



City of Sheridan

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Finance and Utility Billing Software

Informal Bids

April 2023

INTRODUCTION

The City of Sheridan (“City”) is issuing this Request for Responses to solicit informal bids for a municipal financial management software system (system) to serve the current and projected needs of the City. The application software and hardware configuration should comply with the minimum specifications as outlined in this request for response. The City operates on the cash basis of accounting.

The City intends to seek the best solution for its data processing needs, based on the evaluation criteria contained in this request for response. The successful vendor(s) will seek to establish an integrated hardware/software environment for the City that can be implemented rapidly following conversion of existing data and processes into the system. The hardware/software must satisfy the specifications contained in this request for response and shall include whatever vendor resources are required from the areas of computer systems hardware, software, security, technical training, conversion, maintenance, and service support, including coordination with the City’s IT provider.

CITY INFORMATION

The City of Sheridan is located in Yamhill County, in northwest Oregon state. The City has a population of approximately 6,200 people and operates as a cash-basis entity. The Sheridan City Hall Staff consists of six full-time employees, including a City Manager, City Recorder/Treasurer, Finance Specialist, Deputy City Recorder/Utility Billing Clerk, and Code Enforcement Officer, and two part-time Office Clerks. The City currently operates Vision Municipal Solutions municipal finance software and within that software suite utilizes Utility Billing 2; Financials, including Budget, Accounts Payable, and Reconciliation;

Receivables; Cash Management; Payroll and Payroll Portal; Municipal Court; Permitting; and Service Orders. The City uses Kamstrup meters with AMI/AMR capabilities.

Currently, the City also utilizes Microsoft Excel to supplement financial software when creating and maintaining the City's budget. The majority of City forms, including timesheets, utility billing, purchase orders or vouchers, and budget reporting are completed on paper copies that are then manually entered into the respective software systems.

In addition to the above, the City is seeking a Municipal Software System and vendor that will provide:

1. Full integration between all financial modules (budget, payroll, payroll portal, accounts payable, accounts receivable, account reconciling/balancing, service orders, utility billing, municipal court, permitting, and cash management).
2. Utility billing and cash management software must have bill presentment and payment abilities via internet, by email, and by text.
3. Reporting Services for each software module with the ability to export reports into Excel format.
4. Budgeting reports, including integrated revenue and expenditure balances with a minimum 5-year comparison reporting.
5. Solutions, including software features that will facilitate the conversion of existing hard-copy forms (time sheets, purchase vouchers, etc.) into an electronic format, with the goal of decreasing or eliminating hard copy paperwork and manual data entry.
6. Compatibility with MS Office tools.
7. Easy export of all data for analysis.
8. Cloud-based program including user-friendly customer payment portal.
9. Real-time posting of all financial transactions.
10. Reliable and responsive support, with demonstrated company stability and continued innovation.
11. Compatibility with CivicPlus, Kamstrup AMI/AMR Water Meters, Net Assets Conduits, and Invoice Cloud required.
12. Ability to convert all Vision Municipal Solutions software data to new system(s).
13. Adequate security controls, including "firewall" controls: full access, read-only, and limited editing options/controls for all modules. Security controls must also include reporting and audit tools which document the nature and time of individual user edits

within the system. Security controls should also include secondary approval for adjustments and changes.

14. Reasonable ability for City staff to modify or edit City processes and thresholds based on City code or process changes.
15. Enable online access for employees to enter timesheets and view or print paystubs, W2's, and employee accruals.

MODULES NEEDED:

1. General Ledger
2. Budget (the City currently operates on an annual budgeting basis and cash-basis)
3. Reconciliation/Outstanding Checks
4. Accounts Payable
5. Utility Billing, including flexibility to modify calculation methodology such as utility averaging, tiered billing structures, and to include other billing methodologies associated with different customer classes, including customer classes not yet defined by the current rate structure.
6. Service Orders for Utility Billing
7. Asset management
8. Backflow program
9. Miscellaneous Invoicing
10. Accounts Receivable
11. Cash Management Receipting (cash, card, e-check, etc.)
12. Payroll (including integrated timesheets), automated vacation request/employee accrual database preferred
13. Human Resources module
14. Municipal Court
15. Permitting
16. Code Violation reporting, tracking

The City seeks to contract with a single vendor for all hardware and software, and hardware/software maintenance, installation, conversion, training, and support. The City contracts with an independent third party for IT purposes, and coordination between the single vendor and the City's IT consultant is anticipated and required. The City reserves the right to evaluate each software application module on its own standard of performance, regardless of whether other or remaining application modules of the vendor are

considered by the City. The City reserves the right to award the system to any one vendor or a combination of vendors.

Digital responses will be accepted until 4pm on May 23, 2023. Responses submitted must be binding for no less than ninety (90) days after the date received. The City reserves the right to reject any or all responses or portions of a response. The City also reserves the right to waive minor technicalities in the response. The City reserves the right of evaluation and the right to determine the methodology for evaluation of the responses to determine which response is best. The City reserves the right to re-open the informal request for response process or to modify the process after May 23, 2023, if no vendor has been chosen. In such case, nothing shall prevent a vendor from submitting a new or identical response. However, the submission of a prior response shall not automatically result in consideration during a new bid. In addition, the City reserves the right to accept the response (or responses) deemed to be in the best interest of the City; the most qualified response will not necessarily be the response with the lowest cost. Further, the City reserves the right to accept a response (or responses) for any or all items separately or together.

Digital responses should be submitted with the subject line "Municipal Financial Management Software," and signed by an officer of the company. Digital responses shall be emailed to the following email address: yhamilton@cityofsheridanor.com.

It is the responsibility of the vendor to deliver the response in accordance with the instructions contained above and/or elsewhere in the request. Responses dispatched, but not received by the City by the response closing time, will not be considered.

Pre-Submittal Questions: There will be no pre-bidders conference. Vendor inquiries are to be directed to City Recorder Yvonne Hamilton at yhamilton@cityofsheridanor.com.

Comparable Agencies/ City Tour: The City may seek to gain a better understanding of the manner in which vendor software has been integrated into the daily operations of other public entities (not necessarily municipal governments) and requests a list of Oregon and Washington State public agencies that are currently utilizing this software. The City reserves the right to contact any and all of these agencies and may request a tour or conference with these agencies, independent of the vendor.

Award of Contract: The final award of the bid or contract will be made by the Sheridan City Council. The City reserves the right to request that representatives of the vendor attend a City Council meeting or City Council Committee meeting (virtual or in-person) in order to respond to questions or to demonstrate the functionality of the system.

Contract: In addition to the completed response, a resulting contract may be required by the City, including but not limited to: written correspondence between the City and the vendor subsequent to the response submission, product literature, or similar.

Amendments: The City reserves the right to request clarification on any response or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the response. The City reserves the right to change the response schedule or to issue amendments at any time. The City also reserves the right to cancel or reissue this informal request for response without notice.

Public Disclosure: All materials provided to the City by vendors are subject to State and City public disclosure laws. Any proprietary information contained in the vendor's response must be clearly designated and shall be labeled "Proprietary Information." Marking the entire response or any one or more of the major sections as proprietary will not be accepted.

Software Conversion: The City currently utilizes Vision Utility Billing 2 and Financials for financial and utility software and anticipates that all or a majority of data from the existing software provider will be converted to the new system. The City further anticipates that both software suites will continue to operate for a period of time as City staff are trained and as the system is integrated. The preferred vendor must demonstrate the technical ability to coordinate this data transfer.

Contact with City Employees. In order to ensure fair and objective evaluation, all questions related to this request for response should be addressed only to the person(s) so named in this request for response. Contact with any other City employee, including but not limited to email or telephone marketing directed at any City staff member is expressly prohibited without prior consent of City Recorder Yvonne Hamilton or City Manager Heidi Bell. Vendors directly contacting other City employees will risk elimination of their response from further consideration. Any vendor with an existing relationship or contract with the City may contact the City only to perform required maintenance and updates of existing

systems, be they related to the City's financial modules or another form of software or hardware.

CALENDAR OF EVENTS

The City intends to complete the selection process using the following schedule. However, the City reserves the right to adjust the timeline as necessary. Any changes to the schedule will be posted on the City's website.

Questions regarding the response may be submitted to the City by May 9 at noon. The list of submitted questions with their respective answers will be posted to the City's website by May 11 at 4pm. The City, in its sole discretion, will determine whether its response to a question is adequate.

The City reserves the right to make an award without further discussion of the response 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 the contract award and/or not to make a contract award.

Release Request For Response	April 24, 2023
Vendor Questions Due by Noon	May 9, 2023 at 12pm
VENDOR RESPONSES DUE BY 4PM	May 23, 2023
City Review	May 24 – May 29
Recommendations to Council - Vendor Selected and Council Approval – Contract Awarded	June 5, 2023

RESPONSE FORMAT

The Response shall be organized in the following order:

Cover Letter

- Executive Summary
- Company Background
- Client References
- Recommended Software Solution
 - Recommended hardware and software
 - Proposed data conversion process
 - Proposed implementation and training schedule
- Support availability

- Cost Summary: including pricing for each module requested and the other modules not listed. Support cost should be detailed.
- Terms and Conditions
- Training schedule and summary: training costs should be detailed.
- Executive Summary

The Executive Summary should include a brief overview of the response. It should be prepared in such a manner as to make it understandable to individuals not familiar with the terminology particular to a project of this type.

Company Background: The Company Background should provide vendor information including, but not limited to:

- Company headquarters information
- Complete list of products provided by the Vendor, including, but not limited to:
 - Release date
 - Release date of most-recent update
 - Product origination (i.e., developed in-house, acquisition from another Vendor, etc.)
 - Anticipate future software updates or plans to update, including expectations for product patches to be included in a potential contract, as well as updates that will not be included in the potential contract
- Number of years in public sector software
- Total number of clients
- Total number of employees

List the number of staff members* by primary responsibility:

Development: _____

Support: _____

Implementation: _____

Marketing and Sales: _____

Network Services: _____

Accounting: _____

TOTAL* **: _____

* If applicable, please note any staffing expansions or reductions anticipated within the next twelve months, why these changes may be necessary, and the consequences to the vendor if these changes do not occur as planned.

** As necessary, please describe the manner in which individual employees are tasked with multiple responsibilities within the organization.

Client References

- Vendor must supply at least three (3) Oregon sites that are currently using a similar system requested by the City. Be sure to include the total population served by the government. Please provide entity name, address, contact name, phone number, and email address. ***This reference list is mandatory.***

Recommended Software Solution

- Describe the recommended software solution for the requested Municipal Financial Management Software.
- Product names and features. The City welcomes a comprehensive list of features, including a discussion of the manner in which these features contribute to a comprehensive financial management software solution, a comprehensive and streamlined City financial process, reduction or elimination of hard copy forms and manual data entry, creation of new digital forms, and potential integration with existing City processes and procedures.
- The vendor may also include recommended third-party software or hardware that is intended to complement and will be compatible with the vendor's own systems.
- Any known or anticipated issues or concerns related to data and software conversion from legacy systems.
- Recommended City hardware, including server access, and including planned coordination with the City's IT provider related to:
 - Review of initial needs
 - Initial installation
 - Customer service
 - Unplanned updates/ troubleshooting
 - Scheduled updates
- Testing and verification procedures necessary to validate full and accurate data transfer.

- Vendor responsibility for protecting against, monitoring, reporting, and resolving security breaches

Support

- The Vendor should provide the following Support Information:
 - Support options
 - Does the Vendor provide online and phone support?
 - Is the Vendor available for pre-arranged onsite collaboration that can be integrated into the contract, or may be available for an additional cost, as needed, beyond the contract?
 - Typical response times
 - Support hours / days of the week
 - Support Goals
 - Please provide response times and resolution times to the following incident levels:
 - Emergency (Issue must be resolved immediately)
 - Critical (Issue must be resolved rapidly in order to maintain City functions)
 - Standard Help Call (Resolution not time-critical)
 - Problem Escalation Procedures
 - How are incidents handled?
 - What tools do the vendor support staff use in order to understand the issue, to collaborate with other vendor employees, and to work with City staff?
 - What is the basic chain of command? What elements of the command structure should City staff understand when making a request?
 - Can City staff break the chain of command for emergency issues, or if they do not believe the issue is being resolved efficiently? How would this process take place?

System Updates

- How are updates managed?
- How often are updates released?
- What is the typical downtime during an update?
- Do all modules have the same update schedule?
- When is the next major modification scheduled for each of the modules?

- Does the vendor anticipate that any of the modules will be replaced or discontinued within the next five years? If so, which one(s)?
- What steps are taken to protect against data breaches, fraud, or the loss of data during initial conversion and subsequent updates?

Vendor Dissolution or Sale

- What steps are in place to protect the City from the sudden or unexpected dissolution of the vendor, or its sale?
- Will the City be able to access data if the vendor is suddenly dissolved? What steps can be established to ensure that City data is retained and can be imported to replacement software?
- What steps are in place to ensure that the Vendor will support data conversion from its platform to another platform, should the City seek another platform in the future?

Cost Summary

All costs shall be in actual dollar-and-cent amounts, "Time and Material" quotation is not acceptable. Please break down costs by each product and the associated costs to implement. Provide separate breakdown of costs and details for recommended data import from Vision Utility Billing 2 software and for all other applications. Provide separate breakdown costs and details for training City Staff. Please note that for the purposes of these calculations, City Staff shall include:

- City Manager (one FTE)
- City Recorder/Treasurer (one FTE)
- Finance Specialist (one FTE)
- Deputy City Recorder/Utility Billing Clerk (one FTE)
- Code Enforcement Officer (one FTE)
- Part-time City Planner (one FTE)
- Part-time Office Clerks (two PTE)
- Misc. non-Finance Staff who will utilize new software on an irregular basis, generally as internal users/customers.

Public Works Staff shall include: (*backflow, asset management, etc.*)

- Public Works Director (one FTE)
- Director of Operations/Water & Wastewater (one FTE)
- Public Works Clerk (one FTE)

Terms and Conditions

HOLD HARMLESS

Vendor shall protect, indemnify, and hold the City harmless from and against any damage, cost, or liability for any injuries to persons or property arising from acts or omissions of the vendor, its employees, agents, or sub-contractors, howsoever caused.

INSURANCE

Certificates of insurance shall be addressed to the City. All insurance shall be in effect during the term of the contract. Vendor shall provide the following coverage:

- General liability, errors, and missions insurance not less than \$1million for bodily injury including accidental death, to any one person and aggregate. Property damage not less than \$1 million for any one accident or aggregate.
- Vendor's Protective Liability Damage Insurance in the same minimum coverage as under General Liability Insurance.
- Worker compensation insurance in accordance with provisions of the Labor Code of Washington.

CONVERSION

The electronic conversion of the City's existing data is vital. Vendor must address the conversion methodology, including data needs from the City and the existing software provider (Vision Municipal Solutions), and disclose all related conversion costs in the cost summary. The Vendor must also clarify expectations for City Staff participation in data import and conversion.

Response Preparation Costs

The City will not pay any costs incurred by any vendor in the response preparation, printing, demonstration, or negotiation process. All costs shall be borne by the proposing vendors with the exception of costs associated with any City personnel visits to Vendor offices or other client sites.

EVALUATION CRITERIA

The basis for the evaluation of responses received shall include the following considerations, along with the indicated relative importance. Pursuant to ORS 279B.070

the City will choose the vendor or vendors whose response is determined in the City's sole discretion to be most advantageous to the City. By submitting a response, a vendor acknowledges and agrees to these conditions:

1. Vendor's performance record in meeting the requirements of their existing public sector customers (users). Particular emphasis will be placed in the areas of training, customer support and the ability to meet the anticipated future needs of the City.
2. Compatibility and integration with existing hardware and software.
3. Total cost, including capability and costs to perform the required conversion of existing data files.
4. Quality of application software manuals, or other documentation and training aids.
5. Ease and ability to train user personnel.
6. Responsiveness and adherence to the requested response format, which includes the thoroughness of the response as well as the format of the presentation.
7. Vendor's ability to support the total system solution, including implementation; conversion; software training; software maintenance, support, and on-going modifications.
8. Software maintenance, support, and service capability .
9. Built in compliance with the Oregon State Auditor's prescribed Budget, Accounting, and Reporting System (BARS) for a cash basis entity .
10. Budgeting reports include integrated revenue and expenditure balances with 5-year comparison reporting.
11. Vendor responsibility for protecting against, monitoring, reporting, and resolving security breaches, including anticipated vendor access requirements before, during, and after conversion.
12. Overall operational fit, including potential streamlining of operations, decrease in manual entry, and decrease in hard-copy record storage requirements.