

**CITY OF FLAGLER BEACH  
REQUEST FOR PROPOSAL  
Financial and Administrative Data Processing System**

**INTRODUCTION**

The City of Flagler Beach is issuing this Request for Proposal (RFP) for the purpose of soliciting vendor proposals for a financial and administrative data processing system (the system) to serve the current and projected needs of the City. The application software configuration should comply with the minimum specifications as outlined in this RFP.

The City intends to seek the best solution, based on the representative criteria contained in this RFP, for its data processing needs. The successful vendor(s) will be able to provide a turnkey, integrated software environment for the City, which will satisfy the specifications contained in this RFP, bringing to bear whatever vendor resources are required from the areas of computer software, technical training, conversion, maintenance, and support services.

The City desires to contract with a single vendor for all software and software maintenance, installation, conversion and support. However, 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 Proposer are considered by the City. The City reserves the right to award the system to any one proposer or a combination of proposers. In addition, the City reserves the right to purchase any personal computers, hardware required by the software, or servers needed from an alternate vendor.

**ABOUT THE CITY OF FLAGLER BEACH**

The City of Flagler Beach has 4,484 residents with an adopted budget for the current year is \$11.8 million. The City operates all of its own services: a Water and Wastewater Treatment Plants, Sanitation and Stormwater Services, A Police Department, A Fire Department, a Building and Zoning Department, a Recreation Department (including a fishing pier, bait shop, community center, and several parks), a Library and a Community Redevelopment Area. Therefore, it is imperative that the proposed software solution will be able to integrate the financial and administrative functions across all of these various services in a seamless and efficient manner. Specifically, our Utility Billing Department bills approximately 3,200 accounts monthly, our Building and Zoning Department, issues and inspects building permits and abides by the Florida Building Code. Our Police Department and Fire Department operate 24 hours a day. The Bait Shop on the pier sells pier passes, tackle, and snacks. The Library collects Library Card Fees and collects late fees. The City offers rooms for daily, weekly and/or long term rental in our Community Center; our primary Lessee is a Montessori School.

Currently, several different software programs are used throughout the City. Finance currently uses Mainstreet for Utility Billing, Cash Receipts, Accounts Payable and General Ledger functions; Payroll is processed by PayChex (timesheets are computed manually); Black Mountain Software is used to track fixed assets and construction projects; Excel is utilized to develop our annual budget. The Building and Zoning Department utilizes IMS for issuing permits, Code Enforcement, LBTR's and Short Term Rental Permits. Our City Clerk's office issues Special Permits, Itinerant Merchant Permits, Door to Door Solicitations Permits, Outdoor Entertainment Permits and Estoppel letters using Word and Excel. Our Police Department uses AEGIS to track evidence, produce police reports and provides Computer Aided Dispatch. Our Fire Department uses NFIRF software for reporting incidents and responses.

## INSTRUCTIONS TO PROPOSERS

Eleven original copies, marked 'original', of the proposal will be accepted until January 4, 2012 at 2:00 pm. Proposals submitted must be binding for no less than one hundred and twenty (120) days after the date received. The City will select the proposal, or combination of proposals, that, in its opinion, is in the best interest of the City. The City reserves the right to reject any or all proposals or portions of a proposal. The City also reserves the right to waive minor technicalities in the proposal. The City not only reserves the right at the sole discretion of the City to reject any or all proposals and to waive technicalities, but also reserves the right of evaluation and the right to determine the methodology for evaluation of the proposals to determine which is/are the best proposal(s). In addition, to accept the proposal (or proposals) deemed to be in the best interest of the City, i.e., the most qualified proposal will not necessarily be the lowest cost proposal. Further, the City reserves the right to accept a proposal (or proposals) for any or all items separately or together.

Vendor inquiries are to be directed to Ms. Penny Overstreet, City Clerk at 386-517-2000 extension 235 or [poverstreet@cityofflaglerbeach.com](mailto:poverstreet@cityofflaglerbeach.com). Eleven originals of the proposal, marked 'original' and clearly marked as "Financial and Administrative Data Processing System Proposal", signed by an officer of the company, are to be submitted and addressed on the outside as follows:

City of Flagler Beach  
ATTN: Penny Overstreet  
105 South 2nd Street  
Flagler Beach, FL 32136

Proposals may also be hand-delivered to the above address by the date and time specified. It is the responsibility of the Proposer to deliver the proposal in accordance with these instructions contained above and/or elsewhere in the RFP. Proposals dispatched, but not received by the City by proposal closing time, will be kept by the City, unopened.

*Please Note: **HOLIDAY CLOSINGS** are as follows:*

Friday, December 23, 2011

Monday, December 26, 2011

Friday, December 30, 2011

Monday, January 2, 2012

## CALENDAR OF EVENTS

**RFP Issue Date:** November 28, 2011

**Proposal Closing Time/Date:** January 4, 2012 2:00 p.m.

- Project Group will review all vendor proposals and select top three vendors at a public meeting: January 12<sup>th</sup> 10:00 a.m.
- The top three vendors will be selected for on-site visits in order to preview proposed software configuration between January 13 and January 27, 2012
- Project Group will review findings of on-site visits at a public meeting: Wednesday February 1, 2012 at 2:00 p.m.
- Project Group will make recommendation to enter into contract negotiations with highest ranked vendor at the City Commission meeting: February 9, 2012 5:30 p.m.
- **Note: Dates subject to change.**

## **PROPOSAL REQUIREMENTS**

The written proposal, not to exceed 75 pages of content in total with a font size not less than 11 points, should address items A-H of the criteria described in the “Required Content for Proposal” section of this RFP.

## **Selection Process**

The selection process will be conducted as follows:

- **Review of Written Proposals**

Using the criteria given in items A through H described in the ‘Required Content for Proposal’ section of the RFP and with emphasis on application software specifications, the City of Flagler Beach’s project group shall review **all proposals** received to determine those software vendors who are fully qualified to provide the software, services, and support set forth by this RFP.

- **Discussion and Interviews**

The City of Flagler Beach’s project group shall hold one or more discussions with the top three ranked vendors who have been deemed by the group to be fully qualified to provide software, services, and support as set forth by this RFP. Such discussions shall be for the purpose of gathering additional information and understanding the firm’s qualifications, expertise and experience.

- **Evaluation and Ranking**

Using all of the information developed during the proposal review and discussion stages, the project group shall rank the top three firms based on the information provided and present a recommendation to enter into contract negotiations with the top ranked vendor to the City of Flagler Beach Commission.

## **REQUIRED CONTENT FOR PROPOSAL**

The City of Flagler Beach will consider the following information in the evaluation and ranking process.

### **A. Company Background**

The Proposal shall provide information pertaining to the type of business, i.e., proprietorship, partnership, corporation; primary contact information; years in business; brief company history; number of employees; % of employees devoting 100% of their time to development and support; a minimum of 2 years worth of financial statements; how many public sector installations are currently live; and information pertaining to any lawsuits ever filed against the company by a public sector customer.

The Proposal shall include a minimum of 6 client references that are currently using the system being proposed to the City; focus on including references within the state of Florida.

Provide the names and resumes of the project team that would be working with the City of Flagler Beach.

Provide any other company information the applicant may wish to supply.

### **B. Hardware Specifications**

The City is seeking a system compatible with Microsoft SQL Server 2005/2008 (if applicable) using windows-based operating system client workstations and/or thin-client devices. Describe the recommended server and workstation hardware requirements to run the system in an effective, secure, and stable environment. Describe any printer requirements needed to ensure compatibility with the system. Describe the recommended backup solution for same. Proposal should include a minimum of two cash collection station solutions and a hand-held meter reading device.

### **C. Operating System Software Specifications**

The City is seeking for a system compatible with Microsoft Windows Server 2003/2008 server operating system, Hyper-V virtual platform environment, Microsoft Terminal Server and Microsoft Windows XP/Vista/7 client operating systems. Describe the recommended server and workstation operating system requirements to run the system in an effective, secure, and stable environment. Describe any additional operating system software licensing requirements needed to support 9 users for concurrent access, and use of the system for 25 total users.

## D. Application Software Specifications

Each specification must be answered with one of the responses described below followed by an appropriate description.

- [ **A** ] The current release of the software supports this specification. This feature is currently installed and in successful operation at one or more of the vendor's customer sites.
- [ **B** ] This specification is not currently supported, but will be supported in a future release.
- [ **C** ] This specification is not currently supported, but may be available as a custom development project.
- [ **X** ] This specification is not supported and no modifications will be provided.

### General Features

- [ ] - Describe ability for users to easily export data from screens and reports to Excel, CSV, PDF, etc.
- [ ] - Describe EDI (Electronic Data Interchange) by module.
- [ ] - Is there an ability for end-users to run customized reports.
- [ ] - Describe end user ability to drill down in the database via online screens and reports.
- [ ] - Describe highlights of application security from a user lockdown perspective as well as external penetration security.
- [ ] - Describe upgrade methodology.
- [ ] - Describe ability to customize and print in house forms without needing to buy pre-printed forms including checks.
- [ ] - Describe ability to host the system in an alternate location as a "hot" site to continue operations in the event of a disaster.
- [ ] - Describe the ability for an alternate working copy of the system and data in a test or training environment.
- [ ] - Describe the availability of software support. Is support available 24 hours a day via telephone, email, and/or support web portal?

### City Resident Experience

- [ ] - Describe Web Portal capabilities.
- [ ] - Describe Bill Presentment (Paper, Web, Email) is it an actual bill or just amount owed?
- [ ] - Describe Online Bill Pay functionality (Real Time vs Batch).
- [ ] - Describe any online ability for residents to view status of building permits.
- [ ] - Describe ability for residents to pay utility bills, parking tickets, business tax or permits online.
- [ ] - Describe payment methods, ACH Draft, Pay online with Credit Card or Checking account information.
- [ ] - Describe ability to submit building plans electronically.
- [ ] - Describe customer complaint tracking.
- [ ] - Describe any type of online reservation or scheduling available to city residents. For example, ability to schedule meeting with City Staff, reserve rental space at our Wickline Building.
- [ ] - Describe ability to electronically apply for posted position openings.

## Financials/Budgeting

- [ ] - Describe main features and capabilities of budget system.
- [ ] - Describe Financial Reporting Capabilities. (including monthly budget report)
- [ ] - Describe Export budget functionality.
- [ ] - Describe ability for department heads to see previous year actual, current year budgeted, YTD Actual, and then enter requested amount for next budget year.
- [ ] - Describe any special budget administrator functionality.
- [ ] - Describe ability to save historical development during budget preparation.
- [ ] - Describe ability for users to enter justifications by line item as part of the entry screen.
- [ ] - Describe ability to display summary data by funds, accounts, and departments.
- [ ] - Describe ability to enter multiple funds per department.
- [ ] - Describe the ability to easily print customized budget pages for presentations.
- [ ] - Describe ability to enter workload data, performance measurement and annual goals.
- [ ] - Describe ability to provide automatic updates to excel spreadsheets as updates are made to live database.
- [ ] - Describe capital project tracking ability by fund and by year.
- [ ] - Describe capability of Miscellaneous Invoicing
- [ ] - Describe Fixed Asset Tracking
- [ ] - Describe ability to track inventory, items valued between \$100 and \$4,999.
- [ ] - Describe ability to adhere to the Florida Uniformed Accounting System for General Ledger account numbering.
- [ ] - Describe Bank Account Reconciliation Process

## Purchasing/Accounts Payable

- [ ] - Describe ability to make payments on purchasing cards.
- [ ] - Describe ability to integrate fixed asset management with Payables.
- [ ] - Describe ability to create a paperless Accounts Payable Process.
- [ ] - Describe your Encumbrance System.
- [ ] - Describe ability to notify vendors for upcoming solicitations.
- [ ] - Describe contract management system including items like renewal alerts for expiring contracts.
- [ ] - Describe automatic budget verifications for purchase orders and contracts.
- [ ] - Describe purchasing controls by various thresholds (IE - ability to manage different signers based on financial levels, or Commission approval on items over set amounts.)
- [ ] - Describe ability to see any history with a particular vendor.
- [ ] - Describe ability to generate a report of who we are buying a specific product or service from. Will it display all such vendors?

## Utility Billing/Cash Receipts

- [ ] - Describe Tiered Billing capabilities (different rates for different consumption levels).
- [ ] - Describe ability to bill landlord or tenant an availability fee in the event that a property is vacant and service is not active.
- [ ] - Describe basic Electronic Meter Reader functionality. Does your software support Sensus?
- [ ] - Describe Cash Register general functionality.
- [ ] - Describe Customer Statements; include sample.
- [ ] - Will billings from separate modules be linked? i.e. a utility bill and LBTR show under same account so cashier will be aware that customer owes other fees to the city.

- [ ] - Describe Cash Receipt process from customers we do not bill, i.e. the city receives ad valorem payments from County Tax Collector, can we create an account for the tax collector so we can easily recall all monies received? Any ability to make notes on this type of account?
- [ ] - Describe Credit Card Processing; does payment automatically post to customer account when credit card is entered?
- [ ] - Describe Bill Presentment Options (IE - print, web, email) (Please include samples of user creatable bills).
- [ ] - Describe Installment payment plan, i.e. the City may allow a citizen to pay a large utility bill over a period of time without interest. Can this be maintained in one customer account?
- [ ] – Describe ability to add notes to customer accounts; can the information be viewed by all staff with access to customer data base? Any limitation in amount of data allowed? Is it date stamped?
- [ ] – Accounts Receivable Aging Report; can this report be run in a time sensitive manner, where it captures an “as of date”. For example, on July 15<sup>th</sup>, 2012 can we run the Aging report as of March 31<sup>st</sup>, 2012 and the data will not include any postings made after March 31<sup>st</sup>.
- [ ] – Describe ability to scan documents and attach to customer files.

### **Payroll/Human Resources**

- [ ] - Describe Employee Self Service Functionality; can employee reprint checkstub from a personal computer?
- [ ] - Describe Timesheet submittal and approval process
- [ ] - Describe main features pertaining to Human Resources (i.e. health, life, beneficiaries, leave requests, w4 status updates, training, wellness program tracking.)
- [ ] - Describe your ability to track overtime for public safety employees who work more than 8 hour shifts. (Garcia Pay)
- [ ] - Describe the ability to track base pay separately from incentives/longevity/overtime, etc.
- [ ] - Describe ability for tracking pension wages for gen. employees, police dept., fire dept. All have different definitions of compensation.
- [ ] - Describe functionality for the system to keep a history of salary increases by date and amount; Ideally, a complete historical database of salary, incentives or changes. (History of anything contributing to a person’s compensation)
- [ ] - Describe the reporting capabilities to generate various reports, by date range, to accommodate requests for employee information. (i.e. 13 week wage statements for Worker’s Compensation Reporting).
- [ ] - Describe ability to generate pension information by requested date range suitable for submission to each Pension Plan’s Actuary.
- [ ] - Describe Direct Deposit, how is payroll submitted, any ability to deposit paycheck to more than one bank account
- [ ] - Describe ability to issue Paycard in lieu of paycheck
- [ ] - Describe integration capabilities with 3rd party payroll companies.
- [ ] - Describe ability to post new jobs and track applicants.
- [ ] - Describe ability to enter employee appraisals, performance measurement and annual goals.
- [ ] – Describe any type of calendar, reminder functions for items like hire date, increase vacation rate, etc.

## Building/Zoning/Building Code Inspections

- [ ] - Describe the Building Permit and Inspection Management functions.
- [ ] - Describe the adaptable reporting to create reports suited to the department's needs and populate the reports with information stored in the database.
- [ ] - Describe the fee calculation to determine fees for permitting activities based on pre-stored pricing factors.
- [ ] - Describe the geographical information systems (GIS) capability to interface with independent commercial GIS software from vendors such as ESRI or Autodesk and the ability for records within the system to be linked to GIS data.
- [ ] - Describe the intra-departmental tracking to determine which departments have completed reviews of applications or documents and which have not. Tracking
- [ ] - Describe the parcel-based system
- [ ] - Describe the permit status tracking to determine the status of a permit application.
- [ ] - Describe the plan review tracking to determine the status of a plan review application.
- [ ] - Describe the automated document distribution to forward documents to departments without needing to leave the system.
- [ ] - Describe the automated reminders that automatically remind staff of approaching deadlines for applications or to perform specific tasks.
- [ ] - Describe the online status checking enables the public to check the status of their permit and plan review applications over the internet without contacting the department.
- [ ] - Describe the tracking of problem-flags to flag applications and documents which require additional attention, helping to prevent premature final approval.
- [ ] - Describe the tracking of sign-offs to determine which departments or individuals have signed-off on applications or documents and which have not.
- [ ] - Describe the web interfaces to allow staff and the public to view information within the system and/or submit data to the system over the internet.
- [ ] - Describe the document annotation to mark up (add symbols and text) and redline electronic documents (text files, spreadsheet files, PDFs, CAD files, image files, etc.) submitted for review without needing to leave the system or purchase additional software.
- [ ] - Describe the online application submission enable the public to submit permit and plan review applications over the internet.
- [ ] - Describe the online document submission enables the public to submit electronic documents (text files, spreadsheet files, PDFs, CAD files, image files, etc.) over the internet, often with their application information.
- [ ] - Describe the Business Tax Application Management functions.
- [ ] - Describe the Code Enforcement Management functions.
- [ ] - Describe the LBTR process from printing to collections; are individual accounts created that can then be pulled up by our cashier for payment? If the customer also has a Utility account can the two be connected so that if a customer is in to pay a Utility bill they can be reminded of their outstanding LBTR.
- [ ] - Describe any ability to process Fire Inspection Reports and produce a document for payment?

### **Bait Shop/Pier**

We collect cash at the Bait Shop for retail sales and pier passes. We currently use a Sharp XE-A506 cash register that scans bar codes and places them in 8 department keys. All sales at the pier are subject to sales tax.

- [ ] – Describe any ability to upload data from the current register into cash receipts
- [ ] – Describe any Point of Sale System that would work with your software.
- [ ] – Describe any ability of POS to track inventory and produce reports

### **Records Retention**

- [ ] - Describe the ability to maintain data in accordance with the statutory provisions of Chapters 119 and 257, Florida Statutes

### **Training**

- [ ] - Describe Training process, hours, and workflow. Also describe on going support.

## **E. Data Conversion**

Describe data requirements, data matching process, data conversion process, projected timeline and any special requirements the City must meet in providing data files for electronic conversion from the following various application databases: Thoroughbred database (Mainstreet), PervasiveSQL databases (IMS), dBase (Black Mountain) and other cloud-hosted databases (Paychex).

## **F. Project Schedule**

Provide a project schedule for the application software conversion and installation. Provide information describing the general project management philosophy with regards to the implementation as well as projected man hour needs for staffing that the City must be prepared to provide for a successful conversion. Describe the conversion, implementation and training responsibilities, and work plan associated with the implementation.

## **G. Cost Detail**

Provide an itemized list of all charges in the following order: application cost breakdown by module, client and server software license charges, software installation charges, data conversion, software customization, training, maintenance, optional hardware and any other cost associated with the acquisition of the system.

## **H. Contract Documents**

Proposer should include a sample purchase contract, maintenance agreement, and license fee and/or franchise agreement with proposal.

## **TERMS AND CONDITIONS**

### **Date and Receipt of RFP**

Formally advertised Request for Proposal indicates a time and a date for receipt of the RFP. Responses are date stamped upon receipt, those received after the scheduled closing time will be kept unopened by the City of Flagler Beach.

### **Withdrawal or Modification of RFP**

The proposing firm may request withdrawal or modification of their sealed proposal prior to the scheduled closing date and time. You will be required to produce photo identification that satisfies the City prior to withdrawal or modification of your qualifications package. After being opened, the RFP will be valid for 120 calendar days.

### **Contract Award**

The City reserves the right to accept or reject any or all proposals, to waive irregularities and technicalities, and to request resubmission or additional information. The City reserves the right to award the contract to the most responsible and responsive proposing firm, resulting in an agreement which is most advantageous to and in the best interest of the City of Flagler Beach. The City shall be the sole judge as to whether the proposal and the resulting agreement are in the best interest of the City, and the City of Flagler Beach's decision shall be final.

### **Contract Documents**

Within ten (10) calendar days after the City's notification of intent to award, any successful proposer must furnish all documentation required to support the City's intent. If any successful proposer fails to furnish the required deliverables within the required time frame, the award to that proposer may be withdrawn and award made to the next highest rated proposer.

### **Addenda and Interpretations**

If it becomes necessary to revise any part of this RFP, a written addendum will be provided to all known prospective proposing firms. Interpretations, corrections, and changes shall not be binding unless made by Addendum. The proposing firm shall not rely upon interpretations, corrections or changes made in any other manner, whether by telephone, or in person. All Addenda issued shall become part of the Contract documents. It is the proposing firm's responsibility to ascertain that it has received all addenda issued for this solicitation. All addenda must be acknowledged by the proposing firm.

### **Termination for Convenience**

The City of Flagler Beach shall have the right to terminate at the City's convenience, with or without cause, any contract resulting from this RFP by specifying the date of termination in a written notice. In this event, the firm shall be entitled to just and equitable compensation for any satisfactory work completed. All work produced shall become the property of the City of Flagler Beach.

## **Assignment of Contractual Rights**

It is agreed that the successful proposer will not assign, transfer, convey or otherwise dispose of the contract or its right, title, interest in whole or any part thereof, without previous written consent of the City and any sureties, of which the City shall be under no obligation to grant. The City of Flagler Beach must receive notification of any change in the members of the project team identified in this proposal.

## **RFP Proposal and Clarifications**

The City of Flagler Beach reserves the right to request clarification of information submitted and to request additional information of one or more Proposing firms. Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to the RFP shall be made in writing to Penny Overstreet. The City of Flagler Beach shall not be responsible for oral interpretations given by any employee, representative, or others. The issuance of a written addendum signed by Penny Overstreet of Flagler Beach is the only official method whereby interpretation, clarification, or additional information can be given. The City of Flagler Beach will provide by mail to all official RFP holders any addenda which are issued to this RFP. Official RFP holders are those who obtain an RFP from the City of Flagler Beach.

## **Indemnification Requirement**

The City shall require the following or similar indemnification paragraphs to be made part of the contract(s) as entered into with the successful proposer(s):

- The City shall be held harmless against all claims for bodily injury, sickness, disease, death or personal injury or damage to property or loss of use resulting there from arising out of performance of the agreement or contract, unless such claims are a result of the City's own negligence.
- The City shall also be held harmless against all claims for financial loss with respect to the provision of or failure to provide professional or other services resulting in professional, malpractice, or errors or omissions liability arising out of performance of the agreement or contract, unless such claims are a result of the City's own negligence.

## **Confidentiality of Documents**

All proposals that have been submitted shall be open for public inspection.

## **Contact with City Employees.**

In order to ensure fair and objective evaluation, all questions related to this RFP should be addressed only to the person(s) so named in this RFP. Contact with any other City employee, except at the vendor pre-bid meeting, (if conducted), is expressly prohibited without prior consent of the person(s) so named herein. Vendors directly contacting other City employees will risk elimination of their proposal from further consideration.

## **Software Defects**

Vendor shall properly correct all software defects for which the vendor is responsible, within a time-period agreed upon by the City and the vendor.

## **Warranty**

The vendor shall provide a minimum of a one year warranty from the date of the installation. Vendor shall warranty that, during the minimum period, the system will be free of defects in material and workmanship.

## **Response Preparation Costs**

The City will not pay any costs incurred by any vendor in the proposal 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.

## **INSURANCE REQUIREMENTS**

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 omissions insurance not less than \$1 million 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 Florida.

## **LOBBYING**

Proposers are hereby advised that lobbying will not be permitted with respect to this RFP.

Lobbying is defined as any action taken by an individual, firm, association, joint venture, partnership, syndicate, corporation, and all other groups who seek to directly or indirectly influence the decision of a Commissioner Member, Mayor or City personnel after the RFP release and prior to the Commission's vote on the award of the Agreement.