

**REQUEST FOR  
PROPOSALS  
FOR  
INTEGRATED  
FINANCIAL  
SYSTEM**

**2019**

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**350 Dover Center Road  
Bay Village, OH 44140**

Please inspect this document on receipt. If **ANY** pages or sections are missing, it is the responsibility of the proposal respondent to contact the Office of the Director of Finance at (440) 899-3432 for replacement pages. Respondents will not be compensated for their response to this Request for Proposal.

**NOTE:**

Failure to complete and return **ALL** required forms by the Proposal deadline may result in the disqualification of the Proposal.

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# REQUEST FOR PROPOSALS

## (1) GENERAL INFORMATION

### 1.1 Document Purpose and Function

The City of Bay Village (dba Bay Village) is requesting proposals from qualified and experienced software vendors or consultants interested in providing a proposal response for replacing the existing financial software system with a comprehensive, end-to-end integrated financial system.

This Request for Proposals outlines a description of the services sought and the required documents an interested vendor will be expected to submit. All requested information should be submitted in the format required by 12:00 p.m. (Local time) (Friday, May 24, 2019.) Any responses received after the deadline will not be considered and will be returned unopened.

The proposals received will be used to determine which firm in Bay Villages' sole opinion best meets Bay Villages' needs. Proposals will be reviewed and ranked per criteria outlined in Section 6 of this Request for Proposals. An evaluation team will evaluate proposals.

The successful Vendor will be required to comply with, in addition to all other provisions of the contract documents, laws and regulations regarding Equal Employment Opportunity, Disadvantaged Business Enterprise, Title VI Civil Rights Act of 1964, and the American with Disabilities Act (ADA), Debarred Bidder Rules, and other provisions required by federal regulations.

For its own best interests, Bay Village reserves the right to accept any proposal or part of proposal or to reject any and all proposals.

## **1.2 Bay Village Finance Department Overview**

### **1.2.1 Structure**

The City of Bay Village Finance Department currently serves 10 City departments:

1. Mayor
2. Building
3. Community Services
4. Fire
5. Human Resources
6. Law
7. Police
8. Recreation
9. Service
10. Council/Clerk of Council

The Finance Department also acts as the fiscal agent for an external entity:

1. Westshore COG (Westshore Enforcement Bureau – WEB)  
-Currently is not on City’s finance system but would integrate to City’s system if the new system can manage two separate tax ID numbers and virtual separate reporting.

Additionally, the Finance Department of Bay Village works with the following outside vendors:

1. The City works with the Regional Income Tax Agency (RITA), who acts as the agent for collecting income tax for the City of Bay Village. Currently, the City pays RITA 3% of tax revenue as a collection cost. Thus, the City does not handle the actual collection of income tax revenue from residents.
2. The City contracts with Lifeforce to bill and collect for ambulance runs on behalf of the City of Bay Village for a fee. Lifeforce distributes payments to the City, therefore the City does not handle the actual billing or collection of such revenue.
3. The City is self-insured for certain health care benefits. A third party administrator processes and pays claims on behalf of the City of Bay Village.
4. The City does calculate and maintain utility billing (sewer and refuse), Residential and Commercial. Currently the printing and mailing are conducted by an outside vendor.
5. Currently the City’s assets are maintained on a web based system operated by the company Duff and Phelps.
6. A separate software, Sportsman, is used in the recreation department to manage recreation program and revenues and timekeeping.

## 1.2.2 Figures<sup>1</sup>

In 2018, the Finance Department collected approximately \$28M in revenues and processed \$29.6M worth of expenditures. Accounts payable and payroll together produce actual checks of approximately 5,000 annually. In addition all employees are mandated to receive bi-weekly paychecks via direct deposit.

Included in the total number above is the General Fund, which is the City's primary operating fund and accounts for most governmental revenue and expenditure activity. In 2018 the General Fund revenue total was \$12.5M and the General Fund expenditures total was \$12.1M. The Finance Department is responsible for the Cash Management and Investment of City funds, which is governed by both the City's charter and codified ordinances. Investments and deposits at December 31, 2018 totaled approximately \$15.2M. Additionally, the Finance Department handles Capital Assets for the City which totaled \$31M as of December 31, 2017. The City is also responsible for Debt Administration in terms of both long-term and short-term obligations. At the end of 2018, long-term debt obligations totaled \$750,000, while short-term debt obligations totaled approximately \$4.4M. The City also has Pension obligations to the Ohio Public Employees Retirement System (OPERS), which non-uniformed employees belong to, and the Ohio Police and Fire Pension Fund (OPFPF), which police officers and firefighters belong to. Both retirement plans are cost sharing, multiple employer public employee retirement systems.

The City employs approximately 110 full-time employees and anywhere from 100-275 part-time or seasonal employees throughout the year.

## 1.2.3 Accounting Policies and Funds

The City's accounting system records transactions on the cash basis of accounting throughout the year. However, the City's financial statements are presented in accordance with accounting principles generally accepted in the United States of America. This also requires the City to account for its capital assets (including infrastructure) in its financial statements.

The City uses funds to maintain its financial records during the year. A fund is defined as a fiscal and accounting entity with a self-balancing set of accounts. The City utilizes the encumbrance method to reserve applicable appropriations. Purchase orders and contracts are used to reserve (encumber) such appropriations.

In terms of a summary of significant accounting policies and funds, the City utilizes:

1. Governmental Funds, which includes:
  - General Fund  
To account for and report all financial resources not accounted for and reported in another fund.
  - Special Revenue Funds

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<sup>1</sup> Figures taken from December 31, 2018 Cash Basis Statements of the City of Bay Village, Ohio

To account for and report the proceeds of specific revenue sources that are restricted or committed to expenditure for specified purposes other than debt service or capital projects.

- **Capital Project Funds**

To account for and report financial resources that are restricted, committed, or assigned to expenditure for capital outlays, including the acquisition or construction of capital facilities and other capital assets.

- **Debt Service Funds**

To account for and report financial resources that are restricted, committed, or assigned to expenditure for principal and interest.

2. **Proprietary Funds, which includes:**

- **Enterprise Funds**

To account for operations that financed and operated in a manner similar to private business enterprises where the intent of the City is that the costs (expenses, including depreciation) of providing goods and services to the general public on a continuing basis be financed or recovered primarily through user charges, or where the governing body has decided that periodic determination of revenues earned, expenses incurred, and/or net income is appropriate for public policy, management control, accountability or other purposes. The Pool Fund and the Sewer Fund are the funds in this category.

- **Internal Service Fund**

To account for the financing of goods or services provided by one department or agency to other departments or agencies of the City on a cost-reimbursement basis.

3. **Fiduciary Funds**

- **Trust and Agency Funds**

To account for assets held by the City in an agency capacity for individuals, private organizations, other governmental units and/or other funds. Agency funds are custodial in nature and do not involve the measurement of the results of operations.

### **1.2.4 Current System Utilized**

The Finance Department currently utilizes Creative Microsystems, Inc. (CMI) Budgetary Accounting System, Version 16.5.0 to manage the various financial functions of the City. The current system is designed to perform functions necessary to control expenditures against a previously approved budget.

This system is not currently integrated with other City departments or external agencies, which results in duplication of data entry and manual efforts throughout various City departments and external agencies. (i.e. Purchase orders, timesheets, travel reimbursement forms, budget forms, etc. are all manually forwarded to the Finance Department and then information is re-entered into the CMI system).

### **1.2.5 Projected Proposal Acceptance Timeline**

(Subject to change with discretion of Director of Finance)

May 24, 2019 noon – Proposal documents due to Finance  
May 31, 2019 - Short list of vendors issued  
June 17-28, 2019 - On-site demonstrations scheduled  
June 28, 2019 - Vendor review completed and submitted to Council for consideration  
July 8, 2019 - Council vote (potential of three readings necessary)  
After Council approval contract awarded

### **1.3 City Background**

The City of Bay Village, covering approximately 7.06 square miles, is located approximately sixteen miles west of downtown Cleveland in Cuyahoga County in northeastern Ohio. Under Ohio, law the City of Bay Village was incorporated in 1908, and adopted its first charter in 1949. The Charter provides for the City to operate under the Mayor-Council form of government. The Mayor is elected for a four-year term. Four Ward Council members are elected to two-year terms; two At-Large Council members and the Council President are elected to 4-year terms. The Director of Law and the Director of Finance are appointed by the Mayor.

### **1.4 Project Background and Purpose**

The existing financial software system in the Bay Village Finance Department office no longer meets the needs of the City. Therefore, Bay Village is soliciting proposals to replace the system with a financial system that will facilitate Bay Villages' present and future administration and operational needs.

Bay Village is seeking to purchase an integrated financial software system that will provide core functions including:

- General Ledger
- Payroll
- Purchasing/Inventory
- Accounts Receivable/Utility Billing
- Accounts Payable
- Human Resources
- Budgeting
- Project/Grants Management

Additionally, the system should possess the scalability to allow the addition of modules such as capital assets, building permits and fleet maintenance/work orders as needed in the future. The successful proposal respondent will be required to provide system design, installation, setup, data conversion, customization, training, product upgrades, and on-going support.

## **1.5 General Objectives**

It is the objective of the City of Bay Village to install a comprehensive integrated financial software system to serve the Finance Department, located at 350 Dover Center Road, Bay Village, Ohio 44140. The City wishes the system to be operational by January 1, 2021.

The City seeks an integrated financial system that will allow departments to enter information once into the system and allow authorized individuals and departments to view pertinent financial information to their department in areas such as purchasing, payroll and budgeting. Thus, the system should be equipped with a high level of security to prevent unauthorized user access. The system should have detailed audit trails. Overall, the system should offer each department real-time access to financial information.

### **Request for Proposals, Integrated Financial System**

The system must, at a minimum, provide all the core functions as defined in Section 4 including:

- General Ledger
- Payroll
- Purchasing/inventory
- Accounts receivable/Utility Billing
- Accounts payable
- Human resources
- Budgeting
- Project/grant management

Additionally, optional modules such as, but not limited to, capital assets, recreation program registrations, fleet management, work flow, equipment maintenance and work orders, and building permits should be available in a single integrated package. The system must be compliant with the financial reporting requirements of the Governmental Accounting Standards Board (GASB).

Optional modules may be added as needed and should be compatible with the core modules. Stored data elements for all software components must be contained in compatible, integrated databases. The system should be built on a SQL server. There should also be modular scalability. (i.e., there may be optional modules that the City may require in the future.) The City might consider cloud based systems depending on security, reliability and cost, however, it is anticipated that the chosen system will be housed on the City's current server.

The system's front end should be designed to be easily operated by non-software professionals.

The system should provide help information in an easy to access, accurate, fast, easy to read, and logically organized format.

The system should have reliable data entry checking routines to prevent obvious data entry errors.

The system should have drill down capabilities to the document entry level for all functions.

Adequate training should be provided to Bay Village personnel In addition to the technical training, users should be trained to utilize all features of the system.

## **(2) GENERAL REQUIREMENTS**

- A.** Sealed proposal for **Integrated Finance System** will be received by the Director of Finance, Bay Village, Ohio until 12:00 PM on **Friday the 24th day of May 2019**. Said proposal responses shall be in an opaque sealed envelope or package and addressed to the "Director of Finance", City of Bay Village, 350 Dover Center Road, Bay Village, Ohio 44140 and shall be plainly marked on the outside thereof; "**Integrated Finance**" and shall bear the name of the proposal respondent.
- B.** Each Proposal shall be made on the attached "Proposal Form" which shall be signed with the full name and address of the proprietorship, partnership, or corporation submitting the same. The proposal response of the proprietorship shall be signed by the owner, a partnership by one of the general partners, a corporation by a duly authorized officer thereof stating his/her title. No proposal shall be withdrawn after delivery to the Director of Finance. Proposal respondent may at his/her discretion provide other pertinent facts or data, which he/she might deem desirable. The contract will be awarded on the basis of the lowest and best proposal.
- C.** Each Proposal respondent must certify that he or she has complied with the Ohio Revised Code Section 5719.042. Each Proposal respondent must complete a Non-Collusion Affidavit. The Proposal respondent's signature on the affidavit **MUST** be notarized.
- D.** No proposal will be considered unless accompanied by a bond or certified check drawn on a solvent bank and made payable to the City of Bay Village Ohio in an amount not less than ten percent (10%) of the Proposal respondent's Proposal response, conditioned upon execution of the contract and the furnishing of a performance and payment in bond in the event the contract is awarded to the proposal respondent.

- E.** Proposal responses shall be submitted prior to the time fixed in the “Request for Proposal.” Proposal responses received after the time so indicated shall be returned unopened. At the time and place fixed for the opening of proposal responses, the contents of all proposal responses will be made public for the information of all proposal respondents and other interested parties who may be present in person or by representative.
- F.** The right is reserved to reject any and or all proposals, including alternates, to waive technicalities or to advertise for new proposals, if in the judgment of the awarding authority the best interest of the City will be promoted thereby.
- G.** The successful proposal respondent will be notified, by letter, mailed to the address shown in the proposal, that his/her proposal response has been accepted and that he/she has been awarded the contract.
- H.** The Director of Finance reserves the right to rescind the award of any contract at any time before the execution of said contract by all parties without any liability against the City.
- I.** All proposal guaranties will be returned upon award of the contract, after a contract bond has been furnished, and the contract has been executed.
- J.** The contract shall be signed by the successful proposal respondent and returned; together with the contract bond and other required contract documents, within ten (10) days after the proposal respondent has received notice that the contract has been awarded. No proposal shall be considered binding upon the City of Bay Village until the execution of the contract. If the contract is not executed by the Director of Finance within twenty (20) days following receipt from the proposal respondent of the required contract documents, the proposal respondent will have the right to withdraw his/her proposal response without prejudice.
- K.** Failure to execute the contract and file an acceptable bond shall be just cause for the cancellation of the award and the forfeiture of the proposal guarantee which shall become the property of the City, not as a penalty, but in liquidation of damages sustained. Award may then be made to the next lowest responsible proposal respondent, or the work may be re-advertised as the Director of Finance may decide.
- L.** The Contractor shall take out and maintain during the life of the contract, such Public Liability (Bodily Injury and Property Damage) Insurance as shall protect him and any subcontractor performing work covered by the contract from claims for damages, for personal injury, including accidental death, as well as from claims for property damage which may arise from operations under the contract, whether such operation be by the proponent or by any subcontractor or by anyone directly or indirectly employed by either of them.

The Contractor shall maintain coverage of the types and in the amounts specified below. Proof of such insurance coverage shall be evidence by submitting a certificate of insurance to the Director of Finance, City of Bay Village, 350 Dover Center Road, Bay Village, Ohio 44140. The amounts of such insurance shall be as follows:

Bodily Injury Liability

Each Person	\$ 1,000,000
Each Accident	\$ 1,000,000

Property Damage Liability

Each Accident	\$ 250,000
Med Pay	\$ 2,000

General Liability

Each Occurrence	\$1,000,000
Aggregate Per Project	\$2,000,000
Products Aggregate	\$2,000,000
Personal & Advertising Injury	\$1,000,000
Fire Damage	\$ 50,000

Umbrella Liability Limits \$5,000,000

Such insurance shall remain in full force and effect during the life of the contract

- M. A two-year performance bond, in the amount of 25 percent of the total cost of this contract, shall be required of the successful proposal respondent at the Contractor’s own expense. The two-year term of this guarantee shall begin on the date of the final acceptance of this implementation and shall guarantee that this system will perform as specified for and during the entire period of guarantee. If at any time before or during the said period of guarantee, any defects or omissions become apparent in the system or if it becomes apparent that any component of the system is not in accordance with the requirements, or if any work constructed under this contract requires repairs due to defects in materials or workmanship, or for any other cause which may be attributed to the work which is being done by the Contractor, as determined by the Director of Finance the Contractor shall rectify such defects or omissions within five (5) days of notification and shall complete such corrections within a reasonable length of time at his/her own expense. If the Contractor fails to rectify such defects or omissions or fails to start such repairs within five (5) days, the City reserves the right to make such corrections at the expense of the Contractor or bonding company.

- N.** The proposal respondent must furnish at least five (5) references for similar work performed, information relative to the assessment of any penalties or liquidated damages in connection with the performance of similar work, and information relative to the facilities, ability, and financial resources available for the property fulfillment of the work on the form attached hereto and which is made a part of the proposal documents. Additionally, the proposal respondent must notify the City of any projects the proposal respondent withdrew from prior to the completion of the project. The City reserves the right to reject any proposal response for failing to satisfy any criteria set forth in this Paragraph of General Conditions
- O.** Whenever the “Director of Finance” is used herein, the same shall mean the Director of Finance of the City of Bay Village or his/her duly authorized agent.
- P.** The Contractor shall, at his/her own expense, support and protect all structures, conduits, equipment and fixtures of all kinds, and all other public or private property, whether of this contract or another, that may be encountered or endangered during implementation. He/she shall repair and make good any damage caused to such property. The City reserves the right to repair any damage to public utilities or other facilities of the City caused by the work of the Contractor and the cost of such repairs shall be borne by the Contractor.
- Q.** The Contractor shall submit his/her schedule for work to be performed, which must meet with the approval of the Director of Finance. All work on this contract, unless otherwise stated on the plans or in these specifications, will be limited to the normal business hours, except in cases of emergency, and then may be performed only if permission is obtained from the Director of Finance. When work progress makes temporary shutdown of services unavoidable, shutdown shall be coordinated with and approved by the Director of Finance and Information Technology consultants, Bailey Technologies, so as to cause minimum disruption to established operating routine. The Contractor shall arrange to work as necessary to re-establish service within the shortest possible downtime. In those instances where the length of time required for service interruption is not acceptable to the Director of Finance, unless otherwise indicated, the Contractor shall furnish and install temporary connections as required to reduce the length of time of service interruption to an acceptable level.
- R.** Work on this project shall commence within ten (10) days or sooner from the date of notice of authorization to proceed. The work shall be carried on with such force and in such manner and order and at such points that within the number of calendar days as set forth in the proposal response form, or as may be modified or extended as mutually agreed upon, and as computed from the

date of notice of authorization to proceed, the whole work shall be performed. The Contractor shall work continuously until the work is completed and shall not leave the job site until all phases are acceptable to the Director of Finance. It is mutually agreed by and between the parties hereto that time is an essential part of this contract and that if the Contractor shall fail to complete the work as herein provided within the time fixed, or extended as mutually agreed upon, the City may retain as liquidated damages incident to such delay, from the monies that are or may become due said Contractor, and every calendar day the completion of the work be delayed beyond the time set forth herein for such completion. It is agreed by and between the parties hereto that inasmuch as expenses and inconveniences and other damages will be sustained by the City in the event that said Contractor fails to perform the work herein specified within the time herein set forth by failure to perform this contract, and other elements, some of which are indefinite and, in some cases, insusceptible of easy proof, an amount equal to that stated below for each calendar day's delay shall be considered as liquidated damages and not as a penalty and shall become due said City as full payment for all such expenses and damages sustained by it by the failure of the Contractor to complete the work as herein specified.

Liquidated Damages

Original Contract Amount		Liquidated Damages per Calendar Day
From	To	
\$ -0-	\$ 100,000	\$ 100.00
\$ 100,000	\$ 500,000	\$ 200.00
\$ 500,000	\$1,000,000	\$ 300.00
\$ 1,000,000	\$1,500,000	\$ 500.00
\$ 1,500,000	\$2,000,000	\$ 750.00
\$ 2,000,000	<\$2,000,000	\$1000.00

- S. These specifications, the supplemental specifications, the plans, special provisions, and all supplemental documents are essential parts of the contract, and a requirement occurring in one is as binding as though occurring in all. They are intended to be complementary and to describe and provide for a completed work. The Contractor shall take no advantage of any apparent error or omission in the plans or specifications. In the event the Contractor discovers such an error or omission, he/she shall immediately notify the Director of Finance. The Director of Finance will then make such corrections and interpretations as may be deemed necessary for fulfilling the intent of the plans and specification.
- T. The Director of Finance will decide all questions that may arise as to the quality and acceptability of the work performed and the rate of progress. He/she will decide all questions that may arise as to interpretation of the plans, specifications and other contract documents. He/she will decide all questions as to the acceptable fulfillment of the contract on the part of the Contractor.

- U.** The Contractor shall keep fully informed of all Federal, State and local laws, ordinances, and regulations and all orders and decrees of authorities having any jurisdiction or authority which, in any manner, affect those engaged or employed on the work, or which, in any way, affect the conduct of the work. He/she shall at all times observe and comply with all such laws, ordinances, regulations, orders and decrees; and shall protect and indemnify the City and its representatives against any claim or liability arising from or based on the violation of any such law, ordinance, regulation, order, or decree, whether by the proponent or his/her employees.
- V.** The City of Bay Village is an Equal Opportunity Employer and prohibits, in accordance with the law, discrimination on the basis of race, color, religion, sex, national origin, age or handicap. Minority Business Enterprise, Female Business and Small Business Enterprise shall be afforded full opportunity to submit proposals for this project.
- W.** The Contractor, during the performance of its contract, will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, age or handicap.
- X.** All equipment, materials and installation shall comply with the National Fire Protections Associations, "National Fire Codes" and "National Electrical Code." Equipment shall bear the "UL" label as required y these codes.
- Y.** If the Contractor claims that any instructions involve extra cost under this contract, he/she shall give the Director of Finance written notice thereof within ten (10) days times after receipt of such instructions, and in any event before proceeding to execute the work, except in an emergency endangering life or property, and the procedure then shall be as provided for changes in the work. No such claim shall be valid unless so made.
- Z.** The Contractor shall receive and accept compensation provided for in the contract as full payment for furnishing all materials and equipment for performing all work under the contract in a complete and acceptable manner and for all risk, loss, damage or expense of whatever character arising out of the nature of the work or the prosecution thereof.
- AA.** The quantity of work set forth herein is subject to budgetary constraints and the City reserves the right to modify the work or non-perform any part of or all of the work upon notice to the Contractor. The City may vary the amount of work contained herein as may be mutually agreed to by the Contractor. No allowance will be made for any increased expense, loss of expected reimbursement, or loss of anticipated profits suffered or claimed by the Contractor resulting either directly from such alterations, or indirectly from unbalances allocation of overhead expense on the part of the proposal respondent and subsequent loss of expected reimbursement thereof or from any other cause.

**BB.** Bay Village will pay the Contractor, at the times and in the manner hereinafter provided, the price(s) set forth in this Contract for the work furnished pursuant to the contract demands, and the Contractor agrees to accept said sum(s) as full and final payment for all labor, materials, supplies, equipment, overhead, profit, duties and charges of any nature incurred by Contractor in performing its obligations under the Contract or arising therefrom. Progress payments will be made under this Contract.

### **(3) TECHNICAL QUALIFICATIONS**

By responding to this RFP, the Vendor warrants that he/she is qualified and has knowledge of municipal government Integrated Financial Systems and shall ensure that the proposed software shall fully meet with Bay Villages' needs. Therefore, the omission of a particular task in the following Scope of Work shall not relieve the Vendor from the duty to perform same if it is necessary for the successful completion of the project.

### **(4) SCOPE OF SERVICES REQUIRED**

#### **4.1 General Information**

- A. Bay Village wishes to secure a comprehensive end-to-end enterprise solution through replacement to better facilitate agency wide accounting, operations and data handling. The following specifications are the system requirements for the software that will comprise the Integrated Financial system for Bay Village.
- B. The system must be accessible by remote terminals on the Bay Village local area network and from other terminals at outside agencies designated through a wide area network.
- C. The vendor must satisfactorily demonstrate that the proposed product is currently fully operational at other locations under similar conditions. The product(s) must have been in operation at these other locations for a sufficient length of time to be determined a dependable software system.

## 4.2 System Requirements

System requirements are presented in the form of a module/base functionality list. Please respond to each of the following areas concerning your proposed software solutions. If you are proposing more than one potential software solution, you must complete this chart for each one. The modules are shown in the table below.

<b>Modules/Base Functionality</b>	<b>Required</b>
1. General Ledger	Required
2. Accounts Receivable/Utility Billing	Required
3. Accounts Payable	Required
4. Payroll	Required
5. Human Resources	Required
6. Purchasing/Receiving/Inventory	Required
7. Project/Grants Management	Required
8. Budgeting	Required
9. Capital Asset Management	Optional
10.Recreation Programming	Optional

### 4.2.1 Data Conversion Requirements

Bay Village will determine if conversion of data from the current Creative Microsystems, Inc. (CMI) budgetary accounting system to the Vendor's proposed system will be cost effective once project is started depending on cost and efficiency of future use of past data. The potential anticipated specific data conversion needs of Bay Village are listed below. The process for data conversion will be for the Vendor to provide Bay Village with the data format needed to convert the data into the proposed system. The Vendor will take that file and convert or import the data into the proposed system. The list below is provided as the current potential data conversion needs of Bay Village. The minimum conversion of data for the past two years (2019 and 2020) should be provided.

#### 4.2.1.1 Financial System Data Conversion

- A. **General Ledger** - Convert monthly totals on an account/subaccount level from and including Fiscal Year 2020 up to the current fiscal month and complete activities for the present year. Conversion may include account numbering translation.
- B. **A/R and A/P** – Convert full activity including open account information for 2019 through 2020.
- C. **Budget** – Convert budget data for Fiscal Year 2019 and 2020.
- D. **Payroll** – Convert employee information and pay history from and including the Fiscal Year 2020.
- E. **Purchase Order** – Convert Purchase Order history from and including Fiscal Year 2020.

- F. **Vendor** - Convert vendor information and history from and including the Fiscal Year 2020, up to the current fiscal month.

**4.2.1.2 Human Resource System Data Conversion**

A. Attendance

1. Employee Attendance Data Conversion – Convert attendance, holiday, and vacation information from and including year 2020.

**4.2.2 Training Requirements**

For each item, describe the extent of training to be performed as part of the implementation of the proposed system. List any additionally training that, as a Vendor, you consider necessary for successful implementation of the proposed system. Additional sheets may be used as required.

MODULE	DESCRIPTION OF TRAINING
1. General Ledger	
2. Accounts Receivable/Utility Billing	
3. Accounts Payable	
4. Payroll	
5. Human Resources	
6. Purchasing/Receiving/Inventory	
7. Project/Grant Management	
8. Budgeting	
9. Capital Asset Management	
10.Recreation Programming	

**4.2.3 Vendor Information**

Please answer all the following questions in detail.

1. How long has the present management been in place?
2. How long has this organization been in the field of Financial Systems integration and Information Technology?
3. How long has this organization worked with the product which they are recommending?
4. How many installations of the proposed product including any 3<sup>rd</sup> party products have you implemented?
5. Are any of the installations from above question number 4 similar to our industry and implementation needs?

6. Have you ever withdrawn from any engagements prior to the completion of the project? If so, why?
7. Please provide via attachment to your proposal, references from at least five municipal governments and contact names from successful implementations of the proposed product.
8. What is the location of your national headquarters and support centers? Provide the same information for any regional offices. Also, please provide the name of the contact person for each office.
9. Is there a user group for the proposed software solution? If so, please provide contact information.
10. Please provide financial history.

#### **4.2.4 System Information**

Please answer all the following questions in detail.

1. When was the original software product developed? When it was last revised? Describe the project life of the product.
2. Explain in detail the process that will be used to convert the existing data.
3. How often are updates or new releases provided?
  - A. How are those updates delivered?
  - B. Are instructions provided?
4. What is the current software version?
5. Will the proposed software solution work with the City's current hardware and network architecture without system degradation? (Computers throughout the city run Windows 7 or 10 with 4 GB or better of RAM with a i3, i5 or i7 CPU)
6. Describe the system database.
7. Document any size limitations in database or database record size.
8. Describe the length of maximum retention of the database records.

9. Please describe the error recovery procedures provided at the database, record and field levels.
10. Describe all database archiving capabilities.
11. Describe the reliability of the proposed system, including:
  - A. Unscheduled down times
  - B. Mean time to recover the system
  - C. Transaction logging
  - D. System check pointing
12. Does the proposed software have audit trail features? If so, please describe how they work. Has your system been approved for use by the State of Ohio Auditor's Office?
13. Does the system have an analytics module or support analytical reporting?
  - A. If there is an analytics module, please describe the components.
    1. Is there a forecasting report capability?
    2. Can actual versus budgeted amounts be compared?
  - B. What systems can the proposed system be interfaced with to generate reports (i.e. is there an Excel Add-In, for example)?
  - C. Can reports be accessed via the Web? If so, please describe.
  - D. Can data be exported or fully formatted reports be published in XML, PDF, HTML, CSV, ODBC, Microsoft Access, and Excel formats? If so, please describe.
  - E. Can key report objects be inserted into Microsoft Outlook, Word, or Excel? If so, please describe.
  - F. Can reports be customized?
14. Please describe the reporting capabilities of the system for:
  - A. Pensions (OPERS, OPFPF)
  - B. State taxation
  - C. Local taxation
  - D. EEO
  - E. Unemployment
  - F. Workers compensation
15. Are there a number of users at which system performance will degrade?

16. What is the impact of multiple locations (i.e., City Hall, Dwyer Community Center, Recreation/Aquatic Center, Police department, Fire department, Service department, WEB upon the system?
17. What is the capability of handling WEB as separate entity (reporting under separate tax ID).
18. For each 3rd party module you are proposing in your solution, provide a brief description of each 3rd party vendor including the number of years the vendor has been in business, number of years the product has been in existence, and any known future changes in 3rd party management, business practices, or product.
19. Is there an on-line help module integrated into each system module?
20. Are help screens associated on a per screen basis or per specific data elements per screen?
21. Describe the flexibility that is available from your General Ledger Chart of Accounts structure.
22. Please describe the budgetary accounting and reporting available in the proposed system.
23. Please describe how the system will handle prior year purchase orders.
24. Describe specific standard payroll reports available in the payroll module.
25. Does the payroll module interface with Time & Attendance Systems? Please list the systems that the payroll module interfaces to.
26. Does the system allow for timekeeping of 24 hour Fire shifts?
27. Does the system offer employee access on line (including through an app) to wage information?
28. Does the system have drill down capabilities? To what extent?
29. Does the Accounts Receivable/Utility Billing module allow for automatic input of receipts?

30. Describe the standard reports provided by your system.
31. Does the proposed software support and provide an ad-hoc reporting tool? If so, indicate each of the following that are options:
  1. Can ad-hoc reports be saved and re-executed?
  2. Can ad-hoc reports be saved as a user defined file?
  3. Can ad-hoc reports be scheduled to execute?
  4. Can ad-hoc reports be automatically distributed? If so, how?
32. Discuss the security provision of the proposed software solution and modules.
33. Please describe the frequency of system updates. Describe the process by which the updates will occur.

#### **4.2.5 Approach to Implementing Services**

1. Specify the amount of your staff-time that is included in this proposal for the following:
  - A. Installation of the System
  - B. Configuration and Setup
  - C. Training of technical and financial staff
  - D. Customization of the system
  - E. Continuing support of the system
2. For the System Implementation, please list and describe the anticipated staff requirements Bay Village would need to assign to assist the vendor in implementing the proposed system?
3. On an ongoing support basis, please list and describe the anticipated staff requirements that Bay Village would need to support the proposed system?

#### **4.2.6 Warranty and Support Information**

Please provide information relating to your different support options in this section. This is for support services provided by the vendor and not the standard software warranty/support agreement

that is typically provided by the software vendor. At a minimum, the pricing for the warranty and support must include the following:

- A. Minimum Warranty/Support options need to include pricing for five (5) years of Post-Implementation support. Include all costs and hours needed to support the solution at a level typical of Bay Villages' size and available resources.
- B. Describe the upgrade process for minor and major version upgrades. The support agreement must include implementing any minor version upgrades (within 60 days of release) and year-end updates provided by the software vendor.
  - a. Do all upgrades go to all clients?
- C. Specify your on-site support options, pricing and on-site response time.
- D. Specify your telephone support options, pricing and telephone response time.
- E. Please describe the process for making inquiries.
- F. Specify your remote support options, pricing and remote support response time.
- G. Specify any other support options, pricing and response times.

#### **4.2.7 Hardware and Software Requirements**

The City currently utilizes a Local Area Network (LAN) built with Cisco switches connected via Fiber to the following buildings; Service, Fire, Police, Community Services and Recreation. The City currently utilizes Windows 2012 and 2016 servers. The end objective for the system is to have an integrated technology system.

1. Describe the server hardware requirements that your proposed system will need in order to effectively support the proposed system. The proposed system must be able to run on a Windows server network environment.
2. State whether or not the proposed system can include additional SQL Server databases on the same server as your proposed system.
3. Describe any additional hardware requirements based upon a review of the current hardware profiles of City departments.

## 4.3 System General Requirements

### 4.3.1 Maintenance and Support Requirements

Bay Village personnel (as contracted with Bailey Networks) intend to manage the Integrated Financial system and the supporting computer system to the fullest extent possible. The Contractor should, however, provide support on certain outage and/or disaster recovery conditions and certain for a minimum of five years.

- A. The Contractor should provide a five-year maintenance/service plan.
- B. The Contractor should provide complete warranty information.
- C. A four-hour restoration following catastrophic failures. Twenty four (24) hours, seven days a week service shall be provided.
- D. The Contractor should provide a catastrophic operating plan.

### 4.3.2 Training and Documentation

The software program should include manuals and training materials for each station user. Bay Village personnel should be trained at the Bay Village facility during times specified by the Director of Finance or her appointed designate. Ongoing training support should be provided as needed for one year following installation.

The software should provide the following minimum levels of documentation:

- Station user's manuals
- System test procedures manuals
- System maintenance manuals
- System description

The Contractor will provide training in all aspects of the program that staff will be required to use. Training will include operation of all aspects of the system, including but not limited to:

- Software maintenance
- Database maintenance and support
- Special hardware and systems
- Module Operation

Training will be "hands on" and tailored to enhance the technical expertise, operating efficiency and diagnostic skills of the staff using or impacted by the system. Staff trained will be selected management staff; system administrator(s) and other personnel.

### **4.3.3 Installation**

The Contractor will install all software onto the network and/or workstations as necessary. The Contractor will be responsible for the migration of all existing information to the new system. The Contractor should submit a project schedule from the time of contract acceptance to turnover. The Contractor should also provide a critical path chart specifying each major step of the project.

### **4.3.4 Technical Support**

The Contractor must provide on-site technical support during the installation process as well as on-site support while Bay Village goes on line with the new system. The Contractor must also be able to provide on-going support after the system is on line. Technical support must be available at times when the system is in operation. The Contractor will supply a toll-free phone number for support calls and will provide unlimited phone support during Bay Village hours of operation. If a software problem impairs operation of the system, the Contractor must provide a program fix within twenty-four (24) hours or provide a means for the system to work around the problem.

### **4.3.5 System Test and Acceptance Plan**

The Vendor shall, as a part of his/her proposal, provide a brief, draft System Test and Acceptance Plan for Bay Village evaluation. The plan should address those actions that the Vendor believes are required to verify all is operational, functional, installation, and training requirements set forth in the RFP. This plan should consist of three phases:

- A. System Verification Phase - the System Verification Phase should include all of those actions necessary to test and acknowledge implementation of all of the features programmed and operational in the installed system, as finally defined. This phase should be fairly brief, basically consisting of a "System Walkthrough" with the Bay Village Project Manager, verification that all documentation is complete and on hand, and that the installation is complete in accordance with the provisions of this RFP.
- B. System Debug Phase - the System Debug Phase is a time period of sufficient length to ensure that the system is fully operational and that early software failures, if any, have been addressed by the vendor. This phase should not be less than eight weeks of successful system operation without a major fault that can be traced to software failure.
- C. System Warranty Phase - the System Standard Warranty should become effective on completion of the System Debug Phase.

#### **4.4 Contractor Responsibility**

The Contractor may be required to submit a list of the Contractor's maintenance force, listing each technician trained on the system and their years of experience. Contractor shall not change project personnel without notification and approval by Bay Village. Bay Village shall not unreasonably withhold such approval. Work done under this contract should comply with all labor laws of the State of Ohio. The Contractor shall not permit any lien or claim to be filed or prosecuted against Bay Village or the state of Ohio on account of any labor or material furnished.

#### **4.5 Bay Village Responsibility**

Bay Village will be responsible for providing direction to the Contractor. Formal and informal communications following contract award should be directed to Bay Village Project Manager (Director of Finance).

#### **4.6 Time of Performance**

The selected Contractor shall provide services from the time of contract execution through completion of the project.

#### **4.7 Progress Reports**

The selected Contractor shall deliver a written progress update to the Project Manager at least once per week during the performance of the work. The report should discuss the progress of the work, any obstacles to performance of the work, and indicate the estimated completion date for the work.

### **(5) Proposal Requirements**

Each proposal should contain the following items:

#### **5.1 Understanding the Project**

The proposal should include a narrative demonstrating the Vendor's understanding of the project requirements. Provide an overview of the elements involved in carrying out the Scope of Work.

#### **5.2 Approach**

The proposal should address the Scope of Work outlined in the RFP and describe how the Vendor intends to carry out the tasks involved in each phase. Describe the Vendor's project management techniques for ensuring that the work is accomplished in accordance with established standards and schedules. A project schedule should be provided at the time of the contract signing outlining specific tasks to be performed, key milestone dates, and individuals responsible for each task. The Contractor shall submit a project schedule from time of contract acceptance to turnover. The Contractor shall also provide a critical path chart specifying each major step of the project.

### **5.3 Experience and Qualifications**

The proposal should describe the Vendor's overall qualifications for the project and any previous experience on similar or related projects. The proposal should include resumes and a description of specific past experience for the key individual(s) who perform the services described herein. The Vendor shall designate a Project Manager who shall be the responsible individual and the point of contact between Bay Village's Project Manager and the Contractor.

### **5.5 Project Organization and Staff**

The Vendor shall submit a project staff chart clearly identifying the Project Manager and key personnel associated with conducting the required Scope of Work. If Subcontractors are proposed for the project, the identification and qualifications of all proposed Subcontractors shall be disclosed. Each Subcontractor must be identified in the proposal along with a brief statement listing the specific qualifications of the Subcontractor for this project and the way in which the Subcontractor will augment the Vendor's in-house expertise. If subcontractors are selected by the Vendor after the awarding of the contract, such subcontractors will be subject to approval by Bay Village.

### **5.6 References**

The proposal should contain a list of a minimum of five customer references of installations of similar size and functional systems to Bay Village for verification. Local references with contact name, telephone number, and a brief description of the project are preferred.

### **5.7 Proposal Form**

The Vendor should submit a proposal form which includes all costs for the software installation, and maintenance plan as specified. The proposal form should be submitted on the proper form (**Attachment A**). Proposals submitted on other forms or formats shall not be considered.

### **5.8 Other Information**

The Vendor is free to include other information that may assist Bay Village in determining the Vendor's qualifications to undertake the work described, including:

- ✓ a listing of principal current accounts
- ✓ the Vendor's philosophy of doing business and its relationship to clients
- ✓ a description of the Vendor's experience/understanding with public agencies or government accounts
- ✓ proposals are encouraged to be complete and concise

## **(6) Evaluation Criteria**

All proposals will be evaluated by an Evaluation Committee consisting of Bay Village personnel with additional support as needed. This contract will be awarded to the vendor submitting the lowest and best proposal response as determined by the City of Bay Village. The evaluation will be based on the following sample criteria.

- A. Qualifications, experience, availability and responsiveness of the vendor and their staff. The evaluation will be based on the responses to the Vendor Information section 4.2.3 and client references.
- B. Technical assessment of the response to the System Information section 4.2.4, with the greatest weight placed on the availability and implementation of required modules. Consideration will be given to the quality and use of 3rd party solutions for both required and optional modules. Additionally consideration will be given to the need for any required customization.
- C. Quality and level of training and support as stated in the Training Requirements section 4.2.2 and the Warranty and Support Information section 4.2.6. The quality, content and number of hours of training to be provided. The extent and cost of ongoing support, updates and customization.
- D. The time, effort and extent of data conversion; and the extent of and the timetable for the implementation Section 4.2.1 and 4.2.5.
- E. Hardware and software requirements and cost (sections 4.2.7.)
- F. Compliance with financial reporting requirements
- G. Ease of use

The City will shortlist vendors that best meet the City's requirements. The short-listed vendors will have to provide the City with product demonstration sessions.

**ATTACHMENT A**

**PROPOSAL FORM  
CITY OF BAY VILLAGE  
INTEGRATED FINANCIAL SYSTEM**

Proposed  
by:

\_\_\_\_\_

Firm's Name	Address	Phone No.
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	<u>Description</u>	<u>Total Price</u>
#1	Total cost for all required modules including software, installation, training and five (5) years support. [Five (5) years support is calculated at _____ hours per year at \$_____ per hour. This is supplied to give Bay Village planning information after support expires.]	_____
#2	Total cost for conversion of old system to new.	_____

**Total cost of proposed Integrated Financial system** \_\_\_\_\_

**Attach any detailed cost listing (per module etc.) if desired.**

Authorized Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**ATTACHMENT B**

**City of Bay Village**

**Proposal Form Checklist**

**Please Note:** The following items are to be included in your proposal package. The required items are to be **ORIGINALS** and must be **SIGNED** by the proper authority representing your company.

**Proposal Form --- Signed**

**Non-Collusion Affidavit – Signed and Notarized**

**Certificate of Compliance - Signed**

**Listing of ALL Subcontractors to be used on the project.**

**List of References**

**ATTACHMENT C**

**NON COLLUSION AFFIDAVIT**

This affidavit is to be filled in and executed by the proponent: if a Corporation makes the bid, then by its Chief Officer.

STATE OF OHIO.....)

SS

COUNTY OF.....)

---

\_\_\_\_\_ being first duly sworn, deposes and says that \_\_\_\_\_ residing at \_\_\_\_\_ and \_\_\_\_\_

\_\_\_\_\_ residing at \_\_\_\_\_ (is/are) the only person(s) interested with (him/her/them) in the delivery of the materials quoted upon or the services performed under these specifications; that the said quotation is made without any connection or common interest in the profits with any other persons making any quotations or proposal for the said work; that the said contract is on (his/her/their) part in all respects fair and without collusion or fraud; and also that no head of any department or any employee therein; or any office on the CITY OF BAY VILLAGE, OHIO has directly or indirectly interested therein.

---

Signature

Subscribed and sworn to me this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

(Notarial Seal)

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Notary Public

**ATTACHMENT D**

**Certificate of Compliance with Ohio Revised Code Section 5719.042**

Each bidder is required to comply with O.R.C. Section 5719.042, and in conformance therewith is **REQUIRED TO SIGN ONE** of the two statements set forth below. Section 5719.042 reads as follows:

“Sec. 5719.042. After the award by a taxing district of any contract let by competitive bid and prior to the time the contract is entered into, the person making the bid shall submit to the district’s fiscal officer a statement affirmed under oath that the person with whom the contract is made was not charged at the time the bid was submitted with any delinquent personal property taxes on the general tax list of personal property of any county in which the taxing district has territory or that such person was charged with delinquent personal property taxes on any such tax list; in which case the statement shall also forth the amount of such due and unpaid delinquent taxes and any due and unpaid penalties and interest thereon. If the statement indicates that the taxpayer was charged any such taxes, a copy of the statement shall be transmitted by the fiscal officer to the county treasurer within thirty days of the date it is submitted. A copy of the statement shall also be incorporated into the contract, and no payment shall be made with respect to any contract to which this section applies unless such Statement has been so incorporated as a part thereof.”

\*\*\*\***READ AND SIGN ONE OF THE TWO CERTIFICATES BELOW**\*\*\*\*

**Statement No 1:**

The undersigned hereby certifies that he/she has read the foregoing Ohio Revised Code Sec5719.042 and further certifies under oath that he/she **WAS NOT CHARGED** at the time the bid was submitted **WITH ANY DELINQUENT PERSONAL PROPERTY TAXES** on the general tax list of personal property in Cuyahoga County, Ohio.

---

Signature (if signing here, do not sign Statement No. 2)

**Statement No 2:**

The undersigned hereby certifies that he/she has read the foregoing Ohio Revised Code Sec. 5819.042 and further certifies under oath that he/she **WAS CHARGED WITH DELINQUENT PERSONAL PROPERTY TAXES** on the general tax list of personal property in Cuyahoga County, Ohio, and that attached hereto is a true and correct statement of the amount of such due and unpaid delinquent taxes and any due and unpaid penalties and interest thereon.

---

Signature (if signing here do not sign Statement No 1)

**ATTACHMENT E**

**Disclosure of Subcontractors**

All bidders are required to disclose with their bid proposal the names of all subcontractors to be used on this project; a description of the services, supplies and materials to be provided by the subcontractor; and the dollar amount to be subcontracted. It is also required that any change in this information be communicated immediately to the Director of Finance for the City of Bay Village.

**Subcontractor Information: (Make copies of this form as needed)**

\_\_\_\_\_  
(Name) (Address)

\_\_\_\_\_  
(Phone) (City,State,Zip)

**Work to be performed/supplies/and or materials to be furnished:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Dollar Amount of work listed above: \$**\_\_\_\_\_

**Signature of Bidder:** Bidder:\_\_\_\_\_  
( in ink)  
Title \_\_\_\_\_