



REQUEST FOR PROPOSAL

FOR

ENTERPRISE RESOURCE PLANNING SOFTWARE AND IMPLEMENTATION

***PROPOSALS MUST BE RECEIVED
NO LATER THAN
3:00 PM, DECEMBER 15, 2016***

SEND PROPOSALS TO:
Shannon Esenwein
Finance Director
City of Hughson
7018 Pine Street | PO Box 9
Hughson, CA 95326

PURPOSE

The City of Hughson is soliciting proposals for a full range enterprise resource planning software applications that include software, conversion services, initial and ongoing training and technical support. It is the City's preference to enter into an agreement with a single vendor who can provide the complete range of required and desired modules, along with excellent customer service support. The objective of this Request for Proposal (RFP) is to identify, select and implement a proven public sector enterprise resource planning system to replace the City's existing Multiple Operations Management (MOM) software provided by Corbin Willits. The City seeks a qualified vendor (Proposer) with the experience, expertise, and qualifications to provide a fully integrated, proven state-of-the-art solution (New System).

The proposed New System should consist of the following integrated modules:

Financial Management Modules

- General ledger
- Budget preparation and management
- Purchasing including requisitions and purchase orders
- Accounts payable
- Cash management and receipting
- Accounts receivable
- Fixed assets
- Project/Grant management

Payroll Modules

- Payroll including labor and benefits distribution
- CalPERS retirement reporting

Utility Billing Module

Business License Module

Human Resources Modules

- Personnel management
- Benefits administration
- Personnel action processing
- Position budgeting

Other

- Reporting
- Document imaging
- System audit and security
- Workflow

In addition to the software modules identified above, the City is seeking a vendor to provide professional services that will ensure a successful implementation. The professional services should include the following:

- Software installation and configuration
- Implementation consulting
- Data conversion
- Documentation
- Assistance designing and developing a new chart of accounts
- Training
- Project management
- Software maintenance and support

Proposers are encouraged to describe additional offerings that may be of interest to the City based on the proposer's experience in working with similar size municipalities. Proposers should clearly describe optional offerings and the pricing associated with the optional offerings.

The City is prepared to make the resources available to make possible a July 1, 2017 "go live" schedule of the core financials, payroll, utility billing and human resources. The City is looking for Proposers to craft an approach that meets the City's objective. If Proposers are not able to meet this timeline, they are encouraged to propose an alternative timeline for the City to consider.

BACKGROUND

The City of Hughson is a small but prospering agricultural community situated in eastern Stanislaus County. Hughson is the smallest incorporated city in Stanislaus County, but has grown from a population of 3,259 in 1990 to around 7,000 today. Although Hughson is a growing community, it still maintains the unique small hometown feel that long time residents have always associated with the City.

The City of Hughson was incorporated as a General Law City on December 9, 1972. The City is governed by a five-member City Council, and Council Members are elected at-large.

The operating budget for Fiscal Year 2016-2017 is \$10,048,440. The City operates with the support of 16 staff in the delivery of sewer, water, and general government services. Fire service is provided by the Hughson Fire Protection District and police service is provided through a contract and partnership with the Stanislaus County Sheriff's Department.

The City of Hughson is focused on building upon the successes of the past while learning from challenges previously faced. The City of Hughson is dedicated to enhancing the quality of life for residents by recognizing its agricultural heritage and maintaining the small town atmosphere. The City is also committed to providing a high level of public services, maintaining economic vitality and retaining the distinctiveness of the community through partnerships with other government agencies, non-profit organizations, businesses and local community groups.

The Finance Department ensures the safekeeping, management and accounting of the City's financial assets. The department provides City financial information to the

public, the City Council, the City Manager, and other City departments. The department audits revenue sources, processes cash receipts, payroll, accounts payable and accounts receivable, administers assessment districts and other debt, invests the City's funds, prepares and monitors the City's budget, and coordinates the City's financial audits and preparation of the financial reports. In addition the Finance Department provides personnel and risk management services to the City departments and the public. Services include recruitment, selection, placement, employee benefits, workers compensation and employer/employee relations.

PROJECT INFORMATION

INTRODUCTION

With this RFP, the City of Hughson has placed a high priority on replacing the existing MOM software with a proven, commercial-off-the-shelf system. Implementing the New System should meet the following high level objectives:

- Provide a tightly integrated and comprehensive solution to manage the City's business functions
- Streamline business processes through automation, integration and workflows
- Provide enhanced reporting capability to improve decision making
- Promote implementation of best practice processes
- Provide user friendly and intuitive user interface
- Provide enhanced features and functionality
- Provide online payment options for the public
- Reduce/eliminate the reliance and need for "offline" spreadsheets to support financial activities

In selecting a vendor, the City is looking for a vendor that can provide the following:

- A solution that supports continual innovation to implement best business practices
- Long-term vendor commitment to product improvements to keep up with best practices
- Enhanced features and functionality to support operational efficiencies (i.e. workflow, self service, document imaging, banking integration, etc.)
- Business analytics of finance, payroll, and human resource information
- Access to system and approvals from mobile devices
- Cost effective annual ongoing maintenance and support costs

CURRENT FINANCIAL SYSTEM USE AND PROCESSES

This section provides a high-level overview of how the City uses the Corbin Willits MOM system and information about manual processes performed outside of MOM. The City uses the following modules in the MOM system:

- General Ledger

- Accounts Payable
- Payroll
- Cash Management
- Budget (under the General Ledger module and manually entered from Excel)
- Utility Billing
- Business License

The following bullets provide additional information regarding core financial functions performed by the City. Automation of these processes in the New System is desired.

- Staff has a heavy reliance on Microsoft Excel to support many finance and payroll functions. In the future, the City's desire is to minimize the use of offline spreadsheets and the reliance on independent data repositories.
- The budget process is supported using Excel spreadsheets. After the budget is adopted by the City Council, it is manually entered into MOM. The City wishes to automate the budget process by using the New System to enter proposed budget data, generate proposed budget information and post the proposed budget to the general ledger once adopted by the Council. In addition, to the extent feasible the City wishes to generate a budget document directly from the New System.
- Purchase orders are generated utilizing manual processes including calling City Hall to obtain the purchase order number and then a manually entering the information into Excel to create the PO. The generation of a purchase order does not simultaneously create an encumbrance for the expense. It is the City's desire to automate and integrate the purchase order process into the financial management system.
- The Accounts Payable function involves creating a voucher using Excel and then entering the applicable information into the MOM system. The current process includes double entry of information and has the possibility for a greater chance of error. It is the City's desire to automate and integrate the accounts payable function with the purchasing and general ledger modules in the New System.
- The City manually flags transactions and enters adjustments for bank reconciliations directly into MOM to support the bank reconciliation.
- Fixed Assets are maintained through an Excel spreadsheet and the corresponding depreciation is applied through a journal entry at the end of the fiscal year.
- Financial reports are created by downloading information from MOM into Excel or by hand entering information from MOM into Excel.

The City seeks a system that will automate as many processes as possible and help align the financial, payroll, purchasing, human resources, budget, business license and utility billing processes with best practices. The City understands that existing processes and procedures may change to align with the best practice methods incorporated into the Proposer's solution.

SCOPE OF SERVICES

The City seeks a proven, fully integrated public sector enterprise resource planning system. It is seeking to modify existing business processes to accommodate best practices. More specifically, the New System should provide the following capabilities:

- All transactions are processed in real-time and immediately available for inquiry and reporting
- Fully integrated system where data is only entered once
- Robust security capabilities
- Workflow capabilities should be available across all appropriate modules
- Reporting should be friendly, allowing staff to create and/or obtain reports with minimal training
- Robust audit and transaction logging capabilities
- Ability for read-only access

The remainder of this section identifies selected key features, functions, and capabilities the City is seeking from a New System. Proposers must respond to each section explaining how the proposed system meets the needs of the City, as well as identify any feature and functions that can further improve City processes.

The City seeks a New System that provides the following general system characteristics in terms of its user interface:

- An intuitive, consistent (within and across modules), well designed user interface
- One-time/single point of data entry to eliminate re-keying of information
- Robust search capabilities
- All transactions are real-time and immediately available for inquiry and reporting
- Comprehensive documentation and training materials
- Electronic Workflow for all approval processes (i.e. purchase requisitions, invoice approval, vouchers, payroll, etc.)
- Ability to drill-down and drill-across from a transaction to view the supporting source documents
- Ability to easily export information directly to Excel, Adobe, Crystal Reports and other platforms
- Provide user-defined tables, fields, screens, reports, hot keys, and business rules/workflows
- Ability to modify setup/configuration (i.e. setup codes, report parameters, etc.) without the assistance of the Proposer
- Support opening a new fiscal year prior to closing the previous fiscal year and support transactions and journal entries into the appropriate fiscal year

GENERAL LEDGER

The New System should be capable of managing all of the City's revenues and expenditures. The New System should provide robust, easy to use reporting capabilities to support budget and expense reporting and financial analysis. The General Ledger (GL) module should feature a rich set of functionality for journal management and bank reconciliation supporting the following:

- Provide a fully integrated system with all other modules
- Ability to import journals
- Support for sub-ledgers
- Numerous workflow and approval options, including secondary approval
- Integration with bank reconciliation functions designed to support accounts payable check reconciliation, payroll and general account reconciliation activities
- Ability to set up recurring journal entries
- Provide journal entry templates for efficient data entry
- Allow all users to enter GL transactions based on security roles
- Provide all users access to the GL information based on security roles
- Provide year-end financial statement preparation
- Full drill-down capability
- Provide simple, clean export of data to Excel, PDF and other platforms
- The GL Account String / Chart of Accounts must have flexible segment options that support the following:
 - Support multiple funds
 - Support the City's structure in terms of department, account, project, etc.
 - Support multiple cost centers
- Allow clearing of outstanding checks individually, in groups or electronically by downloading from the financial institution
- Prepare reconciliation statement
- Easily handle the posting of bank generated transaction that have not been posted to the GL

BUDGET

The New System should include a robust budget module that allows for:

- Integration with Microsoft Excel
- Multi-level approval and rolling
- Easy to use department interface for the development of their operating and capital budget
- Projection modeling, including payroll projections
- Options for populating budgets with historical data (i.e. last year's actual) or developing zero-based budgets
- Allow multiple budget versions to track the evolution of the budget, from initial, to proposed, to adopted budget
- Track all amendments to the budget

- Pre-formatted outputs
- Extensive use of budget vs. actual on-screen and hard-copy reporting that facilitates trend analysis
- On-screen and reporting drill-down and drill-across
- Outputs that are exportable to various file output formats including Excel
- Multiyear reporting with at least 3 but preferably 5 years

PURCHASING

The City seeks to implement a fully integrated purchasing module as part of the New System. The module should be capable of managing all the City's product and service acquisition activities. The City seeks to obtain a purchasing module that has the following capabilities:

- Integrate with Accounts Payable, Fixed Assets and General Ledger
- Track information for the entire life-cycle of the procurement (i.e. purchase order through payment)
- Provide an open purchase order report by program number or by multiple program numbers
- Provide search ability for both open and closed purchase orders by:
 - Vendor name, even if the payment is made to another name and address
 - Project
 - Program number or multiple program numbers
- Support contractual retention (i.e. 10% holdback until the project is satisfactorily completed)
- Perform budget checking during requisition and purchase order creation
- Capture internal or external justification, notes, or comments on a purchase order with the ability of internal comments being visible only to City staff
- Attach documentation to the purchase order
- Allows authorized users to override limits placed by the system
- Electronic Workflow support for the approval of purchase orders
- Ability to electronically send purchase orders to vendors in PDF format
- Restrict users to specific general ledger accounts
- Prevent a purchase order from being issued to an inactive vendor
- Issue blanket purchase orders
- Support year-end activities such as the following:
 - Provide the ability to roll purchase orders to the new fiscal year
 - Allow purchase orders to be entered for the new fiscal year prior to the start of that fiscal year
 - Support for accruals
- Allow change orders for purchase orders
- Support certificate of insurance expirations
- Robust audit tracking
- Support for imaging and archiving of purchasing-related documents generated by the system
- Provide real-time ability to see the original purchase order amount, encumbrance and balance

ACCOUNTS PAYABLE

The City seeks a robust accounts payable module that should have the ability to:

- Attach relevant document images to accounts payable (A/P) items (i.e. invoice, purchase order, payment and receipt documents)
- Integrate with fixed assets and GL
- Allow for invoice processing without a purchase order
- Verify budget availability during data entry
- Select line items from the purchase order/invoice for payment
- Generate more than one check for a vendor during the check process (i.e. one invoice per check although multiple invoices are being paid)
- Generate multiple page checks
- Post approved invoice to A/P and the GL upon approval
- Automatically capture an image of the check and attach it to the vendor record
- View the purchase order image, invoice image and payment image in vendor inquiry
- Automatically calculate payment discounts
- Automatically calculate taxes as appropriate for items being paid
- Support California EDD reporting requirements for independent contractors and support 1099 reporting requirements
- Include the email address and web site address in the vendor master record
- Provide security for the vendor master record (to add new vendors and changes to the vendor master record)
- Provide workflow support for check issuance and approvals
- Allow staff to view vendor detailed payment history (i.e. to see all PO's outstanding and payments made)

CASH MANAGEMENT AND RECEIPTING

The City utilizes cash management for the entry of miscellaneous cash receipts into the general ledger, utility payments, facility rental payments, business licenses fees, plan check fees, building permits, along with posting the cash to appropriate bank account(s). The module also provides for tracking of transfers between bank accounts and for bank reconciliation processes. The New System should:

- Integrate with all aspects of the New System that affect cash accounts (i.e. GL, A/P, payroll, etc.)
- Allocate investment earnings based on ending cash balances in each fund
- Provide a daily treasurer's report showing available cash balances
- Automatically update GL accounts for all cash related transactions
- Keep track of upcoming debt service payments to ensure prompt payment and help determine cash flow needs
- Provide the ability to post transactions into the GL
- Provide posting to one or more bank accounts
- Support the transfer of cash between bank accounts

- Provide appropriate functionality for bank reconciliation needs
- Provide templates to be used for different types of receipts
- Update accounts receivable and any other related modules automatically
- Integrate with Hinderliter, de Llamas & Associates (HdL) building permit software
- Provide for online payment options for the public to pay all bills
- Prepare daily deposit

ACCOUNTS RECEIVABLE

The City seeks to implement an accounts receivable (A/R) module that supports the preparation and tracking of miscellaneous invoices and monthly recurring invoices and statements. The A/R module should:

- Integrate with GL, cash management and project/grant management
- Allow payments via ACH and online
- Allow the ability to reverse payment receipts (i.e. account corrections or insufficient funds)
- Provide templates for various types of A/R invoices (i.e. lease agreements, property rentals, etc.)
- Post to the GL and A/R subject to workflow rules
- Ability to allocate charges to various GL accounts
- Update the A/R customer account outstanding balance with payments recorded in the cash management module automatically
- Track unapplied credit balances
- Track collection or write-off history
- Provide for electronic mailing of PDF statements to customers
- Generate recurring invoices or statements and allow description changes
- Calculate late payments fees
- Generate late payment notices on past-due accounts
- Calculate scheduled rate increases (i.e. facility rents with scheduled increases)
- Interface with HdL building permit software to track invoices generated and reduce duplicate entries
- Print various accounts receivable reports (i.e. aging report by fund, by invoice type, accounts forwarded to collections, etc.)

FIXED ASSETS

The City seeks to implement a fully integrated fixed asset system that should:

- Integrate with A/P and GL
- Allow A/P staff to designate an invoice record as a fixed asset item and automatically add the record to the fixed asset ledger
- Additional fixed asset records should be subject to workflow approvals
- Allow users to add additional information to fixed asset record after purchase
- Calculate depreciation which will post directly to GL subject to workflow approvals

- Provide all GASB 34 required fixed asset reports
- Calculate beginning and ending balance, additions, retirements, and accumulated depreciation by comprehensive annual financial report (CAFR) fixed asset categories such as land, machinery & equipment, buildings, improvements other than buildings, etc.
- Allow system to track non-capitalized items for inventory control
- Allow users to have view only access to fixed assets module

PROJECT AND GRANT MANAGEMENT

As part of the fully integrated system, the City wants a project and grant accounting module which can accommodate the following:

- Track budget and expenditures over the life of the project or grant
- GL entries (A/P and payroll) automatically flow into the project/grant accounting module
- Provide grant accounting reports that cover multiple years
- Provide users view-only access to the project/grant account module so that they can better track their projects and are not dependent on finance for information
- Provide budget-vs.-actual reporting on a year-to-date or grant-to-date basis
- Generate reports tailored to the requirements of the department or external granting agency
- Ability to budget and report on project/grant within an existing program
- Ability to track and generate report for capital project budget over a multi-year period
- Ability to track operating budget for project revenue and expenditures over multiple years
- Ability to track multiple revenue funding sources for each capital project and set priority of which funds are used first or for specific expenditure line items
- Robust revenue and expenditure tracking abilities for current projects

PAYROLL

The City seeks to implement a full feature payroll system. The payroll module should have the ability to:

- Integrate payroll with human resources, GL, A/P and budget
- Generate paychecks, direct deposit advices, and EFT files
- Provide year to date totals by employee for wages, taxes, deductions, etc.
- Calculate payroll in accordance with all federal and state requirements including the Fair Labor Standards Act (FLSA)
- Calculate and report payroll using required CalPERS reporting elements
- Support Public Employees' Pension Reform Act (PEPRA) requirements for alternate benefit offerings
- Track all compensation elements necessary for the annual compensation report to the State Controller

- Provide detailed postings to the GL with the ability to drill back into the payroll module to see who was charged to a specific account and the hours charged
- Support multiple concurrently open payrolls (i.e. vacation, sick or comp time cash outs, etc.)
- Support check and direct deposit advice imaging, sharing and archiving
- Withhold and remit all garnishments to the appropriate governmental agencies based on various withholding options
- Support time entries for projects and grants
- Allocate payroll costs and associated benefits to multiple accounts per employee based on time card entry allocation of hours or based on budget
- Generate off-the-shelf and ad hoc reports that support data requirements associated with CalPERS, auditors, deferred compensation providers, along with ongoing reports including a comprehensive payroll register, sick and vacation accrual reports for management, overtime reports, tax reports, auto allowance reports, exception and payroll calculations, etc.
- Provide month end reports for life insurance deductions, health insurance deductions, etc. for monthly payments to carriers
- Export CalPERS files in the required format and provide the ability to support potential changes to current CalPERS requirements
- Ability to flexibly define what earnings are subject to CalPERS, including different setups for different employee groups
- Support the issuance of manual payroll checks
- Generate all state and federal quarterly and annual payroll regulatory reports
- Prepare and remit annual W-2s to the appropriate agencies and provide paper and electronic copies to the City
- Automatically update state and federal tax rates, withholding, etc.
- Define leave accruals by employee group or individual designation and ability to track multiple leave types
- Alert employees/supervisor that leave accrual cap has been reached
- Withhold and remit all taxes (via EFT/ACH) to the appropriate governmental agencies (i.e. withholding and remittance of social security tax, Medicare, etc.)
- Automatically generates an audit report of all system changes with specific change(s) (before and after), showing user who made the change, and date and time of the change
- Support ability to suspend leave accruals for employees while on authorized leave without pay and/or worker's comp leave
- Ability to mass populate changes for cost of living, salary, allowances, etc., by employee group
- Ability to generate form 1094 and 1095 to IRS and employees per the 2015 Affordable Care Act for employer provided health insurance
- Ability to create mass change templates for various global changes
- Automated check reconciliation via bank import file

UTILITY BILLING

The City seeks to implement an integrated utility billing module as part of the New System. The module should be capable of managing all aspects of the billing process. The utility billing module should include the following features:

- Provide for integration with A/P, A/R, cash management, etc.
- Support an unlimited number of utility accounts per book/route
- Provide all file maintenance in real-time
- Support the ability to enter first and last names in separate fields
- When setting up a new utility account the system should warn the operator if a customer with the same driver's license number or social security number has had an account with the city and either owes a balance or has been written off as bad debt in the utility system
- Provisions for user-defined fields with parameters defined by the user
- Ability to turn off and turn on individual service resulting in automatic, user defined, prorating of services. Ability to automatically turn services off and back on at specified dates or visa-versa
- Provide for displaying and/or printing any customer account history (financial and consumption) upon request
- The ability to have an unlimited amount of rates codes per service, per account
- Provision for unlimited text or notes for a customer's account with ability to identify as occupant related or address related notes. Provide ability to assign alert flags to accounts with notes
- End user reporting tools must be available to create queries and/or reports using data from any of the fields within the utility billing system
- System must be able to provide an audit trail for changes to the account. Audit trail must include: user name, date, time stamp, old and new information
- Provide the ability to lookup account information based on any number of criteria
- Module should support unlimited transaction and consumption history
- Provide internet billing and payment capabilities with the customer account updated in real time
- Provide the ability to attach an alert code to a comment
- Display balances by service (water, sewer and garbage)
- Ability to vary rate structure to accommodate an unlimited number of rate tables for each service
- Ability to support unlimited rate revisions and store prior rate tables in history
- Ability to support rate revision in the middle of the billing cycle and have the system prorate automatically
- Provide for one-time special charges
- Ability to have an unlimited number of attachments, scanned documents or Word/Excel files
- Print user defined messages on bills
- Print bar codes on bills represent the customer's utility account numbers. Ability to read bar codes with bar code scanners upon receipt of payment

- Ability to automatically add late penalties or interest charges to delinquent accounts according to a flexible rate structure determined by the user
- Automatically generate a cut off list after printing a preview report, which can be reviewed for possible revisions
- Ability to age accounts in 30, 60, 90 and 120-day increments
- Automatic printing of disconnect notices and cut-off service orders Ability to produce delinquent bills for customers that have already received a final bill but continue to maintain an unpaid balance
- Provides ability to post payments and adjustments to bad debt accounts
- Provides ability to reinstate a bad debt account to the active data files without having to re-enter account information
- Store date and time of reading when captured through automated meter reading system
- Service order system provides automated updates to the utility system upon completion of applicable service orders (i.e. turn-ons, turn-offs, re-reads, meter change outs, transfers, etc.)
- A history of all service orders related to a service address should be displayed in the inquiry window at the service address
- Ability to automatically prorate bills for new accounts and final accounts based on user-defined formulas
- Ability to automatically apply deposits to a final bill
- Handle data transfer from Orion (Bader Meter) and provide upload and download of data to meter reading system
- Ability to transfer deposit from one active billing account to another
- Ability to convert data to Excel so that bills can be printed and mailed from ABS Presort
- Ability to allow residents access to view their bill and history of consumption online

BUSINESS LICENSE

The City seeks to implement an integrated Business License module as part of the New System. The module should be capable of the following:

- Provide a business licensing system that automates license issuing, renewal and payment processing
- Integrates with A/R, GL and Cash management
- An integrated audit system that tracks entries by user id with name, date and time stamp
- Ability for online payments
- Ability to print laser printed licenses on blank stock
- Provide the ability to complete a batch renewal for current license
- Provide identification for non-renewal license types and the ability to eliminate these in batch renewal process
- Report writer for ad hoc reporting
- Drill down capabilities
- Real time system processing
- Provide the ability to attach a file to a record

- Ability to add special comments with selected accounts
- Handle an unlimited number of fees and rates

HUMAN RESOURCES

The City seeks to implement an integrated human resources (HR) module as part of the New System. The module should be capable of managing all of the City's employees, certification/license requirements, and retirement and benefit packages. The City will consider an integrated robust system that provides for online application and reports to receive applicant data and to track and process applicants during the recruitment and selection process up to the point of hiring depending on the price and capability of the applicant tracking system.

The human resources module should include the following features:

- Incorporate Position Control
- Make extensive use of table-based salary maintenance schedules and other field components
- Provide business analytics and simple ad hoc reporting
- Track certifications including expiration date
- Provide the ability to specify required certification by job title
- Support automatic notifications of upcoming salary step increases
- Provide employee event tracking to manage performance evaluations, training, certifications, and salary increases
- Provide tracking and reporting for employees on medical leave and/or workers' comp leave
- Provide workflow tracking and reporting functionalities such as performance evaluation, Family Medical Leave Act (FMLA), etc., wherein emails are sent to the HR administrator, employees and their supervisors
- Provide an online portal for employee access to personnel forms, memorandum of understanding (MOU), policies and procedures, Injury Illness and Prevention Program, personnel manual, salary schedules, etc.
- Provide an audit report of all system changes with specific change(s) (before and after), user who made the change, and date and time of change
- Implement strict security measures concerning access to the system
- Implement an electronic employee performance review process
- Organization charting capability
- Provide benefits administration capabilities
- Ability to print reports on user defined fields

REPORTING

The City seeks to obtain a robust reporting capability to support the finance, utility billing and payroll functions. The New System should provide the following reporting features:

- The ability to export data to Excel
- A user-friendly report writer with drill-down / drill across capability

- Flexibility including the ability to schedule reports to run and distribute automatically, generate reports to HTML and PDF formats, and email reports
- On screen dashboard analytics that are easy to create and customize by the user
- Preparation of standard CAFR reports

DOCUMENT IMAGING

The City desires to streamline processing in order to capture, store, index, search and retrieve electronic images associated with financial, human resource, utility billing and payroll transactions as they are being handled by the system. The document management capabilities integrated with the New System should provide the following basic capabilities:

- Provide imaging of documents created by the system including purchase orders, payroll checks, accounts payable, W2's, 1099's, utility bills, business license, etc. The images should be available by individual record. For example, an individual's paycheck and not the entire check run for the pay period
- Allow manually scanned images to attach to appropriate transaction records - the module should prompt for scanned attachments
- Conform to records management requirements including retention schedules
- Provide drill-down ability for the user to view related documents associated with financial, payroll, utility billing and personnel transactions. For example, vendor inquiry should provide the ability to view images of accounts payable checks, associated purchase orders, the requisition and associated manually scanned documents including bids and packing lists
- Provide system coordination to allow batch processing of images. For example, allow accounts payable invoices received to be scanned in a batch and then associated with each purchase order
- Provide the ability to export images to allow uploading to the City's existing document management system

SYSTEM AUDIT AND SECURITY

The City seeks to implement a New System with robust security and transaction audit/logging capabilities. The system audit capabilities should include the ability to track transaction processes and updates to the database. The New System should create audit trails for transactions processed through the system allowing authorized staff to drill down on transactions to view supporting detail. Audit logging should allow authorized staff to easily determine the source of each transaction to include identifying user ID and date/time for all table changes.

WORKFLOW

The City seeks to implement a New System with workflow capabilities to help automate common financial, human resource, utility billing and payroll transactions. The system workflow capabilities should include the ability to notify a user

automatically when action is needed. The system should include automated approvals and notifications supporting a paperless environment. The New System should have the ability to:

- Track transactions submitted for approval and review with the date/time stamp
- Automate approval notification both at the system level and via the City's email system
- Implement best practice workflow templates for all core financial and payroll transactions (i.e. payables processing, purchase order approval, GL transaction approval, payroll processing, journal entries, etc.)
- Integrate with the City's email system to assist in the notification and approval steps
- Create custom workflows based on the City business rules

TECHNICAL REQUIREMENTS

The City will acquire new infrastructure as deemed necessary in order to make optimal use of the New System. The city wants to make use of the best practices in technology as long as it is financially feasible. Proposers should state clearly not only the minimum information technology requirements for their software, but more importantly the optimal requirements for best use of their software.

KEY SELECTION FACTORS

An Evaluation Committee shall review all proposals to determine which Proposers have qualified for consideration. The evaluation will include at least an initial review and a detailed review. The initial review will evaluate all submissions for conformance to stated specifications to eliminate all responses that deviate substantially from the basic intent and/or fail to satisfy the mandatory requirements. Only those proposals that meet or exceed the intent of the mandatory requirements will be further evaluated.

Submitted proposals will be evaluated on the following criteria:

- Quality, clarity, and responsiveness of proposal
- Ability to meet the needs of the City
- Well thought out timeline and roadmap for desired "go live" dates
- Proven technical ability to design, install and support the proposed system
- Demonstrated ability to work in a cooperative and collaborative manner with clients
- Anticipated value and price
- Perceived risk or lack thereof
- Company financial stability
- Number of similar size clients in terms of users, population and city services
- Ease in maintaining the system and frequency of fixes
- Ease and cost of upgrading versions
- References for each application proposed

- Results of interviews, demonstrations, and site visits
- Ability to prepare and execute a contract in a timely manner
- Commitment to continually evolving the system to remain current with evolving best practices

The proposal evaluation will be heavily weighted on the Proposer's success in the Proof of Capabilities demonstration and site visits. The City reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all Proposers. The purpose of any such discussions shall be to ensure a full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by the City and, if held, shall be held after initial evaluation of Proposals is complete. If clarifications are made as a result of such discussions, the Proposer shall put such clarifications in writing.

CONDITIONS AND INSTRUCTIONS

PROPOSAL DELIVERY LOCATION

Proposals shall be delivered to the attention of Shannon Esenwein, Finance Director, City of Hughson, 7018 Pine Street | PO Box 9, Hughson, California 95326 prior to 3:00 PM on December 15, 2016. Proposals received after that time will be returned unopened to the respective Proposer and will not be considered for evaluation. No faxed or emailed proposals will be accepted.

REQUIRED CONTENT OF THE PROPOSAL

The proposal should be concise, well organized and demonstrate the proposer's qualifications and experience applicable to the scope of services. The proposal shall be limited to 75 one-sided pages (8.5"x11"), inclusive of cover letter, resumes, and graphics.

The following describes the information that should be submitted by each Proposer:

1. Cover Letter
2. Table of Contents
3. Project Understanding and Vendor Qualifications
4. Proposed Application Software & Computing Environment
5. Database Software
6. Optional Software
7. System Security
8. Responses to General/Functional Requirements
9. Implementation Support and Training
10. Maintenance Program
11. Client References
12. Contract Terms and Conditions
13. Cost Proposal and Schedule
14. Software Licensing and Maintenance Agreement

Cover Letter:

The submittal should include a letter describing the Proposer's interest in providing the requested services. The person authorized by the Proposer to negotiate a contract with the City shall sign the cover letter. Include the name, phone number, and e-mail address of the contact person for the proposal process.

Table of Contents:

All pages are to be numbered and figures, tables, charts, etc. must be assigned index numbers and identified in the Table of Contents.

Project Understanding and Vendor Qualifications:

The submittal should include a description of the Proposer's understanding of the project and a narrative, including complete information about the proposer and its

ability to perform the work described in the Scope of Services. This section shall address the following topics:

1. Brief history of the proposer, including key personnel
2. Names and resumes of designated project manager and key personnel that will be assigned to this contract
3. Organization chart of project personnel
4. Description of experience (Proposer's team and project personnel) on similar municipal enterprise resource management software and implementation projects
5. Statement of project understanding
6. Indicate the primary contact (and management hierarchy) that will be available for all aspects of the work

Proposed Application Software & Computing Environment

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

In addition, the following information should be included:

- Hardware Environment - Describe the hardware environment required to utilize the proposed software. In the event there is more than one suitable hardware platform, list all options indicating the relative strengths and weaknesses (if any) of each.
- Operating System - Identify the operating system required by the proposed applications software and database management system in the hardware environment recommended above. In the event there is more than one suitable operating system, list all options indicating the relative strengths and weaknesses (if any) of each.

List the operating system software support products required to support the recommended computing environment. List any additional Proposer software products required to support your proposed application software.

Database Software

Provide a description of the database management system utilized by the proposed software application(s). List any features utilized in constructing the proposed system and any additional required or optional end-user productivity tools.

Optional Software

The vendor should explicitly state the name of any third-party products that are part of the proposed solution to the City of Hughson list of requirements. For each third-party product, there should be a statement about whether the Proposer's contract would encompass the third-party product and/or whether the City of Hughson would have to contract on its own for the product.

Include a description of any products, features or other value added components available for use with the proposed software application(s) that have not been specifically requested in this RFP. Consideration of these products, features, or

other value added components will be given where these may be of value to the City of Hughson.

System Security

System security should be designed to provide adequate user access and breach logs and other preventative controls to prevent unauthorized access to the software proposed. This can be through individual user access, group access or integrated with the Windows environment. The system should report that a breach has occurred or attempted and indicate the data compromised or at risk.

Responses to General/Functional Requirements

The vendor must provide responses to each of the General Requirements which are listed on pages 6-16 of the RFP.

Implementation Support and Training

The Proposer should identify the proposed implementation approach clearly identifying each phase, the timeline proposed, roles and responsibilities to be performed by the Proposer, and those to be performed by the City.

- Describe your implementation and project management methodology and approach to ensure a successful implementation.
- Provide a detailed work plan that identifies major activities, tasks, deliverables, and resources. The work plan should assume a “go live” date of July 1, 2017 for all core financials (GL, Budget, A/R, A/P, etc.), payroll, utility billing, business license and HR functions. If Proposer is recommending additional phases, please include those in the work plan so that the City can clearly understand what the additional phases would include and the timeline for their completion. If Proposer cannot meet the July 1, 2017 “go live” date or recommends a different timeframe, please explain the rationale.
- Describe the roles and responsibilities of the City staff during implementation and provide an estimated level of effort.
- The City desires to convert five (5) years of GL historical data in addition to the current fiscal year. Any GL data to be converted would be done after the system goes live and the audit is complete for the fiscal year ended June 30, 2017.
- Describe your conversion methodology that would be used to implement the New System. In addition, provide your recommendations for data conversion.
- Describe your training methodology and how you ensure users are prepared to use the New System.

Maintenance Program

Specify the nature of any post-implementation support provided by the Proposer including:

- Telephone support: toll-free support hotline, hours of operation, etc.
- Availability of future upgrades and product enhancements
- Availability of user groups
- Problem reporting and resolution procedures

- Other support (e.g., onsite; remote dial-in; website access to patches, fixes, and knowledge base)
- Trainings services offered after the software has gone live (refresher, new hire and upgrade training), including training prices/rates, if applicable

Client References

The Proposer must provide at least five reference with at least three of the references for system that have been implemented in the last five years. The City prefers references from California municipal agencies of similar size and complexity to the City.

For each reference, Proposer must provide the following information:

1. Agency name and contact information (i.e. name, title, address, phone and email)
2. Brief project description, including identifying the software version and modules implemented
3. Number of agency employees
4. Agency general fund budget
5. Implementation date
6. Implementation timeline and cost

In addition to the above reference list, the City desires each Proposer to identify which of their clients are fully utilizing the system and demonstrate how those clients have implemented their software to its fullest capability and creatively structured processes around the system to make their business processing and customer service highly effective and efficient. For each proposed module, the City expects the Proposer to list their top client that uses that module to its fullest extent in a table that shows the following information:

- Module name
- Agency name and contact information
- Brief description of why that agency stands out in its use of the module

Contract Terms and Conditions

Provide a copy of the Proposer’s standard Terms and Conditions contract.

Cost Proposal and Project Schedule:

The cost proposal and project schedule section identifies the total cost to the City of Hughson for the entire enterprise resource management software and implementation, including all tasks identified in the RFP and other tasks as proposed in the professional judgment of the Proposer. The proposal must divide the project into separate functional work tasks, corresponding with the proposed Project Schedule, and provide the associated fees for the work to be done. This should include an estimate of the work hours of the various personnel involved.

ALL cost incurred and billed to the City of Hughson, including professional services, software license fees, modification costs, implementation, training, support services

costs, annual software maintenance costs for 5 years and other anticipated costs shall be included within the Proposer's cost proposal.

Software Licensing and Maintenance Agreement

In this section, the Proposer must provide any software licensing and maintenance agreements that will be required to implement the Proposer's solution.

Submittal Instructions

Proposer's are required to submit one (1) original and three (3) additional copies of the proposal, including all required attachments by the date, time and location specified in this request for proposals.

EVALUATION PROCESS

The objective of the evaluation process is to perform a thorough and fair assessment of each vendor's proposal and facilitate the selection of a vendor that best meets the City's needs.

The review committee comprised of city staff, other local agency staff and/or members of the Budget and Finance Subcommittee will review and evaluate each proposal which is received by the stated submittal deadline. The proposals will be evaluated based on the key selection factors, including the Proposer's qualifications; related experience, system functionality, implementation capabilities, ability to complete the work by the identified deadline and cost competitiveness. The Proposer should show a strong understanding of the City of Hughson's needs. Depending on the number and quality of proposals received, the City will identify a list of the vendors which will progress to the proof of capabilities portion of the evaluation process. However, please note, the City has the option to select the identified vendor based solely on the proposals received. Oral Interviews and product demonstrations will be held if determined necessary.

The Proposer determined best suited to meet the needs of the City will be recommended to the City Council for final selection. The City Council has the sole and absolute discretion regarding final selection. Upon final selection, the vendor and City will formalize the scope of services and associated contract fee.

TENTATIVE SCHEDULE FOR VENDOR/SOFTWARE SELECTION:

Release Request for Proposal	November 15, 2016
RFP Questions Due to City	November 25, 2016
City Responds to RFP Questions	December 2, 2016
Proposals due to City	December 15, 2016
Product Demonstration/Select Vendor	January 9-13, 2016
City Council Approves Contract	January 23, 2017
Completion of Agreement/Notice to Proceed	January 31, 2017

PROPOSAL INQUIRIES:

Questions regarding this proposal shall be referred to:

Shannon Esenwein, Finance Director
City of Hughson
7018 Pine Street | PO Box 9
Hughson, California 95326

(209) 883-4054
E-mail: sesenwein@hughson.org

ADDITIONAL TERMS AND CONDITIONS

Cost of Preparation of Proposal and Contract

The City of Hughson shall not pay costs incurred in the proposal preparation, printing, demonstration process, or contract negotiation. All such costs shall be borne by the proposer.

Rights to Pertinent Materials

All responses, inquiries, and correspondence relating to the Request For Proposal and all reports, charts, sample documents, displays, exhibits, and other documentation produced by the proposer are submitted as part of the proposal shall become the property of the City of Hughson after the proposal submission deadline.

Award

The City of Hughson reserves the right to award this contract to the proposer whose total aggregate proposal is most responsive to the needs of the City. An evaluation of the proposer's ability, quality, and performance on previous or current contracts will be used in addition to the rate schedule as a basis of award for any resultant contract.

SIGNATURE PAGE

Name of Proposer: _____

Address: _____

Telephone: _____

E-mail Address: _____

Type or Print Name and Title

Signature