



## City of West Richland

3100 Belmont Blvd, Suite 100

West Richland, WA 99353

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December 18, 2018

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

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

To receive a word format document contact the Finance Director at [jplatt@westrichland.org](mailto:jplatt@westrichland.org) or by phone at (509) 967-7134.

If you are interested in responding, please submit one original with signature, three copies, and one electronic version of the Requirements section format in MS Word format in a sealed envelope addressed to:

Financial Management and Building Permit Software RFP

Jessica Platt, Finance Director  
City of West Richland  
3100 Belmont Blvd, Suite 100  
West Richland, WA 99353

Deadline for submittal is 4:00 p.m. Friday, January 25, 2019. All responses will be evaluated and judged based on the degree to which the vendor is able to meet the needs of the City as determined by the City.

The City of West Richland reserves the right, in its sole discretion, to accept or reject any proposal or to make counteroffers thereto.

Thank you for your time,

Jessica Platt  
Finance Director  
**City of West Richland**



# **City of West Richland**

## **Request for Proposal**

### **Financial Management Software**

Financials, Payroll, Human Resources,  
Utility Billing, Fixed Assets,  
Building Permit, Budgeting, and Special Assessments System

## **Section 1 – Project Overview**

The City of West Richland is requesting proposals for a replacement Municipal Financial Management Software System. Currently, the City of West Richland is using Springbrook Version 7. The City uses single-entry, cash basis accounting while operating on a biennial budget. The desired Municipal Financial Management Software System would provide solutions for accounting, budgeting, cash receipting, payroll, human resources, utility billing, building permits, fixed assets, special assessments, the capability to import or export data directly to State/Federal reporting systems and have the ability to interface with other departments that collect fees. The Municipal Financial Management Software System would provide the ability for modules to be added when the need arises. The City may be interested in modules for project accounting, purchase orders, work orders and supplies tracking.

The City of West Richland is located near the Columbia River in Benton County, Washington and offers a vibrant community and an economy based on private industry and commerce. The City has a population of over 15,000 and provides police, public works, planning and building, water, sewer, irrigation, storm water, solid waste utilities, street, parks and recreation, and administrative services. West Richland is a growing community, with an average annual growth rate of 3.5%.

### **GENERAL PROPOSAL REQUIREMENTS**

Vendors will be required to submit a proposal and pricing amounts by module. Pricing should include all costs related to software, required hardware, conversion of existing data, installation, training, annual service contract and final implementation. Pricing should also be based on application software licenses for twenty (20) concurrent users.

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

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

- Full integration between financial modules, open integration with other systems
- Complete BARS compliance as defined by the WA State Auditor's Office, State of Washington, under RCW 43.09.200
- Compatibility with MS Office tools, especially Excel

- Single entry of information (with use in multiple modules)
- Windows client, ease of use, ability to view increasing levels of account detail on screen
- Web based public access for utility payments, human resources, and building permits
- Real-time processing, ease of real-time backup, transactional database
- User customization of fields, reports
- Easy export of all data for analysis
- Reliable and responsive support, company growth and stability
- Deployment of software to similar sized cities

## **Section 2 – Project Scope and Current System**

The RFP defines 11 (eleven) required modules. The City under general selection criteria of product, service, reputation, and pricing will review required modules. The City reserves the right to procure “possible” items as separate decisions.

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

<b><u>General Financial Modules</u></b>	<b><u>Possible Modules</u></b>
1. General Ledger	12. Project Accounting
2. Budget Preparation	13. Work Order/Service Tracking
3. Accounts Payable	14. Grant Management
4. Accounts Receivable	15. Park and Facility Reservations
5. Cash Receipting	
6. Payroll	
7. Utility Billing	
8. Building Permits	
9. Local Improvement District (LID)	
10. Fixed Asset Tracking	
11. Human Resources	

### **City’s Current Financial Management System**

The City operates the budgetary accounting software of Springbrook. The current modules and data conversion needs are:

### **Current Software Products and Need for Data Conversion**

<b>Description</b>	<b>Data Conversion Needs</b>
General Ledger	GL Chart of Accounts, historical financials
Budget Preparation	None
Accounts Payable	Vendor master file
Accounts Receivable	AR customer master file
Cash Receipting	None
Payroll	Employee master file, payroll and position history
Utility Billing	Master account information, services and open balances, billing and payment history
Building Permits	Historical information
Local Improvement District (LID)	Historical information
Fixed Assets	Current Asset List

### **City's Current Annual Activity Level**

West Richland is a growing community, with an average annual growth rate of 3.5%.

Item:	Activity Level:
Estimated number of General Ledger accounts	2,900
Estimated annual number of Cash Receipt transactions	45,000
Estimated number of Payable checks issued	2,600
Number of utility accounts	5,000
Personnel (FTEs)	78.6 plus 8 elected officials
Estimated number of payroll checks issued	120

### **System and Network Requirements**

The system should be capable of running in a Hyper-V Virtualized environment running on Server 2012 R2 or later, preferably with support for Windows Server 2016. If client software is used, it must be able to run on Windows 7 and Windows 10 clients.

The system must support a hierarchical security structure with internal security access controls to various modules. The system should be fully integrated with Microsoft Active Directory. Preference will be given to systems that are able to run as a whole system in a shared virtual environment using MS SQL and web browser technologies. System should allow backup software to back up the database while online and in use. Standard Windows network printers must be supported without requiring specialized driver. Electronic Forms should be supported on copiers and printers using PCL language.

**Please explain additional hardware needs/differences if any with as much detail as possible, as part of the vendor response.**

### Section 3 – Project Timeline

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

Release Request for Proposal	December 18, 2018
Vendor Questions	January 9, 2019
Answers to RFP Posted on City Website	January 16, 2019
<b>Vendor Proposal Responses Due</b>	<b>Submittals are to be received by 4:00 p.m. Friday, January 25, 2019 at the City of West Richland Municipal Services Facility</b>
Final Selection	January 28, 2019
Contract Awarded/Council Approval	February 5, 2019
Implementation, test setup/training	October/November/December 2019
Production to go live	January 1, 2020

## Section 4 – Vendor Instructions

**Proposal Responses.** The City must receive responses to this RFP no later than the date specified in Section 3. Proposals received after the due date will not be accepted. No additional time will be granted to any vendor unless by addendum to this RFP. Vendors must submit one (1) original with signatures, 3 copies, and 1 electronic version of the Requirements section in MS Word format to the following address:

Jessica Platt, Finance Director  
 3100 Belmont Blvd, Ste 100  
 West Richland, WA 99353

**Proposal Response Format.** The RFP response should adhere to the following format:

<b>Section</b>	<b>Title</b>	<b>Contents</b>
Section 1	Executive Summary	Overview description of proposed solutions, vendor experience, and contact information (one page).
Section 2	Requirements	Completed requirements documents (Section 5) in MS Word format. The vendors should provide a ranking as described in Section 5. Vendors must also provide a short description of how each supported with the software.
Section 3	Pricing	Estimates that include pricing for software, maintenance, and implementation services, which includes installation, configuration, training, and data conversion (list amount of data to be converted for each system).
Section 4	Implementation Methodology	A summary of implementation methodology that includes a detailed boilerplate implementation plan (limit 15 pages). Include a proposed plan for implementation of modules in a phased approach.

Section 5	Support Strategy	Description of strategy to support ongoing training and usability of the system after initial implementation as well as remote support services available.
Section 6	Other Information	General information, client reference list, copy of vendor contract to be used for software license, services, and maintenance, and other information that may provide value to the evaluation of your software.

Proposals should be prepared simply, providing a straightforward, concise delineation of the capabilities necessary to satisfy the requirements of the RFP. Elaborate promotional materials should not be submitted at this time. Costs for developing proposals in response to the RFP are the obligation of the vendor and are not chargeable to the City. All proposals and accompanying documentation will become the property of West Richland and will not be returned.

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

**Rejection of Proposals.** The City reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the City of West Richland.

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

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

**Non-Obligation.** Receipt of proposals in response to this RFP does not obligate the City of West Richland in any way. The right to accept or reject any proposal shall be exercised solely by the City of West Richland. The City of West Richland shall retain the right to abandon the proposal

process at any time prior to the actual execution of a contract with a vendor, and the City of West Richland shall bear no financial or other responsibility in the event of such abandonment.

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

## Section 5 – Vendor and System Requirements

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

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

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

**Requirements of all modules**

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
<b>General System Requirements</b>		
1. Complete on-line help function.		
2. Multiple-users can work in the same module simultaneously.		
3. Drill down from reports, queiries, or screens from summary to transactional detail.		
4. Capable of receiving credit card payments and meets PCI (Payment Card Industry) requirements.		
5. Interfacing efficiency with the City's existing server and workstation platforms.		
6. Support services to all City personnel PST 8/5/365		
<b>Data Structure</b>		
1. Interface with similar data in other modules.		
2. Import and export data for user controlled manipulation.		
3. Preference for MS SQL		
4. Unlimited user defined fields that can be accessed through queries and reports		
5. Real time, no batch processing		
<b>Auditing Capabilities</b>		
1. View history of who has accessed, created, or modified each data entry item		
<b>Access Controls</b>		
1. Use network logon credentials and MS Active Directory to assign permissions		
2. Role based security where users can be assigned to multiple roles.		
3. Modify, view, or restrict access controls.		
4. Report on unauthorized access to data classified as sensitive (i.e. containing Social Security, bank account, or driver license numbers)		
<b>Query capabilities</b>		

1. Conduct searches, post transactions, and generate reports at all levels of the account structure by fiscal year, month, calendar years, or any user defined date.		
2. Perform keyword, wild card, and multiple field queries.		
3. Save queries and make saved query available to other users.		
<b>Reports</b>		
1. Report writer		
2. Generate and save custom reports from queries or system-generated data.		
3. Customizable templates for common reports.		
4. Create mailing labels.		
5. Report criteria selection via drop downs, queries, or pick lists.		
6. Export reports to ASCII file, spreadsheet, word processing application, or ArcGIS.		
7. Directly email a report.		
8. Historical reporting for up to five years of prior financial data.		
<b>Document Management</b>		
1. Ability to easily scan and store documents, such as AP invoices, W-9's, utility service applications, deeds, rental agreements, etc.		
<b>Printing</b>		
1. Display reports to the screen.		
2. Direct printing of customer bills or the creation of an ASCII file of billing information to be sent to an outside bill printer.		

## **Required Modules**

### ***1. General Ledger***

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

Description	Rating	How is requirement accomplished?
<b>Structure and Accounting Principles</b>		
1. Account structures must comply with the Washington State Budgeting Accounting Reporting System (BARS). In the BARS structure an eighteen (18) digit code accommodates the various transactions. The chart of accounts should allow the user complete control over structure.		
2. The system should be consistent with General Accounting Standards Board (GASB)		
3. Affords various views of the General Ledger (fund, department, project, account, etc.)		
4. Ability to move from a GL account to specific transactions affecting the account (drill-down capabilities).		
5. Ability to conduct searches, post transactions, and generate reports at all levels of the account structure by fiscal year, month, calendar years, or any user defined date.		
6. Supports cash basis accounting.		
7. Support unlimited number of funds.		
8. Allow at least 13 periods per year with open periods.		
9. Ability to lock the previous year after year end closure to avoid inadvertent changes.		
10. Ability to lock the previous month after month end closure to avoid inadvertent changes.		
11. View history of who has accessed, created, or modified each data entry item.		
12. Automatic journal entry reversals		
13. Automatic year-end closing without loss of detail.		

**2. Budget Preparation/Integration**

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

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

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

### **3. Accounts Payable**

Primarily, the City uses a de-centralized purchasing system. Requests for goods and services are generated in the various departments. Checks are issued for payment.

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
1. Recurring payables processing.		
2. Vendor discount management.		
3. Access vendor history by vendor name, vendor number, invoice date, check date, and BARS Codes.		
4. Support vendor retainage.		

5. Block duplicate invoice processing, with the ability to override.		
6. Multiple invoices per check.		
7. Laser check/voucher printing.		
8. Supports 1099 reporting requirements. 1099 management to the invoice line item level; not just the vendor or the invoice.		
9. Integrates with other systems such as: General Ledger Fixed Assets Cash Receipting (refunds)		
10. Check reconciliation system.		
11. Payment approval list generated for City Council approval.		
12. Electronic payment to vendors (ACH, wire, debit).		
13. Sales and use tax tracking and reporting.		
14. Bank reconciliation for multiple accounts.		

#### **4. Accounts Receivable**

The City of West Richland’s general accounts receivable billings are collected by the Finance Department. Upon receipt of payment, City invoices are entered into the cash receipting system and posted to the general ledger.

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
1. Provide for decentralized input of accounts receivable data and either centralized or decentralized printing of receipts.		
2. Provide for an interface with Cash Receipting to allow cashiers to query and/or post invoices.		
3. Single centralized AR Master record for all receivables.		
4. Full integration with: General Ledger Cash Receipting Accounts Payable		

5. Distributes appropriate information to: General Ledger Utility Billing Permitting		
6. Integration with an electronic cash drawer system. The receipt system should be an integral part of the management system.		
7. Provides for acceptance of on-line payments.		
8. Allows for credit card payments.		
9. Provides daily activity print out showing BARS account codes and system user names.		
10. Provides for invoice generation by Finance and various departments.		
11. Calculates late fees and penalties based on user defined rates.		

### 5. Cash Receipting

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

Description	Rating	How is requirement accomplished?
1. Provide single transaction or receive multiple payments for an invoice.		
2. Provide the ability to define payment mode.		
3. Provide a daily deposit cash/check or credit card for one transaction.		
4. Support multiple electronic cash drawers.		
5. Provide security and reporting for each defined cashier.		
6. Generate a customer receipt for each transaction batch listing of transactions and showing BARS codes used.		
7. Allow more than one user in utility billing, cash receipts and general ledger at one time.		
8. Complete integration with: General Ledger		

Accounts Receivable Accounts Payable Utility Billing		
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## 6. Payroll

The City currently pays wages through a centralized payroll office.

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
1. Decentralized timekeeping and hour's entry on a user defined time sheet.		
2. Integrated electronic timekeeping system; or ability to integrate an electronic timekeeping system.		
3. Direct deposit to multiple bank accounts.		
4. Generate an electronic ACH file for employees. Allow electronic submission of related payroll benefits and deductions.		
5. Calculate multiple rules-based leave accruals based on length of service, employee group, or other factor.		
6. Process pay by hourly, salary, and other user defined special pay types.		
7. Calculate overtime rates using built-in rates.		
8. Allocate costs through multiple account codes by either a fixed amount or percentage.		
9. Unlimited user defined payroll deduction fields.		
10. Full integration with: General Ledger Project Accounting Accounts Payable		
11. Automatic labor distribution to General Ledger		
12. Support multiple payroll run dates (weekly, biweekly, monthly)		
13. Support multiple versions of user defined salary and rate tables.		
14. Support mid-period hiring/termination payroll process. Automatic calculation of final pay out amounts related to accruals and benefits.		

15. Reporting requirements for federal tax, Washington State Department of Retirement Systems (PERS/LEOFF Plans), Social Security, 401, and 457.		
16. Track volunteer hours for State Labor & Industries reports.		
17. Automatic generation of W-2's and ACA annual reporting requirements and linkage of required fields with required IRS coding.		
18. Automatic calculation of retroactive pay related to delayed union contract settlements or delayed merit pay adjustments.		
19. Automatic generation of annual comp time and sick leave liability of for the City.		
20. Automatic update for holidays and other user defined fields.		
21. Automatic update of comp time, sick leave and vacation hours with reporting on employee pay slip and time sheet.		

### **7. Utility Billing**

The City currently provides water, sewer, irrigation, storm water, and solid waste utility services.

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
1. Recurring billing for water, sewer, irrigation, storm water, and solid waste that supports monthly billing cycle.		
2. Allow billing by usage, fixed rates, tables, average consumption, or a combination of these methods.		
3. Provide both owner and tenant information for billing purposes. Ability to generate copy of tenant bill for owner.		
4. Track and provide consumption reports.		
5. Graphical presentation of consumption reports.		
6. Prioritization of payment allocation.		
7. Calculate and automatically apply late fees using either a fixed amount or percentage of balance.		

8. Generate field service requests and standard customer letters such as: Delinquency Notices Lien Notices Mailing Labels		
9. Generate final or between billing period bills keyed on change of occupancy.		
10. Electronic or direct printing of utility bills or the creation of an ASCII file of billing information to be sent to an outside bill printer.		
11. Unlimited comment lines on customer master record.		
12. Inquiry with date, payment and credit.		
13. Flag accounts for action.		
14. Flag and track accounts for refunds.		
15. Flag and track accounts liens and collections.		

### ***8. Building Permit Issuance and Tracking***

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
1. Integrates with Utility Billing, Accounts Receivable, and Cash Receipting.		
2. Create custom permit templates for common permit types.		
3. Unique permit number assigned to each permit.		
4. Edit and calculate fees by different variables for different permit types (fixed fee, square footage, etc.)		
5. Support future date effective fee structures.		
6. Tracks plan review steps and department comments.		
7. Electronically route permit application for approval and inspection management.		
8. Accepts inspection write ups electronically and updates permit file accordingly.		
9. Create reports summarizing building and land use permit activity and associated fee revenue for a specific period.		
10. Maintain a separate “tickler” files for active, inactive, and closed permits.		

11. Issue and track multiple permits associated with one address.		
12. Allows the user to change or divide property addresses for newly created properties.		
13. Calendar for scheduling daily building inspections that can be queried and included in reports.		
14. Online functionality including electronic plan review, the ability to upload attachments without a size limit, allows applicants to apply for a building permit, pay, and request an inspection.		
15. Ability to set custom conditions on both the application and permit.		
16. Allows for file access while in the field. (i.e. plans and documents)		
17. Allows for file upload to property file while in the field. (i.e. violation photos)		

**9. Local Improvement District (LID)**

The City currently bills for Local Improvement District assessments.

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
1. Centralized LID system integrated to the General Ledger, Cash Receipting, etc.		
2. Pull down menu for customer name, account number and parcel # and address information.		
3. Generate billing and delinquency billing.		
4. Ability to calculate interest and late fees.		
5. Provide detailed transaction history and audit trail.		

**10. Purchase Orders**

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
1. Ability to create custom purchase order templates, custom fields/elements in a database.		

2. When a custom template is used, allow all data from template to be modified.		
3. Assign a unique number to each PO.		
4. Track purchases against BAR codes and show remaining budget balance.		
5. Track invoice numbers separate from order numbers.		
6. Track quantity purchased and quantity received on different order numbers.		
7. Ability to quickly search previous purchases based on the item, vendor, date searches and PO numbers.		
8. Support multiple departments each with their own views and ranges of numbers.		

### *11. Fixed Assets*

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

### *12. Human Resources*

<b>Description</b>	<b>Rating</b>	<b>How is requirement accomplished?</b>
1. Perform employee profiling and history.		
2. Maintain a “tickler” file for performance review, training, salary increases and mandatory certification requirements.		
3. Maintain bargaining unit contract (1 union) terms and integrate them into the payroll system.		
4. Integrate Payroll Module with Human Resources to provide payroll information		

with the ability to run payroll history 3-5 years.		
5. Employee self-service tools (web based): tax forms; direct deposit; check stub; leave balances; address change; dependent change; other City forms related to personnel.		

### **Section 6 – Evaluation of Proposals**

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

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

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

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

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

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