

City of Castle Rock, Washington
Request for Proposal For Integrated Municipal Finance Software System

Date of issue: July 6, 2010

Date Proposal is Due: July 20, 2010 3:30 p.m.

Final selection to be made no later than July 30, 2010

Overview

The **City of Castle Rock** is requesting proposals for an integrated municipal finance software system. The system should include all or part of the following comprehensive, fully integrated systems: *Budget Preparation, Accounts Payable, Cash Receipting, Payroll, Utility Billing, Permits and Licenses, and Reporting applications including Cash Basis Washington State Bars Reporting*. This will be a competitive negotiation process. The City reserves the right to reject all proposals and issue another Request for Proposal (RFP). This RFP does not commit the City of Castle Rock to reimburse vendors for proposal submission costs. Price is an important consideration in this process, but not the only consideration. Other factors include track record of successes at other municipalities or utilities, identification and understanding of the City's requirements as embodied in the following list of questions, and experience and qualifications of key personnel.

The City of Castle Rock is a general purpose government and provides street maintenance and improvement, parks, sanitation, and general administrative services. In addition, the City owns and operates water and sewer systems. The city's current municipal finance software is DOS based. The accounting policies of the City conform to the Budgeting, Accounting and Reporting System for local governments prescribed by the Washington State Auditor.

Deadline: The City hereby sets a deadline of 3:30 pm (local time) on Tuesday, July 20, 2010, two weeks from the date of publication of this Request for Proposals.

Requirements and Specifications

Proposal Instructions: Please answer the stated questions listed below. If additional pages are necessary please feel free to attach them to your proposal. Please feel free to include pre-printed product literature regarding your system(s) should you desire. **Please provide one price quote for the entire system and a separate quote for each separate subsystem.** Please indicate the length of time over which your price quote applies. If enhancements are required to accommodate a specific task identified below please identify the cost of such enhancement. For each subsystem, please identify when the application was first put into production, how many sites are using the application, and how many installations are in progress.

Proposals should be mailed to:

**Ryana Covington, Clerk-Treasurer
City of Castle Rock
P.O. Box 370, Castle Rock, WA 98611**

If delivered, the physical address is: 141 'A' Street SW Castle Rock, WA 98611

The following requirements and features have been identified by the City of Castle Rock for inclusion in the desired system. The responses should be in the following format:

Enter "Y" if the item is included as part of the standard system package.

Enter "N" if the item is not available.

Enter "M" if the system requires modifications to meet this specification. Please identify the estimated cost of any required modification.

General

1. **Single Input:** Information should be entered into the system one time. Duplicate entry of data should be eliminated. This should provide greater efficiency, timely information, and eliminate errors introduced through data re-entry.
2. **Client/server:** Solution proposed must be a client/server application.
3. **Ease of Use:** The system must be easy to use and learn. A Windows environment is required.

Please specify which version(s) of Windows on which your system will run:

4. **Real Time Information:** The system must be real time, not batch.

Budget: Transactions that will affect financial balances should be reflected immediately in the appropriate ledgers.

Forecast: Users should be able to forecast required resources based on current, actual data.

5. **Remote Access:** The system must provide access to remote departments for budget and other financial information

6. **Schedule:** Install system in a timely manner and according to a mutually agreeable schedule.
7. **Convenient Communications:** The system should facilitate the exchange of information by supporting electronic messaging and mail functions.
8. **Reporting:** The system should provide reporting options for generating custom reports from system information.
9. **User Group Meetings:** Do you currently sponsor regular (i.e., quarterly) user group meetings for each module?
10. **System Documentation:** Do you provide system documentation manuals for each subsystem?
11. **User Documentation:** Do you provide user documentation manuals for each subsystem?
12. **Training and Support:** Do you provide detailed on-site training, documentation, and support?
Is ongoing training and support available?
Please state hours of live support availability:
13. **Training:** Please specify how many staff-days of training you anticipate providing as part of your proposal:

System Overview
Budget Preparation
Accounts Payable
Cash Receipting
Payroll
Utility Billing
Reports

14. **Functional fit:** If you are chosen as a finalist, are you willing to provide an on-site demonstration in order to confirm your proposal responses and allow the City to more fully evaluate your product?
15. **References:** Please provide a list of municipalities or public utilities that use your system along with names and phone numbers of responsible individuals who can be contacted.
16. **Hourly rates:** As part of your proposal, please provide staff hourly rates for additional work outside the scope of any contract should the vendor be selected.
17. **Reporting:** Please describe how your reporting system works and specifically identify state required reports that

are available without manipulation of data formats.

18. **Vendor profile:** Please provide a vendor profile that indicates number of staff, year established, and key staff.
19. **Product Testing.** Describe how you conduct product testing and explain how it will ensure the system is ready for production.
20. **Security:** The system should be capable of enforcing uniform policies and procedures throughout the City of Castle Rock. Security should cover various levels from user to user class or group. Please describe, on a separate sheet, what security provisions your system has.

System Specifications

The following requirements and features have been identified by the City of Castle Rock for inclusion in the desired system. The responses should be in the following format:

Enter “**Y**” if the item is included as part of the standard system package.

Enter “**N**” if the item is not available.

Enter “**M**” if the system requires modifications to meet this specification.

Please note:

You may attach additional sheets wherever necessary to provide an adequate response.

System Environment

1. Does the system include basic password protection for standard access?
2. For the password can you specify:
 - That it must include numbers?
 - That it cannot be the same as a prior password?
3. Can application access be restricted by password?
4. Does the system use a Windows interface?
5. Is file recovery automatic after a system failure?
6. State-of-the-art database, such as Progress, Oracle, or MS SQL?
7. Does the database support real-time processes?
8. Does the system run on an NT network/Windows

workstations or Novell?

Financial System

Accounting / Transactions Module

1. System is real time system not batch processing?
2. Menus have drill-down capabilities for detail?
3. ALL screens in a Windows format?
4. System has on-line help function?
5. Report generation for reporting?
6. Handle an unlimited number of accounts?
7. Does the system allow the use of accounts that reflect revenue, expenditure and encumbrance activity totals?
8. Interface to Bank Reconciliation, AP, AR, Payroll and Utilities?
9. Does the system provide for centralized account management?
10. Are users restricted from access of applications not within their authority?
11. Can information be exported to other systems such as Excel?
12. Can reports be generated for each individual fund?
13. Can accounts be added in years other than the current fiscal year?
14. Is security provided by user?
15. Report in tabular format for comparison of budget years?
16. Allow unlimited number of years of detail information?
17. Does the system provide for real time information of account codes?
Status?
Balance?
Transaction Detail?
18. Which of the following reports are available:

Current encumbered / unencumbered balances?
Detail of transactions by account/object code?
Revenue and expense detail by account?
Revenue and expense summary?
Cash flow statements?
Accounts Payable, paid and unpaid?
Budget Positions?
Detailed account code history – multiple years?
Account code projections based on historical data?

19. Is selectivity for accounting information available:

By account?
By period?
By date range?
By fund account?
By department / sub-department / source code?

20. Can reports be rerun for periods other than the current period?

21. Does the system support multiple accounting methods:

Cash Basis?
Modified Accrual?
Full Accrual?

22. Can entries be reversed and deleted automatically?

23. Are entries tracked as to:

Transaction date and time?
Posting date and time?
By user performing entry?

24. Allow unlimited number of entries?

25. Have unlimited number of recurring entries?

26. Does the system have an approval process for entries?

27. On-line screen inquiry including unlimited history?

28. Can the previous year be “locked” after year-end closure occurs so inadvertent changes cannot be made?

29. Does the system provide year-end annual reporting in accordance with state required reporting standards for:

C4 / C5 Statements?
Schedules 04 / 05?
Schedule 07?

Schedule 09?
Schedule 10?
Schedule 11?
Schedule 12?
Schedule 16?
Schedule 19?
Electronic Filing Format?
PDF Format?
Cash Flow Statements?

30. Does the system support the state BARS charts of accounts?
31. Allow on-line notes to accounts?
How many?
32. How many user-defined chart of account components?
33. How many characters available in the chart of accounts?
34. Will the system allow accounting periods other than the City's fiscal year for projects and grants?
35. How many funds can your system manage?
36. Is a fixed asset system available?

Cost: \$_____

Budget Preparation

1. Create next year's budget (using different methods)
current-year year-to-date data?
Percentage of increase or decrease of current budget year?
Use the current-year budget for the new budget year?
2. Will the budget system allow authorized users to modify budget line items once the budget is created?
3. Provide the budget in tabular format in accordance with state requirements?
4. Allow for budget amendments and maintain the original budget and the amended budget?
5. Implement automatically any budget amendments input into the system?

Accounts Payable/Purchasing

1. System is real time system not batch processing?

2. Menus have drill-down capabilities for detail?
3. ALL screens in a Windows format?
4. System has on-line help function?
5. Report writer for reporting?
6. Handle an unlimited number of accounts?
7. Does the system provide for maintenance and recall of vendor records?
By vendor name?
By vendor number?
8. Does the system assist in preparing requests for W9s?
10. Does the system track whether vendors require 1099's or not?
11. Will the system track vendor invoices?
12. Can you cancel invoices in the system?
13. Can you cancel checks in the system?
14. Does the system allow unlimited number of vendors?
15. Does the system allow unlimited years of history?
16. Will the system allow you to work in both current and future periods?
17. Does the system interface with other systems such as:
 - Accounting?
 - Budgets & Encumbrances?
 - Cash Receipting?
 - Purchasing (purchase orders)?
 - Job Costing?
18. Does the system support both check and voucher printing?
19. Do transactions directly affect account codes?
 - Income?
 - Expenses?
 - Budget?
20. Does the system support recurring entries (biweekly, monthly)?
21. Does the system provide a check reconciliation system?
22. Are duplicate payments prevented?
23. Can the system print 1099's at year-end for vendors

requiring them?

24. Can the system generate a payment approval list for City Council approval?
25. Does the system provide printed purchase orders?
26. Access vendor history by vendor, invoice date, check date, checking account or AP?
27. Does the system provide history drill-down to include: invoice information, GL account number?
28. Does the system allow the user to inquire vendor by name?
29. Does the system track Washington State “use” tax by expenditure account?
30. Does the vendor screen information include contract limits?
31. Does the system allow for use of either treasurer checks or warrants and have reconciliation systems?
32. Please describe (on a separate sheet) how your Accounts Payable system integrates with Job Costing.
33. Does the system provide the use of clearing funds for accounts payable and payroll to disburse cash?
34. Does the system accommodate wire transfers of funds?
35. Does the system verify budget status prior to accepting a transaction?

Cash Receipting

1. System is real time system not batch processing?
2. Menus have drill-down capabilities for detail?
3. ALL screens in a Windows format?
4. System has on-line help function?
5. Report writer for reporting?
6. Handle an unlimited number of accounts or transaction codes?
7. Does the system provide centralized receipting?
8. Will the system distribute appropriate information to:
Accounting Module?
Utility Billing?
Invoicing Module?

Business Licensing Module?
Building Permit Module?

9. Can the system track all entered payments through one centralized customer listing?
10. Does the system provide integration to an electronic cash drawer system with receipt printing?
11. Can the system allow collection of all methods of payment at one location?
12. Does the system provide cash-out procedure for balancing each operator?
13. Does the system provide the ability to define payment mode and provide daily deposit cash & check composition?
14. Can the system print a cash receipt on demand?
15. Can you view transactions in the cash receipts inquiry?
Historical transactions?
16. Does the system provide on-line payment information?
17. Does the system allow one or more transactions per transaction?
18. Does the system have a business license application available?
19. Does the system include building permit application?
20. Will the system allow for credit card payments?

Payroll

1. System is real time system not batch processing?
2. Menus have drill-down capabilities for detail?
3. ALL screens in a Windows format?
4. System has on-line help function?
5. Report writer for reporting?
6. Handle an unlimited number of accounts?
7. Does the system support standard user-defined salary information for personnel?
8. Allow payroll time cards to be submitted electronically?
9. Does the system support part-time and hourly employees, with pro-rated benefits?
10. Does the system accommodate employees with unusual shifts?

11. Can the system support multiple positions for a single employee?
12. Does the system automatically account for and distribute overtime pay in accordance with the Fair Labor Standards Act (FLSA)?
13. Is the payroll system integrated to the accounting and budget systems?
14. Does the system track accrued time earned?

Vacation?

Sick Time?

Comp Time?

How many user defined accruals?

15. Does the system support multiple pay periods?
17. Allow an unlimited number of pay types ?
18. Can the system support the Washington State PERS and LEOFF retirement program requirements?
19. Will the system generate all Federal and State reporting requirements?
20. Can the system generate:

W2 statements?

1099 statements?

941 and other quarterly reports?

21. Unlimited number of years of history?
23. Unlimited number of employees allowed?
24. Can the system support labor union or other:

Deduction calculations?

Reporting?

Deferred compensation plus employer match?

Payroll contributions such as state employment security payments?

Flexible spending (Section 125) plan?

25. Can tax tables be maintained and updated by the user?
26. Can the system provide daily time entry?
27. Support other methods of time entry such as electronic time clocks?
28. Is an automatic payroll deposit provided?
29. Does the payroll system allow for remote data entry of timesheets?

30. Is all pertinent payroll information on one or two screens?
31. What type of security does the system provide for Payroll? Please attach response.
32. How are employee data screens set up? Please attach response on a separate sheet.

Utility Billing

1. System is real time system not batch processing?
2. Menus have drill-down capabilities for detail?
3. ALL screens in a Windows format?
4. System has on-line help function?
5. Report writer for reporting?
6. Handle an unlimited number of accounts?
7. Does the system support multiple billing cycles?

Monthly billing?
 Bi-monthly billing?
 Mixture of monthly and bi-monthly?
 Quarterly billing/mixture of quarterly and monthly?
 Semi-Annual?

8. Does the system integrate with:

Accounting Module?
 Cash Receipting?
 Customer Accounts?

9. Allow unlimited number of customers?
10. Allow multiple rates per account?
11. Allow multiple meters / readings per account?
12. Can the system generate work orders?
Disconnect?
Service?
13. Does the system support hand-held meter reading devices?

What kind(s)? _____
 Support unlimited number of meters?

14. Does the system have a meter inventory?

Locations?

Type?

Class?

Route?

Stop?

15. Does the system allow for notes? If so, what are the line limitations?

16. Does the system support user-defined bill calculations?

17. Does the system provide user-defined penalty options?

18. Can the system prorate billings?

19. Are grace/tolerance days user-definable?

20. Does the system produce “dunning” letters?

Door hangers?

Reminders?

21. Does the system have report writing capabilities?

Does the system include a built-in utility consumption and revenue summary by rate class?

Does the system allow for providing the number of customers;

by use,

type,

residential/commercial/industrial use

consumption

22. Unlimited number of years of billing information?

23. Can the system automatically generate credit refunds?

24. Allow special charges?

25. Date sensitive user-defined code comment screen?

26. Unlimited notes per account?

27. A separate lot screen listing:

Service location

Lot number

Parcel number

Inside/outside City code

Lot size

Buildable/impervious/developed lot size

28. Does the system allow for “unbundling” of charges and

- show them separately on the customer's utility bill?
29. Does the system accommodate budget payment plans?

Low income or other discounts?
 30. Does the system accommodate Internet bill delivery and payment?
 31. Will the Utility Billing system batch post to accounting module?
 32. Does the system print shut-off notices?
 33. What type of printer is required to bill utility bills?
 34. A separate "Meter Screen" listing:

Route number
Sequence number
Meter serial number
Installation date
 35. How many services per customer?
 36. How many user-defined fields?
 37. How many name/address sections (i.e. master, owner, "bill-to")?
 38. Does it print:
Delinquent Notices?
What type of printer is required to print delinquent notices?
Will it print duplicate notices for renters and owners?
 39. Will it print meter book labels? Is a special printer needed?
 40. Does the system allow for correction for incorrect entered payments and errors in distribution?
 41. How often are systems upgraded:
Utility Billing?
Payroll?
Cash Receipting?
Budgeting?
 42. Is there an annual maintenance fee assessed? If so, is it assessed on each program?
What is the cost? Are the system upgrades included in the annual maintenance fee?
 43. City's current accounting, payroll and utility billing are DOS based programs. City also has Microsoft Windows XP Professional Version 2002.
Are there additional costs for converting the current files (in DOS) to the new software programs?

Can conversions be completed electronically? If manual input is required – how much and for what programs?

What support (and form of support) do you provide during the conversion process? (in-house, 24-hour telephone service, on-line assistance, pager, etc)

Do you provide a training period for staff? At what cost?

44. What is your scheduling availability for implementing the software conversion? What delays have you encountered?
45. Please provide references and the contact information; be sure to include cities that have converted to your system within the last two years.