



City of Greenville Information Technology

200 West 5th Street
Greenville, NC 27834
Phone: 252-329-4458

Request for Proposal

Business Financial Software Consultant

The City of Greenville is seeking the services of a professional consultant to assess the City's software applications and business process related to business finances and assist City staff in selecting and implementing new financial related software as needed.

Background

With a current population of just over 82,000 residents, the City provides a full range of municipal services. These services include areas of Public Safety, Public Works, Community Development, Recreation and Parks, Financial Services, Human Resources, Administration, and Information Technology. The City's 2010 adopted budget is over \$99 million and has a capital program of \$10 million. The best source for reviewing the scope of services and financials of the City would be to access the City's Comprehensive Annual Financial Report and related financial reports available under the Financial Services department web page at www.greenvillenc.gov.

The City of Greenville currently uses SunGard HTE Financial Management System (version 6.0.3), which was implemented in July of 1990. This system is housed on our IBM iSeries server and is integrated with various ancillary systems.

The City desires to evaluate and potentially replace or enhance existing systems that no longer function adequately in meeting the financial business needs of the City. There are core functions in the City that are based on manual processes which need to be addressed with technological solutions to help achieve greater efficiencies and provide better system integration. For example: there is a need within the Public Works department, and the City as a whole, for an integrated work order management system. Enhancements to the financial business processes of the City are needed to sustain the growth the City is experiencing now and into the future.

The needs assessment and selection is comprised of the following core modules to the current financial management system (SunGard HTE):

- General Ledger Accounting and Reporting

- Cash Receipts and Accounts Receivable/Billing
- Accounts Payable
- Payroll and Human Resources
- Purchasing and Inventory
- Budget Administration and Budget Reporting
- Capital Asset Management
- Banking and Investment Management
- Special Assessments and Cost Recovery Accounting
- Business License
- Permitting and Inspections
- Fleet Management
- Fuel Management System
- Code Enforcement
- Parking Ticket Processing
- Land Use Database Management

Other software that interfaces with SunGard HTE Financial Management System:

- Click2Gov
- Selectron IVR
- Automated Time Sheet
- E-Procurement Card
- Payroll and Payables Direct Deposit

Other finance related Software:

- EMS Billing (TriTech Emergency Medical Systems – Sweet-Billing)
- Recreation & Parks Registration, Reservation, and Point of Sale(The Active Network - RecWare Safari Professional)
- Recreation & Parks Membership(custom built Access database)
- Code Enforcement Ticket Processing (Duncan Solutions – AutoIssue)
- Storm Water Billing (custom)
- Refuse Billing (custom)
- Open Text eDocs Document Management
- Microsoft Office Suite
- ESRI – Geographical Information Systems

Potential areas of software need:

- Citywide Work Orders
- Grant Administration
- Debt Administration
- Project Management with Scheduling and Estimating
- Community Development
- Employee Benefits / Administration
- On-line Facility Reservation
- Membership Application

- M/WBE Solutions
- Interfacing all Customer Accounts
- Professional Development and Travel Authorization with Expense Tracking

PRELIMINARY SCOPE OF SERVICES

The Consultant will be expected to assist the City of Greenville in completing a system needs assessment, developing a plan of action to address the needs identified, preparing a request for proposal, selecting a vendor(s), assisting in contract negotiations, and ensuring successful implementation of the software solutions.

The specific tasks included within the scope of services are shown below:

Task #1: Evaluation of Current Systems and Needs Assessment

It is expected that the Consultant will conduct a series of on-site interviews with various departmental staff to fully assess the requirements for the business financial systems, as well as, identifying opportunities for integrating data collected from departmental software. Consultant will perform preliminary paper interviews to get context for on-site meetings and broader data collection. Consultant will develop a process to identify existing needs, with a possible survey to gather the satisfaction with the current system and any desired improvements.

- a) Review, evaluate and document existing systems that relate to financial processes. The Consultant will determine the effectiveness of the existing software solutions and conduct business process reviews in meeting the business needs of the City including the need for accurate and complete financial information, proper internal controls, and effective workflow processes; identify deficiencies within the current systems, current processes, and make recommendations to resolve these deficiencies. The recommendations may range from simple enhancements to new financial software solutions; as well as, propose opportunities for improved system design and efficiency. The Consultant will evaluate existing department-specific data or data needs that may be incorporated into a citywide financial software solution, evaluate the ability of existing stand-alone systems to effectively integrate into a financial software solution and the necessary components for successful integration, and identify other relevant systems or resource components or issues that may factor into the need to replace or enhance the current software systems.
- b) Determine and document the functional requirements necessary to meet both the needs of the Financial Services department as well as other City departmental needs related to business financials.
- c) Determine the ability of existing stand-alone systems to effectively integrate into a financial management software solution and the necessary components for successful integration.
- d) Identify relevant system or resource components or issues that may factor into the need to replace, enhance, or add to the City's business financial systems.

Task #2: Plan of Action

It is expected that the Consultant would create a comprehensive plan of action to implement solutions to issues identified within Task #1, including estimated costs. The plan of action should include a prioritization of solution requirements, potentials for phasing-in solution implementations, suggested timeframes for implementing the project, and estimated costs for potential replacement options, including software, equipment, and training.

- a) Determine and document functional requirements.
- b) Create Project Scope Document to include project charter, scope definition, cost justification, project plan and key deliverables.
- c) Conduct business process reviews and make recommendations.
- d) Create Action Plan

Task #3: Request for Proposal Document

If the Task #1 and Task #2 call for enhancements, upgrades, new systems, or replacement of existing systems, the Consultant will assist City staff in preparing a comprehensive request for proposal (RFP) for distribution to prospective vendors for the purchase, installation, and implementation of business financial software solutions. This will include assisting the City in identifying potential vendors and facilitating questions and responses throughout the RFP process. Based on the analysis, there may be multiple RFPs.

- a) Create technical specifications.
- b) Create functional requirements specifications.
- c) Create vendor evaluation document.
- d) Create formal RFP/RFPs.
- e) Identify potential vendors.

Task #4: Evaluation and Selection of a Vendor

The Consultant will assist City staff in evaluating vendor proposals, coordinating and facilitating on-site demonstrations from vendors and potential site visits to agencies using prospective vendors' system, and selecting one or more vendors from whom the City would enter into contract negotiations.

- a) Evaluating the proposals.
- b) Coordinating and facilitating on-site demonstrations and potential site visits.
- c) Final selection of vendor and implementation plan.

Task #5: Contract Negotiations

Once the software vendor(s) has been selected, the Consultant will be required to assist City staff in successfully negotiating a contract.

Task #6: Implementation

The Consultant will assist software vendor and City staff in ensuring that the new software solution is successfully implemented based on the plan provided by the vendor. The Consultant will verify that all software delivered fully meets the vendor's RFP response and all items identified in the contract are delivered.

REQUEST FOR PROPOSAL PROCESS

The City of Greenville has made every effort to include enough information within this RFP for a vendor to prepare a responsive proposal and statement of qualifications. The City encourages prospective vendors to submit the most comprehensive, responsive, and competitive proposal; however, each proposal should be prepared in a clear, logical, and concise manner.

The City will administer the request for proposal process in accordance with the terms and dates discussed in this document. However, the City reserves the right to modify the proposal process and dates as deemed necessary.

Proposal Requirements

Prior to submittal of the RFP response, potential respondents should submit a letter of intent to the City acknowledging receipt of the RFP and to inform the City of its intent to respond. The vendor should also provide the name, title, address, telephone, and email address/facsimile number of the individual who can address inquiries related to this RFP and the Consultants' proposal, and receive clarification or addenda from the City.

Questions concerning this RFP should be submitted in writing, and may be sent via fax to Angelene Brinkley at 252-329-4462 or email at abrinkley@greenvillenc.gov. Responses to the questions will be provided in writing and posted to the City's website.

Respondents are requested to include the following information in a Statement of Qualifications. All information requested is required. Only proposals from consultants who attest to not having an affiliation or be a reseller of any software or enterprise system proposed will be considered. Submission of a proposal is certification to the factual truth of all information presented.

1. Transmittal Letter:

A signed letter of transmittal must be included summarizing the prospective vendor's understanding of the work to be done, a commitment to perform the work within the time period, and a statement of why the firm believes it to be the best qualified to perform engagement.

The transmittal letter must include a statement that the proposal is a firm and irrevocable offer valid for 90 days.

2. Company Information:

- a) Name of firm
- b) Address
- c) Telephone
- d) Name and title of primary contact person
- e) Length of time in business
- f) Length of time in business providing proposed services
- g) Number of full-time personnel
- h) Total number of clients and number of clients served comparable to City of Greenville
- i) Total number of clients in the proposed service area
- j) Number of public sector clients with populations greater than 50,000

3. Statement of Qualifications

The statement of qualifications will summarize the firm's qualifications and experience to meet the specifications and requirements of the project. The following information shall be included:

- a) Résumés and qualifications of the individuals who would be directly involved in the project. To include the following:
 - 1) Staff member name
 - 2) Title
 - 3) Number of years experience providing proposed services
 - 4) Percentage of staff member's time dedicated to project
- b) Description of software consulting projects which resulted in successful completion in the last five years (comparable to what is contemplated in this RFP).
- c) Current workload of firm and specific personnel to be assigned to this project. Include resume of personnel to be assigned.
- d) A list of similar services/systems provided to at least five (5) other agencies must be provided. Include the following:
 - 1) Name of the agency
 - 2) Contact information
 - 3) The dates that the services were provided
 - 4) The scope of the services provided
 - 5) Total cost

- e) The proposal must include a minimum of three (3) representative projects (preferably local governments of similar size). For the representative projects provide the following:
- 1) Client name
 - 2) Client address
 - 3) Reference name
 - 4) Reference phone number
 - 5) Reference email address
 - 6) Client Size
 - 7) Services provided
 - 8) Start Date
 - 9) Completion Date
 - 10) Original Contract Amount / Total Final Contract Amount

4. Detailed Proposal and Approach

Please provide separate responses to each of the following items:

- a) Provide a description of how your firm will achieve the project objectives set forth in this request. Please include a description of the resources and personnel you would use in this project.
- b) A project plan must be included with specific tasks to be completed and a project timeline that identifies key milestones and dates.
- c) Describe what your firm would require of the City staff to assist you in completing this project, including staff time, technical resources, documents, data, etc.

5. Cost Proposal

The cost proposal shall provide a description of proposed fees and expenses your firm would charge to provide the services described in your response to this request.

A breakdown of the proposed fees and expenses based on each of the identified six tasks is required using the attached document (Exhibit # A) as the City may choose to implement the consulting process in phases over an extended time frame. Costs should be comprehensive and include any payment required such as travel, lodging, meals, equipment, incidentals, etc.

The cost proposal must remain open and valid for at least 90 days from the deadline specified for submission of proposals. In the event the award is not made within 90 days, the City will send a written request to all offerors deemed susceptible for award asking offerors to hold their price firm for a longer period of time.

The cost proposal **must be provided in a separate document** independent from all other proposal documents.

6. Legal Action

List any legal actions and claims against the firm currently pending and/or filed within the preceding five (5) years.

7. Additional Information

- a) Anticipated type and amount of support required from City staff
- b) Any additional information that would be relevant to the City's evaluation process
- c) List of exceptions to any and all items, conditions or requirements in the RFP

NOTE: While this RFP does not require submissions to include all team members who will ultimately participate in order to carry out this work, the submission shall indicate how the primary team member will determine and/or select additional team members.

TENTATIVE SCHEDULE

All proposals will be reviewed by City staff. The City shall select the Consultant they feel will supply the City the best and most complete effort. The selection of a qualified firm will be made no later than August 5, 2011. Oral Interview may be required from the selected vendors that make the short list.

The evaluation of proposal shall proceed on the following schedule:

DATE	ITEM
April 18, 2011	RFP Issue Date
May 9, 2011	Question and Answer Deadline
May 31, 2011	Proposal Deadline by 2 p.m.
June 20, 2011	Short List for Selection
July 11–22, 2011	On-Site Interviews
August 5, 2011	Vendor Selection

The original qualification package, two (2) copies and one (1) electronic copy in PDF format, must be sealed in an envelope with the RFP number, project name, proposer's name and due date clearly marked on the outside of the envelope. The first page of the original submittal should be marked "Original" and the first page of the copies should be marked "Copy." The proposals are due by 2 p.m. eastern time, May 31, 2011, addressed to the following:

City of Greenville
Angelene Brinkley, Purchasing Manager
RFP# 10-11-65, Due: May 31, 2011
City of Greenville
1500 Beatty Street
Greenville, NC 27834

Submittals received after the stated time will be returned unopened and will not be considered.

All proposals received by the City will be **confidential**. All applicable information will be subject to public disclosure in accordance with the North Carolina Public Records law.

Questions regarding the proposal can be directed to Angelene Brinkley, Purchasing Manager, at 252-329-4462

SPECIAL CONDITIONS

The RFP does not commit the City to procure or award a contract for the scope of work described herein.

The City of Greenville reserves the right to reject any and all proposals, to waive formalities, and to select the proposal and vendor(s) that, in the City's sole discretion, are in the best interests of the City of Greenville, North Carolina.

The City reserves the right to:

- a) Amend, modify, or withdraw this RFP;
- b) Revise any requirements under this RFP;
- c) Require supplemental statements of information from any responding party;
- d) Extend the deadline for submission of responses hereto;
- e) Negotiate or hold discussions with any bidder to correct insufficient responses that do not completely conform to the instructions contained herein;
- f) Waive any nonconformity with this RFP; and
- g) Cancel, in whole or in part, this RFP if the City deems it is in its best interest to do so;
- h) Request additional information or clarification of information provided in the response without changing the terms of the RFP;
- i) Waive any portion of the selection process in order to accelerate the selection and negotiation with the top-ranked vendor.

The City may exercise the foregoing rights at any time without notice and without liability to any bidder, or any other party, for expenses incurred in the preparation of responses hereto or otherwise. Responses hereto will be prepared at the sole cost and expenses of the bidder.

METHOD OF AWARD

The submittals will be evaluated on the criteria established in this document.

The City of Greenville reserves the right to reject any and all Proposal or to waive any informalities, irregularities or minor defects in said Proposal. The right is also reserved to

award Proposal based on the best interest and/or most advantageous to the City of Greenville.

EVALUATION PROCESS

Proposals will be evaluated on the basis of the written materials submitted. During the evaluation process, the City may, at its discretion, request any one or all firms to make oral presentations. Such presentations will provide firms with an opportunity to answer any questions the City may have on a firm's proposal. Not all firms may be asked to make such oral presentations.

The City of Greenville reserves the right to award the contract without written or oral discussions with proposers. The City of Greenville reserves the right to reject any and all proposals, to waive irregularities in a proposal, and to award contracts based on the best interest or what is most advantageous to the City.

SELECTION CRITERIA:

The selection committee will use the following criteria to evaluate proposals:

Criteria	Points (maximum)
Completed work of similar size and scope	25
Qualifications and expertise of proposed key staff members	25
Approach and methodology	20
References of representative projects	10
Cost	20

SELECTION COMMITTEE:

Thom Moton, Assistant City Manager
Wes Anderson, Public Works Director
Merrill Flood, Community Development Director
Gary Fenton, Recreation and Parks director
Gerry Case, Human Resources Director
Bernita Demery, Financial Services Director
Rex Wilder, Information Technology Director
Jon Hoggard, IT Systems Analyst IV

Exhibit # A

Proposal Response Form

Completed Proposal Cost _____

Breakdown of Proposal Costs and Estimated Hours per Task

<u>Task</u>	<u>Hours Budgeted</u>	<u>Costs</u>	<u>Time</u>
1.			
2.			
3.			
4.			
5.			
6.			

Complete Proposal Total Hours _____

Total Days _____

*Need a Project Schedule that provides sufficient time for owner response to critical decision points.