



REQUEST FOR PROPOSALS

City of Verona, WI
Municipal Financial Software

Release Date: December 15, 2017

Due: January 26, 2018

Submit Proposals to:

City of Verona

Attn: Finance

111 Lincoln Street

Verona, WI 53593

Brian.Lamers@ci.verona.wi.us

Phone: (608)848-9949

Fax: (608)845-8613

The City of Verona, WI (City) is seeking proposals for a Municipal Financial Software System. Proposals marked “Municipal Financial Software Proposal” shall be submitted to the City Administration Department no later than January 26, 2018, **4:30 p.m.** The City will select the proposal that most closely fits its needs based on several evaluative factors including software quality & features, cost, provider’s experience, level of support for installation, training and ongoing service support. Product demonstrations and vendor reference checks will also be used to select a vendor. The City will award the proposal that is most advantageous to the City. The City reserves the absolute and unconditional right to reject any or all bid proposals, to waive technicalities, to re-advertise, or proceed otherwise when the best interest of the City will be realized herein. No bid may be withdrawn for a period of at least 180 days after the actual date of opening thereof. Following selection of successful vendor, final award will be subject to final negotiations and ability to agree to all required contractual terms. This will include review of the contract by the City’s legal counsel.

By submitting a proposal, all persons and entities submitting a proposal thereby acknowledges and agrees to the terms contained in this RFP.

General Information

The City of Verona, WI (2017 pop.12,303) has a 2018 General Fund budget consist of the following:

General Fund	\$8,684,416
Capital Projects (Inc. TIF’s)	\$12,971,342
Debt Service	\$4,744,477
Library Fund	\$2,066,470
Senior Center	\$521,388
Fire Department	\$1,654,974
Refuse & Recycling	\$679,143
Water	\$2,695,456
Sanitary Sewer	\$2,493,615
Storm Water	\$764,025
All Others	\$1,725,552

The City’s current software is Workhorse Software Services, Inc. in which the City utilizes the general ledger, payroll, cash receipting, misc. billing and utility billing. Currently there are six users at City Hall, 111 Lincoln Street, Verona WI. The sewer, water and storm water utilities, located at 410 Investment Court, have four users.

Project Objectives

The City is looking at replacing the current system to reduce manual and paper-based processes. The new system should enable the departments to have better reporting

information available to them through the system, in a digitally exportable and manageable form.

Software System Requirements

Server software must be compatible with Microsoft Windows Server 2012 R2 or higher. Client software must be compatible with 64-bit versions of Microsoft Windows versions 10 and 7 SP1. The financial software system should provide for the 10 client access versions and allow additional users access to generate reports at any given time. The system must produce year-end financial reports necessary for audits, Wisconsin Public Service Commission Annual Reports, tax and other year-end reports as well as on- demand, monthly and annual managerial reports.

The system should provide fully integrated solutions for the following functions in the base proposal:

1. General Ledger-GL (with Budget application and Excel compatible as far as exporting and importing)
2. Receipting (including credit card, ACH direct and online payment capabilities)
3. Utility Billing (Water, Sewer, Storm Water and Private Fire Protection)
4. Work Order system
5. Project/Grant Management System
6. Accounts Payable (with Project Management application that updates GL, AR & FA)
7. Payroll/Human Resources
8. Accounts Receivable-AR
9. Fixed Assets-FA

Additionally, the proposal should include the following optional function listed as add-alternates:

- 1a. Purchase Order System program/module
- 2a. Cemetery Management
- 3a. Fleet Management (Maintenance)
- 4a. Time Management (Time System Interface)
- 5a. Business Licenses Management

Instructions

The following instruction and conditions apply to all proposals. Failure to comply with these instructions may result in rejection of your submission. The City reserves the right to reject any or all proposals or select the one that is in the best interest of the City. The City has not employed a pre-qualification process. No vendors are either pre-qualified or precluded from responding to this RFP.

1. As this integrated software intends to incorporate and consolidate the operations of several departments, vendors may submit questions on the City's RFP via email only Brian Lamers, Finance Director at brian.lamers@ci.verona.wi.us.

2. **Submittal:** Each proposal shall include three bound, hard copies and one digital copy on a flash drive or CD-ROM or other medium capable of being copied or distributed as an email attachment. The proposal submission shall be mailed or delivered in a sealed envelope labeled "Municipal Financial Software Proposal" to:
Brian Lamers, Finance Director
111 Lincoln Street
Verona, WI 53593
Proposals must be received by January 26, 2018, **4:30 p.m., CST.**

3. **Payment:** The City intends to receive, consider and award the integrated software proposal by spring of 2018 with conversion and installation to begin in 2018. The proposal shall include payment terms and conditions for each of the following phases:
 - a. Payment due upon Order placement;
 - b. Payment due upon data migration
 - c. Payment due upon installation of all server/client versions
 - d. Payment due upon completion of training and testing.

Provide anticipated payment dates. If payment terms/dates differ from aforementioned phases please specify in proposal.

Proposal shall also include hourly rate(s) for any work requested outside of the scope of the proposal as well as ongoing (annual) maintenance and support of the purchased integrated software.

4. **Maintenance and Support:** Provide annual cost for at least 5-years of support and if there are additional cost for upgrades, user support and assistance. Describe type of support (telephone, email, etc.) and average response time to inquiries.

5. **Confidentiality:** The City will attempt to protect legitimate trade secrets of the vendor. Any proprietary information contained in the vendor's proposal must be clearly designated and shall be labeled with the words "Proprietary Information". Marking the entire proposal or any one or more of the major sections as proprietary will be neither accepted nor honored. 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 in the event that the City must disclose these materials.

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

6. 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, issue amendments to the RFP, cancel or reissue the RFP. The City also reserves the right to reject any or all proposals at any time with no penalty and to waive immaterial defects and minor irregularities in responses.

7. The proposal shall include:

- Description of firm, management structure, years in operation, services offered.
- Names, qualifications and experience of personnel conducting the installation and training.
- At least three other Wisconsin local units of government that your firm has installed and supported the software you are including in the submitted proposal.

8. **Insurance Requirements:** The successful vendor, at its sole expense and prior to engaging upon the work agreed to be done, shall procure, maintain and keep in force during the entire term of the agreement required insurance. The specific type(s) and amount(s) of coverage of this agreement are listed below:

- General Liability Insurance: Bodily injury and Property Damage \$2,000,000 general aggregate; \$1,000,000 each occurrence
- Professional Liability Insurance: To cover errors, omissions and negligent acts of the vendor in performance of implementation of the system of \$1,000,000 general aggregate and \$1,000,000 per occurrence
- Workers' Compensation Insurance: The greater of statutory limits the vendor's home state or as required by State of Wisconsin. Coverage must include a waiver of subrogation
- Insurance is to be placed with insurers authorized to do business in the State of Wisconsin covering all operations required to install purchased system.

SOFTWARE Qualification STATEMENTS:

Please respond to the software qualification statements in the following format:

Enter “**Y**” if the item is included as part of the standard system package. Enter “**N**” if the item is not available.

Enter “**M**” if the system requires modifications to meet this specification. Please identify the estimated cost of any required modifications.

If additional pages are necessary, please feel free to attach them to your proposal. You may also include pre-printed product literature regarding your system(s).

System Environment (Pertains to All Modules)

1. **Single Input:** System facilitates entry of data one time. Duplicate entry of data is not required (i.e., Project management integrates with Financial Module)_____

2. **Client/server:** System is a client/server application._____

3. **Windows Based:** The system uses or is compatible with a Microsoft Windows operating environment._____

Specify which version(s) of Windows your system supports:_____

4. **Report Writer:** The system provides report writer functions for generating custom reports from system information._____

5. **User Guides:** Real time, desktop accessible system and user documentation manuals/guides are provided for each subsystem._____

6. **Compatibility:** Data and reports can be exported._____

If yes, please list exportable file format:_____

7. **Functionality:** The system employs drill-down capabilities for transaction detail and allows multiple users simultaneously in each module._____

8. **Multiple Sessions:** Does the system allow a single user to be in multiple modules at the same time, without running multiple sessions of the application or requiring the use of extra “user licenses”._____

9. **Restrictions:** The system is capable of handling an unlimited number of accounts._____

10. **User Group Meetings:** Vendor currently sponsors regular user group

meetings._____

11. *Attach information related to frequency, location and cost.*

12. **Training:** Vendor will provide comprehensive on-site training prior to or during conversion._____

13. **Automatic Recovery:** Is the file recovery automatic after a system failure._____

14. **Support:** Vendor provides technical support online and via toll-free telephone number._____

*Hours of technical support availability:*_____

15. **Security:** The system employs encrypted password protection for users and groups._____

16. **Access:** Module access and transaction processing can be restricted by user or group._____

17. **Real-Time Processing:** Does the database support real-time processing in each of the individual systems? _____

18. **Audit Trail:** The system generates audit trail history (data changes detailed by time, date, workstation and user)._____

General Ledger

1. The system provides for centralized account management._____

2. The system interfaces to Bank Reconciliation, Accounts Payable, Accounts Receivables, and Payroll._____

3. The system allows unlimited number of years of detailed information._____

4. The following reports are available:

Trial Balance _____

Detail of transactions by account/object code _____

Revenue & expense detail by account _____

Revenue & expense summary _____

Cash Flow Statements _____

Detailed account code history – multiple years _____

Balance Sheet _____

5. Reports can be generated for each individual fund._____

6. Selective accounting information is available:
 - By account _____
 - By period _____
 - By date range _____
 - By fund account _____
 - By department, sub-department and object code _____
7. Reports can be run for periods other than the current period. _____
8. System supports the Modified Accrual Basis accounting method. _____
9. Entries can be reversed and deleted automatically. _____
10. Entries are tracked as to:
 - Transaction date & time _____
 - User performing entry _____
11. The system allows unlimited number of journal entries. _____
12. The system provides online screen inquiry including unlimited history. _____
13. The accounting period can be "locked" after closure occurs so inadvertent changes cannot be made. _____
14. Does system have recurring Journal Entries. _____
15. Does the system have budget projection capabilities and how far into the future. _____
16. Does the system allow for departments to enter and include justifications of department budget requests _____
17. Does the system allow multiple versions of budget requests? Department Request, Administrative review, proposed budget, Council changes, Final Approved Budget. _____
18. Is the year to date information instantly updated in the Budget Module? _____
19. Modify a single line item, ranges of items or the entire file based on parameters entered. _____
20. Allow budget amendments and maintain the original budget and the amended budget. _____

Accounts Payable/Purchasing

1. The system provides multiple means for inquiry of vendor records. If so please list. _____
2. The system assists in preparing W9 requests. _____
3. The system tracks whether or not vendors require 1099's. _____
4. The system prints 1099s at year-end for vendors requiring them. _____
5. The vendor information can include contract limits. _____
6. The system allows users to cancel invoices. _____
7. The system allows users to cancel/void checks. _____
8. The system allows for an unlimited number of vendors. _____
9. The system allows for an unlimited number of years of history. _____
10. The system allows users to work in both current and future periods. _____
11. Accounts Payable interfaces with the other systems such as: GL, Project Management and Fixed Assets. _____
12. The system supports both check and voucher printing. _____
13. The system can verify budget status prior to accepting a transaction. _____
14. The system provides check reconciliation capability. _____
15. The system can track purchase orders. _____
16. The system tracks vendor invoices and warns against duplicate payments. _____
17. The system supports recurring entries (i.e. biweekly, monthly). _____
18. The system generates a payment approval list for committee approval. _____
19. Users can access vendor history by invoice or check information. _____
20. The system provides history drill-down to include: vendor, scanned invoice, check information and GL account number. _____

21. The system can accommodate wire transfer of funds. _____

Cash Receipting

1. The system accommodates centralized and remote collections. _____
2. The system distributes receipting information to:
 General Ledger _____
 Utility Billing _____
 Accounts Receivables _____
3. The system provides integration to an electronic cash drawer system with receipt printing. _____
4. The system provides collection of all methods of payment at one location. _____
5. The system provides cash-out capabilities for balancing each operator. _____
6. The system provides the ability to define payment mode and provide daily deposit cash, check, and credit card composition. _____
7. The system can print a cash receipt on demand. _____
8. Users can view transactions in a cash receipts inquiry. _____
9. The system can process online payment transactions. _____
10. The system allows more than one transaction per receipt. _____
11. The system allows for credit/debit card payment processing. _____
12. The system allows an unlimited number of accounts or transaction codes. _____

Payroll

1. The system supports standard user-defined salary tables. _____
2. The system supports part-time and hourly employees with pro-rated benefits _____
3. The system accommodates employees with unusual shifts. _____
4. Does the system have the ability to accommodate "paid on call" firefighters? _____
5. The system supports multiple pay rates/positions for a single employee. _____
6. The payroll system is integrated with the GL and Budget. _____

7. The system automatically tracks accrued time earned and used for:
Holidays_____
- Personal Holidays_____
- Vacation_____
- Sick Time_____
- Compensatory Time_____
- Maximum # of user defined accruals_____
8. The system supports multiple pay periods and special payments (uniform allowances, compensatory time payout, longevity, etc.). _____
9. The system supports the Wisconsin Retirement program requirements. _____
10. The system generates all Federal and Wisconsin requirements. _____
11. The system supports an unlimited number of years of history. _____
12. The system can distribute employee salary and benefits to multiple funds and accounts. _____
13. The system can support labor unions or other groups for:
Deduction calculations_____
- Longevity_____
- Reporting_____
- Deferred compensation_____
- Taxable life insurance_____
14. Tax tables are automatically updated. _____
15. The system supports direct deposit of payroll. _____
16. The system allows daily, weekly or monthly time entry. _____
17. The system supports on-line entry of time by employees. _____
18. The system generates reports (i.e. unemployment, retirement, 941's, etc.) that will total hours and/or pay by the calendar month or quarter regardless of pay period end date. _____
19. The system supports multiple payrolls for the same pay period and check date. _____
20. The system automatically calculates overtime pay in accordance with the Fair Labor Standards Act (FLSA). _____
21. System generates W-2's at year end. _____
22. System tracks work reduction hours (FLSA) for fire fighters. _____

Utility Billing

1. The system supports multiple billing cycles:
 - a. Monthly billing_____
 - b. Budget billing_____
 - c. Estimated billing_____
 - d. Final billing_____
2. The system supports an unlimited number of customers/accounts. _____
3. The system can support “umbrella” customers, where several accounts for the same customer can be treated as one user if defined (ie a school district with several locations).
4. The system supports an unlimited number of billing categories and unlimited rates per service and per account. _____
5. The system is compatible with Beacon and ReadCenter Meter Ready software. _____
6. The system can generate, track and record work orders (i.e. connections, meter change-outs). _____
7. The system is integrated with:
 - a. GL/Financial_____
 - b. Cash Receipting_____
 - c. Accounts Payable (refunds) _____
 - d. Fixed Assets (meters) _____
8. The system has a meter inventory. _____
9. The system has a separate “Meter Screen” listing:
 - a. Meter serial number_____
 - b. Transponder serial number_____
 - c. Meter Installation date_____
 - d. Transponder installation date_____
 - e. Meter type_____
 - f. Meter size_____
 - g. Number of digits/test circle/resolution_____
 - h. Max # of user defined meter fields?_____
 - i. Read history_____

10. The system can count a compound meter with a high and low end, each end with different transponders, as one meter. _____
11. The system can count new accounts created as the result of new service separately from new accounts created as a result of change in ownership. _____
12. The system can count new meter entered into inventory as a result of new service separately from new meters installed as a result of a meter replacement at an existing service. _____
13. The system retains historical meter data (such as serial numbers) after a meter change-out. _____
14. The system can print historical meter inventories as of a certain date, and not just current inventories. _____
15. The system supports user defined bill calculations. _____
16. The system can prorate billings. _____
17. The system allows one-time charges. _____
18. The system can support an unlimited number of years of billing information. _____
19. The system allows an unlimited number of notes per account. _____
20. The system can tack correspondence sent (leak alerts, change out requests, etc) _____
21. The system accommodates internet bill delivery and payments (can these be imported in and from multiple sources). _____
22. The system provides adjustments to accounts for:
 - a. Misreads _____
 - b. Leaks _____
 - c. NSF checks _____
 - d. Transferring payments from one account to another _____
 - e. Cancelled final reads _____
23. The system can bill more than one customer per account and can produce duplicate billing statement for landlords. _____
24. The system can produce:
 - a. Custom correspond. _____
 - b. Late notices _____

- c. Leak notices_____
- 25. The system can produce new owner notification letters automatically as the result of a change in account ownership._____
- 26. The system has a separate "Lot Screen" listing
 - a. Service address_____
 - b. Tax parcel number_____
 - c. Primary and secondary account holders_____
 - d. Mailing address different from service address_____
- 27. The system supports postal bar coding with current and future postal requirements._____
- 28. The system supports mail route sorting (pre-sorting)_____
- 29. The system accommodates exporting data to a third party printer._____
- 30. The system can complete all processing requirements for transferring delinquencies to tax roll according to Wis. Stat. 66.0809._____
- 31. The system supports historical usage for an account printed on bills._____
- 32. The system can support customized bill display._____

Accounts Receivable

- 1. An Accounts Receivable Module is available separate from utility billing._____
- 2. The system supports an unlimited number of customers/accounts._____
- 3. The system allows customized invoice creation._____
- 4. Invoices contain a customizable note field for messages to customers._____
- 5. Invoices can be "memorized" as recurring transactions._____
- 6. The system provides reminders for invoice generation._____
- 7. The system provides aged accounts receivable reports by fund separate from utility accounts._____

Fixed Assets

- 1. Does your system integrate with Accounts Payable and Purchase Orders to facilitate

additions to the fixed assets inventory, including transfer of purchase amount, purchase date, description, vendor, invoice number, and purchase order number? _____

2. Does your system allow the user to define classes of fixed assets? _____
3. Does your system allow the acquisition method to be tracked? _____
4. Does your system allow electronic files to be “attached” to the asset? _____
5. Is depreciation calculated and posted automatically to GL accounts? _____
6. Can component assets be tied to a master asset? _____

Project Accounting

1. Does your system have a Project Management system that is designed to track projects across multiple years? _____
2. Does your system allow the setup of budgets and tracking of activity for an unlimited number of fiscal and calendar years? _____
3. Does your system allow for entering of general information and specific notes related to specific projects? _____
4. Does your system allow for the tracking of internal project costs? _____
5. Does your system allow costs to be billed to customers who will benefit from the project? _____

Other (Respond to these items in a narrative.)

1. Does your system include a Special Assessment module? _____
If so, please describe its features.
2. Does your system include a Work Order module? _____
If so, please describe its features.
3. Please describe the data backup and restore procedures for the system.
4. Please describe the delivery and installation process for system updates.

5. Please describe how your report writer works and indicate if it is provided by another entity or not.
6. Briefly describe how you conduct product testing and explain how it will ensure the module is ready for production.
7. Please describe the security provisions of your system.
8. Please describe the hardware requirements necessary to operate your system, including printers and data backup devices.
9. Describe whether or not preprinted forms are required or if the system can generate standard forms and if so, list the forms (i.e. utility bills, vouchers, W-2s, 1099's, etc).
10. Please provide staff hourly rates for additional work outside the scope of any contract should you be selected (i.e. professional services, annual report preparation).
11. Specify the amount of training time you anticipate providing should you be selected.
12. Please describe your experience with migrating data to your system and the extent of involvement that will be provided by your staff in preparing existing data for migration.
13. Please specify in the proposal the plan for implementation assuming that the successful vendor will be responsible for all aspects of the plan.