



Education and Training Connection (ETC)

Request for Proposal

Accounting/Financial Reporting Software

Inquiries and proposals should be directed to:

Marion Bowen
Accounting Manager
Education and Training Connection (ETC)
884 E Isabella Rd., Midland, MI 48640

989.631.5202 ext. 206

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INVITATION

EDUCATION AND TRAINING CONNECTION (hereinafter referred to as "ETC") is requesting proposals from qualified vendors for the purchase, installation, implementation, and maintenance of accounting software that is supportive of grant accounting activities, is stable and intuitive, will streamline agency processes, and will meet the current and future information needs of the agency.

The successful vendor will provide, implement, and maintain software which manages ETC's financial business practices.

Please acknowledge receipt of this RFP by faxing a completed Contact Information Form (Appendix 1) to (989)631-4541, attention of Marion Bowen. In the case of any addendums or announcements, any contact person on file will be notified.

SCHEDULE OF ACTIVITIES

The following timeline reflects an optimal commencement plan for ETC at the present time. It is anticipated that an actual implementation timeline will be mutually agreed upon by ETC and the chosen vendor. All dates are estimates and are subject to change without prior notice.

Event	Date Required
Release of RFP	September 4, 2012
Vendor Questions Due	September 14, 2012
Release of Vendor Questions and Responses	September 21, 2012
RFP Responses (Proposals) Due	September 28, 2012
On-site presentations by selected vendors	October 15 - 19, 2012
Vendor Selection	October 26, 2012
Project Plan Due	November 30, 2012, 5:00 PM

BACKGROUND

ETC is a nonprofit organization which serves people in Saginaw and Midland counties in Michigan. ETC has been determined to be exempt from federal income tax under Section 501(c) (3) of the Internal Revenue Code. It is governed by a nine-member volunteer board of directors. Administrative and IT offices and all records are located at 884 E Isabella Road, Midland, Michigan.

Associated entities including County Connection of Midland (CCM) and Academic and Career Education Academy (ACEA) are separate and distinct organizations. Separate accounting functions and financial records are maintained by each and will be treated as separate companies on the computer system.

All accounting records are maintained at the administrative offices at 884 E. Isabella Rd, Midland, Michigan. Books are currently maintained on automated systems using Sage Peachtree Quantum 2011 for all accounting functions with the exception of payroll. Payroll and personnel records are processed and maintained through ADP. There are approximately

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120 – 150 staff in ETC, and an additional 40 – 50 staff in CCM. ACEA does not pay direct staff.

ETC, CCM, and ACEA maintain multiple bank accounts and accounts payable are processed through each entity. There are approximately 3,000 checks issued from the operating accounts annually with a number of recurring payments made through electronic funds transfers.

There are approximately 100 customers served by ETC with about 520 invoices generated annually. The majority of the services ETC provides are funded with grants, both state and federally funded.

ETC maintains 24 active cost centers for identification of costs.

SCOPE OF PROPOSAL

Software Application(s)

ETC is seeking a vendor that will provide an application(s) that will support its key financial processes. Specifically, ETC is looking for a software solution with functionality to perform the following, in order to support its financial business processes:

Applications/Modules for:

- General Ledger
- Payroll/Human Resources
- Purchase Orders
- Accounts Payable
- Fixed Assets
- Sales
- Accounts Receivable
- Bank Reconciliation

Capability to set up and maintain three separate entities

Capability of multiple and complex cost allocations

Fully integrated modules requiring information to be entered into the system only once

Paperless processing capabilities

Data easily exportable into 3rd party applications such as Microsoft Office 2010

Upwardly capable - scalable

Self-contained or 3rd party report writer which allows ETC designated personnel to design and generate customized reports from all data held in the system

Definable security by menu item down to the field level

Produces audit trail for all file and record changes

Documentation in the form of on-line help, manual and procedure sheets including on-line videos if possible

Web based capability for remote support and service needs

Practice/training area or database for training and/or testing

System utilities/tools for ETC IT staff

System utilities to aid in converting from Peachtree accounting system

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Ability to interface and process online payments in real-time

System Requirements and Capability

The proposed software, once implemented, must meet the following requirements and capabilities: Compatible with ETC hardware and software. ETC's LAN is composed of Windows XP and Windows 7 workstations and Windows 2008 R2 servers.

Additional Requirements

The selected vendor shall provide a full range of system services, including full implementation of all defined systems. The selected vendor will also be available for problem solving, program maintenance warranty support, software enhancement, assistance with conversion of existing databases, and all application upgrades to new releases. On-going training, education, and continued documentation support are also required elements of support.

PAYMENT PROCEDURE

ETC and the selected vendor will agree on a performance and payment schedule. The selected vendor will submit invoices not more often than monthly to ETC, itemizing services performed and incurred since the last request for payment. Invoices must include an invoice number, name, address, phone number, time period, and services rendered. Payment will be made after review of the vendor's work product and upon acceptance by ETC of the services performed.

TAX INFORMATION

The selected vendor shall be required to provide ETC with a completed Federal W-9 form, including taxpayer identification number or social security number, in order to comply with federal tax information regulations. If this document is not supplied, ETC retains the right to withhold payment on invoices in accordance with Internal Revenue Service (IRS) guidelines, as outlined in Publication 1281. ETC has the right to withhold these payments without being charged any late fees.

PROPOSALS

Inquiries

Any requests for interpretation of this RFP or inquiries for additional information should be submitted in writing to Marion Bowen, Accounting Manager, via fax (989) 631-4541 or by email, marion.bowen@etc-1.com. No oral requests will receive a response. All inquiries must be received by 5 p.m. September 14. EDT

Due Date and Mailing Requirements

Vendors must submit one original bound proposal and two (2) additional bound copies to:

Marion Bowen
Accounting Manager
Vendor Response to RFP
884 E Isabella Rd
Midland, MI 48640

Proposals must be received by Friday, September 28 at 5 p.m. EDT. All proposals received after the deadline will be considered late and will be returned to the vendor unopened. Elaborate proposals are not desired. A proposal submitted in a manner that makes evaluation time consuming may be eliminated from further consideration. A proposal not submitted in the requested format may also be eliminated. Vendors are cautioned to allow ample time for transmittal of proposals by mail or other means.

No information will be available to any vendor regarding the status of its response; however, ETC reserves the right to enter into discussion with vendors for any clarification or additional information needed.

Small and/or Minority-Owned Businesses:

Efforts will be made by ETC to utilize small businesses and minority-owned businesses. An Offeror qualifies as a small business firm if it meets the definition of "small business" as established by the Small Business Administration (13 CFR 121.201).

ETC'S Reservation of Rights

ETC reserves the right to reject any or all proposals or to terminate the RFP process at any time, if deemed by ETC to be in its best interests to do so.

ETC reserves the right not to award a contract pursuant to this RFP.

ETC reserves the right to determine the days and hours that the successful vendor(s) shall provide the services on site called for in this RFP.

ETC reserves the right to negotiate the fees proposed by the vendor entity.

ETC reserves the right to reject and not consider any proposal that does not meet the requirements of this RFP, including but not necessarily limited to, incomplete proposals and/or proposals offering alternate or non-requested services.

ETC shall have no obligation to compensate any vendor for any costs incurred in responding to this RFP.

Restrictions

All persons having familial (including in-laws) and/or employment relationships (past or current) with principals and/or employees of a proposing entity will be excluded from participation on the ETC evaluation panel. Similarly, all persons having an ownership interest in and/or contract with a proposing entity will be excluded from participation on the ETC evaluation panel.

Content and Format

Responses to the RFP must adhere to the following format, and contain the required information detailed within each section. The RFP is intended to identify the software vendor that can best meet the requirements of ETC. In order to compete for this contract, interested parties must submit a responsive proposal that demonstrates their qualifications to perform the requested work.

The proposals should have the following sections with detailed information:

- Company Overview
- Software/Hardware
- Data Conversion
- Implementation
- Support
- Company References
- Cost

A 1-2 page cover letter should be placed first in the proposal, and should contain any exceptions to the RFP, unique applications and services, and any special qualifications of the vendor. Respondents should assume that this original proposal may be their only opportunity to present their goods and services, and therefore should be as comprehensive as possible. The cover letter must bear the signature of the person authorized to sign on behalf of the vendor and to bind the vendor in a contract.

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The bidder should provide a detailed plan for implementing the proposed system. This information should include:

- Detailed implementation methodology
- Conversion support
- Overview of proposed training, including options for onsite or training center services, for end-users and management personnel
- Implementation and training plan including deliverables for each stage of the project
- Brief biographies of bidder's key implementation staff

Bidders should provide a list of at least five (5) installations during the past five (5) years that are utilizing the proposed software in the non-profit sector. Provide the name of the organization and contact information.

Cost sheets should include detailed cost sheets with line items for the following areas:

- Additional hardware needed to run the proposed solution
- Separate cost per module
- Software Licenses - proprietary and 3rd party (assume 10 user licenses)
- Project Management
- Data Conversion
- Professional Services
- Support

Include an estimate for costs for 5 years - support, business process review, refresher training, network assessments, etc.

Evaluation Criteria

The intention of ETC is to procure functionally complete, cost effective and integrated software applications. Responses to this RFP will be evaluated according to the following criteria:

	<u>Point Range</u>
1. Software	0 - 20
a. Proposed software meets the needs of the agency "out-of-the-box"	
b. Demonstrated functionality for fund, grant and/or non-profit accounting	
c. Proposed software is an integrated, all-in-one system that includes the most modules	
2. Organization, size, and structure of vendor's firm.	
a. Adequate staffing coverage	0 – 5
b. Minority/small business	0 – 5
c. Length of time supporting specified software	0 – 5
d. Prior experience providing services to non-profits.	0 – 5
e. Reference checks	0 - 10

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3. Proposal - Quality, clarity and responsiveness of proposal in conformance with instructions, condition and format 0 – 10

4. Price

a. Cost and quality of software and implementation services 0 – 20

b. Cost of on-going maintenance 0 – 20

Maximum Points 100

APPENDIX 1: CONTACT INFORMATION FORM

To: Marion Bowen
Fax#: 989.631.4541

This fax is to acknowledge that we are in receipt of your ETC
RFP for Financial Software and Services.

From:

Firm: _____

Contact: _____

Title: _____

Phone: _____

Fax: _____

Email: _____

APPENDIX 2: SECTION REQUIREMENTS

All submitters must include information supporting the following:

List all current software, including proposed configuration and most recent release date.

Provide information about system requirements and hardware specifications for the proposed software. Include information on hardware platforms, operating systems, database management systems, development tools, network protocols, etc. for each component of the application (client, server, host).

Explain import/export capabilities.

Describe system security, including setup, types (read, edit, etc.).

Explain drill-down capabilities in all areas of the application.

Explain capability to attach electronic files to all areas of the application.

Describe system flexibility in adding user-defined fields.

Describe how system handles similar entity information as it is entered into the system, in an effort to deter duplication.

Describe file accessibility to report writers. Is a 3rd party report writer required or do you provide a proprietary report writer?

List standard reports and describe effort needed to customize these reports.

Can data from reports be exported?

Can reports be set up to run automatically based on time or data criteria?

Describe correspondence tracking within system.

Explain the ability to display field information on any screen in order to pull correct information into reports.

Describe workflows and automated ticklers within the system (include methodology used to develop built-in workflow).

Describe any alerts within the system.

Data Conversion

Describe your data conversion methodology in detail.

Describe required ETC involvement - information to be provided by ETC; tasks to be performed by ETC; etc.

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Detail data to be converted.
Provide an estimated conversion schedule.

Implementation

Describe Project Management services.

Describe implementation methodology.

- Include setups, testing, training, go-live assistance, etc.
- Clarify responsible party.
- Describe required ETC involvement - information to be provided by ETC, tasks to be performed by ETC, etc.

Provide a sample Project Plan.

Support

Describe in detail the customer support services that are available from your firm, including days and hours available.

Provide a copy of your standard maintenance agreement.

Explain your warranty and warranty period.

Describe information available on your website (e.g., FAQ's, patches, documentation, etc.).

Describe your release schedule.