



Request for Proposal

For

Integrated Public Sector Financial Management and Human Resources/Payroll Software

Issue Date: September 1, 2017

Issued By: City of Clayton
Finance Department
10 N. Bemiston Ave.
Clayton, Missouri 63105

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Proposals Due: October 6, 2017
2:00 p.m.

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I. INTRODUCTION

The City of Clayton (City) is seeking to acquire a comprehensive, fully integrated Financial Management and Human Resources/Payroll System specifically designed to effectively and efficiently manage day-to-day operations and to provide financial information to interested parties. This Request for Proposal (RFP) states the overall scope of products and services desired and specific software functionality as well as required vendor qualifications. The City will also be re-engineering its current business processes as a part of this implementation.

II. BACKGROUND

The City is located in St. Louis County and was incorporated in 1906. The City charter was adopted in 1947 and the City has a Council-Manager form of government. It serves an area of 2.5 square miles with a population of 16,000 residents.

City services and functions are divided into the following five departments: General Government, Public Safety (Police and Fire), Public Works, Community Development, and Parks & Recreation.

The City has an annual payroll of over \$13,000,000, covering 170 full-time employees and approximately 250 part-time employees, depending on the season.

The City's fiscal year begins on October 1st and ends on September 30th. The Finance Department currently maintains 25 different funds with a General Fund budget of \$28.6 million, and a Capital Budget ranging from \$5 - \$14 million per year. The City currently uses GEMS financial management and payroll software system.

III. SOLICIATATION SCHEDULE

Action	Dates
RFP Issued	September 1, 2017
Sealed Proposals Due to the City	October 6, 2017
Announce Most Competitive Proposers	October 27, 2017
Software Demonstrations and Interviews	November
Announcement of Apparent Successful Proposer	December 5, 2017
Contract Negotiations	December
Board of Aldermen Approval	January 23, 2018
Start Implementation	March 1, 2018

The City reserves the right to modify this schedule at the City’s discretion. Notification of changes in the response due date would be posted on the City website or as otherwise stated herein.

All times and dates are Central Standard Time.

The City places a considerable amount of information on its website. Vendors are expected to fully utilize this as a primary source of information before contacting the City with questions.

IV. SCOPE

The City intends to acquire the most appropriate financially attractive solution from a qualified Vendor at a firm, fixed price, to enable the City to manage a full-range of financial and HR/Payroll processes and other related areas. Through the implementation of new software, the City is looking to become more efficient in the execution of duties by implementing best practices and to enhance the ability to provide financial information in a timely manner and usable format. It is also the goal of the City to reduce paper consumption and implement technologically advanced electronic processes. The City would prefer to contract for a proven system that is already in use and operating effectively in other jurisdictions of similar size and complexity.

GENERAL REQUIREMENTS

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

Required Modules

- General Ledger
- Budget Preparation
- Purchase Orders and Bids/Quotes
- Accounts Payable
- Accounts Receivable and Miscellaneous Billing
- Cash Receipts
- Project & Grant Accounting
- Fixed Assets
- Bank Reconciliation
- Citizen Transparency
- Human Resources
- Position Control
- Payroll
- Employee Benefits
- Applicant Tracking
- Employee Self-Service

Optional Modules:

- Business Licensing
- Citizen Transparency
- Contract Management
- Employee Time Entry

User and Transaction Data

Users	Core Users	Dept Users	Approve / View Only
Total # of Users	8	30	5
Payroll / HR	6	12	5
General Ledger	6	10	5
A/P – Purchase Orders	5	20	5
Cash Receipts	5	4	0
Accounts Receivable/Misc. Billing	6	5	0
Project & Grant Accounting	5	5	0
Fixed Assets	5	3	0
Budget	4	10	5
Business Licensing	5	0	4
Annual Transactions			
General Ledger			
# Funds			25
# Balance Sheets Accounts			250
# Expenditure Object Codes			150
# Revenue Object Codes			225
Accounts Payable / Purchasing			
# A/P Checks Written Per Year			5,000
# Purchase Orders / Encumbrances			5,000
Payroll / HR			
Payroll – Biweekly (all costs)			\$520,000
# Payroll Transactions (checks & deposit notices)			8,900
# Employees – full-time, part-time			Full-time 170, Part-time 250
Accounts Receivable			
# of A/R as Special Assessments			180
# Misc. AR			500
Business Licenses			
Business & Liquor Licenses Issued			1,000

TECHNICAL SPECIFICATIONS

The City will consider both hosted and on-site software programs. Vendors may propose both options, but would need to complete a separate cost summary form for each option.

If Hosted:

- Must not have VPN network requirements
- Must be accessible over the public Internet
- Prefer a 100 percent browser based client application
- Must integrate with Active Directory Federation Services (ADFS) for authentication

If Onsite:

- Database must be Microsoft SQL Server 2012 or newer
- Operating systems must be Windows Server 2012 or newer
- Servers must be x64 architecture compatible
- We can support any web server, but are most knowledgeable with and prefer Microsoft IIS
- We can support any network requirements a system may have
- Must not have VPN network requirements
- Must be supported in a VMware vSphere virtual server environment

Other Technical Requirements

- A. Product must have a planned life cycle and be supported for the foreseeable future with a defined migration path.
- B. Data must be made available to the City of Clayton in a standard open format (such as XML) to be used for other purposes.
- C. Full or partial legacy database conversion will be required.
- D. Any web interface must be compatible with the most current version of Internet Explorer, and at least two of the following additional browsers: Apple Safari, Google Chrome or Mozilla Firefox.
- E. Public-facing interfaces must not collect any personally identifiable information unless volunteered by the user in an email or survey response. Only standard traffic-tracking data such as IP address and browser/device information will be collected.
- F. Any form of payment collections must meet PCI compliance and cannot be stored on any City-owned systems or transferred over any City network in an unencrypted form.
- G. User Security must be role based and it is preferred to be Active Directory integrated to enable single sign-on and global security administration.
- H. Any desktop client must be compatible with the current City configuration of Windows 10, Office 2016 products, and Internet Explorer 11.

V. PROPOSAL REQUIREMENTS

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

To ensure a fair and objective evaluation of all proposals, vendors are required to submit all communications to the project contact noted on the cover of this RFP. The Vendor must name a representative to communicate with the City. The representative must be a person authorized to

negotiate a contract in the company's name and this person or a successor must have full authority to resolve disputes with the City.

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

Proposals must contain at least the following information:

- 1) **Executive Summary** – Narrative summarizing the vendor's ability to meet the requirements of this bid. Include the address of headquarters and the address of office that will serve the City of Clayton. Provide the name, telephone number and e-mail address of primary vendor contact.

- 2) **Company Profile** – Describe your company, including but not limited to its years in business, company size, organizational structure, and company's target market. Include the most recent audited financial statements and biographies of key staff members involved in the implementation team, including the person who will be the main contact for implementation. Include the following information:
 - a. Provide the name and version of the software system proposed.
 - b. How many public sector clients use the proposed software? How many in the St. Louis region?
 - c. Is this business a parent or subsidiary in a group of companies? If yes, provide details.
 - d. In the past 5 years, has this company or software being proposed been purchased by or merged with another company? If yes, provide details.
 - e. Has the company incurred an annual operating loss in the last five (5) years? If so, provide details.
 - f. Has the company had a workforce reduction during the past five (5) years? If so, provide details.
 - g. Provide details of past or pending litigation liens or claims against Vendor in the past 10 years.
 - h. Briefly describe how your company measures customer satisfaction. What key performance metrics are utilized, methods of quantifying results and which areas are evaluated.
 - i. Briefly describe the company's commitment to enhancing the software and how those decisions are made. How often do major upgrades occur? How often do minor upgrades occur? Are version upgrades included in annual maintenance and support costs? Describe the timing of proposed system update when a new version of operating system is released.

- 3) **References** – Provide five (5) references of clients similar to the City who are using the software proposed, including the version used, and the year it was implemented. Please include the site name, address, telephone number, contact name and contact title.

- 4) **Technology/Security** – Provide the name and version of the software system proposed. Describe the hardware and database necessary to operate your proposed software system. State the adherence to the technical requirements outlined above (p 6-7). If offering a hosted version, provide information about the security of stored data at the host site.
- 5) **Implementation and Training** – Describe the following:
 - Implementation methodology including client/vendor roles and responsibilities of the implementation and necessary client resources for a successful implementation.
 - Data conversion methodology and role responsibility assuming the City would like to contract for conversion services for five (5) years of data from the current system.
 - Training methodology including the types of training, i.e. onsite, web-based or train the trainer, training hours and training location. Indicate if a representative will be available on-site at time of switchover.
 - If you partner with a third party implementor, include the name and address of this company.
 - Implementation schedule in weeks.
- 6) **Maintenance and Support Services** – Describe your on-going support services available, including hours available, normal response time and communication capabilities (telephone or web). If you partner with a third party to supply support services, include the name and address of this company.
- 7) **Proposal Cost** – All costs must be listed on a form similar to the **Cost Summary Form** located in this document including separate costing for each module where modules are sold separately, including five (5) years of maintenance and support costs.
- 8) **Signature Form** – The attached signature form must be signed as outlined for the proposal to be considered.
- 9) **Responses to Functionality Questions** – Completion of the **Functionality Questions Form** is required which is provided in spreadsheet form. Failure to comply with this format may be considered non-responsive and may cause the vendor’s proposal to be removed from consideration. This portion of the proposal response contains functionality questions in various technical areas that must be answered by each vendor and are included as an aid to assist the vendor in making sure all major functionality has been covered in their proposal. If a software modification is required or an alternative method to meet and/or exceed a requirement, a description and any cost related to that item should be listed in the “Comments” column.
- 10) **Samples and Reporting** – Include copies of sample standard reports and screen shots which show the following, at a minimum: home screen/dashboard, menu screens, journal entry screens, accounts payable entry screens, budget screens, report initiation screens, new employee entry screens and payroll entry screens. Also, include the mechanism for creating custom reports.

VI. SUBMISSION OF PROPOSALS

Each proposal will be prepared on the form provided and be submitted in a sealed envelope bearing the words "City of Clayton, Financial Management System Proposal" and the name of the vendor. Five printed copies and one electronic copy should be provided.

It is the sole responsibility of the vendor to assure that their RFP is received in the proper time. All proposals received after the deadline will be considered non-responsive and will be returned to the Vendor unopened. Faxed or emailed proposals will not be accepted.

Bids must be received no later than 2:00 P.M., CST, on October 6, 2017, at the following address:

City of Clayton
Finance Department
10 N. Bemiston Ave.
Clayton, Missouri 63105

All inquiries should be directed to Kayla Pacanowski, CPA, Assistant Finance Director at kpacanowski@claytonmo.gov or (314) 290-8443. Vendors are specifically requested not to contact any elected official of the City regarding this proposal.

If vendor is selected for award, the bid proposal and all vendor responses become a part of the final contract. All proposals submitted shall be valid for a period of 150 calendar days from the date of proposal opening. The City will not reimburse vendors for costs incurred in preparing proposals or traveling to the site to demonstrate products.

Public Record

Vendors are advised that all information submitted in response to this RFP is considered a public record pursuant to Chapter 610 of the Revised Statutes of the State of Missouri. The City assumes no responsibility for the release of information pursuant to the law governing public records.

VII. EVALUATION OF PROPOSALS

Evaluation of the proposals is expected to be completed within 90 days after receipt with implementation to begin upon contract approval. An internal evaluation team will evaluate proposals based on, but not limited to, the following criteria:

- Public sector specific market focus.
- Professional and ethical reputation of the company.
- Company's demonstrated qualifications and expertise in performing the services required.
- Qualifications and experience of the staff that will be in charge of the project.
- Responsiveness to proposal requirements.
- Extent to which the product most closely matches the City's needs.

- Past record of performance with respect to quality of work and ability to meet schedules.
- References from past customers.
- Cost of software or services.

Demonstrations and Presentation

The City will require some vendors to provide detailed demonstrations of proposed application software at the City's work site. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the municipality.

Evaluation Rights

Vendors are cautioned that this is a Request for Proposal, not a request for contract, and the City reserves the right to reject any and all RFP responses or to select certain application software from the RFP responses. The City also reserves the right to award the contract in any manner deemed to be in the best interest of its citizens.

VIII. CONTRACTS

The successful vendor will be required to enter into a written contract with the City, including the following:

- Joint ventures will be considered as long as one firm is named as the primary contract party, and the contract contains language that binds all parties. The City reserves the right to approve all subcontractors in advance.
- The proposed initial term of the contract will be for a minimum of 36 months.
- The selected firm must maintain general liability insurance of \$2,700,000 and workers compensation equal to or greater than the Missouri State Statutes requirements and automobile liability and bodily injury liability in the amount of \$1,000,000.
- Detailed invoices must be submitted based on the milestones per the contract. The City requires professional services and reimbursements to be separated on invoices. Payment will be made by the City to the Vendor within 30 days from receipt of invoice.
- A federal tax identification number is required by the City.
- The City is tax exempt and will supply an exemption certificate upon request.

IX. INDEMNIFICATION

The Vendor shall indemnify, save, and hold harmless the City of Clayton, Missouri, its employees, and agents, against any and all claims, damages, liability and court awards including costs, expenses and attorney fees incurred as a result of any act or omission by the vendor or its employees, agents, subcontractors, or assignees pursuant to the terms of the contract resulting from this request for proposal.

X. SIGNATURE FORM

Signature of Vendor indicates that they have examined the information and requirements provided as a part of this RFP. The Vendor has prepared, examined and checked the Proposal to ensure that no mistake or error is contained in the Proposal.

The person signing as the authorized signatory has the authority to provide the Proposal and contract with the City of Clayton.

Signature of Authorized Signatory

Print Contact Name and Title

Contact email

Contact Telephone Number

Date

Business Name of Bidder

Telephone Number

Address

Address

City, State, Zip

