☐ Ability to Budget Personnel costs (wages/benefits, etc.)
☐ ☐ Position Budgeting

☐ ☐ **Conversion Services for Accounting, Payroll, and Utility Billing**
☐ ☐ Up to 10 years in conversion history & historical views

☐ ☐ **Content Management – Digital Images within ERP & Workflows**

☐ ☐ **Technical Specs Including:**
☐ ☐ Cloud Base System
☐ ☐ Browser-based (Google Chrome, Edge, etc.)
☐ ☐ Microsoft SQL Database
☐ ☐ Integration to leverage desktop tools such as Microsoft Office 365, etc.

B. SOFTWARE CONVERSION SERVICES

Conversion services of current year data and up to 10 years of history. Please explain in your response your conversion services.

3.   RESPONSE INSTRUCTIONS

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in the rejection of a proposal.

4.   QUESTIONS & CONTACT WITH MUNICIPALITY EMPLOYEES

To ensure a fair and objective evaluation of all proposals, vendors are required to submit all inquiries to the project contact noted on the cover of this RFP.

5.   ASSESS RFP DOCUMENTS

Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations. The vendor shall indicate in the proposal the total sum to cover the cost of all items included in the RFP.

6.   COSTS OF RFP PREPARATION AND SUBMISSION

Each vendor shall bear the responsibility for all costs incurred in order to prepare and submit their response to this RFP.

7.   PROPOSAL REVIEW

All applicable information will be subject to public disclosure in accordance with the Freedom of Information Act, at the award of contract, cancellation of this RFP, or within 180 days, whichever shall occur first.

8.   PROPOSAL FORM

Each proposal will be prepared in the format described below and be submitted in a sealed envelope bearing the title of work and the name of the vendor.

The proposal must be prepared in the following format:

Section 1 – Executive Summary
Provide a brief narrative highlighting the bidder's proposal. Summary should contain as little technical jargon as possible, should be oriented toward non-technical personnel, and be no more than 5 pages in length.

Section 2 – General Vendor Qualifications, Background and Functional Requirements

	Item	Response

1.	The number of years providing the following software types to Ohio municipal governments:
	   a. Accounting (G/L, Budgeting, A/R, A/P)
	   b. Payroll
	   c. Utility Billing
	   d. Income Tax
	   e. Fixed Asset Management	

2.	The number of (live) Ohio installations for each of these services?
	   a. Accounting (G/L, Budgeting, A/R, A/P)
	   b. Payroll
	   c. Utility Billing
	   d. Income Tax
	   e. Fixed Asset Management	

3.	Company ownership structure (public, private)? Describe.	
4.	Parent company office location?	
5.	Support office location for City implementation?	
6.	Approximate number of employees in your company?	
7.	Is an annual fee (maintenance/service) required to continue using the software? If so, please include Year 2 costs detailing this annual fee.	
8.	Does your contract specify the purchase of the software or does the City pay an annual renewal license for the right to use the software therefore never owning software?	
9.	Does the support plan include software for life, therefore never paying additional license fees for future upgrade versions of the software including new platforms? If no, what is the average upgrade license costs for a similar sized customer?	
10.	If the City ends the relationship with your company does the City keep the software and the data amassed?	
11.	Have your clients been through successful State of Ohio Auditor's Office Audits utilizing the proposed software?	
12.	Is your system Cash Basis Accounting or Accrual Basis?	

13.	Does your software offer the ability to export user-generated reports from the system, while retaining mathematical data formulas?	
14.	Are custom alerts available to monitor data elements for situations that may fall outside of acceptable parameters?	
15.	Are there automated notifications available for custom alerts?	
16.	Have you ever successfully integrated to Right Stuff Timeclock systems with a city in Ohio?	
17.	Can you provide employee self-service for check stubs, leave accrual/usage lookup, etc.?	
18.	Can your system integrally produce and print W2, 1099, and 1094/1095 forms without the use of third-party software?	
19.	Do you offer project/grant tracking?	
20.	Will we be required to contract with our current vendor for data conversion? What will be your costs for the system conversion services?	
21.	Does your proposal include costs we may incur from our current vendor for data file extractions?	
22.	Do you offer a user group conference located in Ohio?	
23.	Will the project include a non-live database with our converted data for practice exercises for initial training and future training of new staff?	
24.	Do you offer a cloud version of the software?	
25.	Do you run your system parallel with our current system?	
26.	How often are system backups saved?	
27.	What do you offer regarding disaster recovery?	
28.	Will the city be charged travel costs?	
29.	Can the system produce the Certificate of Available Resources and Unallocated Funds Report?	
30.	Do you provide a module for integrating with The State of Ohio's Open checkbook initiative?	
31.	Do you provide a module allowing for transparency of financial reports to citizens?	
32.	Are purchased orders both open and closed included in your conversion package?	
33.	Are you able to convert up to 10 years of conversion history?	

Section 3 – Accounting, Receivables/Receipting, Budgeting & Reporting

	Item	Response
1.	Does your system include a workflow process for purchasing (requisitions, Pos, Budget Transfers, etc.)?	
2.	Does your system include expense and revenue budgeting capabilities?	

3.	Monthly budgeting capability with variances?	
4.	Can you do 10 year budget forecasting in the system?	
5.	Does the budgeting offer Personnel budgeting including all costs associated with an employee?	
6.	Does the budget preparation process include workflow capability?	
7.	Do departments have the ability to input their own budgets?	
8.	Can departments set up their own customized dashboards?	
9.	Does the budgeting system have a report scheduler that can auto generate reports to be sent via email?	
10.	Does the system offer an alert system notifying the recipient of information in the system on pre-defined criteria?	
11.	Does the system have the ability to report on object levels (personnel, materials, services)?	
12.	Ability to do Cash Receipting of multiple city services.	
13.	Ability to track Miscellaneous Receivables and receipting.	
14.	Ability for Purchase Orders and Invoices to be approved by users via web for workflow routing.	

Section 4 – Payroll & Human Resources

	Item	Response
1.	Does your system allow for importing of timesheet data? Is there an additional fee for this feature?	
2.	Does your system email pay stubs to the employee?	
3.	If you can email pay stubs, are the forms secured to ensure employee privacy? Explain.	
4.	Does your system support direct deposit with the option to send deposits to multiple banking institutions per employee?	
5.	Does the system allow payroll data to be dynamically used for budgeting purposes?	
6.	Does they system allow for multiple pay rates per job?	
7.	Does the system produce W2 forms on plain paper without the use of 3rd party software?	
8.	Does the system create all required pension reporting for the state of Ohio.	
9.	Does the system allow you to accumulate and use accruals? Can they be set up to adhere to bargaining unit requirements?	
12.	Does the system have the ability to automatically create matching deductions for things like pensions, health insurance, etc.?	
13.	Does the system allow for import of the current tax rates? Or do tax rate changes need to be done manually?	
14.	Does the system create the accounting distribution for payroll expenses?	
15.	Does the payroll system have an automated process to post payroll expense data to the general ledger?	

16.	Ability to track Human Resource Requirements for Employees.	

Section 5 – Utility Billing

	Item	Response
1.	Have you (and where) integrated with Sensus automated meter reading systems?	
2.	Have you (and where) integrated with third-party bill printing services? If so, whom?	
3.	Does the Utility Billing System integrate into the General Ledger Accounting System?	
4.	Does the system have an integrated customer self-service portal available for web payments? If so, does it provide live data lookups to utility customers?	
5.	Does the system have the ability to do work orders?	
6.	Does the system offer automated payment plans?	
7.	Does the system offer full owner/landlord tracking?	
8.	Does the system offer automated workflow for Adjustments?	
9.	Does the system offer automated workflow for Extensions?	
10.	Does the system offer automated workflow for Payment Plans?	
11.	Does the utility billing system integrate directly with the general ledger to post daily receipts?	
12.	Does the system integrate with receipt printers?	

Section 6 – Technology
Please provide responses to some general software technology questions so we can get an understanding of your solution.

Item		Response
1.	Is your base ERP system Cloud based with ability to use either Google Chrome or Microsoft Edge?	
2.	Does the system utilize Microsoft SQL Database? If not, what database system does it run on? Who is responsible for purchasing, installing, and maintaining the database?	
3.	Does licensing provide for a concurrent licensing model?	
4.	Is a concurrent license a global license allowing users to get to all applications such as Accounting, Payroll, Purchasing, Income Tax, Utilities, Budgeting, etc., or do concurrent licenses need to be purchased for each application?	
5.	Is security set up as role-based?	
6.	Does the system allow users to have multiple browser tabs open on multiple monitors with just one concurrent license?	

7.	Does the system allow for email alerts based on pre-defined user settings?	
8.	Do you offer both a Cloud-based solution and on Premise?	
9.	Do you provide an online learning management system to allow city staff to self-train on demand?	

Section 7 – Vendor Experience with Similar Ohio Implementations

Please provide twenty (20) Ohio customer references of the requested system running your proposed solution in live operations.

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Please list user group locations and general user conference locations and dates.

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Section 8 – Implementation and Support

Answer the following questions and/or provide the necessary documentation for each item listed below.

1. The City is interested in pursuing a Software for Life (Evergreen) type of agreement if available. Describe your process when a new version of your software becomes available in the future.

2. If you do not offer a Software for Life (Evergreen) agreement can this be added to the agreement, and if so, what is the added costs to add this to the agreement? Please list it here and in your quote as well.

3. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key dates, activities, and milestones.

4. Describe your overall user training approach. Will the city be charged travel costs?

5. Describe your company's service & support philosophy, how it is carried out and how success is measured.

6. Describe ongoing services and support, such as a toll-free customer service number, annual training classes, an online customer service website, and remote software maintenance.

7. How do you service and troubleshoot problems for your current clients?

8. Identify provisions and associated costs with providing software updates and enhancements on a regular basis.

9. How do you handle scheduled server replacements?

Section 9 – Cost Information

Please review the specific software applications described in the General Requirements. The following costs associated with these applications must be included in your response:

- Application software license fees
- Implementation, Training, Conversion, and Support Services Costs
- Other anticipated costs (i.e., travel, data file conversions, etc.)
- Ongoing support costs, whether hourly or annual blanket coverage
- Change Order process and costs

Section 10 – License Agreement

Provide a sample of the proposed License Agreement.

Section 11 – Hardware Requirements

If you do not provide a Cloud Based Solution or provide both Cloud and on Premise, please provide the hardware requirements needed to run the proposed system on-site, including, but not limited to PC and Server needs.

Section 12 - DEMONSTRATIONS AND PRESENTATIONS

Vendors may be required to provide detailed demonstrations of the proposed application software. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the city.

Section 13 - RIGHT OF REFUSAL

The City reserves the right to reject all RFPs in their entirety. The City reserves the right to award the contract in such a manner deemed to be in the best interest of its citizens.

Section 14 - EVALUATIONS

The primary criteria for vendor evaluation and consideration are:

- Market Focus (Proven success in similar type sites)
- Stability (Financial Viability, Business Longevity)
- Customer Service (References, Retention, Measured Service Rates, Support)

- Ability to Provide a Comprehensive Integrated Solution to meet the stated requirements
- Successful Customer Reference Sites of similar size in Ohio
- Conversion Experience

Evaluations of proposals on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest-priced proposal will not necessarily be selected. The final selection will be made based on a "lowest and best" approach. Selected vendors may be invited to make oral presentations to the evaluation team.

The City reserves the right to **a)** reject any or all proposals, or to make no award, **b)** require modifications to initial proposals, or **c)** to make partial awards. The City further reserves the right to excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to the City.