



# **CITY OF LAKE FOREST PARK**

**RFP FOR**

## **MUNICIPAL MANAGEMENT SYSTEM**

Financials, Payroll and Human Resources,  
Business Licensing, Utilities, and  
Specialty Permitting System

July 2007

Note: Responses to this RFP are due  
by August 24, 2007

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## **Section 1 – Project Overview**

The City of Lake Forest Park is requesting proposals for a Municipal Management System. The Municipal Management System desired would be a turn-key system to provide electronic solutions for accounting, budgeting, cash receipting, utility billing, payroll, fixed assets, business licensing and taxation, and building permits. The City is also interested in additional modules for human resources, project accounting, code enforcement, local improvement districts (LIDs), and work order tracking.

The City of Lake Forest Park is located in King County, immediately north of Seattle, with a stable population of approximately 13,000. The City provides police, court, public works, planning and building, sewer utilities, and administrative services.

- Vendors will be required to submit their proposals on the forms provided by the request for proposal (RFP) and pricing amounts will be detailed by module.
- Pricing should include all costs related to software, required hardware, conversion of existing data, installation, training, and final implementation.
- Vendors who choose to submit a joint RFP by combining various software packages, must submit a single RFP detailing the responsible vendor for each module.
- Vendors selected by the City shall provide a demonstration of programs proposed during the interview process.

The City will select the successful proposal based upon several evaluation factors: including features as outlined in the RFP; effective integration of modules; company stability; conversion, training and implementation plan; technical support; and price. The selection of finalists and the final award will be decided based on the proposal submitted by a qualified vendor that best meets the needs of the City as determined by the City. The City reserves the right to reject any or all proposals.

### **PROPOSAL REQUIREMENTS**

The City of Lake Forest Park is looking for a municipal management system and vendor that will provide:

- full integration between modules
- single entry of information (with use in multiple modules),
- ease of use,
- on-line interactivity with customers for permits, licenses, utility payments, and human resources,
- real-time processing,
- customization of fields,
- ability to view increasing levels of account detail on screen,
- easy export of all data for analysis,
- customizable reporting,
- reliable and responsive support, and
- company stability.

## **Section 2– Project Scope and Current Systems**

The RFP defines 9 required modules. The City under general selection criteria of product, service, reputation, and pricing will review required modules. The City reserves the right to procure “possible” items as separate decisions.

The needs of the City are broken down into the following system groups:

<b><u>General Financial Modules</u></b>	<b><u>Integrated Modules</u></b>
1. General Ledger	8. Building Permits/Issuance & Tracking
2. Budget Preparation	9. Business Licensing and Taxation
3. Accounts Payable/Receivable	<b><u>Possible Modules</u></b>
4. Cash Receipting	Human Resources
5. Payroll	Project Accounting
6. Utility Billing	Code Enforcement
7. Fixed Asset tracking	Local Improvement Districts (LIDs)
	Work Order/Service Request Tracking

### **City’s Current Financial Management System**

The City operates the budgetary accounting software of ASP including modules for general ledger, accounts payable/receivable, cash receipting, payroll, business licensing, fixed assets, and utility billing. The cash receipting system has the electronic cash drawer operation. The current permit tracking software is a DOS based program and does not integrate with the City’s financial modules.

### **Current Software Products and Need for Data Conversion**

<b>Description</b>	<b>Current Software</b>	<b>Data Conversion Needs</b>
General Ledger	ASP	GL Chart of Accounts, historical financials
Budget Preparation	Excel, Word	None
Cash Receipting	ASP	None
Payroll	ASP	Employee master file, payroll and position history
Accounts Payable/Receivable	ASP	Vendor master file, AR customer master file
Utility Billing	ASP	Master account information, services and open balances, billing and payment history
Fixed Asset tracking	ASP / Excel	Current asset lists
Building Permits/Licenses/ Issuance & Tracking	Blackbear PTWin	Active land use and building permits
Business Licensing and Taxation	ASP	Business lists, historical financial
<b><u>Possible Modules</u></b>		
Human Resources	Excel, Word	None
Project Accounting	Excel	None

Description	Current Software	Data Conversion Needs
Code Enforcement	MS Access	Active Code Enforcement Files
Local Improvement Districts	Excel	None
Work Order/Service Request Tracking	MS Access	None

## Desired Module Data Distribution and Interface

(For required and possible modules)

	General Ledger*	Accounts Payable*	Budget	Receipting*	Payroll*	Utility Billing*	Fixed Assets	Building Permits*
LIDS	X			X				
Project Accounting	X	X			X		X	
Human Resources	X		X		X			
Business Licenses*	X			X				X
Building Permits*	X			X		X		
Fixed Assets	X	X						
Utility Billing*	X			X				
Payroll*	X							
Receipting*	X							
Budget	X							

\*Vendor/Customer lists should be pulled from the same set of data

## **City's Current Annual Activity Level**

Lake Forest Park is a built-out City. Limited growth of population will be through housing in-fill or increased density. The growth in the number of City employees and system users will be minimum.

ITEM:	ACTIVITY LEVEL
Estimated number of General Ledger accounts	1,985
Estimated annual number of Cash Receipt transactions	2,950
Estimated number of Payables/Warrants Issued	2,070
Number of sewer utility accounts	3,400
Active employees	73
Estimated Users:	
Financial Modules	9
Building Modules	3
Department Directors (View Only)	7
Annual number of building and land use permits issued	700
Annual number of right-of-way permits issued	200
Estimated number of annual business licenses	500

## **Network Requirements**

- System should be capable of sharing server space on a fully-patched Windows Server 2003 machine with other database applications. Please explain additional hardware needs, if any, as part of vendor response.
- System should allow Symantec Backup Exec to backup the database while in use
- System should be able to operate on fully patched versions of Windows 2000 and XP and Vista

## Section 3– Project Timeline

The objective of this RFP is to solicit proposals from vendors that can provide an integrated, fully developed, and previously implemented Financials, Payroll and Human Resources, Business License, Utilities, and Permit System. The City would consider a system with a web-based development strategy to reduce support and deployment costs that could reduce the learning curve and improve flexibility.

### Tentative Acquisition Timeline

The City intends to complete the selection process using the following schedule. However, the City reserves the right to adjust or reschedule milestones as necessary. Any changes to the schedule will be posted on the City's website.

Release Request for Proposal	July 10, 2007
Vendor Questions Due	July 25, 2007
Answers to RFP Questions E-mailed and posted on City Web-site	August 1, 2007
<b>Vendor Proposal Responses Due</b>	<b>Submittals are to be received by Friday, August 24 at the Lake Forest Park City Hall</b>
Finalists Notified/Vendor Short List Released	August 31, 2007
Vendor Demonstrations Complete	September 21, 2007
Vendor Reference Checks Complete	September 28, 2007
User Site Visits Complete	October, 2007
Final Selection	October/November, 2007
Contract Awarded / Council Approval	November/December, 2007
Implementation / Training Begins	January, 2007
Go Live with New System	April, 2008

## Section 4 – Vendor Instructions

**Proposal Responses.** The City must receive responses to this RFP no later than the date specified in Section 4. Proposals received after the due date will not be accepted. No additional time will be granted to any vendor unless by addendum to this RFP. Vendors must submit one 1 original with signatures, 4 copies, and 1 electronic version of the Requirements section in MS Word format to the following address:

John Hawley, Finance Director  
 17425 Ballinger Way NE  
 Lake Forest Park, WA 98155  
 Ph: 206-957-2816  
 Fax: 206-364-6521

**Proposal Response Format.** The RFP response should adhere to the following format:

Section	Title	Contents
<b>Section 1</b>	<b>Executive Summary</b>	Overview description of proposed solutions, vendor experience, and contact information (one page).
<b>Section 2</b>	<b>Requirements</b>	Completed Requirements documents (Section 5) in MS Word format. The vendors should provide a ranking of 1, 2, 3, 4 as described in Section 5. Vendors must also provide a short description of how each functional requirement can be supported with the software.
<b>Section 3</b>	<b>Pricing</b>	Estimates that include pricing for software, maintenance, and implementation services, which includes installation, configuration, training, and data conversion (list amount of data to be converted for each system). Use Detailed Bid Response from the RFP Appendix B.
<b>Section 4</b>	<b>Implementation Methodology</b>	A summary of implementation methodology that includes a detailed boilerplate implementation plan (limit 15 pages). Include a proposed plan for implementation of modules in a phased approach. Building Permitting would be the top priority for the City.
<b>Section 5</b>	<b>Support Strategy</b>	Description of strategy to support ongoing training and usability of the system after initial implementation as well as remote support services available.
<b>Section 6</b>	<b>Other Information</b>	A. General Information and Overview (Appendix A.) B. Client Reference List (Appendix C) C. Copy of vendor contract to be used for software license, services, and maintenance.

Section	Title	Contents
		D. Exceptions to Lake Forest Park’s RFP. E. Copy of standard escrow agreement. F. Other information that may provide value to the evaluation of your software.

Vendors that deviate from this format may be deemed unresponsive. Proposals should be prepared simply, providing a straightforward, concise delineation of the capabilities necessary to satisfy the requirements of the RFP. Technical literature and elaborate promotional materials should not be submitted at this time. Emphasis in the proposals should be on completeness, clarity of content and adherence to the presentation structure required by this RFP and not on volume. Costs for developing proposals in response to the RFP are the obligation of the vendor and are not chargeable to the City. All proposals and accompanying documentation will become the property of Lake Forest Park and will not be returned.

**Pre-Submittal Questions.** There will be no pre-bidders conference. Questions regarding the RFP may be submitted to Lake Forest Park by July 25, 2007 (via email) at [MMSRFP@CityofLFP.com](mailto:MMSRFP@CityofLFP.com)

The list of submitted questions with their respective answers will be posted to the City’s website by August 1, 2007.

**RFP Amendments.** The City reserves the right to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the proposal. The City reserves the right to change the RFP schedule or issue amendments to the RFP at any time. Lake Forest Park also reserves the right to cancel or reissue the RFP.

**Rejection of Proposals.** The City reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of Lake Forest Park.

**Proposal Validity Period.** Submission of a proposal will signify the vendor’s agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the City and the successful vendor.

**Disclaimer.** The City reserves the right to share, with any consultant of its choosing, the RFP and any resultant proposals in order to secure expert opinion.

**Non-Obligation.** Receipt of proposals in response to this RFP does not obligate Lake Forest Park in any way. The right to accept or reject any proposal shall be exercised solely by Lake Forest Park. The City shall retain the right to abandon the proposal process at any time prior to the actual execution of a contract with a vendor, and the City shall bear no financial or other responsibility in the event of such abandonment.

**Public Disclosure.** All materials provided to the City by Vendors are subject to State and Lake Forest Park’s public disclosure laws.

## Section 5– Vendor and System Requirements

This section includes the vendor, technical, and functional requirements to be evaluated in this RFP. The Requirements section will become Section 2 of your RFP response. This is not a comprehensive list of all of the City’s requirements, but includes the key requirements that will be used to evaluate the RFPs and will be included as part of the signed contracts. Responses to each line item should be concise and straightforward.

The City expects vendors to respond in a factual manner, clearly identifying software that is fully released, in testing, or slated for future release for each functional requirement. Vendors must provide a rating for every item. If the requirement does not pertain to the proposal being submitted, enter “N/A”. If a submitted RFP includes blank responses the document may be considered in violation and rejected. Use the following rating system to complete the RFP and evaluate the requirements and include a brief description of how the software supports the stated requirement.

Rating	Definition
<b>4</b>	<b>Standard and available in the current release.</b> Software supports this requirement. No customization or modification is required.
<b>3</b>	<b>Meets requirement with minor configuration or modification.</b> Configuration maintains application on upgrade path. Testing and production of modifications will be completed by implementation date. Include an estimate for the cost of the modification.
<b>2</b>	<b>Available with 3<sup>rd</sup> party software application.</b> Indicate name of the application recommended and number of installs jointly completed.
<b>1</b>	<b>Does not meet requirement and requires substantial system modification.</b> Indicate timing required and estimated cost of modification.
<b>0</b>	<b>Not available.</b> Software will not meet requirement.
<b>F</b>	<b>Future Release.</b> Requirement will be available in future release. Indicate anticipated release month and year.

**REQUIREMENTS OF ALL MODULES**

Description	Rating	How is requirement accomplished?
<b>General System Requirements</b>		
1. Complete on-line help function.		
2. Integrated online help with errors and corrections display		
3. Multiple-users can work in the same module simultaneously		
4. Drill down from reports, queries, or screens from summary to transactional detail		
5. Capable of receiving credit card payments and meets PCI (Payment Card Industry) requirements		
6. Interfacing efficiency with the City’s existing server and workstation platforms		
7. Support services to all City personnel 24/7/365		
<b>Data Structure</b>		
8. Interface with similar data in other modules (see table on page 5)		
9. Import and export data for user controlled manipulation in ASCII and also in formats compatible with Microsoft Office and ArcGIS.		
10. Preference for MS SQL; or ODBC compliant database; no proprietary databases		
11. Unlimited user defined fields that can be accessed through queries and reports		
12. Directly link to external documents such as spreadsheets, word processing documents, and ArcGIS.		
13. Encrypt database both in transit and at rest.		
<b>Accounting Principles</b>		
14. Multiple year history to be maintained on-line.		
15. Real time, not batch processing		
16. Calculate interest and late fees for billing		
<b>Auditing Capabilities</b>		
17. View history of who has accessed, created, or modified each data entry item		
<b>Access Controls</b>		
18. Use network logon credentials and MS Active Directory to assign permissions		
19. Role based security where users can be assigned to multiple roles.		

Description	Rating	How is requirement accomplished?
Modify, view, or restrict access controls		
20. Report on unauthorized access to data classified as sensitive (i.e. containing Social Security, bank account, or driver license numbers)		
<b>Query capabilities</b>		
21. Conduct searches, post transactions, and generate reports at all levels of the account structure by fiscal year, month, calendar years, or any user defined date.		
22. Perform keyword, wild card, and multiple field queries.		
23. Save queries and make saved query available to other users		
<b>Reports</b>		
24. Report writer (propriety or licenses for a program such as Crystal Reports)		
25. Generate and save custom reports from queries or system-generated data		
26. Customizable templates for common reports		
27. Create mailing labels		
28. Report criteria selection via drop downs, queries, or pick lists		
29. View reports online		
30. Export reports to an ASCII file, spreadsheet, word processing application, or ArcGIS.		
31. Directly e-mail a report		
32. Historical reporting for up to five years of prior financial data.		
<b>Printing</b>		
33. Display reports to the screen		
34. Direct printing of customer bills or the creation of an ASCII file of billing information to be sent to an outside bill printer.		
35. Printing to non-proprietary forms and labels		
36. Accommodate bar code printing and scanning of customer bills.		

## **REQUIRED MODULES**

### ***1. General Ledger***

The General Ledger is considered to be the core or foundation upon which all other modules are built.

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
<b>Structure and Accounting Principles</b>		
1. Account structures should be consistent with the Washington State Budgeting Accounting Reporting system (BARS). In the BARS structure an eighteen (18) digit code accommodates the various transactions. The chart of accounts should allow the user complete control over structure.		
2. The system should be consistent with General Accounting Standards Board (GASB) requirements.		
3. Affords various views of the General Ledger (fund, department, project, account, etc.)		
4. Ability to move from a GL account to specific transactions affecting the account (drill-down capabilities).		
5. Ability to conduct searches, post transactions, and generate reports at all levels of the account structure by fiscal year, month, calendar years, or any user defined date.		
6. Supports cash basis, accrual basis, year-end accrual basis, or any combination thereof.		
7. Supports unlimited number of funds.		
8. Allow at least 13 periods per year with open periods.		
9. Ability to lock the previous year after year-end closure to avoid inadvertent changes.		
10. Ability to lock the previous month after month end closure to avoid inadvertent changes.		
11. View history of who has accessed, created, or modified each data entry item		
12. Automatic Journal Entry reversals		
13. Automatic year-end closing without loss of detail.		

## 2. Budget Preparation/Integration

The City currently prepares a biennial budget. The City desires a budget module that is integrated to core financial modules. This should include multi-year budgeting. The module should include: the ability to generate baseline budgets based on prior year budget less one-time expenditures and adjusted for inflation, ability to track changes, generate overhead calculations, what-if scenarios, and other forecasting methods.

As with most Washington municipalities, the budget preparation is the focal point of financial planning and authorization for the delivery of municipal services. The City prepares the budget at a detail (object) level, with presentation to City Council and public at different levels of detail.

Description	Rating	How is requirement accomplished?
1. Ability to generate an annual and biennial budget.		
2. Ability to create global changes under a variety of methods such as percentages, fixed amounts, and by a user defined formula.		
3. Support multiple budget versions (i.e. original, amended, adopted, etc.)		
4. Ability to directly link to spreadsheet and/or word processing documents.		
5. Multiple departments can update their budget information simultaneously.		
6. Integration to Payroll and Human Resource modules to support salary and benefit budgeting.		
7. Online view of reports.		

### 3. Accounts Payable

Primarily, the City uses a de-centralized purchasing system. Requests for goods and services are generated in the various departments. The City does not use purchase orders. Warrants are issued for payment. Funds are transferred from various funds to the Claim Fund to await bank redemption. Invoices are presented to City Council twice a month for authorization of payment. When approved, warrants are issued for payment.

Description	Rating	How is requirement accomplished?
1. Track aging items and other exceptions.		
2. Support one-time vendor override payments. Allow for simplified temporary vendors directly from transaction input process.		
3. Recurring payables processing		
4. Vendor discount management.		
5. Access vendor history by vendor name, vendor number, invoice date, check date, and BARS Codes.		
6. Support vendor retainage.		
7. Automatically transfer issued warrants to an outstanding warrant register and allow users to process cleared warrants, including the ability to generate outstanding warrant register.		
8. Block duplicate invoice processing, with ability to override		
9. Multiple invoices per warrant.		
10. Laser check/warrant printing.		
11. Supports 1099 reporting requirements. 1099 management to the invoice line item level; not just the vendor or the invoice.		
12. Integrates with other systems such as: General Ledger Fixed Assets Cash receipting (refunds)		
13. Check reconciliation system.		
14. Payment approval list generated for City Council approval.		
15. Electronic payment to vendors (ACH, wire, debit).		
16. Sales and use tax tracking and reporting		
179. Generates warrant batch reports allowing users to view reports on-line or by print		

#### 4. Accounts Receivable

The City currently operates a centralized accounts receivable system. General accounts receivable billings are directed to the Finance Department. Upon receipt, City invoices are entered into the cash receipting system and posted to the general ledger.

Description	Rating	How is requirement accomplished?
1. Provide for decentralized input of accounts receivable data and either centralized or decentralized printing of receipts.		
2. Provide for an interface with Cash Receipting to allow cashiers to query and/or post invoices.		
3. Single centralized AR Master record for all receivables		
4. Full integration with: Building Permit, General Ledger, Cash Receipting and Accounts Payable modules.		
5. Distributes appropriate information to: General Ledger Utility Billing Permitting		
6. Integration with an electronic cash drawer system. The receipt system should be an integral part of the management system.		
7. Provides for on-line payments.		
8. Allows for credit card payments.		
9. Provides daily activity print out showing BARS account codes and system users name.		

## 5. Cash Receipting

The City currently has only one cash receipting site. In the future the City may have additional cash receipting sites. City revenues are received as currency, coins or checks. At this time, the City does not accept credit or debit cards. The majority of payments are generated from building permits and sewer utility payments. The proposed software should support:

Description	Rating	How is requirement accomplished?
1. Post transactions without predefined account codes.		
2. Provide single transaction or receive multiple payments for an invoice.		
3. Provide the ability to define payment mode		
4. Provide a daily deposit cash/checks/electronic composition and credit card.		
5. Provide options to accept cash, check or credit card for one transaction.		
6. Support multiple electronic cash drawers.		
7. Provide security and reporting for each defined cashier.		
8. Generate a customer receipt for each transaction batch listing of transactions and showing BARS codes used.		
9. Allow more than one user in utility billing, cash receipts and general ledger at one time.		
10. Complete integration with: Building Permit, General ledger, Accounts Receivable, Payable, Utility Billing modules.		
11. Ability to view reports online		

## 6. Payroll

The City currently pays wages through a centralized payroll office. Payroll time keeping is decentralized with varied methods of overtime calculations, pay types, leave types, and benefit options.

Description	Rating	How is requirement accomplished?
1. Decentralized timekeeping and hour's entry on a user defined time sheet.		
2. Web or network based times sheets that compile information into main payroll module.		
3. Integrated electronic timekeeping system; or ability to integrate an electronic timekeeping system.		
4. Direct deposit to multiple bank accounts		
5. Generate an electronic ACH file for employees. Allow electronic submission of related payroll benefits and deductions.		
6. Calculate multiple rules-based leave accruals based on length of service, employee group, or other factor.		
7. Process pay by hourly, salary, and other user defined special pay types.		
8. Calculate overtime rates using built-in rates		
9. Allocate costs through multiple account codes by either a fixed amount or percentage.		
10. Unlimited user defined payroll deduction fields.		
11. Full integration with: General Ledger, Project Accounting, Accounts Payable, Human Resources, and Work Order modules.		
12. Automatic labor distribution to General Ledger and Project Ledger.		
13. Support multiple payroll run dates (weekly, bi-weekly, monthly)		
14. Support multiple versions of user defined salary and rate tables.		
15. Support mid-period hiring/termination payroll process. Automatic calculation of final pay out amounts related to accruals and benefits.		
16. Reporting requirements for federal tax,		

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
Washington State Department of Retirement systems (PERS/LEOFF Plans), Deferred Compensation, and retirement plan in lieu of social security.		
17. Track volunteer hours for State Labor & Industries reports.		
18. Automatic generation of W-2's and linkage of required fields with required IRS coding.		
19. Automatic calculation of retroactive pay related to delayed union contract settlements or delayed merit pay adjustments relative to employee anniversary dates.		
20. Tickler file to notify user of employee anniversary dates		
21. Automatic generation of annual comp time and sick leave liability for the City.		
22. Automatically increases accruals based on anniversary date.		
23. Automatic update for holidays and other user defined fields.		
24. Automatic up-date of comp time, sick leave and vacation hours monthly with reporting on employee pay slip and time sheet.		

## 7. Utility Billing

The City currently provides sewer utility services. Special districts or contract vendors provide electricity, gas, water, solid waste and recycling services.

Description	Rating	How is requirement accomplished?
1. Recurring billing for sewer that supports bi-monthly billing cycle		
2. Allow billing by usage, fixed rates, tables, or a combination of these methods.		
3. Accommodate bar code printing and scanning of utility bills.		
4. Provide both owner and tenant information for billing purposes. Ability to generate copy of tenant bill for owner.		
5. Track and provide consumption reports.		
6. Graphical presentation of consumption reports		
7. Prioritization of payment allocation.		
8. Calculate and automatically apply late fees using either a fixed amount or percentage of balance owed.		
9. Generate field service requests and standard customer letters such as: Delinquency Notices Mailing labels		
10. Generate final or between billing period bills keyed on change of occupancy.		
11. Electronic or direct printing of utility bills or the creation of an ASCII file of billing information to be sent to an outside bill printer.		
12. Generate field for number of units on sewer report.		
13. Unlimited comment lines on customer master record.		
14. Inquiry with date, payment and credit.		
15. Aging report to provide 30, 60, 90 days past due rather than report by billing date.		
16. Online query of payment received from last billing and the number of times customer has been shut-off in customer history field.		
17. Set customer classes.		
18. Flag accounts for action.		
19. Integration with Permitting and LID modules – receive notification of side sewer		

Description	Rating	How is requirement accomplished?
connection/approval.		
20. Flag and track accounts for refunds.		
21. Flag and track accounts with liens		

**8. Fixed Assets**

Description	Rating	How is requirement accomplished?
1. Alpha-Numeric number assignment for each asset		
2. Integrated with Accounts Payable system to facilitate additions to the fixed assets inventory		
3. Assign fixed assets to one or more funds, users, and/or locations		
4. Define classes and categories of fixed assets		
5. Acquisition method is tracked		
6. Bar coding assets for physical inventory		
7. System generated depreciation postings and post automatically to the general ledger		

## 9. Land Use and Building Permit Issuance and Tracking

The City provides land use and building permitting and inspection services and desires a system that will provide electronic management of planning and building permit data. The Planning and Building Department currently uses Blackbear PTWin, Version 2.1. This is a required module. The City desires that this be one of the first modules implemented.

Description	Rating	How is requirement accomplished?
1. Create custom permit templates for common permit types		
2. When a custom template is used, allow all data from template to be modified		
3. Unique permit number assigned to each permit		
4. Edit and calculate fees by different variables for different permit types (fixed fee, square footage, etc.)		
5. Calculate fees by property valuation, fee schedule, or custom schedule		
6. Support future date effective fee structures.		
7. Tracks plan review steps and department comments		
8. Electronically route permit application for approval and inspection management		
9. Accepts inspection write ups electronically and updates permit file accordingly		
10. Create reports summarizing building and land use permit activity and associated fee revenue for a specific period		
11. Ability to create a database from King County Assessor's Office property information including parcel numbers with the capability to import data from a remote source		
12. Ability to cross reference King County property information with names and address in City system		
13. Maintain separate "tickler" files for active, inactive, and closed permits		
14. Issues and track multiple permits associated with one address.		
15. Allows the user to change or divide		

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
property addresses for newly created properties		
16. Ability to verify business license status for all contractors and to add business license application to permit and have fees directed appropriately		
17. Integrates with receipting module		
18. Calendar for scheduling daily building inspections that can be queried and included in reports		
19. Receipting should be able to access permits fees by entering the permit number		
20. Support web based permit application process		
21. Ability to download data in format that can interface with GIS program (ArcGIS)		
22. Generates list of permits nearing expiration		
23. Integration with Utility Billing and LID modules – send notification of side sewer connection/approval.		

## 10. Business Licenses

Currently using ASP for billing annual and new business licenses. This is a required module.

Description	Rating	How is requirement accomplished?
1. Integrate with General Ledger and cash receipting.		
2. Bill taxes and late fees.		
3. The following information should be included in the database for tracking and reporting purposes: <ul style="list-style-type: none"> <li>• Business Name</li> <li>• Business Address</li> <li>• Business Phone</li> <li>• dba Name</li> <li>• Owner's/Partners/Registered Agents Name(s)</li> <li>• Unified Business Identifier (UBI) Number</li> <li>• Federal Tax ID Number</li> <li>• Profit vs. non-profit status</li> <li>• Home Occupation (Yes or No)</li> <li>• Inventory at Home (Yes or No)</li> <li>• Customers at Home (Yes or No)</li> <li>• Emergency Contacts</li> <li>• Type of Business</li> <li>• Description of Business</li> <li>• Does business have fire sprinkler system (Yes or No)</li> <li>• Does business have security alarm system (Yes or No)</li> <li>• Opening date of business</li> <li>• Number of employees</li> <li>• Dates/times of operation</li> <li>• Previous location of business</li> <li>• Zoning for business</li> <li>• Available Parking for business</li> <li>• Type of Building for proposed business</li> <li>• Does business have outside storage (Yes or No)</li> <li>• License Fee</li> <li>• Renewal Information</li> </ul>		
4. Account structure that is alpha-numeric and at least 7 characters in length.		
5. View account status & payment history of any account on a screen easily & quickly.		
6. Create multiple licensing requirements		

Description	Rating	How is requirement accomplished?
7. At least 2 address fields (mailing vs location)		
8. Allows for multiple tax rates		
9. Allows for multiple cycle codes (i.e., annual, quarterly, semi monthly, monthly)		
10. Field for written description of the business in Master File.		

### ***11. Business and Occupation Taxation***

Description	Rating	How is requirement accomplished?
1. Shares the same database as business licensing		
2. Generated monthly, semi-annual, quarterly and annual B&O tax forms.		
3. Set and adjust rates of tax without affecting history.		
4. Cross reference reporting by name, business name, location, owner		
5. Print late notices, by date and time period(s), on city or custom forms, with penalties listed individually for any given time period.		
6. Ability to print reports <ol style="list-style-type: none"> <li>1. Alphabetically</li> <li>2. Numerically</li> <li>3. Chronologically</li> <li>4. By specific date ranges or a single account</li> <li>5. By type</li> <li>6. By Status (Active or Inactive)</li> <li>7. Historical records by date or type</li> <li>8. By any criteria in master file</li> </ol>		
7. Entry and posting/journaling of "\$0" (no dollar amount) B&O tax amounts to records		

## 12. Human Resources

The City's Human Resources modules primary function is to provide information regarding benefit administration, applicant tracking, regulatory compliance, training, labor relations, etc.

Description	Rating	How is requirement accomplished?
1. Perform employee profiling and history.		
2. Maintain a "tickler" file for performance review, training, salary increases and mandatory certification requirements		
3. Maintain bargaining unit contract (2 unions) terms and integrate them into the payroll module		
4. Maintain EEO statistics regarding applicant hiring activity and employees. Ability to generate EEO-4 report.		
5. Integrate Payroll module with Human Resources to provide payroll information with the ability to run payroll history 3-5 years.		
6. Expanded date fields		
7. Employee self service tools (web based): tax forms; direct deposit; check stub; leave balances; address change; dependent change; other City forms related to personnel		
8. Ability to "track" Disabilities FMLA FLSA Grievances City issued assets Health and Safety Benefit elections Education and training		
9. Emergency contact fields		
10. Family and dependent data		
11. Integrate with electronic application for open positions		
12. Ability to attach electronic files to employee file		
13. Easy "toggle" between Human Resources and Payroll applications		

### ***13. Project Accounting***

The City has the need to track and separate revenues and expenditures for a variety of municipal projects including grant and construction project accounting. Projects may be construction, program grants, cost centers or other related tasks.

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
1. Ability to maintain independent hierarchies to support reporting across funds, cost centers, object code, project, grant, or task.		
2. Integration with payroll supporting both direct and indirect cost allocation by employee.		
3. Integration with general ledger and accounts payable module.		
4. Integration with the GL at the transaction level such that accounts in both systems remain in balance at all times.		
5. Historical reporting for up to five years of prior financial data.		
6. Allows the user to define project numbers and integrate part of the account number structure.		

### ***14. Code Enforcement Tracking***

The Planning and Building Department enforces land use and building regulation. The Department currently uses MS Access for code enforcement tracking. This is an optional module.

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
1. Ability to create custom enforcement file templates		
2. When a custom template is used, allow all data from template to be modified		
3. Assign a unique file number to each file		
4. Ability to set a date for compliance		
5. Create code enforcement letters based on level of non-compliance		
6. Provide reminder to the code enforcement officer when date for compliance approaches and passes.		
7. Attach digital photos and scanned		

Description	Rating	How is requirement accomplished?
images to enforcement file		
8. Ability to add contractors' and adjacent property owners' information that are involved in the action		
9. Allow the creation of code enforcement reports that can be viewed on-line		

**15. Local Improvement District (LIDs)**

The City currently bills for Local Improvement District assessments. The City uses a centralized LID billing system developed in Excel. Needs should include:

Description	Rating	How is requirement accomplished?
1. Centralized LID system integrated to the General Ledger, Cash Receipting, Utility Billing, and Permit modules.		
2. Pull down menu for customer name, account number and parcel # and address information.		
3. Generate billing and delinquency billing.		
4. Ability to calculate interest and late fees.		
5. Provide detailed transaction history and audit trail.		

**16. Work Order / Service Tracking**

Description	Rating	How is requirement accomplished?
1. Creates work orders that track labor, materials, and services		
2. Follow-up notification for work order processing		
3. Work order priority setting		
4. User defined index for customizing work order search ability		
5. Recurring work orders can be set-up to expedite entry		
6. Equipment reading for tracking mileage and hours of use		
7. Integration with payroll and fixed assets modules		

## Section 6 - Evaluation of Proposals

The City's project team will evaluate the RFPs. The evaluators will consider how well the proposed solution meets the City's requirements as described in the RFP. It is important that the responses be clear and complete to ensure that the evaluators can adequately understand all aspects of the proposal.

**Evaluation Factors.** Selection of finalists will be primarily evaluated according to the following criteria:

- Quality, clarity, and completeness of the proposal.
- Adherence to requirements for RFP preparation.
- Vendor viability and strength.
- Ability to meet City's functional and technical requirements.
- Software scalability, flexibility, and ease of use.
- Compatibility and integration with existing hardware and software.
- Vendor's experience on similar projects.
- Software demos.
- Total cost of ownership.

The evaluation factors identified above reflect a wide range of considerations. While cost is important, other factors are also significant. The City may select other than the lowest cost solution. The objective is to choose a vendor capable of providing a reliable and integrated solution within a reasonable budget. All proposals will be evaluated using the same criteria.

**Notification.** Based on the evaluation of the RFP's the City will select a Short List of three or four vendors and invite them to participate in Pre-Demo Meetings and Software Demos. The selected vendors will be notified in writing or email by the date indicated in Section 3.

**Pre-Demo Meetings.** Once the Short List of vendors has been identified they will be invited to participate in a Pre-Demo Meeting with the Project Team. The purpose of this meeting will be to allow the vendor time to acquire additional information about the scope of the project and to review any questions about the Demo Script presented to the vendors. Customer references may be requested prior to the software demonstrations.

**Scripted Demos.** The functional and technical product Demos will be presented to the City by the top three to four Short Listed vendors according to a pre-defined script issued by the City. All vendors must follow this script during their Demo process. The evaluation criteria for the Demo process will include adherence to the script as well as the ability to successfully demonstrate the product's ability to meet the functional and technical requirements. The City reserves the right to request additional information, interviews, follow-up demonstrations, or any other type of clarification of proposal information it deems necessary to evaluate the final vendors.

**Post-Demo Technical Evaluation.** In addition to scripted functional demonstrations, the City may request a more extensive technical Demo. This Demo will be scheduled on an as-needed basis for the Short Listed applications.

**Implementation Vendor Selection.** Once the City has completed the selection of the software they will determine if a separate implementation vendor selection project is necessary. The City reserves the right not to select the implementation partner that responds to the RFP or demonstrates the software on behalf of the vendor.

**Site Visits.** The City may choose to conduct site visit(s) to the software vendor's headquarters and/or vendor's clients as part of the evaluation process. The site visits may be used to determine the successful vendor, and will be conducted following scheduled software demonstrations of the Short Listed vendors. Evaluation of the vendor client sites will be based on the following:

- Assessment of the vendor's service during system implementation.
- Assessment of the quality of vendor's ongoing support.
- Overall user satisfaction with the system.

**Contract Award and Execution.** The City reserves the right to make an award without further discussion of the proposal submitted. The City shall not be bound or in any way obligated until both parties have executed a vendor contract. The City also reserves the right to delay contract award and/or not to make a contract award.

**Turn-Key Project.** The City is seeking a turnkey implementation of the software contemplated by this RFP. The Vendor shall provide all labor, equipment, materials, supplies, transportation and services necessary for, or reasonably incidental to, the complete performance of any agreement resulting from this RFP. Vendor must include in its price all design, engineering, system and application database development (including in-depth user interviews for user feature configurations), integration, delivery, installation, testing, training and warranty costs associated with all elements of the proposed system.

## Section 7– TERMS AND CONDITIONS

The following terms and conditions apply to this RFP and are not inclusive of all terms and conditions in the final contract.

**Business License and Taxation.** The successful vendor and all subcontractors must hold valid business and professional licenses and registrations that may be required by the State of Washington and the City of Lake Forest Park.

**Insurance Requirements.** The vendor awarded the contract will be subject to the City's requirements for insurance reflecting the minimum amounts and conditions as defined by the City.

**Workers' Compensation.** The vendor shall procure and maintain for the life of the Contract/Agreement Workers' Compensation Insurance covering all employees with limits meeting all applicable state and federal laws. This coverage shall include Employer's Liability with limits meeting all applicable state and federal laws. This coverage shall extend to any subcontractor that does not have their own Workers' Compensation and Employer's Liability Insurance.

**Proposals – Public Information.** The City will attempt to protect legitimate trade secrets of the Vendor. Any proprietary information contained in the Vendor's proposal must be clearly designated and shall be labeled with the words "Proprietary Information". Marking the entire proposal or any one or more of the major sections as proprietary will neither be accepted nor honored.

The Vendor should be aware that the City is required by law to make certain records available for public inspection with certain exceptions. The Vendor, by submission of materials marked proprietary, acknowledges and agrees that the City will have no obligation or liability to the Vendor in the event that the City must disclose these materials.

**Copyright and Confidentiality.** Selected vendor shall maintain strict privacy of all City records, data and files (regardless of media), including any copyrighted material received from the City.

**Prime Vendor.** It is recognized that multiple Vendors may wish to combine their resources in responding to this Request for Proposal. A Proposal with such a combination is acceptable, provided that the complete Proposal contains all required information, and indicates which Vendor shall be responsible for each of the components that make up the complete system. In addition, one of the Vendors shall be designated as responsible for the complete definition, delivery, integration, implementation, and maintenance of the system, referred to as the prime vendor.

Bidders must warrant to the City that software specifications, capabilities, and performance characteristics are as stated in the proposal and accompanying documentation. Submission of a Proposal will represent your agreement to these conditions.

**Litigation/Jurisdiction/Venue.** Should either party bring any legal or equitable action, the prevailing party in such action shall recover, in addition to all other relief, its reasonable attorney's fees and court costs to be fixed by the court. Any and all such court action shall take place and be vested solely in the Superior Court of Washington.

**Payment.** The City will pay invoices submitted by the selected vendor as progress is made on the implementation project and agreed upon service stipulated in the final agreement. Prior to payment, invoices will be reviewed to determine if billing is reflective of actual agreed upon project progression and performance. Upon acceptance of the billing by the City's Project Manager the payment will be processed and submitted to the vendor. Payment terms must adhere to the State of Washington codes and regulations.

**Satisfaction of the City Attorney.** The acceptance and subsequent award of a submitted proposal shall be at the review and satisfaction of the City Attorney and the City's Project Manager.

**Choice of Laws.** The contract/agreement shall be subject to and interpreted pursuant to the laws of the State of Washington.

**Source Code Escrow.** This Request for Proposal will require that the selected vendor provide to the City the source code, in its entirety for all purchased software modules, either by direct possession or via an escrow account.

**Warranties.** All warranties must be clear, concise and in writing. Warranties shall be specific as to what is and is not covered along with the exact term (in calendar days) of each covered item. Warranties shall cover all individual modules, supplied or created interfaces, and any ancillary product that is purchased from the awarded vendor. In addition, the awarded vendor will warrant and guarantee the seamless integration and interface of modules proposed herein. Bidders must warrant to the City that software specifications, capabilities, and performance characteristics are as stated in the proposal and accompanying documentation. Submission of a Proposal will represent your agreement to these conditions.

**Software Versions.** The City will not accept Beta versions of the software. All applications are to have a referenceable install base and thorough testing.

## Section 8– APPENDICES: VENDOR BID RESPONSE FORMS

### *APPENDIX A: GENERAL INFORMATION AND OVERVIEW*

Company Name:	Address:
City:	State:
Zip:	Contact Name:
Telephone Number:	E-Mail Address:
Web Site Name and Address:	Total Number of Employees:
Annual Sales (each year for the past 5 years):	Number of Years in Business:
Product Name:	Version:
Relational Data Base Management System and Release:	Total Number and Population Range of all Installs:
Total Number and Population Range of Installs on Version to be Implemented:	Total Number and Population Range of City Users:
Total Number and Population Range of City Users in Washington State:	Total Number of Government Users:
Total Number of Government Users in Washington State:	

General Warranty Information:
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**APPENDIX B: VENDOR BID (PRICING SHEET)**

	Software License	Installation Conversion and Training	Annual Maintenance/ Tech. Support
<b>Modules</b>	<i>Bid Price</i>	<i>Bid Price</i>	<i>Bid Price</i>
1. General Ledger			
2. Budget Preparation			
3. Accounts Payable/ Receivable			
4. Cash Receipting			
5. Payroll			
6. Utility Billing			
7. Fixed Asset Tracking			
8. Land Use and Building Permits			
9. Business Licensing and Taxation			
<b>Bid Price for Required Modules</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Possible Supplemental Modules</b>			
10. Human Resources			
11. Project Accounting			
12. Code Enforcement Tracking			
13. Local Improvement Districts			
14. Work Order/Service Tracking			
<b>Total Bid Price</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>

### ***Appendix C: User Reference list***

Provide three user references that most closely reflect similar users to the City's scope of work within the past five years. Reference sites should be fully implemented and live on the current version of the software.

<b>1. Name of User:</b>	
<b>Population:</b>	<b>Concurrent Users:</b>
<b>Contact Name/Title:</b>	<b>Telephone #:</b>
<b>Modules Installed:</b>	
<b>Go Live Date:</b>	
<b>Other comments:</b>	

<b>2. Name of User:</b>	
<b>Population:</b>	<b>Concurrent Users:</b>
<b>Contact Name/Title:</b>	<b>Telephone #:</b>
<b>Modules Installed:</b>	
<b>Go Live Date:</b>	
<b>Other comments:</b>	

<b>3. Name of User:</b>	
<b>Population:</b>	<b>Concurrent Users:</b>
<b>Contact Name/Title:</b>	<b>Telephone #:</b>
<b>Modules Installed:</b>	
<b>Go Live Date:</b>	
<b>Other comments:</b>	