Request for Proposal
Local Government Software
for Finance and Human Resources

Description
The Town of Elon is seeking proposals from qualified firms for software and implementation services for a financial services system, including integrated modules for human resources.

Background
The Town of Elon, North Carolina is a municipality of about 12,000, located in Alamance County. The Town's annual budget serves as the foundation of financial planning and control. The Town currently maintains a general fund, two restricted revenue funds, two enterprise funds, and one capital reserve fund, and the total combined budget for the annual fiscal year beginning July 1, 2020 is $11,858,358. The Town has 61 full-time positions, approximately 10 part-time positions, 25 volunteer firefighters, and six elected officials.

The Town has used ICS/Harris as its core financial system since 1996 and we were converted to the CSI/Harris payroll system in 2011. There are currently four intensive system users and about twelve departmental users (department query and run reports). Although the current financial system is stable, the Town is seeking a new system that provides a greater depth of functionality and paperless automation in order to prepare for long-term growth.

Scope of Services
Desired Minimum Functionality
A) System
  1) Generates reports that can be directly downloaded to .pdf format or Excel with minimal manipulation. Commonly used report parameters can be saved for re-use.
  2) Allows for query drill down to supporting documents and transactions. All financial modules integrated into accounting function.
  3) Allows for the attachment of documents to transactions.
  4) Provides for paperless automation of processes and the upload of spreadsheets to streamline operations and reduce the time associated with paper processes and manual data entry.
  5) Intuitive interface for less-intensive system users. Ability to directly access favorite reports or processes from home screen.

B) General Ledger
  1) Provides all procedural functions of a fund accounting system in conformity with GAAP and GASB accounting standards.
  2) Provides for the maintenance of multiple funds, each of which is self-balancing; supports multiple bank accounts that are associated with single or multiple funds.

3) Provides for chart of accounts of at least four levels of structure.
4) Automatically assigns journal entry numbers and provides audit trail capabilities to capture journal entry history.
5) Supports recurring journal entries with varying dollar amounts.
6) Ability to operate in dual years.
7) Ability to roll-forward or close grant and project accounts, both revenues and expenditures.
8) Generates the following financial reports: trial balance, balance sheet, budget v. actual for revenues and expenditures, account transaction history, open encumbrances.
9) Ability to produce GASB statements.

C) Accounts Receivable
1) Provides for the upload of files with Electronic Fund Transfers for customer payments.
2) Establishes default account distributions for each type of billing.
3) Allows for the attachment of documents to transactions.
4) Supports recurring billings.
5) Provides for customer database with detailed customer information.
6) Generates paper invoices and account statements and ability to download a .pdf format that can be emailed.
7) Ability to issue delinquent notices and add penalties to invoices.

D) Cashiering
1) Allows for the posting of cash receipts to multiple GLs and interfaces with the chart of accounts.
2) Allow for multiple cash register batches to be created or closed at any point in the day.
3) Provides for payment types including cash, check, and credit card.
4) Generates a customer receipt and provides ability to print duplicate receipts.
5) Generates report upon batch close that includes a list of receipts by customer and account and a list by type of revenue.
6) Ability to accept multiple payment types in one transaction.

E) Purchase Orders
1) Supports encumbrance accounting.
2) Allows ability to set workflow with approval levels for all purchasing documents based on user role, dollar value, and department.
3) Flags purchase orders that will cause a line item to exceed budgeted amounts.
4) Provides for vendor database with detailed customer information. Tracks W-9 requirements.
5) Ability to print requisitions/purchase orders with pre-saved signatures; purchase order has fields for item description, notes/comments, and Town logo.
6) Supports recurring requisitions/purchase orders.
7) Delete or cancel requisitions/purchase orders with proper security.
8) Includes contract administration functions to track contract terms, end dates, and amounts.
9) Ability to add vendors.
10) Interface with Accounts Payable.

F) Accounts Payable
1) Flags vendors for 1099 eligibility and provides 1099 reporting capability in paper and electronic formats.

2) Tracks sales taxes on purchases and generates reports to complete sales tax reimbursement reports.
3) Ability to print checks on paper as well as ability to generate a file for upload to banking software (either for payment processing via ACH or for positive pay systems). Produce a check register.
4) Purchase Order processing for invoices.
5) Ability to enter credit memos.
6) Flags invoices that will cause a line item to exceed the budgeted amount.
7) Ability to perform bank reconciliation at any point in the month.
8) Provides duplicate payment verification warnings.
9) Ability to search by vendor, check number, dollar amount, invoice number and purchase order number.

G) Utility Billing
   1) Unlimited rate codes and services.
   2) Ability to enter landlord and parent contact information in customer maintenance screen.
   3) Interface with Neptune 360 for meter reading file upload.
   4) Option to export billing data to third party for bill printing.
   5) Ability to accept online payments that automatically interface and update payments to customer accounts without data entry.
   6) Ability to create ACH draft file to upload to bank.
   7) Meter change out tracking.
   8) Work order processing and templates for meter changes, turn on, and disconnections.
   9) Generate report for disconnections by route.
   10) Customer inquiries by name, account number, and street address.
   11) Ability to reprint receipts and track which user entered payments.

H) Tax Billing
   1) Ability to have 10 years of billing data before being purged.
   2) Company must have the ability to upload data file from Alamance County to create our records.
   3) Ability to calculate real estate and personal tax bills.
   4) Capability to generate discovery billing.
   5) Option to export billing data to third party for printing.
   6) Easy tracking for over payments and pre-payments.
   7) Ability to transfer properties.
   8) Accommodate assessing penalties, interest, and advertising charges.
   9) Generate delinquent notices.
   10) Template for garnishment letters and ability to print from the system.
   11) Accommodate partial payments.

I) Payroll
   1) Ability to accommodate all North Carolina-specific calculations and reporting, including state taxes, Prudential 401k and 457 plans, and State NCLGERS.
   2) Accommodates regular and overtime payment types. Provides for varying pay schedules,

including 7 day and 28-day cycles.
3) Accommodates the following leave types: vacation, sick, holiday, compensatory, and at least four other user-defined leave types. Accurately adjusts to special leave situations such as leave without pay, workers comp leave, etc.
4) Ability to accrue selected leave types at each payroll cycle. Ability to manually adjust leave balances and provide note/comment on each transaction.
5) Provides for unlimited user-defined earnings and deductions codes, both on a dollar and percentage basis.
6) Provides for the accounting of non-cash fringe benefits.
7) Provides reports and electronic files suitable for bi-weekly, monthly, and quarterly processing of federal taxes, NC state taxes, Employment Security Commission, NCLGERS, 401k plans, 401k loans, 457 plans, and other fringe benefits.
8) Provides for the creation of an electronic file for interface with banking systems for direct deposit capabilities.
9) Option for direct deposit to multiple bank accounts.
10) Ability to email paystubs to employees. Paystubs are presented in a comprehensive yet easy to understand format. Paystubs include amounts for current pay as well as all year-to-date totals, deductions, and leave balances.
11) Provides W-2 and ACA reporting capability in paper and electronic formats.

J) Time and Attendance [new function for Town]
1) Compliant with HIPPA regulations.
2) Supports multiple work periods and rotating schedules.
3) Emails reminders for upcoming or late timesheets.
4) Provides for remote time entry and leave requests, ability to enter time for different job titles, record time on a daily basis, view leave balances.
5) Accommodate exception based payroll time reporting where entries are only necessary for deviations from standard time calendar.
6) Includes process to request leave usage and obtain supervisor approval in paperless system.

K) Human Resources [new function for Town]
1) Provides for employee database with detailed employee information, including pay history and position titles. Provides for the ability to update missing historical data. Integrates with payroll system.
2) Ability to enter and track employee training and certifications.
3) Ability to generate personnel action forms electronically (e.g. pay change, termination, hire, suspension, etc).
4) Calculates employee's total compensation package, including benefits.
5) Ability to use a web-based system as a self-service tool for updating personal information such as address, name, tax forms, etc, with appropriate security restrictions.
6) Ability to schedule and manage employee evaluations.

L) Budgeting
1) Accommodates the preparation of a line-item budget for all funds and integrates with the system's chart of accounts.
2) Supports multiple phases of budget development.
3) Ability to enter text description of each line item. Text will copy over to next year's budget development process.

4) Ability to enter budget amendments throughout the fiscal year. System tracks changes and can generate report of these changes.

M) Fixed Assets [new function for Town]
    1) System will track capitalized and non-capitalized items.
    2) Ability to set different depreciation schedules based on type of item.
    3) Ability to track the disposition/sale of an asset.
    4) Provides for database of assets with detailed asset information.

The Town would like to implement the conversion to new financial software as soon as practicable after the beginning of the July 1, 2021 fiscal year.

Proposal

Submitted proposals shall conform to the following format and be organized as outlined below. Responses should be complete and unequivocal. In instances where a response is not required, or is not applicable or material to
the proposal, a response such as "no response is required" or "not applicable" is acceptable.

A) **Letter of Intent** to include:
    1) Signature of an officer of the company authorized to bind the vendor to the proposal.
    2) Company name, address, telephone number, and website.
    3) Name, title, email address, and telephone number of the proposal contact person(s) who are authorized to represent the firm and to whom correspondence should be directed.
    4) A brief statement of the understanding of the services to be performed.
    5) A statement indicating the period, not less than 150 days from the bid date, during which the proposal will remain valid.

B) **Company Background** to include:
    1) Location of main offices and any technical support centers.
    2) Number of years in business of providing municipal software.
    3) Number of staff in primary functional areas (e.g. customer support, programing, etc).
    4) Total number of North Carolina local government clients using the proposed software.

C) **Computing Environment**:
    1) What modules are fully integrated and what are proposed third-party applications?
    2) Upon which platforms does your software run?
    3) What are the optimal and minimum requirements for the network, server, and desktop clients?
    4) Is user content delivered via a web browser?
    5) What security tools are included with the software?
    6) How are the following restrictions accomplished: application access, menu access, field access, and querying/reporting access?
    7) What is the upgrade frequency and how are they deployed?

D) **Implementation Plan** to include:
    1) Recommendations for conversion of 5 years of financial data.
    2) Outline of the conversion process and staff time needed for each module.
    3) Staff training offered to prepare Town staff to maintain the system after it is placed into production. Is this personalized onsite training or offsite group courses?

4) Ongoing telephone support, including days/hours of operation, general response times, and critical issue response times.

E) **References** to include:
   1) At least one local government client of five years or more.
   2) At least one local government client in the midst of or recently completed conversion.
   3) One other North Carolina local government client.
   4) One local government client that converted from Harris/ICS software.

F) **Costs**

	Year 1	Year 2
Training		
Data Conversion		
Installation		
Licensing for each module		
Maintenance and support		
Other (describe)		
Other (describe)		
Total		

We prefer to have a fixed fee contract with invoicing based completion of milestones for all implementation related services. Please state in your response if this is an option.

Selection Process

The sole purpose of the proposal evaluation process is to determine which solution best meets the Town's needs. The criteria that will be used to evaluate proposals may include, but are not limited to the following:

- Conformance with RFP guidelines and submittal requirements
- Compatibility with the Town's desired functional and technical requirements
- Compatibility with current and future technological infrastructure
- Proposed implementation strategy and plan
- Cost – both initial and ongoing costs
- Public sector experience of vendor and staff
- Software demonstration
- Reference checks

Staff in the Finance Department will review all submitted proposals. The top-ranking vendors may be requested to participate in an oral interview and product demonstration for an inter-departmental team.

Timeline & Submission

RFP Release Date	*February 8, 2021*
Deadline for RFP Questions	*February 12, 2021 by 5:00 pm*
Questions to be Answered No Later Than	*February 16, 2021 by 5:00 pm*
Deadline for Receipt of Proposals	*March 5, 2021 by 5:00 pm*
Vendor Presentation (as needed)	*March/April 2021*
Contract Awarded	*June 2021*

The Town will receive proposals in the office of and addressed to:

Town of Elon

Attention: Misty Hagood

104 S. Williamson Ave.

PO Box 595

Elon, NC 27244

Submit questions regarding the RFP in writing via email to mhagood@elon.gov. Any additional written information disclosed prior to submission will be shared with all interested parties.

Proposals can either be submitted electronically via email or on paper. Emails and envelopes containing proposals should be clearly identified with the words RESPONSE TO RFP FOR FINANCIAL SOFTWARE.

General Requirements

This solicitation and any subsequent contract shall be awarded consistent with and governed by the laws of the State of North Carolina.

Proposals submitted shall not be subject to public inspection until a contract is awarded.

The Town reserves the right to reject any or all proposals and to waive any informalities as may be permitted by law.

The Town reserves the right to request oral interviews or request additional information from any or all vendors.

The Town reserves the right to award a contract based on proposals received without further discussion or negotiation.

All proposals shall be signed by an authorized officer or employee of the submitting organization. The name of the company, contract person, telephone number, and address shall be included.

The RFP does not commit the Town to award, nor does it commit the Town to pay any cost incurred in the submission of a proposal, or in making necessary studies or designs for the preparation thereof, no procure or contract for service or supplies. Further, no reimbursable cost may be incurred in anticipation of a contract or award.