



**REQUEST FOR PROPOSALS FOR:  
FINANCIAL ACCOUNTING SOFTWARE SERVICES  
Issued: May 31, 2018.**

CITY OF BIGGS  
465 C STREET  
P.O. Box 307  
BIGGS, CALIFORNIA 95917

**Due Date and Time: Friday, July 20, 2018 before 4:00 p.m.**

**TENTATIVE SCHEDULE**

The City reserves the right to delay or adjust schedule dates if it is to the advantage of the City of Biggs. The City's tentative schedule for this RFP is as follows:

**Estimated Contract Award**

**September 2018**

**Vendor Instructions****1. INTRODUCTION**

It is the intent of the City of Biggs (the City) to purchase Financial Accounting software and/or services to enhance current capabilities of the City's utility billing, financial accounting and other functions. This is to be done by taking advantage of the latest technology in computer software. Vendors will be required to furnish a detailed proposal which will provide the functions as outlined in this document or state those functions which require exceptions to be taken.

This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications.

**2. GENERAL REQUIREMENTS**

The proposed financial software must include at a minimum the following modules:

- General Ledger
- Budgeting/Forecasting
- Bank Reconciliation
- Accounts Payable
- Accounts Receivables
  - Electronic billing, auto debit and electronic payment capabilities.
- Payroll
  - Direct Deposit capable.
- Monthly Utility Billing of electric, water, sewer and garbage
  - Electronic billing delivery capable

Alternate/Optional modules:

- Fixed Asset Management\*
- Human Resources\*
- Code Enforcement management\*
- Animal License
- Business License

\*No data importation or conversion is requested for these alternate/optional items.

Please see additional software capability detail in Appendix C. Please see description of existing software systems in use described in item 4. Background.

The City intends to purchase a total system solution from a single vendor. This will include all database management software, ad-hoc query/reporting software, application software, data conversion, training, project implementation/administration, and on-going maintenance and support services. The City of Biggs is seeking two bids, one for server based and one for cloud service.

The primary criteria for vendor evaluation and consideration are:

- Overall Product Quality and Functionality

- Suitability of the Product to the City of Biggs Requirements
- Company Stability (Financial Viability, Business Longevity, Stable Ownership)
- Customer Service and Support

Additionally, the City seeks the following technical foundation:

- Web-based System functions
- SAAS/Intranet Deployment option
- SQL Database
- Ease of interfacing to Microsoft Office products

### **3. PRESENT PERIPHERALS:**

The City operates with a Windows based server, LAN and Windows work stations. A list of peripheral equipment currently in use by the City of Biggs is available to qualified bidders by request to the City Administrator.

City Hall is served by Comcast 20MB down/8MB up internet service with one static IP address.

### **4. BACKGROUND:**

The City of Biggs is located in the fertile farmlands of the Sacramento Valley about an hour north of Sacramento. Known as the "heart of rice country," Biggs is approximately 25 miles south of Chico and 25 miles north of Yuba City, 1 mile off of State Route 99.

With a population of approximately 1,920, the City of Biggs provides monthly utility billing for about 800 service addresses. Utilities include electric, water, sewer and garbage. Billing complexities include (but not limited to) varying combinations of utilities delivered to any service address, and in some cases, renters pay certain utilities and landlords pay other utilities at a given service address.

With a total of 7.5 employees, the City office staff consists of 3 full time and 1 part time personnel. Additionally, the City utilizes the services of a contract CPA (approximately 2 days per month) who performs reconciliation, reporting, journal entries and provides general accounting oversight.

**Utility Billing, Financial Accounting (GL, AP, AR) and Payroll:** The City currently operates MOM financial accounting software (Corbin Willits Systems) for all GL accounting, accounts payable, accounts receivable and payroll functions. We reconcile primarily one checking account and one LAIF account. Other ancillary accounts include (but not limited to) NCPA GOR (Northern California Power Agency General Operating Reserve) and California ISO reserve accounts.

**Utility Billing:** The MOM system is used for utility billing. The MOM system imports electric and water usage meter data from AMR Itron FC300 handheld meter readers. The City intends to transition to AMI (Advanced Metering Infrastructure) after or concurrently with replacement of the MOM financial accounting software. Successful prior systems integration with Hometown Connections AMI meter data management systems [www.hometownconnections.com](http://www.hometownconnections.com) will be advantageous.

**On-Line Payments:** Currently the city receives on-line payments through Paymentus which is available through the City web site, however, there is no functional interface to the MOM accounting system. On-line payments received through Paymentus are manually entered into the MOM system. A functional on-line payment methodology (not necessarily Paymentus) and automatic posting of account payments is required.

**Code Enforcement, Fixed Assets, Business License, Animal License:** Currently there are no existing data management systems for Code Enforcement. Fixed Asset information is contained on Excel spread sheets. The City utilizes simple Microsoft Access databases for Business Licenses (Approx. 125 active licenses) and Animal Licenses (Approx. 120 active licenses).

#### **5. INSTRUCTIONS TO BIDDERS**

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 rejection of the proposal.

#### **6. INQUIRIES**

To register as a bidder, or for inquiries or clarifications regarding this RFP please contact Mark Sorensen, City Administrator, 530-868-0100, [mark@biggs-ca.gov](mailto:mark@biggs-ca.gov). Responses affecting the content of the Request for Proposals will be provided to all known bidders. It is the responsibility of the vendor to inquire about and clarify any material contained in the RFP or any question which is not fully understood or that is believed to be susceptible to more than one interpretation.

#### **7. CLARIFICATION OF BIDS**

The City of Biggs reserves the right to contact bidders individually for the purpose of clarifying bids.

#### **8. SUBMISSION OF BIDS**

In addition to physical delivery of one hard copy of the proposal to the City, please deliver electronic PDF file(s) of the complete proposal to the City via USB drive or via email to [mark@biggs-ca.gov](mailto:mark@biggs-ca.gov).

Electronic only submittal (no hard copy) of the proposal is sufficient via any one of the electronic file delivery methods described above.

All proposals shall be delivered to the City at the location specified in this document and must be received by the City of Biggs by the required date and time. The post marked date, email date or posting date shall not serve as the date of receipt. Proposals must be clearly marked and submitted to:

City of Biggs  
Mark Sorensen, City Administrator  
465 C Street  
P.O. Box 307  
Biggs, CA 95917

**9. VENDOR INCURRED COSTS**

The City of Biggs is not liable for any cost incurred by vendors prior to issuance of any agreement, contract, or purchase order.

**10. BID WITHDRAWAL**

No bid may be withdrawn for a period of ninety (90) days after the scheduled closing time for receipt of bids.

**11. BID PROPERTY**

All proposals submitted in response to this RFP become the property of the City of Biggs. Proposals submitted may be reviewed and evaluated by any person(s) at the discretion of the City of Biggs.

**12. CONFIDENTIALITY**

All proposals will be available for inspection by interested parties following the bid opening. All proposals will become public records under the California Public Records Act.

**13. PRICE PROTECTION**

All prices quoted shall be firm and not subject to increase before the contract is signed.

**14. PRIME CONTRACTOR RESPONSIBILITIES**

Vendors are responsible for determining the specific software requirements from the specifications stated in this RFP and/or through their own analysis of City of Biggs needs. The selected vendor will be required to assume sole responsibility for delivery, installation, operational testing, and maintenance of all hardware and support services stated in the proposal. The City of Biggs will consider the selected vendor to be the sole point of contact with regard to all guarantees in the bid for the price stated in the bid. In the event that the system does not perform as stated, the vendor is responsible for all costs to bring the system up to the required performance level.

**15. EXCEPTIONS**

Any and all exceptions to the specifications included in this RFP must be fully detailed and explained in the vendor's bid response. Should the bidder not indicate and explain exceptions, that bid may be automatically disqualified.

**16. BID SELECTION**

A contract may be awarded by the City of Biggs to the lowest responsible bidder whose bid conforms to this Request for Bid AND is most advantageous to the City. Price, quality, functionality, suitability and other factors may be considered.

The City will also consider purchase opportunities via the California Multiple Award Schedules (CMAS), National Joint Powers Alliance (NJPA Member #140432) and any other purchase opportunity advantageous to the City of Biggs.

**17. NON-DISCRIMINATION**

The non-discrimination clause which appears herein is a condition of the contract. The contract must be signed by the successful bidder.

**18. ALTERNATE BIDS**

Do not submit alternate bids unless called for on the bid proposal form. When alternate bids are requested, the bidder must submit documentation as a part of the bid to show that the product is comparable to the item(s) referred to in the specifications.

**19. PROPOSAL RESPONSE REQUIREMENTS AND FORMAT**

The proposal must be prepared in the following format:

<u>Section</u>	<u>Title</u>
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Vendor Background and Qualifications
3.0	Response to Software Requirements
4.0	Technology
5.0	Implementation and Training Plan
6.0	On-Going Product Support and Maintenance
7.0	References
8.0	Pricing Information

**Section 1.0 Executive Summary**

This section should be limited to a brief narrative highlighting the bidder's proposal. The summary should contain as little technical jargon as possible, should be oriented toward non-technical personnel, and be no more than 5 pages.

The complete name of the firm or person(s) submitting the proposal, the main office address, and primary and secondary contact person(s) and their respective telephone numbers and email addresses must be included in this section.

**Section 2.0 Vendor Background and Qualifications**

Provide narrative responses to the following questions, including any necessary documentation, for each item listed below:

1. Specify the number of years the vendor has been in the software business. Provide the number of customers and the percentage of annual revenues from public sector customers.
2. Provide information on product implementation scope of work.
3. Has this company or product being proposed ever been purchased by another company or acquired because of a merger or acquisition?
4. If yes, provide details regarding the name of the companies involved, specific products affected and when such merger or acquisition(s) took place.

5. Describe your customer support procedures and the typical interaction that can be expected on a customer support call.
6. Describe the company's commitment to research and development for the specific public-sector applications being proposed; include development staff size and percentage of annual revenue invested in application development and existing software enhancements and upgrades.
7. If any of the proposed software applications were developed by a third-party organization, please provide the following information on each software application:
  - a. Name, address, and contact name of developing organization.
  - b. How is the product integrated with other proposed applications?
  - c. Provide at least 3 customer references using the proposed software application.
  - d. Provide description of the development technologies used for each product.

### **Section 3.0 Response to Software Requirements**

This section must include all of the completed product requirement checklists provided in Appendix C.

In addition to providing the completed checklists, please provide the following information relating to the proposed software:

1. Describe how the proposed software meets the Functional Requirements specified in the checklists and what, if any, optional requirements are met.
2. Describe how your reporting system works and what tools are included for creating custom reports.
3. Describe the administration of application security, include how it is configured, how groups or roles are used, and what actions can or cannot be taken for various settings, etc.

### **Section 4.0 Technology**

Provide the following information relating to hardware platforms and peripherals and development tools used for the proposed software applications:

1. Describe your database platform and requirements.
2. What development platform is used throughout your application including the application and presentation layers?
3. What reporting services are available for use with your applications?
4. Describe all available client platform requirements including desktop applications and browser clients (and supported web browsers).
5. What are your minimum recommended hardware requirements (clients and servers)?

**Section 5.0 Implementation and Training Plan**

Provide answers to the following questions and provide the necessary documentation for each item listed below:

1. Describe the approach and resources needed to implement the proposed software applications. Attach a proposed Scope of Work with key activities and estimated milestones.
2. Describe your overall user training approach.
3. Describe project management services that are included within the implementation process.
4. Describe your data conversion methodology.

**Section 6.0 Ongoing Product Support and Maintenance**

1. Describe your company's service and support philosophy, how it is carried out and how success is measured.
2. The vendor must provide ongoing services and support, such as a toll-free customer support number, annual training classes, online customer service and support web site, disaster recovery services, refresher training classes from a web site.
3. Provide a complete description of help desk services including phone support, remote support, and ongoing maintenance.
4. Describe how you service and resolve problems for your current customers.
5. The vendor must provide software updates and enhancements on a regular basis. The vendor must also stay abreast of all statutory additions and changes and provide software updates that meet those changes. The vendor must describe their software release program, any associated costs, how the customer is notified of those release updates, and how the release update process is implemented.

**Section 7.0 References**

Please provide at least (3) customer references that are representative of the requested system. Please also provide any nearby (within 150 miles) agencies utilizing systems similar that being proposed.

**Section 8.0 Pricing Information**

Please include the following costs associated with all proposed software applications and associated services:

Application software license fees

Implementation, Training, and Support Services Costs

Annual Software Maintenance costs



Annual Services Costs (if applicable)

Other anticipated costs (i.e. travel, data conversions, etc.)

Provide the following hourly rates and other charges for additional and on-site services provided:

System Development/Design	\$ _____
Programming	\$ _____
Training	\$ _____
Hourly charge for travel time	\$ _____
Per mile charge for travel	\$ _____
Per Diem charge for overnight travel	\$ _____

The City of Biggs is seeking two bids, one for server based and one for cloud-based solutions.

**20. Terms and Conditions**

**PRE-PROPOSAL MEETING**

There will be no pre-proposal meeting for this request. Respondents are encouraged to contact Mr. Mark Sorensen, City Administrator with any questions. The City will respond to all questions and requests for clarifications via email. Emails shall be sent to: mark@biggs-ca.gov. Comments or correspondences received within 7 (Seven) calendar days of the date of the closure of this solicitation will *not* be responded to.

**GENERAL INFORMATION**

The City of Biggs reserves the right to reject any or all Proposals, to waive any informality in any Proposal, and to select the Proposals that best meet the City’s needs. All costs incurred in the preparation of the proposal, the submission of additional information and/or any aspect of a proposal prior to award of a written contract will be borne by the respondent. The City will provide only the staff assistance and documentation specifically referred to herein and will not be responsible for any cost or obligation of any kind, which may be incurred by the respondent. All proposals submitted to City shall become property of the City.

**DEFAULT**

In case of default of the contractor, the City of Biggs may procure the articles and/or services from other sources and hold the contractor responsible for any excess cost occasioned thereby.

**RIGHT OF CANCELLATION**

Award to the selected vendor will be made under a contractual arrangement cancelable after the first year or at the end of a fiscal year in the event that continuing funds are not appropriated.

**EVALUATIONS**

The primary criteria for vendor evaluation and consideration are:

- Suitability of the Product to the City of Biggs Requirements
- Customer Service and Support (References, Retention)
- Ability to Provide a Comprehensive Integrated Solution to meet the stated requirements

- Pricing

Evaluation of the proposals is expected to be completed by the award date. The proposals will be reviewed 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 price proposal will not necessarily be selected.

**Appendix A**  
**SOFTWARE BID FORM**

**Financial Software**

<b><u>Software Module</u></b>	<b><u>Purchase Price</u></b>	<b><u>Annual Maintenance</u></b>
General Ledger	_____	_____
Budgeting/Forecasting	_____	_____
Bank Reconciliation	_____	_____
Accounts Payable	_____	_____
Accounts Receivable	_____	_____
Payroll/Direct Deposit	_____	_____
Code Enforcement	_____	_____
Fixed Asset Management	_____	_____
Human Resources	_____	_____
Animal License	_____	_____
Business License	_____	_____
Total Application Software	_____	_____

**Data Conversion**

General Ledger	_____
Budgeting/Forecasting	_____
Bank Reconciliation	_____
Accounts Payable	_____
Accounts Receivable	_____
Payroll	_____
Animal License	_____
Business License	_____
Total Data Conversion	_____

Software Modification Costs	_____
(Total of <b>0 Can't Provide</b> answers from checklists)	_____
Grand Total Application Software	_____

**Other Costs**

Installation/Setup	_____
Project Administration	_____
Training	_____
General Ledger	_____
Budgeting/Forecasting	_____
Bank Reconciliation	_____
Accounts Payable	_____
Accounts Receivable	_____
Payroll/Direct Deposit	_____
Code Enforcement	_____
Fixed Asset Management	_____
Human Resources	_____
Animal License	_____
Business License	_____
 Total Other Costs:	 _____

**Cost Summary**

Grand Total Application Software	_____
Total Other Costs	_____
 <b>Total Bid Price</b>	 _____

**Appendix A**  
**SOFTWARE BID FORM**

**\*\*\* CLOUD BASED \*\*\***

**Financial Software**

<b><u>Software Module</u></b>	MONTHLY <u>Price</u>	ANNUAL Price
General Ledger	_____	_____
Budgeting/Forecasting	_____	_____
Bank Reconciliation	_____	_____
Accounts Payable	_____	_____
Accounts Receivable	_____	_____
Payroll/Direct Deposit	_____	_____
Code Enforcement	_____	_____
Fixed Asset Management	_____	_____
Human Resources	_____	_____
Animal License	_____	_____
Business License	_____	_____
Total Application HOSTING	_____	_____

**Data Conversion**

General Ledger	_____
Budgeting/Forecasting	_____
Bank Reconciliation	_____
Accounts Payable	_____
Accounts Receivable	_____
Payroll	_____
Animal License	_____
Business License	_____
Total Data Conversion	_____

Software Modification Costs	_____
(Total of <b>0 Can't Provide</b> answers from checklists)	_____
Grand Total Application Software	_____

**Other Costs**

Installation/Setup	_____
Project Administration	_____
Training	_____
General Ledger	_____
Budgeting/Forecasting	_____
Bank Reconciliation	_____
Accounts Payable	_____
Accounts Receivable	_____
Payroll/Direct Deposit	_____
Code Enforcement	_____
Fixed Asset Management	_____
Human Resources	_____
Animal License	_____
Business License	_____
Total Other Costs:	_____

**Cost Summary**

Grand Total ANNUAL Software HOSTING	_____
Total Other Costs	_____
<b>Total FIRST YEAR COST Bid Price</b>	_____
Each additional YEAR of service	_____

**Appendix B**  
**PROPOSAL**

The undersigned bidder guarantees the prices herein quoted against any increase for whatever delivery date is specified and further agrees to give the City of Biggs the benefit of any general market price reduction up to the time of delivery.

The undersigned further certifies that no federal transportation tax or excise tax have been included in the figures herein quoted.

It is also certified that this proposal is made in good faith and without collusion or connection with any other person bidding on the same work or that no official or no employee of the City of Biggs will be admitted to any share or part of the contract or any benefit that may arise therefrom if the contract is awarded to this company.

It is distinctly understood that the City of Biggs reserves the right to reject any or all Proposals, to waive any informality in any Proposal, and to select the Proposal or purchase method that best meet the City's needs. All costs incurred in the preparation of the proposal, the submission of additional information and/or any aspect of a proposal prior to award of a written contract will be borne by the respondent. The City will not be responsible for any cost or obligation of any kind, which may be incurred by the respondent. All proposals submitted to City shall become property of the City.

\_\_\_\_\_  
Firm Name

\_\_\_\_\_  
Officer Signature/Title

\_\_\_\_\_  
Address

\_\_\_\_\_  
City/State/Zip

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Date

## Appendix C

### LEVEL OF CONFIGURATION

The following pages list features of each application module to be installed. The Vendor should complete the check list by following the instructions below.

**Instructions:**

For each of the sample statements, indicate your proposed solution's ability to provide the related functionality. For your response, enter the values associated with the columns under "Level of Configuration or Programming Needed."

**Definitions of each response column:**

5 Available – Indicates that the associated statement is resident in your solution with no measurable configuration or programming or extra cost required.

4 Minimum – Indicates that a small amount of configuration or programming is needed to provide the related functionality. Minimal or no cost may be associated with the effort.

3 Moderate – Indicates that a moderate amount of configuration or programming is needed to provide the related functionality. Some cost will likely be associated with the effort.

2 Significant – Indicates that a large amount of configuration or programming is needed to provide the related functionality. Perhaps not usually provided in your solutions. Significant cost will likely be associated with the effort.

1 New Code – Indicates completely new programming/data structure is needed to provide the related functionality. Perhaps not included in any of your previous solutions. Cost will be likely associated with this effort.

0 Can't Provide – Indicates the solution is unable to provide this functionality.

NOTE – Use the Notes column for caveats, explanations, etc.