

# **City of Mt. Pleasant**

Request for Proposals

For Governmental Financial Software System

September 7, 2007

Responses Due: September 27, 2007

## **Introduction and Background**

The City of Mt. Pleasant is requesting bids for a Governmental Financial Software System. The City has utilized Versyss software since 1988 for Utility Billing and 1996 for the following applications: Accounts Payable, Accounts Receivable, Payroll, Equipment Rental, Cash Receipts and General Ledger. The finance division also uses BS&A for tax, assessing, delinquent personal property tax and special assessment. In addition to these programs the Utility Billing department utilizes the Equinox electronic reading software, the Treasurer's team utilizes Clancy parking ticket software and Human Resources utilizes HRVantage personnel software. The finance division consists of 19 employees who utilize the software on a daily basis. All employees, approximately 100 workstations, at the City have read only access to the current software.

The City of Mt. Pleasant has an Information Technology department that has two full time employees. They are responsible for overseeing the three (3) local area networks (LAN), one wide area network (WAN), over 100 desktop machines, the city's website and the telephone system. The City information technology infrastructure is primarily on Microsoft platform.

The City's fiscal year end is December 31. Therefore the City would like to implement new financial software by January 1, 2008. A timeline for the process is included later in the proposal. Wherever possible the City would like to convert the Versyss data to provide at least five (5) years of history on the new system.

## **Software Requirements**

The software must be compatible with the City's current operating system. The software must be capable of running on the City's WAN. Specific program current features and requirements are as follows:

**Accounts Receivable** – The City has approximately 700 customers and generated 650 invoices in 2006. Statements are sent monthly. Interest on delinquent accounts is assessed monthly.

**Accounts Payable** – The City has approximately 2,300 vendors and generated 4,700 checks in 2006. 1099's are generated in-house. The City runs two sessions of accounts payable, one for the common disbursing account and one for payroll deduction checks. The City hopes to add a third for tax trust and agency checks. Therefore, the city would like the ability to run checks from various bank accounts simultaneously. The city does not use purchase orders.

**Utility Billing** – The City has approximately 6,000 customers. All customers are billed monthly. A delinquent notice is prepared monthly for customers with past due amounts. Door tags are generated monthly for customers having delinquent balances in excess of two (2) months. Customers can sign up for ACH withdrawal from their bank accounts monthly. The Utility Billing software prepares a NACHA formatted file monthly, which is uploaded to a cash management program for submission to the Federal Reserve. These ACH transactions are automatically receipted in the utility billing software. Equinox software is utilized to capture meter readings. These are uploaded into the utility billing

program. We would like to add the ability to post billing information on the City's website to assist in the current method of accepting credit card and customer initiated ACH transactions and/or send electronic bills to customers.

**Payroll** – The City has approximately 415 employees. Employees of the City are represented by five (5) unions, one management group, and various temporary employees who all have different pay structures and benefits. Employees are paid every two weeks. At sometimes during the year special payrolls are processed for non-regular pay ends and have different deductions taken. Employees can **elect** to have their paycheck electronically deposited. The payroll system generates a NACHA file that is uploaded into the cash management program for submission to the Federal Reserve. It would be nice to have the option of e-mailing a payroll advice to an employee instead of printing one. The system must be compliant with the Social Security Number Privacy Act. The system must track accrual and use of at least seven (7) different paid time off benefit types. W-2s are prepared in-house. Versyss has provided the electronic submission of W-2's.

Currently the payroll system doesn't interface with the personnel software. It is preferred that the systems interface. The City would consider proposals for new personnel software if provided for in the suite proposed.

**Equipment Rental** – The City utilizes an Access program to calculate equipment rental charges from the motor pool to the other funds based on the time spent by DPW employees on particular pieces of equipment. It is hoped that a more integrated solution for Equipment Rental is provided in the new financial software.

**Cash Receipts** – The City utilizes the cash receipt system to capture all receipts from individuals and departments. Receipts are batched for utility billing, parking and taxes. The City utilizes a receipt printer to print customer's receipts.

**General Ledger** – All of the above systems interface with the general ledger with the exception of equipment rental. The City has 25 funds. Monthly financial reports are printed for the department heads. The general ledger must include a budgeting component to track original budgets and amendments during the year.

The City's Fire department currently bills and tracks housing rental inspections on a proprietary system in their department. The City would like to incorporate this application into the accounts receivable financial software package or purchase a specific program for tracking inspections, if possible.

The City currently prints all reports to laser printers with the exception of Utility Billing that utilizes DFX 9000 printers for forms and Accounts Payable, Cash Receipts, Accounts Receivable and Payroll that utilize dot matrix check invoice, and receipt printers. The preference is to convert all applications to laser printing.

The City currently exports data from the Versyss application to various Microsoft applications. The City would like to continue this practice. Some of the financial data is mapped on the City's GIS system. It is desired that stored data be in an open or common format

and should be accessible by common relational databases such as SQL server or Access. Any security credentials required to access the data through other interfaces will be provided.

Since many non-accounting individuals throughout the City use financial data, the information screens must be user friendly.

### **Proposal Timeline**

September 7, 2007	RFP Sent
September 27, 2007	Proposals Due
October 2007	Bid Evaluation and Demo's
October 20, 2007	Possible City Commission approval
November 26, 2007	Last possible City Commission approval
December 2007	Plan for implementation, training and data conversion
January 2, 2008	Begin utilizing new system

### **General Proposal Requirements**

It is the desire of the City to purchase all these applications from the same vendor, however a vendor can bid on any or all of the applications above. Bids for the separate options must be clearly stated for each option. If a bidder is not willing to accept a partial award or pricing is contingent upon the award of other options, those stipulations must be clearly noted on the bid. No additional charges, other than those listed on the proposal, shall be made. Prices quoted should include all costs for shipping, delivery, unpacking, setup, installation, operation, testing, cleanup, on-site training and documentation. The price shall include on-site demo and manuals of proposed software at no cost to the City during the evaluation stage. All prices quoted must include all that will be necessary to make the system fully operational for the purposes stated therein. Any price rollback and/or lower price revisions during the time of the bid process and prior to final contract will be afforded to the City. All bids must be for the latest version of that product. The bids must state hardware, software, training and data conversion separately. The City reserves the right to purchase hardware in accordance with vendor specification elsewhere. Please state how long the pricing is guaranteed for.

Vendors must provide a detailed implementation timeline including estimated time for data conversion and on-site training. Expected payment amounts and dates during the process must also be listed.

The proposal must include the price of the 2008 hardware and software maintenance agreement and proposed increases for 2009 and 2010. The proposal must include a history of prior increases in maintenance agreement price. The proposal must clearly state what is included in each and what the billing rate is for items not included in the agreement. The proposal must state specifically the level of technical support provided and response time.

The proposal must also state the number of program updates provided under the maintenance agreement in the last three (3) years. The proposal must also state the level of internal testing used to verify fixes before they are released to the clients. Vendors must list on-going training opportunities and/or user group meetings offered in the last three (3) years, including cost and location.

Vendors must list at least five (5) Michigan local government customers, with contact names and phone numbers, currently using the software proposed. Vendor must provide a list of customers who have quit using the software in the last three (3) years. Vendors must supply resume(s) of key personnel involved in the implementation of this project and support technicians.

### **Questions**

Questions regarding the bid process or specific aspects of the proposal should be sent by facsimile or emailed to:

Mary Ann Kornexl  
Deputy Finance Director/Treasurer  
989-773-4691 (fax)  
[mkornex@mt-pleasant.org](mailto:mkornex@mt-pleasant.org)

Questions and answers will be consolidated and provided to all vendors on record.

### **Bid Submission**

Three copies of the sealed bid must be submitted by September 27, 2007 at 1:30 p.m. E.S.T. All bids must include all information listed in Appendix A in the order listed. Additional information can be added to the end of this list. Bids must be submitted to:

Nancy Ridley, Finance Director  
City of Mt. Pleasant  
401 North Main  
Mt. Pleasant, MI 48858

Envelopes containing bids must be clearly marked on the front, **City of Mt. Pleasant Governmental Financial Software System Bid**. Bids shall be submitted in sealed envelopes and shall include the following information on the face of the envelope: bidder's name, address, and bid name. Failure to do so may result in premature opening of or failure to open such proposal. Bids arriving after that stated opening time will remain unopened and will be disqualified.

Any bid may be withdrawn by giving written notice to the Finance Director before the stated bid opening time. After the bids are opened, no bid may be withdrawn.

### **Bid Evaluation Procedures**

The City reserves the right to request any additional information, which might be deemed necessary to fairly compare proposals. The City of Mt. Pleasant reserves the right to reject any and/or all bids, in whole or in part or not at all, waive any defects in bids or bidding. The City reserves the right to request additional information from any or all bidders. The City reserves the

right to accept the proposal which best serves the interest and needs of Mt. Pleasant, as determined solely by their internal evaluation.

The City is not required to accept the lowest bid. The bid award will not be based solely upon cost. Bid acceptance will be based upon a combination of suitability to the City's current and future needs, warranty policies, delivery schedule and terms, reliability, referrals, responses, and price (not necessarily in selection criteria order).

### **Execution of Contract**

The bidder whose proposal is accepted will be required to execute the contract and to furnish all insurance coverage deemed necessary within ten days after receiving notice of such acceptance. Any contract awarded pursuant to any bid shall be binding upon both parties until both parties have executed a written contract. Failure to execute a contract shall be considered abandonment of all rights and interest in the award and the contract may be awarded to another. Failure to execute a contract may cause the bidder to be liable for any additional incurred costs, including rebids or increased pricing, of awarding the contract to another bidder. The City will require a 10% contractor retainage until the City deems the project complete.

### **Settlement of Disputes**

Any disputes arising under this contract shall be settled either by the commencement of a suit in the Isabella County Trial Court or by compulsory non-binding arbitration, at the election of the City. If the contractor/vendor feels aggrieved, it shall advise the City of any dispute it has arising out of this contract in writing and the dispute shall be resolved by submitting it to compulsory arbitration or by the commencement of a suit in the Isabella County Trial Court or any other court having jurisdiction. The City shall make its election within thirty days from the receipt of such notice.

If the City elects to have the dispute resolved by compulsory non-binding arbitration, it shall be settled with each of the parties appointing one arbitrator and the two thus appointed appointing a third. The Isabella County Trial Court or any court having jurisdiction may render a judgment upon the award of the arbitrators. In the event that the City elects not to have the matter in dispute arbitrated or fails to make such an election, any dispute between the parties may be resolved by the filing of a suit in the Isabella County Trial Court. In the event the City feels aggrieved, it shall elect the method of resolving its dispute by either demanding that the matter be arbitrated or by filing a suit in the Isabella County Trial Court and the vendor shall be responsible for the legal fees incurred by the City.

## **Appendix A -Proposal Summary**

This appendix provides a summary of the items to be included in the proposal that have been detailed previously. To ease in review of proposals, it is requested that the responses follow this order.

### **Software Requirements:**

- Statement that software meets all of the current system requirements listed on page 2 & 3 of this request and if it doesn't, specifically which items are not met
- Statement that software meets all wish list items listed on page 2 & 3 of this request and if it doesn't, specifically which items are not met
- Note if the software can handle the housing rental inspections, as a module of it's own, part of the accounts receivable program or not at all
- Which print outs, if any, are required on dot matrix printers
- Provide examples of screen shots for interface with software
- Provide statement of how system would communicate with GIS system

### **General Proposal Requirements:**

#### Pricing

- Price per module of software and notation if pricing changes if not all accepted
- Price for shipping, delivery, unpacking, setup, installation, operation, testing, cleanup, and documentation, if billed separate
- Price and number of sessions of on-site training
- Price for data conversion
- Price and description of all hardware necessary
- Statement as to how long the pricing is good for

#### Implementation

- Detailed timeline for implementation
- Expected payment dates during implementation

#### Maintenance/Support

- Price of hardware and software maintenance agreement for 2008
- Estimated increase in cost of these agreements for 2009 and 2010
- Listing of items included in maintenance agreement
- Billing rate for items not covered in maintenance agreement
- Level of technical support provided
- Response time

#### Program Updates/Training

- Number of updates in last three (3) years
- Level of internal testing prior to release
- Number of training sessions/user group meetings in last three (3) years
- Price and location of training sessions/user group meeting

#### References

- Contact names and phone numbers of at least five (5) Michigan local government clients
- List of customers who quit using software in last three (3) years
- Resumes of key personnel involved in implementation and support personnel