City of Langley

PO Box 366, 112 Second St
Langley, WA 98260-0366
(360) 221-4246 Phone

September 27, 2023

RE: Request for Proposals (RFP) - Financial Management Software

The City of Langley is requesting proposals for a replacement municipal financial management software system. The City will select the successful proposal based upon several evaluation factors including features as outlined in the RFP; effective integration of modules; company stability; conversion; training and implementation plan; technical support; and price.

To receive a Word format document, contact the Finance Director at financedirector@langleywa.org or by phone at (360) 221-4246 ext. 15.

To respond please submit one (1) original with signature, 4 copies, and 1 electronic version of the Requirements section (this may be emailed) in MS Word format in a sealed envelope to:

Financial Management Software RFP
Wanda Grone, Finance Director
City of Langley

Physical Address:	*Mailing Address:*
112 Second St	PO Box 366
Langley, WA	Langley, WA 98260-0366

Deadline for submittal is 12:00 p.m. Wednesday, November 22, 2023. All responses will be evaluated and judged based on the degree to which the vendor is able to meet the needs of the City as determined by the City.

The City of Langley reserves the right, in its sole discretion, to accept or reject any proposal or to make counteroffers thereto. Nothing in this RFP shall be construed as creating any enforceable right, claim, or cause of action in or for any other person or entity.

Thank you for your time,

Wanda Grone
Finance Director
CITY OF LANGLEY

City of Langley

Request For Proposal

FINANCIAL MANAGEMENT SOFTWARE

Financials, Budgeting, Cash Receipting, Payroll, Human Resources, and Utility Billing

Responses to this RFP are due by 12:00 PM, November 22, 2023

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Section 1 – Project Overview

The City of Langley is requesting proposals for a replacement Municipal Financial Management Software System. Currently the City of Langley is using Vision software system.

The desired Municipal Financial Management Software System would be a Software-as-a-Service (SaaS) providing electronic solutions for accounting, budgeting, cash receipting, utility billing, payroll, with the ability to import or export data directly to State/Federal reporting systems and with the ability to interface with other departments that collect fees for permits, passports and other services provided.

The City may also be Interested in additional modules for human resources, project accounting, local improvement districts (LIDs), permitting, misc. billing, purchase orders, fixed assets, work order and supplies tracking.

The City of Langley is on the southern end of Whidbey Island within Island County with a vibrant commercial retail base and a stable population of approximately 1,100. The City provides police, public works, planning and building, water, sewer and drainage utilities, street, and administrative services.

General Proposal Requirements

- Vendors will be required to submit their proposals in the format provided by the request for proposal (RFP) and pricing amounts will be detailed by module.
- Pricing should include broken out detail on all costs related to software, required hardware, conversion of existing data, installation, training, final implementation and annual support costs.
- Vendors who choose to submit a joint RFP by combining various software packages, must submit a single RFP detailing the responsible vendor for each module.
- Vendors selected by the City shall provide a demonstration of programs proposed during the post RFP evaluation process.
- Vendors will provide a list of in-state client references that follow the Washington State BARS for the City to contact.

The City will select the successful proposal based upon several evaluation factors: including features as outlined in the RFP; effective integration of modules; company stability; conversion, training and implementation plan; technical support; and price. The selection of finalists and the final award will be decided based on the proposal submitted by a qualified vendor that best meets the needs of the City as determined by the City in the City's sole discretion. The City reserves the right to reject any or all proposals.

The City of Langley is looking for a Municipal Financial Management Software System and vendor that will provide:

- Software-as-a-Service (SaaS) that is hosted by the vendor or in the cloud with geographic redundancy
- Full integration between financial modules, open integration with other systems
- Complete BARS compliance as defined by the WA State Auditor's Office, State of Washington, under RCW 43.09.200
- Compatibility with MS Office tools
- Single source of information (with use in multiple modules)
- Ease of use, ability to view increasing levels of account detail on screen
- Web-based public access for licenses, utility payments and human resources
- Real-time processing, ease of real time backup, transactional database
- Ability for users to work offline and sync to central source when connected to internet, and robust interface for resolving conflicting modifications to data
- User customization of fields and robust reporting features
- Easy export of all data for analysis to Excel and PDF formats
- Reliable and responsive support for a client with minimal in-house IT support
- Online manuals and training for end-users and administrators, and optional in-person trainings and conferences.
- Demonstrated company growth in the market and long-term viability.
- Deployment of software to similar sized cities
- Client software that is accessible remotely
- A hierarchal security structure with internal security access controls to various modules
- Preference will be given to systems that are able to run as a whole system in a shared virtual environment using SQL and web browser technologies.
- Automated and manual backups, including the ability to generate backups locally

Section 2- Project Scope and Current Systems

The RFP defines 7 (seven) required modules. The City under general selection criteria of product, service, reputation, and pricing will review required modules. **The City reserves the right to procure "possible" items as separate decisions.**

The needs of the City are broken down into the following system groups:

Required Modules	Possible Modules
1. General Ledger	8. Fixed Asset Tracking
2. Budget Preparation	9. Human Resources
3. Accounts Payable	10. Project Accounting
4. Accounts Receivable	11. Purchase Orders
5. Cash Receipting	12. Local Improvement District (LID)
6. Payroll	13. Work Order / Service Tracking
7. Utility Billing	14. Equipment Rental & Rep. (ER&R) Service

Current Software Products and Need for Data Conversion

We expect during implementation of the new system that the vendor will migrate, convert, and normalize data from existing sources into the new system including historical data that pre-dates implementation in accordance with Washington State record retention laws. In cases where existing systems will be retained, the vendor will develop interfaces where needed to ensure sharing of data.

Description	Current Software	Data Conversion Needed?
REQUIRED MODULES		
General Ledger	Vision (version 1.1.11.0)	Y
Budget Preparation	MS Excel	N
Accounts Payable	Vision (version 1.1.11.0)	Y
Accounts Receivable	MS Excel	N
Cash Receipting	Vision (version 1.1.7.0)	Y
Payroll	Vision (version 1.2.17.0)	Y
Utility Billing	Vision (version 1.1.11.0)	Y
POSSIBLE MODULES		
Fixed Asset Tracking	None	N
Building Permits	Activov	Interface
Human Resources	None	N
Project Accounting	None	N
Purchase Orders	None	N

Local Improvement District (LID)	None	N
Work Order / Service Request Tracking	MS Word form	N
Equipment Rental & Replacement (ER&R)	None	N

Desired Module Data Distribution and Interface

(For required and possible modules)

	General Ledger	Budget	Accounts Payable	Accounts Receivable	Receipting	Payroll	Utility Billing	Fixed Assets
Accts Payable	X	X						X
Accts Rec.	X	X			X		X	
Cash Receipt.	X	X		X			X	
Payroll	X	X						
Utility Billing	X			X	X			
HR	X	X				X		
Project Acct.	X	X	X	X	X	X		X
Purchase Orders	X							V
LIDS	X			X	X			
Work Order/ Service Reg.	X		X			X		X
ER&R	X		X			X		X
Building Permits	X			X	X		X	

City's Current Annual Activity Level

Langley is a built-out City. Limited growth of population will be through housing in-fill or increased density. The growth in the number of City employees and system users will be minimal.

Item	Activity Level
Estimated number of General Ledger accounts	1200
Estimated annual number of Cash Receipt transactions	1500

Estimated number of Payable checks Issued	500
Number of utility accounts	800
Active employees	18
Estimated number of P/R checks issued	24
Estimated Users: Financial Modules Cash Receipting and Utilities Modules Department Directors (View Only)	 2 4 6

Section 3- Project Timeline

This timeline is intended to reflect solicitation and selection of proposals from vendors that can provide an integrated, fully developed, and previously implemented modules that fulfill the stated requirements.

Tentative Acquisition Timeline

The City intends to complete the selection process using the following schedule. However, the City reserves the right to adjust or reschedule milestones as deemed necessary in the City's sole discretion. Any changes to the schedule will be posted on the City's website.

Publication of Request for Proposal	September 27, 2023
Vendor Questions Due	October 18, 2023
Answers to RFP Questions E-mailed and posted on City Website	November 8, 2023
Vendor Proposal Responses Due	**November 22, 2023**
Finalists Notified or Short List Released	December 20, 2023
Vendor Demonstrations Complete	January 5, 2024
Vendor Reference Checks Complete	January 5, 2024
Final Selection	January 8, 2024
Contract Awarded / Council Approval	Q1 2024
Implementation Begins	Q2 2024
Production go-live	No later than Q4 2024

Section 4- Vendor Instructions

Proposal Responses

The City must receive responses to this RFP no later than the date specified in Section 4. Proposals received after the due date will not be accepted. No additional time will be granted to any vendor unless by addendum to this RFP. Vendors must submit one original with signatures, 4 copies, and 1 electronic version of the Requirements section in MS Word to the following address:

Wanda Grone, Finance Director
Physical Address:
112 Second St
Langley, WA

Mailing Address:
PO Box 366
Langley, WA 98260

Ph: 360-221-4246 ext. 15
Email: financedirector@langleywa.org

Proposal Response Format

The RFP response should adhere to the following format:

Section	**Title**	**Contents**
Section 1	Executive Summary	Overview description of proposed solutions, vendor experience, and contact information (one page).
Section 2	Requirements	Completed Requirements documents (Section 5) in MS Word format. The vendors should provide a ranking as described in Section 5. Vendors must also provide a short description of how each functional requirement can be supported with the software.
Section 3	Pricing	Estimates that include pricing for software, maintenance, and implementation services, which includes installation, configuration, training, and data conversion (list amount of data to be converted for each system).

		Use Detailed Bid Response from the RFP Appendix B.
Section 4	Implementation Methodology	A summary of the vendor's implementation methodology that includes a detailed boilerplate implementation plan (limit 15 pages). Must include a proposed plan for implantation of modules in a phased approach. Identify key team members and roles on both the vendor and client side.
Section 5	Support and Maintenance Policies and Procedures	Description of the vendor's policies and procedures for supporting the client organization through training, documentation, and response to issues and new requirements.
Section 6	Other Information	A. General Information Overview (Appendix A) B. Client Reference List (Appendix C) C. Copy of vendor contract to be used for software license, services, and maintenance D. Exceptions to Langley's RFP E. Copy of the standard escrow agreement F. Other information that may provide value to the evaluation of your software

Vendors that deviate from this format may be deemed unresponsive. Proposals should be prepared simply, providing a straightforward, concise delineation of the capabilities necessary to satisfy the requirements of the RFP. Elaborate promotional materials should not be submitted at this time.

Emphasis in the proposals should be on completeness, clarity of content and adherence to the presentation structure required by this RFP and not on volume. Costs for developing proposals in response to the RFP are the obligation of the vendor and are not chargeable to the City. All proposals and accompanying documentation will become the property of Langley and will not be returned.

Other Response Terms

Pre-Submittal Questions. There will be no pre-bidders conference. Questions regarding the RFP may be submitted to the City of Langley by October 18, 2023 (or via email) at financedirector@langleywa.org.

The list of submitted questions with their respective answers will be posted to the City's website located at www.langleywa.org by November 8, 2023.

RFP Amendments. The City reserves the right to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the proposal. The City reserves the right to change the RFP schedule or issue amendments to the RFP at any time. The City of Langley also reserves the right to cancel or reissue the RFP.

Rejection of Proposals. The City reserves the right to reject any or all proposals, to waive any informalities or irregularities contained in any proposal, and to accept any proposal deemed in the City's sole discretion to be in the best interest of the City of Langley.

Proposal Validity Period. Submission of a proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the City of Langley and the successful vendor.

Disclaimer. The City reserves the right to share, with any consultant of its choosing, the RFP and any resultant proposals in order to secure expert opinion.

Non-Obligation. Receipt of proposals in response to this RFP does not obligate the City of Langley in any way. The right to accept or reject any proposal shall be exercised solely by the City of Langley. The City of Langley shall retain the right to abandon the proposal process at any time prior to the actual execution of a contract with a vendor, and the City of Langley shall bear no financial or other responsibility in the event of such abandonment.

Public Disclosure. All materials provided to the City of Langley by Vendors are subject to State and the City of Langley's public disclosure laws.

Section 5- Vendor and System Requirements

This section includes the vendor, technical, and functional requirements to be evaluated in this RFP. The Requirements section will become Section 2 of your RFP response. This is not a comprehensive list of all of the City's requirements but includes the key requirements that will be used to evaluate the RFPs and will be included as part of the signed contracts. Responses to each line item should be concise and straightforward.

The City expects vendors to respond in a factual manner, clearly identifying software that is fully released, in testing, or slated for future release for each functional requirement. Vendors must provide a rating for every item. If the requirement does not pertain to the proposal being submitted, enter "N/A". If a submitted RFP includes blank responses the document may be considered in violation and rejected. Use the following rating system to complete the RFP and evaluate the requirements and include a brief description of how the software supports the stated requirement.

Rating	Definition
4	**Standard and available in the current version.** Software fully supports this requirement. No customization or modification is required.
3	**Meets requirement with minor configuration or modification.** Vendor configuration is required, vendor maintains the application on upgrade paths. Testing and production of modifications will be completed by implementation date. Show any costs for the modification.
2	**Available with 3rd party software application.** Indicate name of the application recommended and number of installs jointly completed.
1	**Does not meet requirement and requires substantial system modification.** Indicate timing required and estimated cost of modification.
0	**Not available.** Software will not meet requirement.
F	**Future Release.** Requirement will be available in future release. Indicate anticipated release month and year.

Requirements of All Modules

Description	Rating	How is requirement accomplished?
General System Requirements		
1. Complete on-line help function.		
2. Integrated online help with errors and corrections display		
3. Multiple users can work in the same module simultaneously		
4. Drill down from reports, queries, or screens from summary to transactional detail		
5. Capable of receiving credit card payments and meets PCT (Payment Card Industry) requirements		
6. Interfacing efficiency with the City's existing workstation platforms		
7. Support services to all City personnel Monday-Friday 9:00am – 5:00pm PST.		
8. Staff with access to City data must be a U.S. citizen, or, is legally permitted to work in the U.S.		
9. Users must be able to remotely access the system from any Windows-based computer with a secure internet connection.		
Data Structure		
10. Interface with similar data in other modules (see table on page 5)		
11. Import and export data for user-controlled manipulation in Unicode and also in formats compatible with Microsoft Office, ArcGIS, and PDF.		
12. Preference for MS SQL; or ODBC compliant database; no proprietary databases		
13. Unlimited user defined fields that can be accessed through queries and reports		
14. Directly link to external documents such as spreadsheets, word processing documents, and ArcGIS.		
15. Encrypt database both in transit and at rest.		
Accounting Principles		
16. Multiple year history to be maintained online.		

17. Calculate interest and late fees for billing		
Auditing Capabilities		
18. View history of who has accessed, created, or modified each data entry item		
Access Controls		
19. Limit the access to appropriate users, except when the data are intentionally made public. Limitation is provided through the use of passwords or other access credentials or mechanisms, depending upon the nature and location of the data.		
20. Role based security where users can be assigned to multiple roles.		
21. System administrators can modify, view, or restrict access controls for end-users.		
Query capabilities		
22. Ability for users to conduct searches, post transactions, and generate reports at all levels of the account structure by fiscal year, month, calendar years, or any user defined date.		
23. Perform keyword, wild card, and multiple field queries.		
24. Save queries and make saved query available to other users		
Reports		
25. Report writer (propriety or licenses for a program such as Crystal Reports)		
26. Ability for users to generate and save custom reports from queries or system-generated data		
27. Customizable templates for common reports		
28. Create mailing labels		
29. Report criteria selection via drop downs, queries, or pick lists		
30. View reports online		
31. Export reports to an Unicode file, MS Excel, MS Word, ArcGIS, or PDF.		
32. Directly e-mail a report		
33. Historical reporting for up to five years of prior financial data.		

Printing		
34. Display reports to the screen		
35. Direct printing of customer bills or the creation of a Unicode file of billing information to be sent to an outside bill printer.		
36. Printing to non-proprietary forms and labels		
37. Accommodate bar code printing and scanning of customer bills.		
Data Privacy & Security		
38. Servers and services that manage passwords must force the setting of a complex password every 90 days: - No common names or dictionary words - Use of uppercase/lowercase; number, and/or special character - Length requirements		
39. Communications between (1) servers or services and (2) client machines must be protected.		
40. Communications between servers or services must be protected.		
41. Mechanisms for users to set or change passwords must be secure.		
42. People responsible for the operation of servers must have the skills, experience, and/or training needed to implement these privacy & security requirements.		
43. The server or services run applicable malware detection software with up-to-date signature files.		
44. Server operators must not knowingly permit shared user account credentials.		
45. A mechanism must be used to force re-authentication to user accounts after an idle period.		
46. Servers must be protected from improper network-based access.		
47. User and administrator access to servers and applications must be logged.		

48. Server and application operators must promptly inform the researchers (and through them, the IRB) of any suspected breaches.		
49. The logs must be periodically reviewed for anomalous behavior.		
50. Secure overwriting of the data or physical destruction of the media are used to dispose of data that are no longer needed.		
51. Servers or services must implement a mechanism that inhibits password guessing attacks on user accounts if the server or service does its own authentication.		
52. Server operators must take reasonable actions on a regular basis to ensure that their systems are not vulnerable to attack.		
53. The server must be kept in a secure U.S. location and be subject to regular inventory to ensure that loss or theft is identified.		
54. Data must be encrypted.		
55. Servers on the same subnet must be protected against attack from each other.		
56. The names and roles of all individuals who have access to the data is documented and tracked over time.		
57. Electronic transmission of data over the internet, social media, or by text message must use cryptographic protocols, such as Transport Layer Security (TLS) or Secure Sockets Layer (SSL) and a minimum key length of 28 bits.		

Required Financial Modules

1. General Ledger

The General Ledger is the core or foundation upon which all other modules are built.

Description	Rating	How is requirement accomplished?
1. Account structures must comply with the Washington State Budgeting Accounting Reporting system (BARS). In the BARS structure an eighteen (18) digit code accommodates the various transactions. The chart of accounts should allow the user complete control over structure.		
2. The system should be consistent with General Accounting Standards Board (GASB)		
3. Affords various views of the General Ledger (fund, department, project, account, etc.)		
4. Ability to move from a GL account to specific transactions affecting the account (drill- down capabilities).		
5. Ability to conduct searches, post transactions, and generate reports at all levels of the account structure by fiscal year, month, calendar years, or any user defined date.		
6. Supports cash basis, accrual basis, year-end accrual basis, or any combination thereof.		
7. Supports unlimited number of funds.		
8. Allow at least 13 periods per year with open periods.		
9. Calculates year end balances for each category of fund and rolls those balances forward to establish starting balances for the new year.		
10. Ability to lock the previous year after year end closure to avoid inadvertent changes.		
11. Ability to lock the previous month after month end closure to avoid inadvertent changes.		
12. View history of who has accessed, created, or modified each data ent1y item		
13. Automatic Journal Entry reversals		
14. Automatic year-end closing without loss of detail.		
15. Ability to either integrate or upload bank statement data to analyze and reconcile exceptions.		

16. Ability to attach documents to each transaction (Compatible with all standard formats, such as: PDF, JPEG, PNG, Word, Excel).		
17. Ability to run a report of all inter-fund transfers.		

2. Budget Preparation

The City currently prepares an annual budget. The City desires a budget module that is integrated to core financial modules. This should include multi-year budgeting. The module should include: the ability to generate baseline budgets based on prior year budget less one-time expenditures and adjusted for inflation, ability to track changes, generate overhead calculations, what-if scenarios, and other forecasting methods.

As with most Washington municipalities, the budget preparation is the focal point of financial planning and authorization for the delivery of municipal services. The City prepares the budget at a detail (object) level, with presentation to City Council and public at different levels of detail.

Description	Rating	How is requirement accomplished?
1. Ability to generate an annual and biennial budget.		
2. Ability to create global changes under a variety of methods such as percentages, fixed amounts, and by a user-defined formula.		
3. Support multiple budget versions (i.e. original, amended, adopted, etc.)		
4. Ability to directly link to spreadsheet and/or word processing documents.		
5. Multiple departments can update their budget information simultaneously.		
6. Integration to Payroll and Human Resource modules to support salary and benefit budgeting.		
7. Online view of reports.		

3. Accounts Payable

Primarily, the City uses a de-centralized purchasing system. Requests for goods and services are generated in the various departments. The City does not use purchase orders. Warrants are currently issued for payment, but the system should be able to accommodate either checks or warrants.

Description	Rating	How is requirement accomplished?
1. Track aging items and other exceptions.		
2. Support one-time vendor override payments. Allow for simplified temporary vendors directly from transaction input process.		
3. Recurring payables processing		
4. Vendor discount management.		
5. Access vendor history by vendor name, vendor number, invoice date, check date, and BARS Codes.		
6. Support vendor retainage.		
7. Block duplicate invoice processing, with ability to override		
8. Multiple invoices per check/warrant.		
9. Laser check/voucher printing.		
10. Supports I099 reporting requirements. I099 management to the invoice line item level; not just the vendor or the invoice.		
11. Integrates with other systems such as: General Ledger Fixed Assets Cash receipting (refunds)		
12. Ability to clear checks/warrants.		
13. Check/warrant reconciliation system.		
14. Check/warrant approval list generated for City Council approval.		
15. Electronic payment to vendors (ACH, wire, debit).		
16. Sales and use tax tracking and reporting		
17. Bank reconciliation for multiple accounts		
18. Check 21 capable/compatibility		
19. Capable of issuing checks/warrants up to $99,999,999.99		

20. Ability to attach documents to each transaction (Compatible with all standard formats, such as: PDF, JPEG, PNG, Word, Excel).		

4. Accounts Receivable

The City of Langley currently operates a de-centralized accounts receivable system. General accounts receivable billings are collected by the Finance Department. Upon receipt of payment, City invoices are entered into the cash receipting system and posted to the general ledger.

Description	Rating	How is requirement accomplished?
1. Provide for decentralized input of accounts receivable data and either centralized or decentralized printing of receipts.		
2. Provide for an interface with Cash Receipting to allow cashiers to query and/or post invoices.		
3. Single centralized AR Master record for all receivables		
4. Full integration with: General Ledger, Cash Receipting and Accounts Payable modules.		
5. Distributes appropriate information to: General Ledger Utility Billing Permitting		
6. Integration with an electronic cash drawer system. The receipt system should be an integral part of the management system.		
7. Provides for acceptance of on-line payments.		
8. Allows for credit card payments.		
9. Provides daily activity print out showing BARS account codes and system user's name.		
10. Provides for invoice generation by Finance and various departments		
11. Calculates late fees and penalties based on user defined rates		
12. Ability to attach documents to each transaction (Compatible with all standard formats, such as: PDF, JPEG, PNG, Word, Excel).		

5. Cash Receipting

The City currently has multiple cash receipting sites. City revenues are received as currency, coins, checks or credit cards. Most payments are generated from building permits and sewer utility payments. The proposed software should support:

Description	Rating	How is requirement accomplished?
1. Post transactions without predefined account codes.		
2. Provide single transaction or receive multiple payments for an invoice.		
3· Provide the ability to define payment mode		
4. Provide a daily deposit cash/checks/ electronic composition and credit card.		
5. Provide options to accept cash, check or credit card for one transaction.		
6. Support multiple electronic cash drawers.		
7. Provide security and reporting for each defined cashier.		
8. Generate a customer receipt for each transaction batch listing of transactions and showing BARS codes used.		
9. Allow more than one user in utility billing, cash receipts and general ledger at one time.		
10. Complete integration with: General ledger, Accounts Receivable, Payable, Utility Billing modules.		
11. Ability to view reports online		
12. Provides the ability to include hot keys, shorter account number coding for re-occurring revenue line items		

6. Payroll

The City currently pays wages through a centralized payroll office. Payroll time keeping is decentralized with varied methods of overtime calculations, pay types, leave types, and benefit options.

Description	Rating	How is requirement accomplished?
1. Decentralized timekeeping and hours entry on a user-defined time sheet.		

2. Web or network-based timesheets that compile information into main payroll module.		
3. Integrated electronic timekeeping system.		
4. Timesheet approval workflow based on custom business rules for routing to appropriate supervisor(s).		
5. Direct deposit to multiple bank accounts.		
6. Generate an electronic ACH file for employees. Allow electronic submission of related payroll benefits and deductions.		
7. Calculate multiple rules-based leave accruals based on length of service, employee group, or other factor.		
8. Process pay by hourly, salary, and other user defined special pay types.		
9. Special pay types can be assigned to an employee with an end date that automatically removes that pay on subsequent pay periods.		
10. Calculate overtime rates using built-in rates		
11. Allocate costs through multiple account codes by either a fixed amount or percentage.		
12. Unlimited user defined payroll deduction fields.		
13. Full integration with: General Ledger, Project Accounting, Accounts Payable, Human Resources, Work Order modules.		
14. Automatic labor distribution to General Ledger and Project Ledger.		
15. Support multiple payroll run dates (weekly, bi-weekly, semi-monthly, monthly)		
16. Support multiple versions of user defined salary and rate tables.		
17. Support mid-period hiring/termination payroll process. Automatic calculation of final pay out amounts related to accruals and benefits.		
18. Reporting requirements for federal tax, Washington State Department of Retirement		

systems (PERS/LEOFF Plans), Deferred Compensation, and retirement plan in lieu of social security.		
19. Track volunteer hours for State Labor & Industries reports.		
20. Automatic generation of W-2's and linkage of required fields with required IRS coding.		
21. Automatic calculation of retroactive pay related to delayed union contract settlements or delayed merit pay adjustments relative to employee anniversary dates.		
22. Tickler file to notify user of employee anniversary dates		
23. Automatic generation of annual comp time and sick leave liability for the City.		
24. Automatically increases accruals based on anniversary date.		
25. Automatic update for holidays and other user defined fields.		
26. Automatic up-date of comp time, sick leave and vacation hours monthly with reporting on employee pay slip and time sheet.		
27. Tracking of employee leave requests with approval workflow based on custom business rules for routing to appropriate supervisor(s).		
28. Ability to attach documents to each transaction (Compatible with all standard formats, such as: PDF, JPEG, PNG, Word, Excel).		

7. Utility Billing

The City currently provides water, sewer and stormwater utility services.

Description	Rating	How is requirement accomplished?
1. Recurring billing for water, sewer and stormwater that supports a bi-monthly billing cycle		
2. Allow billing by usage, fixed rates, tables, average consumption, or a combination of these methods.		
3. Accommodate bar code or QR code printing and scanning of utility bills.		

4. Provide both owner and tenant information for billing purposes. Ability to generate copy of tenant payment plan terms and bill for owner.		
5. Track and provide consumption reports.		
6. Graphical representation of consumption reports		
7. Prioritization of payment allocation.		
8. Calculate and automatically apply late fees using either a fixed amount or percentage of balance.		
9. Generate field service requests and standard customer letters such as: Delinquency Notices Lien Notices Mailing labels		
10. Generate final or between billing period bills keyed on change of occupancy.		
11. Electronic or direct printing of utility bills or the creation of an Unicode file of billing information to be sent to an outside bill printer. Internet billing & payment capabilities		
12. Unlimited comment lines on customer master record.		
13. Inquiry with date, payment and credit.		
14. Aging report to provide 60, 120, 180 days past due rather than report by billing date.		
15. Online query of payment received from last billing		
16. Set customer classes.		
17. Flag accounts for action.		
18. Integration with Permitting and LTD modules.		
19. Flag and track accounts for discounts and refunds.		
20. Flag and track accounts with liens & collections.		
21. Mobile-compatible online entry of water meter readings for calculation of water bills.		

Optional Modules

8. Fixed Assets

Description	Rating	How is requirement accomplished?
1. Alpha-numeric number assignment for each asset		
2. Integrated with Accounts Payable system to facilitate additions to the fixed assets inventory		
3. Assign fixed assets to one or more funds, users, and/or locations		
4. Define classes and categories of fixed assets		
5. Acquisition method is tracked		
6. Bar coding assets for physical inventory		

9. Human Resources

The City's Human Resources module's primary function is to provide information regarding benefit administration, applicant tracking, regulatory compliance, training, labor relations, etc.

Description	Rating	How is requirement accomplished?
1. Perform employee profiling and history.		
2. Maintain a "tickler" file for performance review, training, salary increases and mandatory certification requirements		
3. Maintain bargaining unit contract (3 unions) terms and integrate them into 1he payroll module		
4. Maintain EEO statistics regarding applicant hiring activity and employees. Ability to generate EEO		
5. Integrate Payroll module wi1h Human Resources to provide payroll information with the ability to run payroll history 3-5 years.		
6. Expanded date fields		
7. Employee self-service tools (web based): tax forms; direct deposit; check stub; leave		

balances; address change; dependent change; other City forms related to personnel		
8. Ability to "track" Disabilities FMLA FLSA Grievances City issued assets Health and Safety Benefit elections Education and training		
9. Emergency contact fields		
10. Family and dependent data		
11. Integrate with electronic application for open positions		
12. Ability to attach electronic files to employee file		
13. Easy "toggle" between Human Resources and Payroll		

10. Project Accounting

The City has the need to track and separate revenues and expenditures for a variety of municipal projects including grant and construction project accounting. Projects may be construction, program grants, contracts, cost centers or other related tasks.

Description	Rating	How is requirement accomplished?
I. Ability to maintain independent hierarchies to support reporting across funds, cost centers, object code, project, grant, contract, or task.		
2. Integration with payroll supporting both direct and indirect cost allocation by employee.		
3. Integration with general ledger and accounts payable module.		
4. Integration with the GL at the transaction level such that accounts in both systems remain in balance at all times.		
5. Historical reporting for np to five years of prior financial data.		
6. Allows the user to define project numbers and integrate part of the account number structure.		

11. Purchase Orders

Description	Rating	How is requirement accomplished?
1. Ability to create custom purchase orders, templates, custom fields/elements in a database		
2. When a custom template is used, allow all data from template to be modified		
3. Assign a unique number to each PO		
4. Create COB PO letters, with ability to email PO's from the form		
5. Attach digital signature files		
6. Track and modify vendors contact info		
7. Track purchases against BAR codes and show remaining budget balance		
8. Track invoice numbers separate from order numbers		
9. Track quantity purchased and quantity received on different order numbers		
10. Ability to add scanned invoices to PO record		
11. Ability to adjust sales tax rates		
12. Ability to quickly select vendors from a pull down box		
13. Ability to quickly search previous purchases based on the item, vendor, date searches and PO numbers		
14. support multiple departments each with their own views and ranges of numbers		
15. Ability to track purchased items as assets with a user defined asset number		

12. Local Improvement District (LIDs)

Description	Rating	How is requirement accomplished?
1. Centralized LID system integrated to the General Ledger, Cash Receipting, and Utility Billing.		

2. Pull down menu for customer name, account number and parcel# and address information.		
3. Generate billing and delinquency billing.		
4. Ability to calculate interest and late fees.		
5. Provide detailed transaction history and audit trail.		

13. Work Order / Service Tracking

Description	Rating	How is requirement accomplished?
1. Creates work orders that track labor, materials, and services		
2. Follow-up notification for work order processing		
3. Work order priority setting		
4. User defined index for customizing work order search ability		
5. Recurring work orders can be set-up to expedite entry		
6. Equipment reading for tracking mileage and hours of use		
7. Integration with purchase orders, payroll and fixed assets modules		
8. Integration with the PO module to automate re-ordering of supplies based on inventory levels.		

14. Equipment Rental & Replacement (ER&R)

Description	Rating	How is requirement accomplished?
1. Integrates with Fixed Asset Module		
2. Track usage of individual assets by fund/department and bill accordingly based on pre-established rates.		
3. Track repair and service history of individual assets.		
4. Schedule future asset services based on a pre-established schedule.		

Section 6- Evaluation of Proposals

The City's project team will evaluate the RFPs. The evaluators will consider how well the proposed solution meets the City's requirements as described in the RFP. It is important that the responses be clear and complete to ensure that the evaluators can adequately understand all aspects of the proposal.

Evaluation Factors. Selection of finalists will be primarily evaluated according to the following criteria:

- Quality, clarity, and completeness of the proposal.
- Adherence to requirements for RFP preparation.
- Vendor viability and strength.
- Ability to meet City's functional and technical requirements.
- Software scalability, flexibility, and ease of use.
- Compatibility and integration with existing hardware and software.
- Vendor's experience on similar projects.
- Software demos.
- Total cost of ownership.
- Availability of financing.

The evaluation factors identified above reflect a wide range of considerations. While cost is important, other factors are also significant. The City may in sole discretion select other than the lowest cost solution. The objective is to choose a vendor capable of providing a reliable and integrated solution within a reasonable budget. All proposals will be evaluated using the same criteria.

Notification. Based on the evaluation of the RFP's the City will select a Short List of three or four vendors and invite them to participate in Scripted Demos. The selected vendors will be notified in writing or email by the date indicated in Section 3.

Scripted Demos. The functional and technical product Demos will be presented to the City by the top three to four Short Listed vendors according to a pre-defined script issued by the City. All vendors must follow this script during their Demo process. The evaluation criteria for the Demo process will include adherence to the script as well as the ability to successfully demonstrate the product's ability to meet the functional and technical requirements. The City reserves the right to request additional information, interviews, follow-up demonstrations, or any other type of clarification of proposal information it deems necessary to evaluate the final vendors.

Post-Demo Technical Evaluation. In addition to scripted functional demonstrations, the City may request a more extensive technical demo. This demo will be scheduled on an as-needed basis for the Short Listed applications.

Implementation Vendor Selection. Once the City has completed the selection of the software they will determine if a separate implementation vendor selection project is necessary. The City reserves the right not to select the implementation partner that responds to the RFP or demonstrates the software on behalf of the vendor.

Site Visits. The City may choose to conduct site visit(s) to the software vendor's headquarters and/or vendor's clients as part of the evaluation process. The site visits may be used to determine the successful vendor, and will be conducted following scheduled software demonstrations of the Short Listed vendors. Evaluation of the vendor client sites will be based on the following:

- Assessment of the vendor's service during system implementation.
- Assessment of the quality of vendor's ongoing support.
- Overall user satisfaction with the system.

Contract Award and Execution. The City reserves the right to make an award without further discussion of the proposal submitted. The City shall not be bound or in any way obligated until both parties have executed a vendor contract. The City also reserves the right to delay contract award and/or not to make any contract award.

Turn-Key Project. The City is seeking a turnkey implementation of the software contemplated by this RFP. The Vendor shall provide all labor, equipment, materials, supplies, transportation and services necessary for, or reasonably incidental to, the complete performance of any agreement resulting from this RFP. Vendor must include in its price all design, engineering, system and application database development (including in-depth user interviews for user feature configurations), integration, delivery, installation, testing, training and warranty costs associated with all elements of the proposed system.

Section 7 – Terms and Conditions

The following terms and conditions apply to this RFP and are indicative, but not inclusive of all, terms and conditions that will be set forth in the City's contract with the selected vendor.

Business License and Taxation. The successful vendor and all subcontractors must hold valid business and professional licenses and registrations that may be required by the State of Washington and the City of Langley.

Insurance Requirements. The vendor awarded the contract will be subject to the City's requirements for insurance reflecting the minimum amounts and conditions as defined by the City.

Workers' Compensation. The vendor shall procure and maintain for the life of the Contract/Agreement Workers' 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 their own Workers' Compensation and Employer's Liability Insurance.

Proposals -Public Information.

The Vendor should be aware that the City is required by law to make certain records available for public inspection with certain exceptions. The Vendor, by submission of materials marked proprietary, acknowledges and agrees that the City will have no obligation or liability to the Vendor whatsoever in the event that the City must disclose these materials.

Copyright and Confidentiality. Selected vendor shall maintain strict privacy of all City records, data and files (regardless of media), including any copyrighted material received from the City.

Prime Vendor. It is recognized that multiple Vendors may wish to combine their resources in responding to this Request for Proposal. A Proposal with such a combination is acceptable, provided that the complete Proposal contains all required information, and indicates which Vendor shall be responsible for each of the components that make up the complete system. In addition, one of the Vendors shall be designated as responsible for the complete definition, delivery, integration, implementation, and maintenance of the system, referred to as the prime vendor.

Bidders must warrant to the City that software specifications, capabilities, and performance characte1istics are as stated in the proposal and accompanying documentation. Submission of a Proposal will represent your agreement to these conditions.

Litigation/Jurisdiction/Venue. Should either party bring any legal or equitable action, the substantially prevailing party in such action shall recover, in addition to all other relief, its reasonable attorney's fees and court costs to be fixed by the court. Any and all such court action shall take place and be vested solely in the Superior Court of Island County, Washington, and both parties shall submit to the jurisdiction of such court.

Payment. The City will pay invoices submitted by the selected vendor as progress is made on the implementation project and agreed upon service stipulated in the formal agreement. Prior to payment, invoices will be reviewed to determine if billing is reflective of actual agreed upon project progression and performance. Upon acceptance of the billing by the City's Project Manager the payment will be processed and submitted to the vendor. Payment terms must adhere to applicable State of Washington codes and regulations and City of Langley policies.

Satisfaction of the City Attorney and City Administrator. The acceptance and subsequent award of a submitted proposal shall be at the review and satisfaction of the City Attorney and the City's Administrator. The form and content of the City’s contract with the selected vendor shall be subject to the review and satisfaction of the City Attorney and the City’s Administrator.

Choice of Laws. The contact/agreement shall be subject to and interpreted pursuant to the laws of the State of Washington.

Source Code Escrow. This Request for Proposal will require that the selected vendor provide to the City the source code, in its entirety for all purchased software modules, either by direct possession or via an escrow account.

Warranties. All warranties must be clear, concise and in writing. Warranties shall be specific as to what is and is not covered along with the exact term (in calendar days) of each covered item. Warranties shall cover all individual modules, supplied or created interfaces, and any ancillary product that is purchased from the awarded vendor. In addition, the awarded vendor will warrant and guarantee the seamless integration and interface of modules proposed herein. Bidders must warrant to the City that software specifications, capabilities, and performance characteristics are as stated in the proposal and accompanying documentation. Submission of a Proposal will represent your agreement to these conditions.

Software Versions. The City will not accept Beta versions of the software. All applications are to have a referenceable install base and thorough testing.

Section 8 – Appendices: Vendor Bid Response Forms

APPENDIX A: GENERAL INFORMATION AND OVERVIEW

Company Name:	Address:
City:	State:
Zip:	Contact Name:
Telephone Number:	E-Mail Address:
Web Site Name and Address:	Total Number of Employees:
Annual Sales (each year for the past 5 years):	Number of Years in Business:
Product Name:	Version:
Relational Data Base Management System and Release:	Total Number and Population Range of all Installs:
Total Number and Population Range of installs on Version to be Implemented:	Total Number and Population Range of City Users:
Total Number and Population Range of City Users in Washington State:	Total Number of Government Users:
Total Number of Government Users in Washington State:	

General Warranty Information:

APPENDIX B: VENDOR BID (PRICING SHEET)

	Software License	Installation Conversion and Training	Annual Maintenance / Tech Support
Modules	**Bid Price**	**Bid Price**	**Bid Price**
1. General Ledger			
2. Budget Preparation			
3. Accounts Payable			
4. Accounts Receivable			
5. Cash Receipting			
6. Payroll			
7. Utility Billing			
Total Bid Price for Required Modules:	**$**	**$**	**$**
Optional Modules	**Bid Price**	**Bid Price**	**Bid Price**
8. Fixed Asset Tracking			
9. Human Resources			
10. Project Accounting			
11. Purchase Orders			
12. Local Improvement Districts			
13. Work Order/Service Tracking			
14. Equipment Rental & Replace.			
Total Bid Price for Optional Modules:	**$**	**$**	**$**

APPENDIX C: USER REFERENCE LIST

Provide three user references that most closely reflect similar users to the City's scope of work within the past five years. Reference sites should be fully implemented and live on the current version of the software.

1. Name of User:	
Population:	Concurrent Users:
Contact Name/Title:	Telephone #:
Modules Installed:	
Go-Live Date:	
Other Comments:	

2. Name of User:	
Population:	Concurrent Users:
Contact Name/Title:	Telephone #:
Modules Installed:	
Go-Live Date:	
Other Comments:	

3. Name of User:	
Population:	Concurrent Users:
Contact Name/Title:	Telephone #:
Modules Installed:	
Go-Live Date:	
Other Comments:	