Request for Proposal (RFP)

Kirksville, Missouri

Integrated Comprehensive Municipal Software

Respond by:

May 26, 2022

General Information

The City of Kirksville is a full-service city with a population of 17,530 and is the county seat of Adair County. Kirksville's location makes it the economic hub of northeast Missouri and to serve the community, the City employees approximately 157 full-time employees and upwards of 50 seasonal workers.

The City has been using Springbrook software V7.16 with the following modules: accounts payable, bank reconciliation, building permits, cash receipts, clearing house, fixed assets, general ledger, human resources, licenses and permits, payroll, purchase orders, system wide access, utility billing, and online payment portal. The accounting policies of the City conform to the Government Accounting Standards Board (GASB) for modified accrual basis for governmental funds and full accrual basis for enterprise funds.

The City uses a multi-step requisition approval system for purchase order creation and prepares approximately 2,500 purchase orders per year. In addition, licenses are issued for approximately 1,300 businesses, 50 liquor license vendors, and 10 firework license vendors, which require City inspections. Also, approximately 1,000 building permits are issued with corresponding inspections.

The City's utility meter reading software is BEACON AMA solution from Badger Meter and serves approximately 7,200 customers monthly. Being home to three institutions of higher learning, the City experiences as many as 1,000 service connections/disconnections in busy months.

Proposal Guidelines

Overview

The City of Kirksville, Missouri (City) is requesting proposals for integrative comprehensive municipal software, including data conversion/migration and implementation services, ongoing training, and technical support for the system for approximately 50 concurrent users on the system over many departments. Software must adhere to reporting requirements of the IRS and State of Missouri.

The proposal should include all or part of the following comprehensive, fully integrated modules:

- General Ledger
- Bank Reconciliation
- Cash Receipts
- Online Payment Portal
- Accounts Receivable/Payable
- Fixed Assets
- Budget Preparation
- Work Orders/Project Tracking
- Payroll
- Human Resources
- Purchasing
- Business License
- Building Permits/Inspections
- Utility Billing

This RFP for integrated comprehensive municipal software will be a competitive negotiation process. The City will retain ownership of the data. The City reserves the right to change the RFP schedule, issue amendments to the RFP, cancel, or reissue the RFP. The City also

reserves the right to reject any or all proposals, or parts thereof, at any time with no penalty and to waive immaterial defects and minor irregularities in responses.

The City is not responsible to any vendor for proposal submission costs. In addition, the City of Kirksville is not obligated to accept the lowest submitted proposal and reserves the right to select any proposal that best meets its needs.

Insurance Provisions

A.   Worker's Compensation: The coverage must include Employer's Liability with a minimum limit of $1,000,000 for each employee, $1,000,000 each accident, and $1,000,000 policy limit, and Workers' Compensation covering all employees meeting Statutory Limits in compliance with the applicable state and federal laws. The City reserves the right to waive the requirement for this provision upon the approval of the City Manager.

B.   Comprehensive General Liability: Coverage shall have minimum limits of $2,000,000 per Occurrence, Combined Single Limit for Bodily Injury and Property Damage Liability. This shall include: Premises and Operations, Independent Contractors, Products and Completed Operations, Broad Form Property Damage and XCU Coverage, and a Contractual Liability Endorsement. The City reserves the right to waive the requirement for this provision upon the approval of the City Manager.

C.   Business Auto Liability: Coverage shall have minimum limits of $2,000,000 per Occurrence, Combined Single Limit for Bodily Injury and Property Damage Liability, including Owned, Hired, and Non-owned Vehicles and Employee Non-ownership.

D.   Professional Liability/Errors & Omissions: Coverage shall have minimum limits of $2,000,000 per Occurrence and Aggregate.

Special Requirements

A.   Current, valid insurance policies meeting the requirement herein identified shall be maintained during the duration of the named project. Renewal certificates or cancellation notices shall be sent to the City 30 days prior to any expiration date.

B.   It shall be the responsibility of the vendor to ensure that all subs comply with the same insurance requirements that he is required to meet.

C.   Certificates of insurance meeting the required insurance provisions shall be forwarded to the Office of Risk Management.

Proposal Format
All proposals shall be signed by an authorized officer or employee of the submitting organization. The name of the company, contract person, telephone number, and address shall be included. Proposals submitted should include the following information and in the following order:

- Title Page - The title page should include the company name, address, contact name, email address, and telephone number to call for information regarding the proposal.

- Executive Summary – Provide a brief narrative highlighting the proposal. Summary should contain as little technical jargon as possible and be oriented toward non-technical personnel. Include any relevant conditions or restrictions, including any highlights.
- Company Profile including References – Provide a profile of the company, including the number of employees and office location(s) of technical support team from 8:00 a.m. to 5:00 p.m. CST. Provide a list of Missouri local government clients running software in live operations that can be contacted as references.
- Vendor Qualifications – Provide responses to vendor qualification questions in *Appendix A*.
- Cost Summary – The cost summary shall provide the detailed price of each available module offered in the software package, anticipated number of hours for module installation, training, data conversion/migration, and annual maintenance costs for year one(1) and year two (2). All anticipated costs to the City shall be identified and itemized. Solutions requiring additional third-party software or services should be indicated, as well as, related license and service information.
- Implementation Plan – The implementation plan shall include conversion/migration of financial data for a minimum of five (5) years, staff training offered onsite or offsite group courses, and ongoing telephone support, including response time, days/hours of operations, and critical issue response times.
- Implementation Schedule – The schedule shall provide tentative dates that correlate with the implementation plans.
- Additional Information – Protocol for data backup and disaster recovery and any alternate solutions that meet or exceed the outlined requirements can be submitted for consideration. The City of Kirksville is interested in any and all details of other innovative and original ideas above and beyond those discussed in this Request for Proposal.

Anticipated Schedule

RFP distribution:	May 2, 2022
RFP due date:	May 26, 2022
Presentations/demonstrations:	June 2022
Final evaluation/project award date:	July 2022
Product implementation	July 2022-November 2022

Proposal Questions
Any questions or clarifications regarding the RFP must be submitted in writing via mail or e-mail and received no later than seven (7) calendar days prior to the proposal due date. Answers will be posted on the City's website in the RFP bid posting. Send all written inquiries to:

City of Kirksville
Attn: Lacy A. King, Finance Director
201 S. Franklin Street
Kirksville, MO 63501
Email: lking@kirksvillecity.com and shalstead@kirksvillecity.com

Clarification of Responses
The City reserves the right to obtain clarification of any point in a vendor's response or to obtain additional information necessary to evaluate a response. Failure of a vendor to respond to such a request for additional information or clarification within five (5) business days may result in rejection of the Proposal.

Incorporation of RFP Responses in Contract
The submitted RFP and the vendor's response, including all promises, warranties, commitments, and representations made by the selected vendor, shall be binding and incorporated by reference in the contract.

Selection Process
The sole purpose of the proposal evaluation process is to determine which solution best meets the City's needs. The criteria that will be used to evaluate proposals may include, but are not limited to the following:
- Conformance with RFP guidelines and submittal requirements.
- Compatibility with the City's desired functional and technical requirements.
- Compatibility with current and future technological infrastructure.
- Proposed implementation strategy and plan.
- Customer service and support response times.
- Conversion of transferable historical data.
- Cost – both initial and ongoing costs
- Public sector experience of vendor and staff.
- Software demonstrations and reference checks.

The top-ranking vendors may be requested to participate in an oral interview and product demonstration with City staff.

Proposal Submission and Due Date
Three (3) copies of your proposal should be delivered or mailed in a sealed package clearly labeled **Municipal Software Proposal** and addressed to:

City of Kirksville
Attn: City Clerk
201 S. Franklin Street
Kirksville, MO 63501

Your proposal must be received **by 3*:00 p.m. CST on Thursday, May 26, 2022.* Late submissions will not be accepted and will be returned unopened to the sender. Oral, facsimile, or electronic mail transmittals will not be accepted. Proposals must be honored for ninety (90) calendar days after proposal due date.

The City of Kirksville does not discriminate in its decisions on the basis of age, ancestry, color disability, gender, gender identity, marital status, national origin, race, religion, sexual orientation, or on any other basis that would be in violation of any applicable federal, state, or local law.

Appendix A
Vendor Qualifications

The following requirements and features have been identified by the City for inclusion in the desired software system. The responses should be in the following format:

Enter "Y" if the item is included as part of the standard software system package.
Enter "N" if the item is not available.
Enter "M" if the software system can be modified to meet this specification. Please identify the estimated cost for modification.

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

	System Environment (For all Modules)	Y N M	Comments
1.	Is software system cloud based?		
2.	Are all modules integrated for single data entry?		
3.	Is the application Client/server based?		
4.	Is the operation environment Windows based? What version is supported?		
5.	Can the system generate custom reports, including City logo?		
6.	Can data and reports be exported? List exportable file formats. i.e. XML, CSV or other.		
7.	Can data be imported? List importable file formats.		
8.	Does the system employ drill-down capabilities for transaction detail?		
9.	Is the system capable of handling unlimited number of accounts?		
10.	Is an annual fee (maintenance/service) or license fee required to continue use of software?		
11.	Does your system use real-time processing? If not, describe.		
12.	Does system have on-line help function or user guides?		
13.	Does the system employ encrypted password protection for users and groups?		
14.	Can module access and transaction processing be restricted by user or group? Remote access?		

15.	Does the system generate an audit trail history?		
16.	Does system provide PCI Compliance measures?		
17.	Does system integrate with other software, i.e. RecPro, Fleet Maintenance Pro, Laserfiche? Provide a list.		
18.	Does system allow for "key word" searches?		
19.	Does system allow for tiered approval, review and viewing of modules?		
General Ledger			
1.	Can accommodate account number format XX-XXXX-XXXX.		
2.	Allows for minimum of 13 periods.		
3.	Provides centralized account management and interfaces with other modules.		
4.	Allows unlimited years of detailed information.		
5.	Provides for general reports, i.e. trial balance, cash balance, transaction history, and custom reports by fund or type of account, etc.		
6.	Supports recurring journal entries and unlimited adjusting journal entries.		
7.	Allows for two or more fiscal years or months to be open at one time, with the capabilities to "lock" upon completion.		
8.	Any limits on number of funds or creation of accounts?		
9.	Information can be exported/imported with other software?		
10.	Allows for creation of new accounts throughout the year?		
11.	Allows online screen inquiry, including history?		
Budgeting			
1.	Separate module or integrated with another module?		
2.	Includes expense and revenue budgeting capabilities.		
3.	Keeps a running total of budget amount less YTD activity and any encumbrance.		
4.	Budget information can be modified by single line item or through budget imports/exports, including tracking.		

5.	Allows different methods of forecasting.		
6.	Allows for budget amendments and maintains the original budget and the amended budget.		
Bank Reconciliation			
1.	Accounts Payable and Cash Receipts are integrated with cash account transactions and automatically post to the bank reconciliation module.		
2.	Produces a monthly reconciliation statement detailing bank balance at last statement date, cleared checks, cleared deposits, cleared interest, service charges, and miscellaneous items.		
Cash Receipts			
1.	Allows posting of cash receipts to multiple GLs and interfaces with chart of accounts.		
2.	Provides collection of all types of payments at one location and distributes receipting information to: General Ledger Building Permits Licensing Utility Billing		
3.	Interfaces with hardware that scans utility statement bar codes and integrates an electronic cash drawer.		
4.	Creates automatic online cash receipts batches at a specific time each day.		
5.	Provides the ability to define payment mode and provide daily deposit cash, check, and credit card composition.		
6.	Generates batch report by customer, type of revenue, or receipt order, and voided receipts.		
Accounts Receivable			
1.	Provides for the upload of files with Electronic Fund Transfers for customer payments.		
2.	Supports recurring billings.		
3.	Provides for customer database with detailed customer information.		
4.	Fully integrates with other modules.		

5.	Allows for creation of invoices and calculation of late fees.		
6.	Can accept and process online credit card payments and creates a receipt for those payments.		
7.	Provides a detailed transaction history.		
8.	Allows scanning of documents and capability to drill down into these documents and transaction history.		
Accounts Payable/Purchasing			
1.	Supports encumbrance accounting.		
2.	Allows workflow approvals for all purchasing based on user role, dollar amount, and department.		
3.	Notifies user if a line item will exceed budgeted amounts.		
4.	Ability to modify a requisition or purchase order.		
5.	Creation of customizable Purchase Orders, including name of Parent Company and DBA..		
6.	Ability to accommodate one-time vendors and utility refund checks without double entry.		
7.	Supports recurring invoices.		
8.	Flags vendors for 1099 preparation and provides 1099 reporting capability to file by paper or electronic formats.		
9.	Ability to print checks on paper, as well as, to generate a file for upload to banking software (ACH or positive pay systems).		
10.	Maintains vendor history for an unlimited number of years.		
11.	Integrated with general ledger, budget, payroll, bank reconciliation, etc.		
12.	Users can access vendor history by invoice or check information, including drill down capability for transaction detail.		
Permitting/Licensing			
1.	Creation of permit initiates step by step inspection process.		
2.	Notifications sent to multiple departments.		

3.	Address integration with other modules to track utility service, nuisance inspections, etc.		
4.	Allows user to input rates for various types.		
5.	Tracks permits and licenses by address or parcel number.		
6.	Printing capabilities for permits, licenses, renewals, gross receipts, etc., including reprints.		
7.	Ability to scan renewal information, license and payment information, including drill down for transaction history.		
8.	Online renewal options, including upload of documents and payment submittal.		
9.	Customizable reports and queries available.		
10.	Information can be exported/imported with other software, i.e. Emergency Reporting?		
Human Resources & Payroll			
1.	Provides employee database with detailed employee information, including pay history and position.		
2.	Ability to enter and track employee training and certifications.		
3.	Ability to track personnel action forms electronically, i.e. pay rate change, termination, hire.		
4.	Ability to use an integrated self-service tool for updating personal information, benefit enrollment, change in withholding tables, and request leave time.		
5.	Ability to schedule and manage employee evaluations.		
6.	Integration with other modules, i.e. general ledger and accounts payable.		
7.	Allows for unlimited number of pay and deduction types,		
8.	Accommodates all Missouri-specific calculations and reporting.		
9.	Provides W-2 and ACA reporting capability in paper and electronic formats for SSA and Missouri.		
10.	Supports multiple types of earnings, including shift differential, multiple rates, etc.		

11.	Splits calculations between multiple departments, including benefits.		
12.	Supports both biweekly and quarterly pay periods.		
13.	Allows for manual correcting entries.		
14.	Integrates with timeclock software and allows for remote entry of timesheets.		
15.	Has multi-step supervisor approval for timesheets.		
16.	Allows employees access to their payroll and leave information including prior W-2 statements.		
17.	Federal and State tax tables maintained by software provider.		
18.	Generates quarterly reports, including Form 941.		
19.	Ability to generate custom payroll reports per department, benefit, deduction, etc.		
20.	Module tracks accrued time earned, i.e. vacation, sick, PTO, comp time.		
	Utility Billing		
1.	Unlimited number of accounts.		
2.	Supports multiple billing cycles.		
3.	Integrates with other modules, i.e. general ledger, cash receipts.		
4.	Allows for multiple rates types, whether flat or tiered, and billing service codes.		
5.	Supports online bill payment/receipting that creates a daily cash receipts batch for utility billing integration.		
6.	Offers online utility signup and online deposit payment/receipting, including tracking of utility security deposit.		
7.	System allows multiple meters per service address.		
8.	Supports multiple ways to access information, address, lot number, name, account number, etc.		
9.	Compatible with BEACON software for imports/exports.		
10.	Tracks meter history maintenance.		
11.	Generates prorated billings.		
12.	Generates aging reports and collection batches.		

13.	Allows multiple adjustment types for returned payments, bill adjustments, late fees, etc.		
14.	Recognizes consumption in both gallons and cubic feet.		
15.	Allows customers to set up online accounts to receive ebills, set up automatic payment types (ACH, echeck, credit card), recurring payments, and due dates.		
16.	Has pay-by-phone capabilities that produces daily cash receipts batch.		
17.	Ability to generate work orders and import GIS data.		
18.	Allows unlimited number of notes per account.		
19.	Provides general and custom reports based on user parameters.		
20.	Data importing/exporting features.		
	Fixed Assets		
1.	Provides for database of assets with detailed asset information.		
2.	Ability to categorize fixed asset by category, location, department, etc.		
3.	Ability to track the disposition/sale of an asset.		
4.	Ability to track capitalized and non-capitalized items.		
5.	Retains historical information on asset disposals and deletions.		
6.	Ability to modify assets for change of category or department.		
7.	Integration with other modules, i.e. accounts payable.		
8.	Generates reports by department, category, location, etc.		
9.	System calculates depreciation.		
10.	System creates id tags for fixed assets and inventory.		