



CITY OF ATHENS, TENNESSEE

REQUEST FOR PROPOSAL No. 1680

FOR

MUNICIPAL ACCOUNTING SOFTWARE

The City of Athens, Tennessee will receive sealed proposals until 2 p.m. local time on September 28, 2018 for municipal accounting software. The envelope containing the proposal must be sealed and plainly marked as "RFP No. 1680 for Municipal Accounting Software." Proposals should be submitted to:

City of Athens, Tennessee
ATTN: Purchasing Department
815 North Jackson Street
Athens, TN 37303

The City of Athens reserves the right to reject any and all proposals or waive any informalities and to accept any proposal deemed to be in the best interest of the City.

The City of Athens is an equal opportunity affirmative action employer, drug-free with policies of non-discrimination on the basis of race, sex, religion, color, national or ethnic origin, age, disability or military service. Inquiries Telephone (423) 744-2703.

If you have questions or need further information, contact: Mike Keith, Director of Finance at 423-744-2712.

VENDOR INSTRUCTIONS

1. INTRODUCTION

Vendors are invited to provide a written proposal to provide a comprehensive, fully integrated, public sector specific Financial Management Solution. This REQUEST FOR PROPOSAL states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications.

2. GENERAL REQUIREMENTS

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

Financial Management Suite

- General Ledger
- Budget Management
- Annual Budget Preparation
- Accounts Payable
- Revenue/Cash Receipting
- Asset Management
- Project Accounting
- Misc. Billing & Receivables
- Government (GASB) Reporting
- Purchasing
- Property Taxes
- Online and Credit Card Payment System

Payroll/HR Management Suite

- Payroll Processing
- Personnel Management
- Position Control
- Personnel Action Processing
- Benefits Administration
- Applicant Tracking
- Position Budgeting
- Employee Web Portal Access

Other systems, not included in the initial proposal, may also be considered at a later date. These systems consist of Codes/Planning, Courts/Citations, Animal Control, Fleet Maintenance and Work Orders. Information regarding the availability to provide these should also be included in the proposal.

3. RESPONSE INSTRUCTIONS

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules 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.

4. CONTACT WITH MUNICIPALITY EMPLOYEES

To ensure a fair and objective evaluation of all proposals, vendors are required to submit all inquires to the project contact noted on the cover of this RFP.

5. ASSESS RFP DOCUMENTS

Before submitting a proposal, vendors shall 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.

6. COSTS OF RFP PREPARATION AND SUBMISSION

Each vendor shall bear the responsibility for all costs incurred in order to prepare and submit their response to this RFP.

7. PROPOSAL REVIEW

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the evaluation team or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract. All applicable information will be subject to public disclosure in accordance with the Tennessee Open Records Act.

8. PROPOSAL FORM

Each proposal will be prepared on the form provided and be submitted in a sealed envelope bearing the title of work and the name of the vendor. **Three (3)** printed copies and **one (1)** electronic copy on a flash drive shall be provided.

The proposal must be prepared in the following format:

Section 1 – Executive Summary

Provide a concise overview of the system proposed.

Section 2 – Vendor Background and Qualifications

Provide narrative responses to the following questions, including any necessary documentation, for each item listed below.

1. Specify the number of years the Vendor has been in the public sector software business. Provide public sector vs. private sector for number of clients, as well as revenue percentage comparisons.
2. Provide a brief chronology of the company’s growth, heritage, staff size and ownership structure.
3. Indicate whether the business is a parent or subsidiary in a group of companies.
4. Has this company or product being proposed ever been purchased by another company or acquired because of a merger or acquisition?
 - a. If yes, provide details regarding the name of the companies involved, specific products affected and when such merger or acquisition(s) took place.
5. Provide a brief statement of the company’s background demonstrating longevity and financial stability.
6. Has the company had a workforce reduction during the past 5 years?
 - a. If so, provide details regarding workforce reductions: percentage or workforce, areas affected, senior management team changes, etc.
7. Provide details of all past or pending litigation, liens or claims filed against Vendor.
8. Describe the seniority, tenure and background of the senior management team.
9. Describe how your company measures customer satisfaction for software applications and customer service & support.
10. For each of the applications being proposed, please provide the date of first release of the product and the most recent release date.

Note: If any of the proposed applications were not originally developed by the proposing vendor, please provide narrative details for the following subjects:

- Date of product merger / acquisition
- Name of the products and organizations involved
- Description of how integration/interfaces was accomplished
- References of customers using proposed applications and interfaces

- Description of the development technologies used for each product
- Status of the originating development team resources (retention rate, location)

Section 3 – Customer References

Please provide five (5) customer references that are representative of the requested system. These should include references that are of similar size to the City of Athens and a listing of Tennessee cities currently using the requested system.

Section 4 – Software Descriptions

Provide narrative descriptions of the proposed software applications.

Section 5 – Technology

The City will consider both internal and external hosting of the systems. The proposal should include the hardware/software requirements necessary for either of these, including various Microsoft server applications. Costs for hosting by the vendor are to be included in the proposal.

Section 6 – Implementation and Support

Answer the following questions and/or provide the necessary documentation for each item listed below. It is expected that modules will be implemented in a reasonable sequence in stages agreed upon with the City.

1. Describe the approach and resources needed to implement the proposed software. Attach a proposed implementation schedule with key activities, team members and estimated milestones. Please include past experience of proposed team members.
2. Describe your overall user training approach.
3. Describe your company's service & support philosophy, how it is carried out and how success is measured.
4. Describe ongoing services and support, such as a toll-free customer service number, annual training classes, online customer service web site and online software maintenance.
5. How do you service and troubleshoot problems for your current clients?
6. The vendor must provide software updates and enhancements on a regular basis. The vendor must communicate provisions and identify associated costs.

Section 7 – Cost Information

Please review the specific software applications described in Section 2. General Requirements. The following costs associated with these applications must be included in your response:

- Application software license fees
- Modification costs if necessary to satisfy any program requirements
- Implementation, Training and Support Services Costs
- Annual Software Maintenance costs for 5 years
- Other anticipated costs (i.e., travel, data file conversions, etc.)
- State whether your company is listed on State of TN Contract or with any other Purchasing Co-op such as U.S. Communities, NJPA, etc.

Section 8 – License Agreement

Provide a sample of the proposed License Agreement.

Section 9 – Conversion of Existing City Data

The City currently uses IBM AS400 software, ACS Government Systems owned by Xerox. Provide any cost information for converting of existing data, if applicable.

Delivery of Proposals: RFPs must be delivered by the date/time specified and to the place stipulated. It is the sole responsibility of the vendor to see that their RFP is received in the proper time. Any proposal received after the proposal opening date and time shall be eliminated from consideration and returned to the vendor unopened.

9. DEMONSTRATIONS AND PRESENTATIONS

Vendors may be required to provide detailed demonstrations of proposed application software. Vendors may also be required to make presentations and/or provide written clarifications of their responses at the request of the municipality.

10. RIGHT OF REFUSAL

The municipality reserves the right to reject all RFPs in their entirety or to select certain application software from the RFPs. The municipality reserves the right to award the contract in any manner deemed in the best interest of its citizens.

11. EVALUATIONS

The primary criteria for vendor evaluation and consideration are:

- Market Focus (Public Administrative Specific)
- Stability (Financial Viability, Business Longevity, National Focus)
- Customer Service (References, Retention, Measured Service Rates, 24x7 Support)
- Ability to Provide a Comprehensive Integrated Solution to meet the stated requirements

Evaluation of the proposals is expected to be completed within 30 days after receipt. An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest price proposal will not necessarily be selected. Selected vendors may be invited to make oral presentations to the evaluation team.

The City reserves the right to a) reject any or all proposals, or to make no award, b) require modifications to initial proposals or c) to make partial or multiple awards. The City further reserves the right to excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to the City.

The City may award based on initial proposals received, without discussion of such proposals.

It is anticipated that the award will be made at the November 20, 2018 City Council meeting. Implementation details can begin after the award has been made.

City of Athens, Tennessee Municipal Accounting Software Proposal Pricing

Cost of Software _____

Cost of Hosting _____

License Fees _____

Implementation Fees _____

Annual Mainenance Fees _____

Other _____

Signature

Date

Printed Name

Company Name