City of Conway, SC

Request for Proposals
Integrated Municipal Finance Software

Issue Date: October 29, 2018

Deadline for Proposals:
November 29, 2018   2:00 p.m.
City of Conway Annex Building
1000 Second Avenue
Conway, SC 29526

Introduction

The City of Conway, South Carolina, is accepting proposals from qualified software vendors for integrated municipal government financial management software (the system) to serve the current and projected needs of the City. The City expects to achieve substantial gains in productivity, efficiency, and accuracy from this software upgrade.

The City proposals must include all application software, data conversion, initial training, project implementation/administration, and on-going maintenance, training and support services. Support must deal with issues related to adjunct third-party software. The City's preference is to purchase from a single vendor; however, the use of multiple vendors will be considered, if necessary.

General Background

Often called the "gateway to the Grand Strand," the City of Conway, South Carolina, is centrally located as the County Seat for Horry County, the largest South Carolina county by land mass. Settled in 1732, Conway is one of the oldest towns in the Palmetto State. According to the 2016 US Census estimates, the population for the City of Conway is 22,761.

The City has a seven-member City Council operating under the Council form of government. City departments include Administration, Municipal Court, Finance, Human Resources, Planning, Building, Fire, Police, Public Works, Public Utilities, Solid Waste, Grounds and Maintenance, and Parks, Recreation and Tourism.

The City currently has over 250 employees, provides utility services (water, sewer, sanitation, and storm water) to over 17,000 accounts, performs over 1,000 building inspections a month, reviews hundreds of plans for various compliance issues, assesses over $5 million in business licenses fees annually, and issues over 125 accounts payable checks weekly.

The City has used Nicholson Business Systems software for many years for financials, utility billing, business licenses, cash receipts, and payroll. However, our current software is unable to meet the City's increasing technology needs and our need to integrate work management from all City departments into one system.

More information about Conway, as well as, the City's budget documents can be found on the City's website: www.cityofconway.com.

Goals

The City desires a vendor who has outstanding products, proven experience, an accommodating implementation plan, the ability to train users, the ability to provide customer service and that can demonstrate the financial stability and resources necessary to support the installed software.

Software vendors are invited to submit a proposal for the following applications and services:

1. Financial Management Suite
   - Accounts payable
   - Accounts receivable
   - Bank reconciliation
   - Budgeting
   - Business licensing
   - Cash collections/receipting
   - Financial reporting
   - Fixed assets
   - Fleet maintenance
   - General ledger
   - Human resources
   - Inventory management
   - Miscellaneous receivables
   - Purchasing
   - Payroll
   - Timesheets
   - Utility billing
   - Work order management

2. Community Development Suite
   - Building Department
   - Field inspections/scheduling
   - Code enforcement
   - Planning and Zoning Compliance

3. Internet Services
   - View/Pay utility bills online
   - View/Pay various permits online
   - View/Pay miscellaneous receivables online
   - Online submittal of plans
   - Human Resources applicant tracking
   - Employee self service
   - Online/smartphone requisition approvals

Proposal Submission Requirements

Responses should be mailed or hand-delivered to the address below:

Allison Williams
City of Conway Finance Director
PO Box 1075
1000 Second Avenue
Conway, SC 29528

Questions or requests for interpretation should be submitted in writing or by email to Allison Williams, Finance Director, no later than November 16, 2018. Questions received before the deadline will be answered via an addendum posted on the City's website, www.cityofconway.com/departments/procurement. Questions received after the deadline will not be answered. If an addendum is issued, bidders must acknowledge receipt of the addendum with their proposal. The City of Conway will not be responsible for any other explanations or interpretations. The City of Conway reserves the right to extend the due date if such information significantly amends this solicitation or makes compliance with the original due date impractical.

The deadline for submission of proposals is 2:00 pm on November 29, 2018. The proposal must be in a sealed envelope, clearly marked "City of Conway Financial Software Proposal." Two (2) hard copies of the proposal are to be provided. Proposals received after the deadline will not be accepted. Emailed and faxed bids will not be accepted. Proposals may be rejected if any omissions, alteration of form, unrequested additions, or any irregularities of any kind are shown. Bids shall remain valid for not less than 90 calendar days from the date of the opening of proposals.

A proposal may be corrected, modified, or withdrawn by written notice received by the City prior to the submission deadline. Proposal modifications must be submitted in a sealed envelope clearly labeled "Modification – City of Conway Financial Software Proposal," and received prior to the deadline. No proposal may be changed after the opening of proposals has been conducted.

Proposals will be opened at 2:00 p.m. on November 29, 2018, in the City Hall Annex. The proposals will be publicly opened and the names of the vendors and proposal amounts will be read aloud.

CALENDAR OF EVENTS

Release Request for Proposals	**October 29, 2018**
Vendor Questions Due	**November 16, 2018**
Deadline for submission of proposals	**November 29 @ 2:00 PM**
Review Vendor Proposals	**December 2018**
On-site vendor demonstrations to preview proposed software and hardware	**December 2018 – January 2019**
Contract award	**January-February 2019**
	* Dates subject to change

Response Format
Proposals should be organized in the following order:

Cover Letter
1. Executive summary
2. Company background
3. Client references
4. Application software
5. Implementation methodology
6. Support service and maintenance
7. Hardware specifications
8. Cost summary
9. Terms and conditions

Executive Summary

The executive summary should include a very brief overview of the proposal. It should be one page or less and prepared so it is understandable to individuals not familiar with the terminology peculiar to a project of this type.

Company Background

The vendor should provide a brief company background

Client References

Respondent must supply at least three (3) sites that are currently using a system, installed by the vendor within the past five years, similar to that requested by the City. Include the organizational name, address, phone number and contact for each site. Be sure to include the total population served by the utility. ***PROPOSALS THAT DO NOT CONTAIN A LIST OF REFERENCES WILL BE REJECTED.***

Application Software

The vendor must demonstrate, in detail, the features and capabilities of the proposed application software.

Implementation Methodology

This section should include information on all facets of the Implementation process. Please provide thorough information about the following:

- Project Management
    - Vendor Project Manager name, 24-hour contact information, and list of responsibilities
- Training
    - Training methodology

- - Training options
  - Training requirements including length of training
  - Syllabus Information
- Data Conversion
  - Conversion methods
  - Conversion process
  - Data extraction
  - Scheduling
  - Data validation
- Timeline
  - Provide a proposed complete implementation timeline
- Vendor/Client responsibilities
  - What is the City responsible for during implementation?
  - What services does the Vendor supply?

Support Services and Maintenance

This section should include details relative to:

- Support Options
  - Does the Vendor provide a toll-free support number?
  - Does the Vendor provide online support?
  - Other options for support?
  - On-site support?
- Support Goals
  - Please provide response times and resolution times to the following incident levels
    - Emergency
    - Critical
    - Standard help call
- Problem escalation procedures
  - How are incidents handled?
  - What tools does the vendor support staff use?
  - What is the basic chain of command?
- System updates
  - How are updates managed?
  - How often are updates released?
  - What is the typical downtime during an update?
  - Any additional cost?
- Annual maintenance costs
  - Provide the cost of annual maintenance
  - What is included?
- Support staff
  - Provide the location of facility and support staff
  - Indicate the technical expertise of the support staff

Hardware Specifications

Hardware and System Operating Software Requirements

Describe the following requirements of the proposed system:
- Server details
- Operating system
- Network environment
- Processor Information
- Size of memory
- Hard drive arrays
- Available disk space
- Workstation requirements
- Printer compatibility

Please provide all configuration options.

List City and vendor responsibilities for hardware and system software maintenance.

Responsibility for hardware and system software if purchased from a third party vendor?

Cost Summary

Proposal should include all costs for transportation and delivery to Conway, SC.   Costs shall be in actual dollar-and-cent amounts, including the cost of data conversion. "Time and Material" quotation is not acceptable. Please provide best estimate for travel costs, training, data conversion and other miscellaneous items and list these costs separately.

Electronic conversion of the City's existing data is extremely important. Vendor must address the conversion methodology and disclose all related conversion costs in the cost summary. The City will not pay any additional conversion costs beyond those listed in the proposal.

System Cost Certification

I hereby certify that I have read all items of the RFP and fully understand the requirements listed herein. I further certify that I am an authorized agent of the Respondent Firm and may be held liable for any or all remedies that may become due to the City of Conway**.**

SOFTWARE VENDOR

Firm Submitting Proposal	Address	City	State	Zip Code
Signature	Printed Name	Title	Date	

HARDWARE VENDOR

Firm Submitting Proposal	Address	City	State	Zip Code
Signature	Printed Name	Title	Date	

Selection

The City will select the proposal, or combination of proposals, that, in its opinion, is in the best interest of the City.

The City reserves the right to reject any or all proposals and to waive technicalities at its sole discretion.

The City also reserves the right to evaluate proposals using the criteria contained in this RFP in order to determine the proposal that is most advantageous to the City. The proposal for this project will be selected according to evaluation criteria defined in this document and is deemed to provide the best value for the City. While important, cost will not be the sole factor considered in the evaluation of proposals.

The City shall be the sole judge as to whether proposals meet all requirements contained in this solicitation and to reject any proposal that does not met the prerequisites in this RFP; any vendor that has previously failed to perform properly or complete on time contracts of a similar nature; or that is, in the opinion of the City, not in a position to perform the work.

Evaluation Method

The City will evaluate all proposals deemed responsive to this request. The initial evaluation will consider only the qualifications and demonstrated experience of each respondent. Following the evaluation committee's analysis of the written proposals and discussions, the responses will be ranked to establish the three (3) highest scored responses, at least two (2) of which will be asked to provide on-site demonstrations. Discussions and negotiations may take place with the short-list vendors to ensure clarification and to obtain a best and final offer.

Selection Criteria

The intention of the City of Conway is to procure a functionally complete and cost effective integrated financial system. Responses to this RFP will be evaluated according to the following criteria:

- Quality, clarity and responsiveness of proposal
- Cost and quality of software/implementation services
- Installation, implementation and training plan
- Demonstrated performance of proposed system elsewhere in the public sector; system maintenance, updating and ongoing technical support
- Vendor financial stability
- Potential on-site demonstrations

Terms and Conditions

Hold Harmless

Vendor shall protect, indemnify, and hold the City harmless from and against any damage, cost, or liability for any injuries to persons or property arising from acts or omissions of the vendor, his employees, agents, or sub-contractors, howsoever caused.

Ownership of Data

All data and other records entered into any database for the City of Conway or supplied to the vendor by the City of Conway are, and will remain, the sole property of the City of Conway. The vendor will not copy or use such records without the City's written consent.

Software Defects

The vendor shall properly correct all software defects for which the vendor is responsible, within a time-period agreed upon by the City and the vendor.

In the event the system fails to meet the contracted specifications, the vendor shall, at no additional cost to the City, either (a) modify or adjust the software to meet the specifications; or (b) replace or add such components as may be necessary to make the system meet specifications. After any such adjustments, modification, repair, or replacement, the City will be permitted to operate the software for an additional forty-five day (45) test period. If the system still fails to meet the contracted specifications, the City shall have the right to refuse acceptance and have the system removed by the vendor.

Warranty

The vendor shall provide a minimum of a twelve-month warranty beginning with the date installation is complete. Vendor shall warranty that, during the minimum warranty period, the system will be free of defects in material and workmanship.

Insurance

The selected vendor shall maintain insurance coverage reflecting the minimum amounts and conditions specified by the City. The vendor shall procure and maintain for the life of the contract/agreement Worker's 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 his own Worker's Compensation and Employer's Liability Insurance. Within three days after notification of award and prior to the commencement of work, the contractor shall furnish to the City certificates for all required insurance coverage. The City of Conway shall be named as an additional insured on all liability policies and the City must be provided thirty (30) days' notice prior to cancellation, modification or reduction in limits of any stipulated insurance.

Response Preparation Costs

The City will not pay any costs incurred by any vendor in the proposal preparation, printing, demonstration or negotiation process. All costs shall be borne by the proposing vendors with the exception of costs associated with any City personnel visits to Vendor offices or other client sites.

Governing Law

Permits and licenses (including City of Conway business license) necessary for the execution of the work shall be secured and paid for by the contractor. Compliance with all applicable City of Conway policies and regulations shall be required while on City property, including policies regarding the use of tobacco, weapons, and drugs. No work shall interfere with regular City business activities or environment without permission from the City Administrator.

Protest

Any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with this RFP or award of contract may protest to Allison Williams, Finance Director. The protest must be submitted in writing no later than fourteen (14) days after the acceptance of the bid. The Finance Director will consult with the City Administrator to try and resolve the issue. A decision will be issued in writing within ten (10) days after the last meeting to reach an agreement. If all attempts have failed to resolve the protest by mutual agreement, the protestor has the right to bring the issue to City Council.

Any deviations from the scope of work indicated herein must be submitted in writing, clearly noted and explained in detail on a separate form, and attached to the submitted proposal; otherwise, it will be considered that items/services offered are in strict compliance with these specifications and the successful vendor shall be held responsible thereto. The City will not be responsible for any change in the work involving extra cost unless written approval is given by the City Administrator before such work is begun.

A signed contract between the City and the vendor must be in place prior to the commencement of any work.

Conclusion

We thank you for considering our Request for Proposals and we look forward to receiving your submission.