



City of Pinole Request for Proposals

for

Enterprise Resource Planning (ERP)
Software and Implementation Services
(Financial, Payroll, and Human Resources
Management)

Issue Date: April 11, 2016

Proposal Due Date: May 5, 2016
4:00 p.m. (PDT)

2131 PEAR STREET
PINOLE, CA 94564

TABLE OF CONTENTS

1.	RFP Overview	4
1.1	Purpose of RFP.....	4
1.2	RFP Timeline	5
1.3	RFP Contact	6
1.4	Proposal Preparation Costs	6
1.5	RFP Amendment and Cancellation	7
1.6	Questions Pertaining to the RFP	7
1.7	Proposal Submittal	7
1.8	Public Records Law	8
2.	Project Objectives	8
3.	City Background.....	9
4.	Current Environment	10
4.1	Technology Standards.....	10
4.2	Current Systems Use and Processes	10
4.3	Current Systems and Applications	11
5.	New System Requirements.....	12
5.1	General System Capabilities	13
5.2	General Ledger (GL)	13
5.3	Budget.....	14
5.4	Accounts Receivable	15
5.5	Cash Receipting.....	16
5.6	Bank Reconciliation	17
5.7	Treasury and Cash Management.....	17
5.8	Purchasing	18
5.9	Accounts Payable	19
5.10	Contracts Management	20
5.11	Human Resources.....	21
5.12	Time & Attendance.....	22
5.13	Payroll	23
5.14	Project and Grant Management	25
5.15	Fixed Assets	26
5.16	Document Imaging	27
5.17	Financial Reporting and Business Analytics	28
5.18	System Audit and Security	28
5.19	Workflow.....	29
5.20	Technical Requirements.....	29
6.	Proposal Submission Requirements.....	30

6.1	General Instructions	30
6.2	Proposal Format.....	30
6.2.1	Cover Letter.....	30
6.2.2	Table of Contents.....	31
6.2.3	Section 1 - Executive Summary.....	31
6.2.4	Section 2 – Company Background.....	31
6.2.5	Section 3 – Company Qualifications.....	31
6.2.6	Section 4 - References	32
6.2.7	Section 5 - Proposed Solution.....	32
6.2.8	Section 6 - Implementation Approach and Work Plan	33
6.2.9	Section 7 – Other Requirements.....	34
6.2.10	Section 8 - Pricing.....	34
7.	Proposal Evaluation	36
8.	General Requirements	37
8.1	Service Agreement	37
8.1.1	General Liability and Bodily Injury Insurance	37
8.1.2	Automobile Liability Insurance	37
8.1.3	Workers’ Compensation Insurance	37
8.1.4	Certificate of Insurance.....	37
8.1.5	Indemnify and Hold Harmless	38
8.1.6	Conformance to Applicable Laws.....	38
8.1.7	Rights and Remedies of City for Default	38
8.2	Miscellaneous	38
8.2.1	Ownership of Materials	38
8.2.2	Right to Reject/Modify	38
8.2.3	Business License.....	38
8.2.4	Public Disclosure of All Proposals.....	39
8.2.5	Reasonable Inquiry.....	39
8.3	Conflict of Interest and Proposal Restrictions.....	39
8.4	Contract Negotiations.....	39
8.5	Execution of Contract	39
8.6	Severability	39
8.7	Warranty	40
8.8	Rights of the City	40

1. RFP Overview

1.1 Purpose of RFP

The City of Pinole (City) is seeking to improve the efficiency of the business processes in financial operation of the City so as to improve service delivery internally and to the public. To that end, the City is looking for innovative technology partners that bring a robust product based on industry best practices and share the City's vision for continuous improvement and a highly engaged and well trained workforce.

The objective of this Request for Proposal (RFP) is to identify, select, and implement a proven public sector finance, payroll, and human resources (HR) system to replace the City's existing system. The City seeks a qualified firm (Proposer) with the experience, expertise, and qualifications to provide a fully integrated, proven, state-of-the-art solution (New System).

At a minimum, the proposed New System should consist of the following integrated modules:

- Financial Management Modules:
 - General ledger
 - Budget preparation and management
 - Position budgeting
 - Financial reporting and business analytics
 - Purchase orders
 - Accounts payable
 - Contract management
 - Accounts receivable
 - Online payment portal for cash receipts
 - Bank reconciliation
 - Treasury/Cash receipting
 - Project and Grant Accounting
 - Fixed Assets
 - Document Imaging or Attachment Features
- Payroll module should include:
 - Support a full in-house payroll function
 - Electronic time card entry
 - Electronic payment (ACH, etc.)
 - Labor and benefits distribution
 - CalPERS retirement reporting

- Human Resources module should include:
 - Personnel Management
 - Benefits Administration
 - COBRA/Retiree Health Billing
 - Personnel Action Processing
 - Employee Portal/Self-Service
 - Applicant Tracking
 - Employee Event Tracking

In addition to the software modules identified above, the City is seeking a Proposer to provide professional services that will ensure a successful implementation. The professional services should include the following:

- Software installation and configuration
- Implementation consulting
- Training
- Data Conversion
- Documentation
- Project Management
- Software maintenance and support

Proposers are encouraged to describe any additional offerings based on their experience in working with similar size agencies. To this end, proposals should clearly describe optional offerings and the pricing associated with the optional offerings.

The City is prepared to make the resources available to make possible a July 1, 2017 “go live” schedule of the core financials, payroll, and human resources. The City is open to subsequent phases to implement additional modules or features/functions. The City is looking for Proposers to craft an approach that meets the City’s objective. If Proposers are not able to meet this timeline, they are encouraged to propose an alternative timeline for the City to consider.

1.2 RFP Timeline

To meet the City’s desired implementation date, the City is committed to the RFP process and schedule outlined here. The selection process outlined in this RFP will allow the City to award a contract by July 5, 2016.

Table 1, RFP Schedule of Events, identifies the RFP schedule that will be followed.

Table 1 – RFP Schedule of Events

RFP EVENT	DATE/TIME
City Issues RFP	April 11, 2016
Deadline for Proposer Questions	April 21, 2016
Responses to Proposer Questions Provided	April 28, 2016
City Releases Proof-of-Capabilities Instructions and Data	April 28, 2016
Deadline for Proposal Submission	4:00 pm May 5, 2016
City Evaluates Proposals and Notifies Proposer(s)	May 6-12, 2016
Finalist(s) Provide Link to Product Demonstrations/Test Module	May 23, 2016
Finalist(s) Provide Proof-of-Capabilities Demonstrations (2 Day Presentation)	May 31-June 9, 2016
Contract Negotiations	June 13-17, 2016
Award of Contract & Contract Execution	July 5, 2016
Project Start Date	August 1, 2016
Go Live with core financials, Payroll and HR	July 1, 2017

Proposers should be aware that finalist(s) will be required to perform a full two (2) day proof-of-capabilities (POC) demonstration to allow staff to fully understand the proposed solution. The POC is not intended to be a generic demonstration of the application, but rather a demonstration of specific product functionality deemed most critical to the City using scenarios provided by the City. **Proposers must be prepared to invest the time and resources in the POC to be successful in this procurement.**

The City reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. Notification of any adjustment to the RFP Schedule of Events will be provided to all Proposers and posted on the City's website.

1.3 RFP Contact

All communications concerning this RFP must be submitted by email to the RFP Contact identified below. The RFP Contact will be the sole point of contact for this RFP.

Andrea Miller, Finance Director

Email – amiller@ci.pinole.ca.us

Proposer contact with anyone else in the City is expressly forbidden and may result in disqualification of the Proposer's bid.

1.4 Proposal Preparation Costs

The City will not pay any costs associated with the preparation, submittal, or presentation of any proposal.

1.5 RFP Amendment and Cancellation

The City reserves the unilateral right to amend this RFP in writing at any time. The City also reserves the right to cancel or reissue the RFP at its sole discretion. If an amendment is issued, it will be provided to all Proposers and posted on the City's website. Proposers will respond to the final written RFP and any exhibits, attachments, and amendments.

1.6 Questions Pertaining to the RFP

Specific questions concerning the RFP should be submitted via e-mail to the RFP Contact (See Section 1.3) before the date identified in Section 1.2 (RFP Timeline). Proposer questions should clearly identify the relevant section of the RFP and page number(s) related to the question being asked.

The City will post responses to all questions on the City's website in the form of an addendum, and email the same to all Proposers no later than April 28, 2016.

1.7 Proposal Submittal

Proposals will be submitted no later than the "Deadline for Proposal Submission" as identified in Section 1.2 (RFP Timeline). Proposers assume the risk of the method of delivery chosen. The City assumes no responsibility for delays caused by any delivery service. A Proposer's failure to submit a proposal as required before the deadline may cause the proposal to be disqualified.

Proposers must submit in a sealed package one (1) original signed Master, three (3) copies, and one (1) electronic copy in .pdf file format.

The package should be clearly labeled as follows:

Proposal for Enterprise Resource Planning Software and Implementation Services

Name of Proposer:

Proposer's Address:

Proposer's Contact Person:

Proposer's Telephone Number:

The proposal package should be mailed, couriered, or hand delivered to the following address:

City of Pinole

ATTN: Andrea Miller, Finance Director

2131 Pear Street

Pinole, CA 94564

All proposals must be received by the City by 4:00 p.m. on the Deadline for Proposal Submission date as indicated in Section 1.2. Proposals received after this time and date will be returned unopened. Postmarks will not be accepted as proof of receipt.

1.8 Public Records Law

Pursuant California Government Code Section 6250, public records may be inspected and examined by anyone desiring to do so, at a reasonable time, under reasonable conditions, and under supervision by the custodian of the public record. All submitted proposals are considered public records subject to disclosure. Financial records, including cost proposals, will not be considered confidential and are also subject to public disclosure.

2. Project Objectives

The need to replace the existing finance, payroll, and HR system has been identified as a high priority for the City and is driven by the following factors:

- Current finance system is over 15 years old;
- Current system does not allow the City to make use of newer technologies;
- Current system requires a lot of paper transactions making it very inefficient;
- Current system relies heavily on Excel worksheets to track items the system cannot efficiently track;
- Current system requires duplicate data entry to accomplish some business processes.

With this RFP, the City seeks to replace its outdated financial software with a proven, state-of-the-art system using the latest in technologies and best practices to make the City's business processes more efficient by implementing best practice processes.

The New System should meet the following high-level objectives:

- Provide a fully integrated solution to avoid duplicate data entry;
- Eliminate the reliance and need for Excel worksheets to support financial activities;
- Provide enhanced, user-friendly reporting capabilities to improve decision making;
- Provide online payment options for the public;
- Streamline business processes through automation, integration, and workflows;
- Promote implementation of best practice processes;
- Provide user friendly and intuitive user interface;
- Promote a paperless environment.

In selecting a vendor, the City is looking for a vendor that can provide the following:

- A solution that supports continual innovation to implement best business practices;
- Long-term vendor commitment to product improvements to keep up with best practices;
- Enhanced features and functionality to support operational efficiencies (i.e. workflow, self-service, document imaging, banking integration, etc.);
- Business analytics of finance, payroll, and HR information;
- Access to system and approvals from mobile devices;
- Cost effective annual ongoing maintenance and support costs.

The City is interested in implementing full and optimal functionality of all the features of the new technology. The City desires to capitalize on how other agencies have implemented the software so as to optimize the New System from the start.

To help the City select the right innovative technology partner, the City desires each Proposer to identify California-based municipal clients that are fully utilizing the system and demonstrate how those clients have implemented their software to its fullest capability to make their business processing and customer service highly effective and efficient. For each module, the City expects the Proposer to select their client that best represents the use of that module to its fullest extent and the client who is working to make the module better.

3. City Background

The City of Pinole, incorporated in 1903, is primarily a residential community located in Contra Costa County approximately 30 miles northeast of San Francisco. The City operates under a Council-Manager form of government with five elected Council members that consists of a mayor and a four-member council. Council members are elected to four-year staggered terms with three council members alternating election with two council members at two-year intervals. The Council appoints the City Manager. With a total operating budget of \$35.2 million, including a General Fund budget of \$11.5 million, the City employs a workforce of 114 and serves approximately 19,000 residents. It is a full service City with departments that consist of Administration (including City Manager, City Clerk, Finance, Human Resources, Information Technology and Cable Access TV), Police, Fire, Public Works (including Parks Maintenance, Streets, Water and Sewer), Community Development (including Planning and Building Inspection), and Recreation. More information about the City is available at <http://www.ci.pinole.ca.us/about/location.html>.

The Finance Department ensures the safekeeping, management and accounting of the City's financial assets. The department provides City financial information to the public, the City Council, the City Manager, and other City departments. The department audits revenue sources, processes cash receipts, payroll, accounts payable and accounts receivable, administers assessment districts and other debt, invests the City's funds, prepares and monitors the City's budget, and coordinates the City's financial audits and preparation of the financial reports.

The Finance Department consists of three (3.5) staff members: Finance Director, two (2) Accounting Specialists, and a part-time Accounting Intern.

The Human Resources Department provides personnel services to City departments by attracting the most talented applicants and retaining a highly skilled workforce of about 94 fulltime and 20 part-time employees. Services provided comply with employment laws, regulations, and accepted employment practices. In addition to recruitment, selection, and placement, Human Resources is also responsible for employee coaching, development and training, employee benefits and workers compensation administration, position classification and analysis, salary administration, labor negotiations, and employee/employer relations.

The Human Resources Department has two (2) staff members: Human Resources Director who also serves as the Assistant City Manager, and a Human Resource Specialist.

4. Current Environment

4.1 Technology Standards

The following table, Table 2 – Current Technology Standards, identifies current technology standards for the City. This information is provided as background information. While the City wants to maximize the use of its current Information Technology (IT) infrastructure, it is also looking to implement best practices regarding IT.

Proposers are required to specify requirements for their software to be installed on the City's network.

Table 2 – Current Technology Standards

Technology	Current Standard
Database	SQL Server 2012
Server OS	Windows 2008 R2 Standard
Desktop OS	Windows 7 Pro
Server Hardware	HP
Desktop Hardware	Dell OptiPlex
Laptop/Mobile Hardware	Dell, Microsoft, Android
Office Productivity	Office 2007
Browser	IE, Firefox
Email Server/Client	Exchange Server 2003 SP2/Outlook 2007
Virtual Environment	N/A
Active Directory	Active Directory/LDAP

4.2 Current Systems Use and Processes

This section provides an overview of the current system and how it is utilized, as well as information about manual processes performed outside of the current system.

Current Financial System

The City's current financial system, MOM Software, is a windows-based server application running in a proprietary database that was implemented more than 15 years ago. There are approximately 6 active users, and 20 casual users.

The City relies on the Current Financial System to provide the following functions:

- General Ledger
- Accounts Payable
- Budget Control (manually entered from Excel)
- Payroll
- Human Resources Management
- Public Employees Retirement System (PERS) reports
- Benefit Deductions

The City uses various other stand-alone systems the New System will need to interface with.

The Current System has the following limitations:

- Staff relies heavily on Microsoft Excel to support many finance, payroll, and HR functions. In the future, the City’s desire is to minimize the use of these worksheets by ensuring the system includes all the data fields needed to report the equivalent of what is tracked in the Excel worksheets.
- Staff manually enters numerous General Ledger journal entries due to the Current Financial Systems inability in interface with other stand-alone systems (SunGard TRAKiT, CLASS, non-use of cash registers).

The City seeks a system that will automate as many processes as possible and help align the Finance Department work processes with best practices related to system use. The City understands that many existing processes and procedures may need to change in order to align with the best practices methods incorporated into the Proposer’s solution.

4.3 Current Systems and Applications

The following table, Table 3 – Current Systems and Applications, provides Proposers with key information that will help promote an understanding of the current systems and applications, and how the City would like to replace and interface with those systems.

Table 3 – Current Systems and Applications

System/Application	Current	Direction
Financials: <ul style="list-style-type: none"> • General Ledger • Accounts Payable • Payroll • HR/Personnel Administration • Fixed Assets • Cash Management 	MOM Software	Replace with ERP
HR/Position Control	Excel Spreadsheet	Replace with ERP
Timekeeping	Paper-based	Replace with ERP
Purchase Orders	Paper-based	Replace with ERP
Budget	Excel Spreadsheet	Replace with ERP
CIP	Excel Spreadsheet	Replace with ERP
Document Management	SIRE	Keep; interface with ERP
Business License	SunGard TRAKiT	Keep; interface with ERP
Permits: Planning/Building/Fire	SunGard TRAKiT	Keep; interface with ERP
Code Enforcement	SunGard TRAKiT	Keep; interface with ERP
Recreation Registration & Billing	CLASS, implementing RecDesk or similar	Keep; interface with ERP

5. New System Requirements

The City seeks a proven, fully integrated public sector finance, payroll and human resources management system. It is seeking to modify existing business processes to accommodate best practices, and will be looking to select a system that drives the implementation of best practices. More specifically, the New System should provide the following capabilities:

- Fully integrated system where data is entered only once;
- All transactions processed in real-time and immediately available for inquiry and reporting;
- Workflow capabilities across all modules;
- Reporting that is user friendly, allowing staff to create reports with minimal training;
- Online payment functionality for the public;
- Robust audit and transaction logging capabilities;
- Robust security features.

The remainder of this section identifies selected key features, functions, and capabilities the City is seeking from a New System. To assist Proposers to better understand what the City is seeking, each of the functional requirements is preceded by a brief description of the current process.

Proposers must respond to each section explaining how the proposed system meets the needs of the City, as well as identifying any features and functions that can further improve City processes.

To aid in the evaluation of the proposals, vendors are required to rate how their proposed solution meets the needs of the City using the following rating criteria. The City has provided Section 5 of the RFP in Word format so that Proposers can use the section below to respond to the ranking and comments.

Rating	Definition
3	Standard and available in the current release. Software supports this requirement. No customization is required.
2	Meets requirement with minor configuration or modification. Configuration maintains application on upgrade path. Testing and production of modifications will be completed by implementation date. Include an estimate for the cost of the modification.
1	Available with 3rd party software application. Indicate name of the application recommended and number of installs jointly completed.
0	Not available. Software does not meet the requirement.
F	Future Release. Requirement will be available in the next release. Indicate anticipated release month and year.

5.1 General System Capabilities

The City seeks a New System that provides the following general system characteristics in terms of its user interface:

General System Capabilities <i>These requirements apply to all modules. List any exceptions in comments column.</i>	Numeric Ranking	Comments
1. An intuitive, consistent well designed user interface.		
2. One-time single-points of data entry.		
3. Robust search capabilities on as many fields as possible.		
4. Comprehensive online documentation and training materials.		
5. Ability to drill-down and drill-across from a transaction to the supporting source documents.		
6. Ability to easily export information directly to Excel or PDF.		
7. User-defined tables, fields, screens, reports, and business rules/workflows.		
8. Ability to modify configuration without the assistance of the Proposer.		
9. Strong internal controls and system securities for e-commerce (PCI compliant).		
10. Ability to view audit history of system changes.		
11. Integrates with City email (Microsoft Outlook) alerting supervisors of pending transactions.		

5.2 General Ledger (GL)

Current General Ledger

The General Ledger (GL) consists of balance sheet accounts and control accounts for revenues and expenditures, along with subsidiary ledgers for revenues and expenditures. Revenues are posted in batches weekly, and expenditures are posted weekly after the accounts payable check run to each control account and offsetting cash account.

During a typical year, approximately 2,800 journal entries are posted to the GL for budget adjustments, and revenues and expenditures that did not flow through the Current System.

New System

The New System should provide robust, easy to use reporting capabilities to support budget and expense reporting and financial analysis.

The City seeks to implement a new fully integrated General Ledger module which should:

General Ledger	Numeric Ranking	Comments
1. Provide a fully integrated system with all other modules.		
2. Provide a flexible Chart of Accounts supporting funds, departments, programs, projects, grants, etc.		
3. Provide workflow and approval options for journal posting.		

General Ledger	Numeric Ranking	Comments
4. Provide all users access to the GL information based on security roles.		
5. Allow all users to enter GL transactions based on security roles.		
6. Provide journal entry templates for efficient data entry.		
7. Provide for year-end financial statement preparation.		
8. Have full drill-down capability – From a department summary, into the line item summary, into the line item activity, into the specific transaction and ultimately view the source documents as a PDF (i.e., invoice or other supporting documentation).		
9. Provide simple, clean export of data to Excel and PDF.		
10. Provide business analytics on any data tracked in the system.		

5.3 Budget

Current Budget Process

The City prepares an annual operating budget using Excel. Personnel costs are estimated using Excel to calculate the salary and benefits for all filled and vacant positions. Position control is not currently maintained within the existing system. Departments submit their non-salary and benefit costs to Finance in an Excel template. The adopted budget is manually entered into the MOM system by Finance Department staff.

The final budget is prepared using Word and Excel and combined into one document using PDF.

A copy of the City's FY 2015-16 budget is available at:

<http://www.ci.pinole.ca.us/admin/docs/finance/2015-16%20Budget%20Final.pdf>.

New System

The New System should include a fully integrated budget module that allows for the following:

Budget	Numeric Ranking	Comments
1. Decentralized data entry and import from external files.		
2. Easy to use department interface for the development of their operating and capital budgets.		
3. Excel integration.		
4. Modeling, including payroll projections.		
5. Options for including historical data within budgets.		
6. Allow multiple budget versions to track the evolution of the budget, from initial, to proposed, to adopted budget.		
7. Track all amendments to budget.		
8. Integrate Payroll Module with the Budget Module for salary projections.		
9. Ability for baseline, zero-based budgeting, etc.		

Budget	Numeric Ranking	Comments
10. Benefit modeling based on growth percentage projections.		
11. Use of integrated reporting and analysis tools.		
12. Budget versus actual reporting that facilitates trend analysis.		
13. Drill down capability from on-screen reporting.		
14. Multiyear reporting with at least 3 but preferably 5 years.		

5.4 Accounts Receivable

Current Accounts Receivable Process

The City invoices for interagency reimbursement billings, sports group field usage fees, property rentals, and lease agreements. The Current System does not have an Accounts Receivable module. Invoices are prepared monthly using Excel and not recorded to the general ledger as a receivable. When payments are received, a journal entry is processed to record to the General Ledger as revenue.

New System

The City seeks to implement an Accounts Receivable (A/R) module that supports the preparation and tracking of miscellaneous invoices and monthly recurring invoices and statements. The A/R module should:

Accounts Receivable	Numeric Ranking	Comments
1. Integrate with Cash Receipting and GL.		
2. Allow payments via ACH and online.		
3. Allow the ability to reverse payment receipts (i.e. account corrections or insufficient funds).		
4. Allow departments to enter invoices for billing similar to Requisitions, subject to workflow rules. Finance will review and send out official invoices and track outstanding balances.		
5. Provide templates for various types of A/R invoices (i.e., health insurance premiums, lease agreements, property rentals, etc.).		
6. Provide departments with view only access to the A/R system.		
7. Post to the GL and to Accounts Receivable subject to workflow rules.		
8. Ability to allocate charges to various GL accounts.		
9. Update the A/R Customer account outstanding balance with payments recorded in the Cash Receipts module automatically.		
10. Track unapplied credit balances.		
11. Track collection or write-off history.		

Accounts Receivable	Numeric Ranking	Comments
12. Provide for electronic mailing of PDF statements to customers.		
13. Generate recurring invoices or statements and allow description changes.		
14. Calculate late payment fees.		
15. Generate late payment notices on past-due accounts.		
16. Calculate scheduled rate increases (i.e. facility rents with scheduled increases).		
17. Interface with permit and business license software to track invoices generated at the department level and reduce duplicate entries.		
18. Print various accounts receivable reports (i.e. aging report by fund, by invoice type, accounts forwarded to collections, etc.).		

5.5 Cash Receipting

Current Cash Receipting Process

The City collects revenue for business licenses, plan check reviews and permits at the City Hall counter using SunGard TRAKiT. Receipts are issued from SunGard TRAKiT for check and credit card transactions, and handwritten receipts are issued for cash transactions.

All recreation centers collect revenue and issue receipts using the CLASS system for the cashiering function. Cash drawers are balanced weekly and recorded on an Excel spreadsheet. Deposits are brought to Finance weekly to be deposited.

The Police Department collects revenue for various fees such as towing and alarm fees. Handwritten receipts are issued, and deposits are brought to Finance weekly to be deposited.

A journal entry is processed weekly to record Cash Receipts transactions to the General Ledger.

The New System will need to interface with SunGard TRAKiT and CLASS software, or similar software.

New System

The City seeks to interface its current Cash Receipting system with the New System Accounts Receivable module. The A/R module should:

Cash Receipting	Numeric Ranking	Comments
1. Integrate with SunGard TRAKiT and CLASS software, or similar software.		
2. Allow departments to enter receipts subject to business rules (i.e. departments can be limited as to what type of receipts can be received or what accounts can be used).		
3. Provide templates to be used for different types of receipts.		
4. Subject to workflow rules automatically post to the GL and related modules.		
5. Update the A/R and any other related modules with payments recorded in the Cash Receipt module automatically.		

Cash Receipting	Numeric Ranking	Comments
6. Allow for integration with remote check deposit and credit card transactions.		
7. Provide for online payment options for the public to pay all bills (i.e., animal license, Transient Occupancy Tax, business license, miscellaneous A/R, etc.).		
8. Prepare deposit at end of day.		

5.6 Bank Reconciliation

Current Bank Reconciliation Process

The City transfers from the operating account to the payroll checking account each pay period funds to cover the entire payroll. A positive pay file is uploaded to the bank with each check run to ensure checks presented to the bank for payment match what was issued by the City. The balance in the payroll account will always equal the total of outstanding checks. Positive Pay is reviewed daily, and checks are cleared from the general ledger monthly using the bank statements.

Bank reconciliations are prepared monthly using Excel and bank statements for the operating and payroll accounts. A file is received online and downloaded, and then checks are cleared in MOMS. The outstanding checks are calculated by the Current System using data that is uploaded to the Current System which matches up paid checks and prepares a list of outstanding checks.

New System

The City seeks to implement a Bank Reconciliation module that supports the automatic reconciliation of all banking and investment accounts. This module should:

Bank Reconciliation	Numeric Ranking	Comments
1. Integrate with all aspects of the New System that affect cash accounts (i.e., Cash Receipts, A/P, payroll, etc.).		
2. Allow clearing of outstanding checks individually, in groups, or electronically by downloading from the financial institution.		
3. Prepare reconciliation statement.		
4. Easily handle the posting of bank generated transactions that have not been posted to GL.		

5.7 Treasury and Cash Management

Current Treasury and Cash Management Process

Most treasury and cash management is accomplished by means of Excel worksheets. The check book balances are tracked within the General Ledger on a monthly basis. Investments are tracked and managed manually and reports are prepared using Excel. Interest earnings and other pertinent information are manually entered into the MOMS system via a journal entry.

New System

The City seeks to implement an Integrated Treasury and Cash Management module whereby all cash transactions including investments and debt service transactions are automatically updated in the GL. The

New System should:

Treasury and Cash Management	Numeric Ranking	Comments
1. Integrate with all aspects of the New System that affect cash accounts (i.e., Cash Receipts, A/P, payroll, etc.).		
2. Allocate investment earnings based on ending cash balances in each fund.		
3. Provide a daily treasurer's report showing available cash balances.		
4. Automatically update GL accounts for all cash related transactions.		
5. Calculate and track investment earnings and accruals.		
6. Keep track of upcoming Debt Service payments to ensure prompt payment and help determine cash flow needs.		

5.8 Purchasing

Current Purchasing Process

The departments prepare a Purchase Order (PO) in 4-part forms, which requires all the information needed to issue a PO. The forms are signed by the Department Director or Designee, and then sent to Finance for review and approval, with final approval provided by the City Manager.

The Finance Director reviews the PO for budget availability, signs to approve, and then returns to issuing department who forwards to the City Manager for final approval. Finance does not track the purchase orders and the budget encumbrance is not recorded in the financial system.

The current purchasing process is very paper intensive, requiring the movement of paper. The current process and its lack of integrated systems support, creates the following challenges:

- Departments have to track paper-based information while the PO is circulating for approvals. If a piece of paper is lost, omitted, or unavailable, this holds up the approval process requiring inquiries and research;
- Lack of tracking PO's in Finance increases the possibility of expenditures exceeding budget;
- The movement of paper between departments is inefficient and costly, requiring trips between departments.

New System

The City seeks to implement a new integrated Purchasing module that has the following capabilities:

Purchasing	Numeric Ranking	Comments
1. Integrates with Accounts Payable, Contracts Management, General Ledger, Project and Grant Accounting, and Vendor History.		
2. Tracks where the PO is in the approval process.		
3. Notifies the initiating department when the PO has been approved.		
4. Verifies budget availability during data entry.		
5. Supports the purchase of recurring services by automatically generating a purchase order based on pre-established criteria (i.e. health insurance, professional services, and leased vehicles).		

Purchasing	Numeric Ranking	Comments
6. Attaches scanned documents to purchase order.		
7. Supports approval of purchase order based on user defined pre-established business rules.		
8. Provides ability to restrict users to specific general ledger accounts.		
9. Allows authorized user to override limits placed by the system.		
10. Supports ability to roll outstanding PO's to new fiscal year.		
11. Allows entering of PO for new fiscal year prior to the start of the fiscal year.		
12. Allows change orders for PO's, subject to workflow approvals.		
13. Generates PO's in PDF format for electronic distribution to vendors.		
14. Allows departments to generate PO's if all business rules are met. (Finance will determine who should be allowed this feature).		
15. Provides for online approval from mobile devices.		
16. Supports imaging and archiving of purchasing related documents generated by the system.		
17. Supports secure electronic approval on PO's.		
18. Ability to track informal and formal bidding process and compliance with local purchasing preference and integrate the award of bid with contract management and issuance of a PO.		

5.9 *Accounts Payable*

Current Accounts Payable Process

Upon receipt of an invoice, the departments circulate the invoice for review, account coding, and approval and then forwards to the Finance Department for payment processing. Invoices must be received in Finance by Tuesday at 12:00 p.m. in order to be paid that week.

Invoices approved for payment received in the Finance Department by the due date are entered into the AP module of the MOMS system. Checks are printed once a week on preprinted check stock.

Some of the challenges with the current system are that:

- Process is very paper intensive;
- Departments have to call Finance for current invoice status;
- Vendor reporting and analysis is limited to a few specific reports;
- The Current System does not retain a copy of the check;
- The Current System is unable to track invoices applied to outstanding PO's or contracts.

New System

The City seeks to implement a new fully integrated Accounts Payable module that allows invoices to be entered directly into the system on a centralized or decentralized basis. Finance, in conjunction with each department, will determine who should be given access to the AP system. The software should:

Accounts Payable	Numeric Ranking	Comments
1. Integrate with Fixed Assets, GL, Project and Grants modules.		
2. Provide electronic workflow approvals for invoice payments.		

Accounts Payable	Numeric Ranking	Comments
3. Allow for invoice processing without issuing a PO.		
4. Verify budget availability during data entry.		
5. Allow departments to scan invoices and supporting documentation into the system and index efficiently.		
6. Provide automated workflow that sends the invoice to the next person on the approval list based on pre-set approvals determined by each department.		
7. Track where the invoice is in the payment process.		
8. Automate check signature process and printing subject to workflow rules.		
9. Notify the initiating department when the invoice has been paid (if marked with such instruction in the transaction by the requestor).		
10. Post approved invoices to AP and the GL upon approval.		
11. Allow selection of open invoices for payment.		
12. Print payment register for approval subject to workflow approval.		
13. Optionally generate more than one check per vendor.		
14. Generate ACH and alternative payment options that interface with bank for processing.		
15. Capture an image of the check and attach it to the vendor record.		
16. View the purchase order image, invoice image, and check image in vendor inquiry.		
17. Allow departments to view vendor detailed payment history (i.e. see all PO's outstanding and payments made).		
18. Support CA EDD reporting requirements for independent contractors.		
19. Provides Form 1099 reporting meeting all federal and state requirements.		
20. Allow reporting for payments by vendor for specified time frames.		

5.10 *Contracts Management*

Current Contracts Management Process

The City does not currently have a formal contract management system. Contracts are managed within each department.

New System

The City seeks to implement an integrated Contracts Management module that allows every aspect of a contract to be tracked. The software should:

Contracts Management	Numeric Ranking	Comments
1. Integrate with Purchase Order's, Accounts Payable, Grants, Capital Projects and document imaging.		
2. Provide electronic workflow approvals for contract changes.		
3. Track all aspects of a contract (i.e., terms, due dates, deliverables, quantities, milestones, etc.).		
4. Verify budget availability during data entry.		

Contracts Management	Numeric Ranking	Comments
5. Allow for multi-year contracts.		
6. Make contract management and reporting an efficient process.		

5.11 *Human Resources*

Current Human Resources Processes

The City's Human Resources (HR) module was never fully implemented and therefore does not fully integrate with the Payroll module. Employee actions are not tracked within the HR module. The employee master file data includes hire date, department name, account number, and compensation and benefits. Position information currently is not tracked within the system and is maintained in the employee's paper file. Standard reports built into the system are limited and do not export into Excel format.

The HR system does not support applicant tracking. The City posts open positions on its website, and interested applicants can download an application to complete or come to City hall to pickup an application. The Current System requires paper transactions to process new hires, and changes to current personnel. Open enrollment is cumbersome and requires manually processing paper forms. Performance Reviews are completed using paper forms.

New System

The City seeks to implement an integrated HR module as part of the New System. The module should be capable of managing all of the City's employees, certification/license requirements, and retirement and benefit packages. It should also feature extensive use of employee self-service and decentralized HR functions. The City will consider an integrated robust system that provides for online application and reports to receive applicant data and to track and process applicants during the recruitment and selection process up to the point of hiring depending on the price and capability of the applicant tracking system.

The Human Resources module should:

Human Resources	Numeric Ranking	Comments
1. Provide applicant tracking, with the ability to group applicants by custom selection criteria, ability to notify selected or all applicants for a particular recruitment, and ability to track documents for each applicant.		
2. Incorporate Position Control.		
3. Make extensive use of table-based salary maintenance schedules and other field components.		
4. Provides Business Analytics and simple ad hoc reporting.		
5. Provide self-service online options supporting W-4 changes, time-off requests, cash-out requests, employee profile changes, beneficiary changes, subject to workflow rules.		
6. Provide workflow and self-service options for open enrollment process.		
7. Provide workflow approvals for time-delayed actions/events (i.e., compensation that begins after a specific number of hours).		
8. Track certifications including expiration date.		

Human Resources	Numeric Ranking	Comments
9. Provide the ability to specify required certifications by job title.		
10. Support employee photo/profile management and integrate with Outlook and employee directory.		
11. Support automatic notifications of upcoming salary step increases.		
12. Provide Employee Event tracking to manage performance evaluations, training, certifications, and salary increases.		
13. Provide tracking and reporting for employees on medical leave and/or workers' comp leave.		
14. Provide reports to determine FMLA eligibility (which is primarily based upon hours worked, excluding certain leave types).		
15. Provide workflow for the above tracking and reporting functionalities such as performance evaluation, FMLA, etc., wherein emails are sent to the HR administrator, employees, and their supervisors.		
16. Provide an online portal for employee access to personnel forms, MOUs, policies and procedures, Injury Illness and Prevention Program (IIPP), personnel manual, salary schedule, etc.		
17. Provide reporting of all annual EEO data (i.e. employee race, gender, ethnicity, etc.).		
18. Provide an audit report of all system changes with specific change(s) (before and after), user who made the change, and date & time of change.		
19. Implement strict security measures concerning employee ID and access to system.		
20. Implement an electronic Employee Performance Review process.		
21. Organization charting capability.		
22. Provide benefits administration capabilities.		
23. Provide COBRA billing capabilities.		
24. Ability to print reports on user defined fields.		

5.12 *Time & Attendance*

Current Time & Attendance Process

The City's timesheet system is paper based. Every employee is given a bi-weekly timesheet on which they have to enter the actual hours worked and any time-off. Each department has a designated timekeeper who collects timesheets from employees and submits them to payroll. The Accounting Specialist in Finance Department enters all the information from the paper timesheets into the MOM payroll system each pay period.

When Finance receives the timesheets, all timesheets are reviewed for accuracy. Timesheets are reviewed for any Personnel Action adjustments, Special Assignment Pay, and verification of Acting Pay, and then entered into the payroll system.

New System

The City seeks an electronic time tracking and attendance tool that facilitates the payroll process. The time entry module should:

Time & Attendance	Numeric Ranking	Comments
1. Support various methods of timesheet entry (i.e., online, workstation, mobile).		
2. Use electronic workflow for review and approval of timesheets.		
3. Alert employees and supervisors of errors in timesheet entries such as charging to an incorrect account code, overages in leave balances, etc.		
4. Integrate with financial modules for tracking and reporting purposes (i.e. Project and Grant accounting).		
5. Allow requests for time-off to be submitted electronically subject to workflow rules.		
6. Allow employees to enter comments/notes for each entry.		
7. Integrate with Human Resource module to automatically reflect & process authorized voluntary cash-out requests of leave time.		
8. Customizable user-interface (screens) to simplify time entry.		
9. Provide ability to print reports by period and/or specified date range for all hours or specified hour type(s).		
10. Provide for schedule templates so that recurring schedules can be entered for specific employees or positions.		
11. Ability to mass populate holidays and roll-out organization-wide by employee groups.		
12. Support multiple schedules (i.e. 4/10, 9/80, 96/120, etc.).		
13. Allows for approvals to be entered from mobile device.		

5.13 *Payroll*

Current Payroll Process

The City's bi-weekly pay period ends on a Sunday. Paychecks are issued five (5) days after the pay period ends. Typically, the City issues 15 paychecks and 140 ACH direct deposits.

New System

The City seeks to implement a full-featured payroll system that is capable of accurately processing payrolls comprised of multiple employee groups, varying work week periods, and varying pay and benefit calculations. It should also feature extensive use of functionality allowing for employee online self-service.

The Payroll Module should have the ability to:

Payroll	Numeric Ranking	Comments
1. Calculate payroll in accordance with all federal and state requirements including FLSA.		
2. Calculate and report payroll using required CalPERS reporting elements.		
3. Ability to code certain pay types as, "Subject to PERS" or "Not subject to PERS".		
4. Support Public Employees' Pension Reform Act (PEPRA) requirements for alternate benefit offerings.		

Payroll	Numeric Ranking	Comments
5. Provide an Employee Self-Service module for employees to enter timesheets, review previous payroll information, W-2's, dependent information, leave balances, and other relevant employee information.		
6. Provide an Employee Self Service module for employees to enter direct deposit information, W-4, and DE4 changes.		
7. Integrate Payroll with the HR, GL, A/P, Budget, and Project and Grant Accounting modules.		
8. Ensure that all payroll related costs (i.e., taxes and benefits) can be allocated to Projects and Grants.		
9. Track all compensation elements necessary for the annual compensation report to State Controller http://sco.ca.gov/compensation_search.html .		
10. Provide detailed postings to the GL with the ability to drill back into the payroll module to see who actually got charged to a specific account and their hours charged.		
11. Generate paychecks, direct deposit advices (supporting deposits across multiple accounts on a single check), EFT files, and related positive pay files.		
12. Support check and direct deposit advice imaging.		
13. Generate off-the-shelf and ad hoc reports that support data requirements associated with CalPERS, auditors, deferred compensation providers, Payroll Register review, sick and vacation accrual reports for management, edit lists, overtime reports, tax reports, auto allowance reports, extensive exception and payroll calculations/generation reports, etc.		
14. Prepare CalPERS files and reports (evidenced by multiple California references) and support upcoming CalPERS changes.		
15. Support time entries for projects and grants.		
16. Allocate payroll costs and associated benefits to multiple accounts per employee based on time card entry allocation of hours, or based on budget.		
17. Generate all State and Federal quarterly and annual payroll regulatory reports.		
18. Automatically update State and Federal tax rates, withholding, etc.		
19. Defines leave accruals by employee group or individual designation and ability to track these multiple leave types.		
20. Alert employees/supervisor that leave accrual cap has been reached.		
21. Withhold and remit all taxes (via EFT/ACH) to the appropriate governmental agencies (i.e. withholding and remittance of social security tax, Medicare, etc.).		
22. Withhold and remit all garnishments (via EFT/ACH) to the appropriate governmental agencies based on various withholding options.		

Payroll	Numeric Ranking	Comments
23. Prepare and remit annual W-2s to the appropriate agencies and provide paper and electronic copies to the City.		
24. Automatically generates an audit report of all system changes with specific change(s) (before and after), showing user who made the change, and date & time of change.		
25. Support complex Police and Fire department payroll, schedules, time & attendance.		
26. Support ability to suspend leave accruals for employees while on authorized leave without pay and/or worker's comp. leave.		
27. Ability to mass populate changes for COLA, salary, flex allowance, etc., by employee groups.		
28. Ability to create mass change templates for various global changes.		
29. Ability to have different EDD Unemployment Insurance numbers and rates and generate separate unemployment reports by EDD number.		
30. Ability to calculate value of Excess Life Insurance which will be reported on W-2.		
31. Ability to generate Form 1094C to IRS and employees per the 2015 Affordable Care Act for employer provided health insurance.		
32. Automated check reconciliation via bank import file.		

5.14 *Project and Grant Management*

Current Project Accounting Process

All City projects are accounted for within applicable funds and are assigned a four (4) digit project number within the GL. Revenue and expenditures related to the project are coded to the applicable fund, account, and project number. The City does not have a project accounting module, but uses the department number field to identify a project using a special number sequence.

Current Grant Accounting Process

The City does not have a grant accounting module but uses separate funds, program numbers, and sometimes project numbers to account for grant activity. All grant tracking is done using Excel. Data from the various grants are entered into Excel worksheets to track the grant expenditures and calculate the grant reimbursement amounts.

New System

As part of a fully integrated system, the City wants a Project and Grant Accounting Module which can accommodate the following:

Project and Grant Management	Numeric Ranking	Comments
1. Track budget and expenditures over the life of a project or grant.		
2. GL entries (AP and Payroll) automatically flow into the Project/Grant Accounting module.		
3. Provide grant accounting reports that cover multiple years.		

Project and Grant Management	Numeric Ranking	Comments
4. Provide users view-only access to the Project/Grant Accounting module so that they can better track their projects and are not dependent on Finance for information.		
5. Provide budget-vs-actual reporting on a year-to-date or grant-to-date basis.		
6. Can generate reports tailored to the requirements of the department or external granting agency.		
7. Ability to budget and report on a project/grant within an existing program.		
8. Ability to track and generate report for Capital project budget over a multi-year period of at least 5 years by account.		
9. Ability to track Operating Budget for project revenue and expenditures over multiple years.		
10. Ability to track multiple revenue funding sources for each capital project and set priority of which funds are used first or for specific expenditure line items.		
11. Robust revenue and expenditure tracking abilities for current projects.		

5.15 *Fixed Assets*

Current Fixed Assets Procedures

The City uses MOM to track and report on fixed assets. MOM calculates depreciation or any other changes; those amounts have to be entered as Journal Entries into the system.

New System

The City seeks to implement a fully integrated fixed assets system that should:

Fixed Assets	Numeric Ranking	Comments
1. Integrate with AP and GL.		
2. Allow AP staff to designate an invoice record as a fixed asset item and automatically add record to the fixed asset ledger.		
3. Addition of fixed asset records should be subject to workflow approvals.		
4. Allow users to add additional information to fixed asset record after purchase.		
5. Calculate depreciation which will post directly to GL subject to workflow approvals.		
6. Provide all GASB 34 required fixed asset reports.		
7. Calculate beginning and ending balance, additions, retirements, and accumulated depreciation by CAFR fixed asset categories such as land, machinery & equipment, buildings, improvements other than buildings, etc.		
8. Allow system to track non-capitalized items for inventory control.		
9. Allow users to have view only access to fixed assets module.		

5.16 **Document Imaging**

Current Document Imaging Process

The Current System does not have document imaging capabilities. The City currently uses SIRE to store electronic copies of various citywide documents.

New System

The City desires to streamline processing in order to capture, store, index, search, and retrieve electronic images associated with financial, payroll, and personnel transactions as they are being handled by the system. The City seeks to move to a paperless environment. To that extent, the New System should have basic document imaging capabilities to allow scanned documents attached via a paperclip feature.

The document management capabilities integrated into the New System should provide the following basic capabilities:

Document Imaging	Numeric Ranking	Comments
1. Provide PDF type images of documents created by the system including PO's, AP checks, payroll checks, W2's, 1099's, etc. (SSNs redacted)		
2. The images should be available by individual record; for example, an individual's paycheck and not the entire check run for the pay period.		
3. Allow manually scanned images to attach to appropriate transaction records. The module should prompt for scanned attachments.		
4. Provide drill-down ability for the user to view related documents associated with financial, payroll, and personnel transactions. For example, vendor inquiry should provide the ability to view images of AP checks, associated PO's, the requisition and associated manually scanned documents including bids and packing lists.		
5. Provide system coordination to allow batch processing of images. For example, allow AP invoices received to be scanned in a batch and then associated with each PO.		
6. Capture data upon scanning wherever possible to minimize keying in of data.		
7. Conform to records management requirements including retention schedules.		

5.17 **Financial Reporting and Business Analytics**

Current Financial Reporting Process

The Current System produces limited standard financial reports. Reports can be printed, and exported to Excel on a limited basis. The departments would like to have more access to financial reporting.

The City seeks to obtain a robust reporting capability to support the finance, payroll, and human resource functions. The New System should provide the following reporting features:

Reporting	Numeric Ranking	Comments
1. Export data to Excel.		
2. Export reports to various formats (i.e. Excel, HTML, PDF, etc.).		
3. User-friendly report writer that is easy to use.		
4. Ability to share reports within the system.		
5. Ability to run and distribute reports.		
6. Provide easy to use Business Analytics to expand the reporting capabilities (i.e. Crystal Reports).		
7. On screen dash board analytics that are easy to create and customize by the users.		
8. Integrated online interactive visualization tool fed directly from the new system database.		
9. Preparation of standard CAFR reports.		

5.18 **System Audit and Security**

The City seeks to implement a New System with robust security and transaction audit/logging capabilities. The system audit capabilities should include the ability to track transaction processes and updates to the database. The New System should create audit trails for transactions processed through the system allowing authorized staff to drill down on transactions to view supporting detail. Audit logging should allow authorized staff to easily determine the source of each transaction to include identifying user ID and date/time for all table changes.

The City seeks to begin receiving revenue by means of online payment options and the use of alternative vendor payment types such as ACH or EFT. In doing so, the City seeks a system and vendor that is very secure in such e-commerce and database management and that is in compliance with all regulatory requirements concerning the use of e-commerce.

5.19 **Workflow**

The City seeks to implement a New System with strong workflow capabilities to help automate common financial, payroll, and personnel transactions. The system workflow capabilities should include the ability to automatically notify a user when action is needed. The system should include automated approvals and notifications supporting a paperless environment.

The New System should have the ability to:

Workflow	Numeric Ranking	Comments
1. Track transactions submitted for approval and review with the date/time stamp.		
2. Automate approval notification both at the system level and via the City's email system.		
3. Implement best practice workflow templates for all core financial, payroll, and personnel transactions (i.e. payables processing, purchase orders, GL transaction approval, personnel actions, payroll processing, etc.).		
4. Integrate with the City's email system to assist in the notification and approval steps.		
5. Create custom workflows based on City business rules.		
6. Use a rich set of attributes in determining what users participate in which steps in the approval processes (e.g. GL number segments, unique groupings, project/task codes, object/spend category codes, consideration of roles, etc.).		
7. The ability to perform approvals on smartphones or tablets is highly desirable, so that approvals can be done at any time not just when present at workstation.		

5.20 **Technical Requirements**

The City desires to leverage its existing technology infrastructure as much as possible to support the implementation of the New System. Proposers should therefore reference Section 4.1 for a discussion of the City's current IT systems.

The City will acquire new infrastructure as deemed necessary in order to make optimal use of the New System. The City wants to make use of the best practices in technology as long as it is financially feasible.

Proposers should state clearly not only the minimum IT requirements for their software, but more importantly the optimal requirements for best use of their software.

6. Proposal Submission Requirements

6.1 General Instructions

Proposals should be prepared simply and economically and provide a straightforward, concise description of the Proposer's company, qualifications, proposed solution, and capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content.

Proposals must be organized consistent with the outline provided in this section of the RFP. Proposers must follow all formats and address all portions of the RFP set forth herein providing all information requested. Proposers may retype or duplicate any portion of this RFP for use in responding to the RFP, provided that the proposal clearly addresses all of the City's information requirements.

6.2 Proposal Format

Proposals must be structured, presented, and labeled in the following manner:

- Cover Letter
- Table of Contents
- Section 1 - Executive Summary
- Section 2 – Company Background
- Section 3 – Company Qualifications
- Section 4 – References
- Section 5 – Proposed Solution
- Section 6 – Implementation Approach
- Section 7 – Other Requirements
- Section 8 – Pricing

Failure to follow the specified format, to label the responses correctly, or to address all of the subsections may, at the City's sole discretion, result in the rejection of the Proposal.

Proposals should be prepared on standard 8 1/2" x 11" paper and printed on two (2) sides. All proposal pages should be numbered.

6.2.1 Cover Letter

The proposal must include a cover letter that provides the following:

- Proposer's legal name and corporate structure;
- Proposer's primary contact to include name, address, phone, and email;
- Identification of any subcontractors and scope of work to be performed by subcontractors;
- Identification of any pending litigation against the Proposer;
- Disclosure of any bankruptcy or insolvency proceedings in last ten (10) years;
- Statement of the Proposer's credentials to deliver the services sought under the RFP;
- Statement indicating the proposal remains valid for at least 180 days;

- Statement that the Proposer or any individual who will perform work for the Proposer is free of any conflict of interest (*e.g.*, employment by the City);
- Statement of acknowledgement that the City's legal documents have been reviewed and accepted with or without qualification. If qualifications are involved, those items requiring adjustment or modification must be identified and listed along with suggested modifications to the contract. If no modifications are noted, the City will assume that the Proposer is capable of performing all normal tasks and services without reservation or qualification to the contract;
- Signature of a company officer empowered to bind the Proposer to the provisions of this RFP and any contract awarded pursuant to it.

The proposal cover letter should be concise and brief and not exceed two (2) pages unless Proposer's exceptions to the City's legal documents require it.

6.2.2 Table of Contents

All pages are to be numbered and figures, tables, charts, etc. must be assigned index numbers and identified in the Table of Contents.

6.2.3 Section 1 - Executive Summary

This section of the proposal should provide a brief and concise synopsis of the proposal and a description of the Proposer's credentials to deliver the services sought under the RFP.

6.2.4 Section 2 – Company Background

This section of the proposal should briefly identify the following:

- 2.1 - A brief description of the Proposer's background and organizational history;
- 2.2 - A statement of how long the Proposer has been performing the services required by this RFP;
- 2.3 - Identify the location of headquarters, technical support, and field offices;
- 2.4 - Identify the location of office which would service the City;
- 2.5 - Identify the number of employees by the following functions: corporate (sales, marketing, finance, overhead, etc.), implementation support, ongoing maintenance support, and research and development;
- 2.6 - Identify Proposer's annual company revenues and profit for the last three (3) company fiscal years.

6.2.5 Section 3 – Company Qualifications

In this section of proposal, the Proposer should identify company qualifications and experience in implementing solutions similar to what the City is seeking:

- 3.1 - Describe the Proposer's familiarity with public sector ERP systems and associated business processes, and experience with the requirements of the State of California and California Public Employees Retirement System (CalPERS);
- 3.2 – Identify your existing client base including the number of existing clients using the version/release of the software being proposed. Clearly identify the name and number of California public agency installations.

6.2.6 Section 4 - References

The Proposer must provide at least five (5) references with at least three (3) of the references for systems that have been implemented in the last five (5) years. The City prefers references from California municipal agencies of similar size and complexity to the City.

For each reference, Proposer must provide the following information:

- 4.1 – Agency name and contact information (i.e. name, title, address, phone, and email);
- 4.2 – Brief project description, including identifying the software version and modules implemented;
- 4.3 – Number of agency employees;
- 4.4 – Agency general fund budget;
- 4.5 – Implementation date;
- 4.6 – Implementation timeline and cost.

In addition to the above reference list, the City desires each Proposer to identify which of their clients are fully utilizing the system and demonstrate how those clients have implemented their software to its fullest capability and creatively structured processes around the system to make their business processing and customer service highly effective and efficient. For each proposed module, the City expects the Proposer to list their top client that uses that module to its fullest extent in a table that shows the following information:

- Module name;
- Agency name and contact information;
- Brief description of why that agency stands out in its use of the module.

6.2.7 Section 5 - Proposed Solution

In this section of the proposal, the Proposer should identify the proposed solution up to and including the following:

- 5.1 – Provide a brief solution overview identifying origin of system, release history, current release being proposed, and number of operational installations for the proposed software solution using a format similar to this:

Major Version #	Software Name at the time of release	Date of General Release	Programming Language & RDBMS Platform	% of total customers operating on this release (should add up to 100%)

- 5.2 - Provide a written response to each area identified in Section 5 of the RFP (RFP Section 5.1 – 5.20 is available in Word format on the City’s website). It is important to note that the level of detail must be sufficient to allow the evaluators to understand your

product's features, functions, capabilities, and shortcomings/challenges. Proposers are allowed to supplement their response to Section 5 using additional product information as an attachment to their proposal. However, at a minimum, Proposers must provide a written summary response at the module level such that the evaluators can obtain an adequate understanding how the proposed solution will meet the City's needs.

- 5.3 - Identify any additional or recommended modules or services that were not identified in RFP Section 5 but that the Proposer recommends that the City consider. Include a description of the features and functions of each additional proposed module.

6.2.8 Section 6 - Implementation Approach and Work Plan

The Proposer should identify the proposed implementation approach clearly identifying each phase, the timeline proposed, roles and responsibilities to be performed by the Proposer, and those to be performed by the City.

- 6.1 - Describe your implementation and project management methodology and approach to ensure a successful implementation.
- 6.2 – Provide a project organization chart highlighting the key staff who will be assigned to the project. Provide bios for the project manager and other key personnel assigned indicating their experience with the modules that they will be working on.
- 6.3 – Provide a detailed work plan that identifies major activities, tasks, deliverables, and resources. The work plan should assume a August 1, 2016 start and initial implementation phase that would include a “go live” date of July 1, 2017 for all core financials (GL, Budget, A/R, A/P, etc.), payroll and HR functions. If Proposer is recommending additional phases, please include those in the work plan so that the City can clearly understand what the additional phases would include and the timeline for their completion. If Proposer cannot meet the July 1, 2017 “go live” date or recommends a different timeframe, please explain the rationale.
- 6.4 – Describe the roles and responsibilities of the City staff during implementation and provide an estimated level of effort.
- 6.5 – The City desires to convert three (3) years of GL historical data in addition to the current fiscal year. Any GL data to be converted would be done after the system goes live and the audit is complete for the fiscal year ended June 30, 2016. Conversion of historical transactions will be considered on a module by module basis based on value received from data conversion. The objective is to convert only data needed to get the system operational. Following are examples of data anticipated to be converted initially:
 - Accounts Payable Vendor Master File for only active vendors;
 - Employee Master File for only active employees;
 - General Ledger data for the current year (after fiscal year end close);
 - Fixed Asset Master File.
- 6.6 – Describe your conversion methodology that would be used to implement the New System. In addition, provide your recommendations for data conversion.

- 6.7 – Describe your training methodology and how you ensure users are prepared to use the New System.

6.2.9 Section 7 – Other Requirements

In this section of the proposal, the Proposers should address the following items in a concise manner:

- 7.1 – Describe ongoing maintenance, release/upgrade, and support services. At a minimum, Proposers should address the following items:
 - Help desk processes and procedures;
 - Hours of support (stated in Pacific Standard Time);
 - Escalation procedures;
 - Response time commitments.
- 7.2 – Identify if there are user groups and/or user conferences.
- 7.3 – Provide hardware, software, and database requirements for the New System. Describe everything that will be needed for the New System to function optimally.
- 7.4 - Describe the frequency that application patches and new versions have been made available **within the past two years in a table similar to the one below. In addition, clearly identify the roles and responsibilities of the City to complete updates.**

Version	Year	Service Packs (or equivalent)	Patches, hot fixes (or equivalent)

- 7.5 – Describe hardware and software requirements for installation.

6.2.10 Section 8 - Pricing

The City seeks to understand all costs associated with the implementation and ongoing maintenance of the proposed system during implementation and during five (5) years of maintenance. The City would like to know the cost by module wherever possible.

In this section, the Proposer must summarize all costs associated with software licensing and maintenance costs, implementation services (including data conversion if applicable), 3rd party products needed for new system, professional services, and cost of travel. The City will evaluate proposals based on the “Total Cost to Implement (TCI)” and the “Total Cost to Operate (TCO)”. TCI will include all costs required for a successful implementation. The TCO will be calculated based on TCI plus five (5) years of annual maintenance fees.

The Proposer's Cost Proposal must identify all costs required to complete a successful implementation to include at least the following:

1. One-Time Costs

- Implementation Services;
 - Software installation and configuration;
 - Consulting;
 - Training;
 - Project management;
- Software licensing;
- Data conversion;
- 3rd party products required for New System (i.e. software, hardware);
- Consultant travel;
- Other one-time costs;

2. Annual Service Fees

- Show all services and activities included in the annual service fees, and show activities and services that would result in an increased fee to the City;
- Show the expected annual service fee for each of the next five (5) years.

The City may purchase required New System hardware and database software independently based on the information provided by the Proposer.

7. Proposal Evaluation

An Evaluation Committee shall review all proposals to determine which Proposers have qualified for consideration. The evaluation will include at least an initial review and a detailed review. The initial review will evaluate all submissions for conformance to stated specifications to eliminate all responses that deviate substantially from the basic intent and/or fail to satisfy the mandatory requirements. Only those proposals that meet or exceed the intent of the mandatory requirements will be further evaluated.

Proposals submitted will be evaluated on the following criteria:

- Quality, clarity, and responsiveness of proposal;
- Ability to meet the needs of the City;
- Well thought out timeline and roadmap for a “go live” date no later than July 1, 2017 for core financials, payroll and human resources;
- Proven technical ability to design, install, and support the proposed system;
- Demonstrated ability to work in a cooperative and collaborative manner with clients;
- Anticipated value and price;
- Perceived risk or lack thereof;
- Company financial stability;
- Number of similar size clients in terms of users, population, and city services;
- Ease in maintaining the system and frequency of fixes;
- Ease and cost of upgrading versions;
- References for each application proposed;
- Results of interviews, demonstrations, and site visits;
- Ability to prepare and execute a contract in a timely manner;
- Commitment to continually evolving the system to remain current with evolving best practices.

Based on the above evaluation, the City will develop a short list of Proposers. These Proposers will be invited to a two-day, on-site demonstration of their software. The Proposers will be asked to show that their software can handle the needs of the City by means of a Proof of Capabilities (POC) demonstration as explained in Section 1.2.

The proposal evaluation will be heavily weighted on the Proposer’s success in the POC demonstration and site visits. **Proposers must be prepared to invest the time and resources into their demonstrations.**

The City reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all Proposers. The purpose of any such discussions shall be to ensure full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by the City and, if held, shall be after initial evaluation of proposals is complete. If clarifications are made as a result of such discussion, the Proposer shall put such clarifications in writing.

8. General Requirements

8.1 Service Agreement

Should the City select a vendor in response to this RFP, a service agreement will be required. While the specific conditions of the agreement are dependent on the types of services proposed, any agreement will include the following:

8.1.1 General Liability and Bodily Injury Insurance

Commercial general liability insurance for at least \$1,000,000 combined limit for bodily injury and property damage that provides that the City, its officers, employees and agents are additional insureds under the policy. The policy shall state in writing either on the Certificate of Insurance or attached rider thereof that the insurance will operate as primary insurance for work performed, and that no other insurance affected by City or other named insured will be called on to cover a loss covered thereunder.

8.1.2 Automobile Liability Insurance

Automobile liability insurance in an amount not less than \$1,000,000 per person/per occurrence.

8.1.3 Workers' Compensation Insurance

Workers' Compensation Insurance for all employees, all in strict compliance with State laws, and to protect the City from any and all claims thereunder, including a waiver of subrogation.

In addition, certain professional service contracts may need professional liability insurance in an amount not less than \$1,000,000.

A Certificate of Insurance must be filed with the City prior to engaging in any operation or activity set forth in the purchase order/service contract.

8.1.4 Certificate of Insurance

Consultant shall file a Certificate of Insurance with the City prior to the City's execution of this Agreement, and prior to engaging in any operation or activity set forth in this Agreement. The Certificate of Insurance shall provide in writing that the insurance afforded by this Certificate shall not be suspended, voided, canceled, reduced in coverage or in limits without providing thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the City. In addition, the insured shall provide thirty (30) days prior written notice to the City of any suspension, cancellation, reduction of coverage or in limits, or voiding of the insurance coverage required by this agreement. The City reserves the right to require complete certified copies of policies.

8.1.5 Indemnify and Hold Harmless

Consultant shall defend, indemnify, and hold harmless, the City and its officers, agents and employees from and against all claims, losses, damage, injury, and liability for damages arising from, or alleged to have arisen from, errors, omissions, negligent or wrongful acts of the Consultant in the performance of its services under this Agreement, regardless of whether the City has reviewed or approved the work or services which has given rise to the claim, loss, damage, injury or liability for damages. This indemnification shall extend for a reasonable period of time after completion of the project as well as during the period of actual performance of services under this Agreement. The City's acceptance of the insurance certificates required under this Agreement does not relieve the Consultant from its obligation under this paragraph.

8.1.6 Conformance to Applicable Laws

Consultant shall comply with all applicable Federal, State, and Municipal laws, rules, and ordinances. No discrimination shall be made by Consultant in the employment of persons to work under this contract because of race, color, national origin, ancestry, sex or religion of such person.

8.1.7 Rights and Remedies of City for Default

In the event any item furnished by the vendor in the performance of the agreement or purchase order shall fail to conform to the specifications herewith, the City may reject the same and it shall become the duty of the vendor to reclaim and remove the property, without expense to the City. Additionally, it shall be the duty of said vendor to immediately replace any such rejected items with items conforming to these specifications. Should the vendor fail, refuse or neglect to replace such item, the City shall thereupon have the right to purchase on the open market, in lieu thereof, an item meeting all specifications, and to deduct from any monies due or that thereafter may become due to the vendor, the difference between the price named in the contract or purchase order and the actual costs thereof to the City.

8.2 Miscellaneous

8.2.1 Ownership of Materials

Upon delivery, all proposals will become the property of the City of Pinole.

8.2.2 Right to Reject/Modify

The City may, at its sole discretion, reject any or all proposals or waive any irregularities without disqualifying the proposal. The issuance of this Request for Proposal does not bind the City to award a service agreement for services described herein.

8.2.3 Business License

Prior to the selected vendor engaging in any operation or activity as a result of an award of a purchase contract, it must obtain a City of Pinole business license. The business license must be kept in full force and effect during the term of the contract.

8.2.4 Public Disclosure of All Proposals

All proposals received in response to this RFP shall become the property of the City. All proposals shall become a matter of public record, and shall be regarded as public records except for those parts of each proposal which are defined by the proposer as business or trade secrets, provided that said parts are submitted in a sealed envelope and clearly marked as “trade secret,” “confidential,” or “proprietary.”

8.2.5 Reasonable Inquiry

The City may conduct any reasonable inquiry to determine the responsibility of the Proposer. The submission of a proposal constitutes permission by the Proposer for the City to verify all information contained therein. If the City deems it necessary, additional information may be requested from any Proposer. Failure to comply with any such request may disqualify a Proposer from consideration.

8.3 Conflict of Interest and Proposal Restrictions

By submitting a response to the RFP, the Proposer certifies that no amount will be paid directly or indirectly to an employee or official of the City as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the procurement under this RFP.

Notwithstanding this restriction, nothing in this RFP will be construed to prohibit another governmental entity from making a proposal, being considered for award, or being awarded a contract under this RFP.

Any individual, company, or other entity involved in assisting the City in the development, formulation, or drafting of this RFP or its scope of services will be considered to have been given information that would afford an unfair advantage over other Proposers, and said individual, company, or other entity may not submit a proposal in response to this RFP.

8.4 Contract Negotiations

After a review of the proposals and completion of the demonstration and POC, the City intends to enter into contract negotiations with the selected Proposer. These negotiations could include all aspects of services and fees. If a contract is not finalized in a reasonable period of time, the City will open negotiations with the next ranked service provider.

8.5 Execution of Contract

If the selected Proposer does not execute a contract with the City within fifteen (15) business days after notification of selection, the City may give notice to that service provider of the City’s intent to select from the remaining Proposers or to call for new proposals, whichever the City deems appropriate.

8.6 Severability

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the City and Proposers will be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

8.7 Warranty

The selected software Proposer will warrant that the proposed software will conform in all material respects to the requirements and specifications as stated in this RFP, demonstrated in both the software demonstration and subsequent proof-of-capabilities. Further, the requirements as stated in this RFP will become part of the selected software Proposer's license and the software Proposer will warrant to the requirements. The selected Proposer must warrant that the content of its proposal accurately reflects the software's capability to satisfy the functional/technological requirements as included in this RFP. Furthermore, the warranty, at a minimum, should be valid for the duration of the implementation and until final acceptance (as will be defined during the negotiation process) of all application modules included in the implementation.

8.8 Rights of the City

The City reserves the right to:

- Make the selection based on its sole discretion;
- Reject any and all proposals;
- Issue subsequent Requests for Proposals;
- Postpone opening proposals, if necessary, for any reason;
- Remedy errors in the Request for Proposal process;
- Approve or disapprove the use of particular subcontractors;
- Negotiate with any, all, or none of the Proposers;
- Accept other than the lowest offer;
- Waive informalities and irregularities in the proposals;
- Enter into an agreement with another Proposer in the event the originally selected Proposer defaults or fails to execute an agreement with the City.

An agreement will not be binding or valid with the City unless and until it is approved by the City Council and executed by authorized representatives of the City and of the Proposer.