

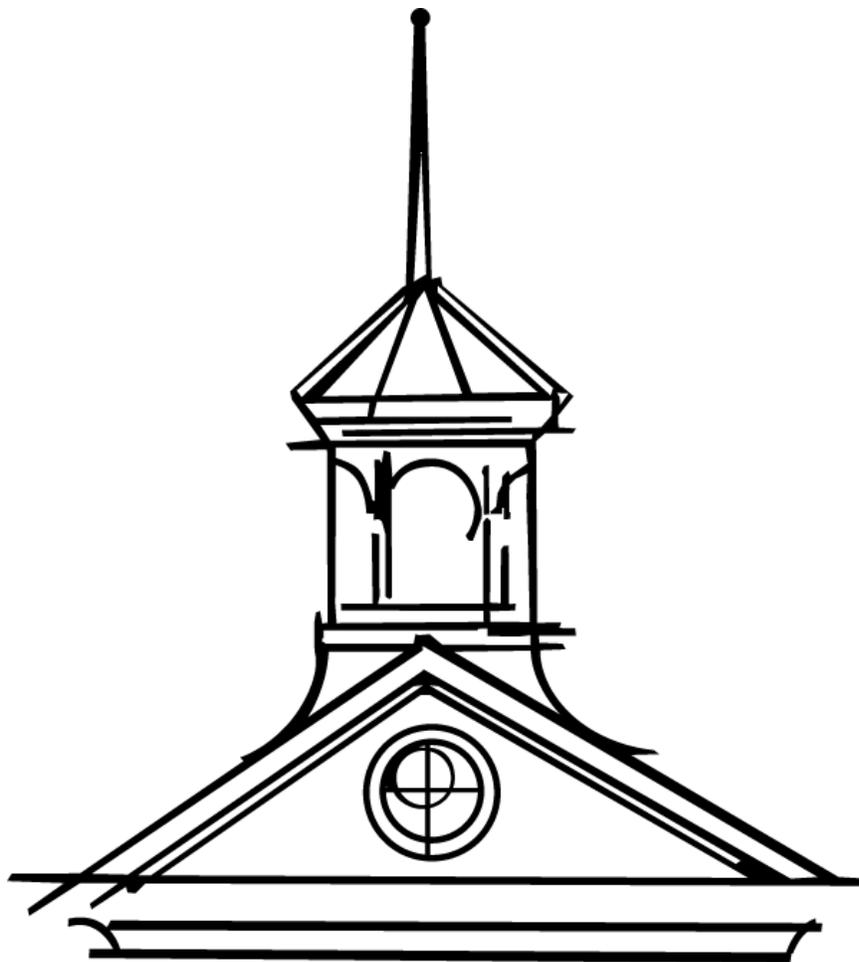
REQUEST FOR PROPOSALS

Software, Implementation & Ongoing Maintenance Services

For

Utility Billing Software Package

For the



City of Taneytown, MD

RELEASE DATE: 08/04/2015

DATE DUE: 09/04/2015 @ 1 pm EST.

TABLE OF CONTENTS

	PAGE
1.0 <u>RFP INTRODUCTION</u>	4
2.0 <u>RESPONSE REQUIRMENTS AND CONDITIONS</u>	7
3.0 <u>PROPOSAL FORMAT AND INSTRUCTIONS</u>	10
4.0 <u>GENERAL REQUIRMENTS</u>	14
5.0 <u>TECHNICAL REQUIREMENTS AND CONDITIONS</u>	17
6.0 <u>EVALUATIONS</u>	17
7.0 <u>BID FORM</u>	18

1.0 RFP Introduction

1.1 Introduction

The City of Taneytown is located in Carroll County Maryland, with a population of approximately 7,200 residents. The City has been operating on a legacy system for approximately 20 years that lacks certain features that are now standard in any state-of-the-art system. It is the City's intention that the selected Company shall provide project management, technical installation expertise, training and consulting to help alleviate employee stress and speed employee acceptance and usage of the new system.

The City of Taneytown is soliciting proposals from firms with a minimum of 10 years' experience who specialize in Utility Billing Systems. The City expects to achieve substantial gains in productivity, efficiency and accuracy through the implementation of a new Utility Billing system. In addition, the City seeks to minimize internal support costs by utilizing up-to-date technology. The City believes it has a responsibility to its citizens to stay current with technology and to offer e-government services to our residents and businesses. By procuring an integrated UB (Utility Billing) system, The City of Taneytown seeks to position itself as a leading-edge local governmental entity utilizing innovative technology to deliver better service to our constituents.

The City of Taneytown will evaluate options such as a premised-based option where the software and data will reside on a server at our facility, "Cloud" or "Hosted" environments. Please supply software and services pricing with all these options in mind. If a hosted solution is proposed, please include a detailed list of all recommended hardware (routers e.g.) and 3rd Party software (Citrix, VPN e.g.) requirements. Please also include a budget estimate for these hardware and 3rd Party software components. The City reserves the right to procure these components on our own if we decide upon a hosted solution.

1.2 Project Summary

The City of Taneytown has the total of 5 full-time employees that would need concurrent access to a Water Billing System. The City has about 2,700 active utility accounts and bills for Water and Sewer usage quarterly. The City of Taneytown is mandated to collect, "The Bay Restoration Fund" and must be collected from all active accounts. However if a customer can prove through supported documentation that they are a low income customer (i.e. Disability, SSI, or in Section 8 Housing) they can file for exempt status. The City seeks to implement an off-the-shelf system with minimum customization. The desired system should have the capability to do the following:

- Central Cashiering Management
- Utility Billing
- Utility Billing – Lockbox, Cash Drawer Import or Payment Scanning (By Batch) Import
- Online UB Payments, Inquiry and e-Statements
- Miscellaneous Accounts Receivable

- Work Orders
- Maintenance Scheduling
- Inventory
- Executive Dashboard
- Business Analytics
- 3rd Party Document Management Interface/Integration
- Robust Report Writer

It is anticipated that The City of Taneytown will have 5 users that, on average, will use the system two or more hours each day. The City wishes to empower all users, (security must be extremely robust, however) to perform their own inquiries and print their own custom reports.

1.3 Schedule

The City of Taneytown is seeking proposals for an integrated Utility Billing system that will include software implementation services, ongoing training and technical support. Ideally a single Company will provide this integrated solution for all aspects. Below are the dates that have been set for this project.

RFP is Sent out	08/04/2015
Pre Bid Conference (Not Mandatory to attend)	08/18/2015 @ 1pm
RFP Questions Due	09/01/2015
Responses Due from Vendors	09/04/2015 @ 1pm
Bid Opening	09/04/2015 @ 1pm
Mayor & City Council Award of Contract	T.B.A.
Letter of Intent to Award	T.B.A.

1.4 Inquiries

Inquiries concerning this procurement including questions related to technical issues are to be directed to:

Daniel Dennis
IT Specialist
17 E Baltimore St
Taneytown, MD 21787
Email: ddennis@taneytown.org
Phone: 410-751-1100

All questions concerning the RFP must reference the RFP page number, section heading and paragraph. Please state the question as concisely as possible. All questions regarding this RFP must be received in writing by no later than **09/01/2015**.

Proposers are directed specifically to not contact any other staff other than specified personnel identified above for any purpose. Unauthorized contact of any personnel may be cause for rejection of the proposer's RFP response.

1.5 Required System Functions

The City of Taneytown has defined its general computing requirements as well as short-term and long-term information services directions. These are listed in Part 4 "General Requirements" of this RFP. In addition Part 5 "Technical Requirements and Conditions" contains a detailed listing of system functions that are required in the new system. Please note that some of the requirements are mandatory.

1.6 Selection Process

At its discretion The City of Taneytown may require bidders at their own costs to provide demonstrations. These demonstrations provide an opportunity for the bidders to clarify the proposal for the City. The City of Taneytown will schedule any such demonstrations. Representatives of the City may choose to visit a client reference to observe the applications in an actual working environment.

The award sequence will be based on a selection methodology established by the City of Taneytown. Once the proposals are opened a committee will evaluate each proposal taking into consideration the criteria and methodology stipulated in this RFP. The City of Taneytown will be the sole judge in evaluation considerations and may make an award to the bidder(s) who submit the proposal judged by the City to be most advantageous. A recommendation will be presented to the Mayor & City Council of Taneytown which will be in the best interest of the City as determined by the committee.

All proposals submitted shall be valid for a period of one-hundred twenty (120) calendar days from the date of the proposal opening.

2.0 Response Requirements and Conditions

2.1 Proposal Response Instructions

The Proposal must be received **no later than 1:00p.m. (EST) on 09/04/2015** at the following address:

Daniel Dennis
IT Specialist
The City of Taneytown
17 E Baltimore St
Taneytown, MD 21787

Proposals must be submitted in sealed packages with the following information clearly marked on the outside of each package:

- Name of responder:
- Project title: Utility Billing System

Failure to comply with the requirements of this RFP will result in disqualification.

E-mail and facsimile bids will not be considered. Bidders shall have sole responsibility for delivery of bids on time and to the proper location. Proposals received subsequent to the time and date specified above will not be considered.

Proposers are required to submit **four (4)** hard copies of the proposal and one (1) electronic copy of the proposal by flash drive.

2.2 Rejection of Bids

The City of Taneytown may reject a bid if:

- The bidder fails to acknowledge receipt of an addendum
- The bidder misstates or conceals any material fact in the bid
- The bid does not strictly conform to the law or requirements of bid
- The bid is conditional; except that the bidder may qualify the bid for acceptance by The City of Taneytown on an "all or none" basis. An "all or none" basis bid must include all items upon which bids are invited.

The City of Taneytown may however reject all bids whenever it is deemed in the best interest of The City of Taneytown to do so and may reject any part of a bid unless the bid has been qualified as provided in last bullet point above. The City of Taneytown may also waive any minor informalities or irregularities in any bid.

2.3 Proposal Costs

Those submitting proposals do so entirely at their expense. There is no expressed or implied obligation by The City of Taneytown to reimburse any individual or firm for any costs incurred. This includes but is not limited to; Preparing or submitting a proposal, making an oral presentation, providing a demonstration, providing any additional information when requested by the City, or for participating in any selection interviews.

2.4 Bid Protests

The City of Taneytown shall provide notice of its decision to award or reject to all bidders by standard mail. If bidders wish to protest a decision of award, they must file a notice of protest in writing to the City contact within three (3) working days after receipt of the notice of award. Subsequently any bidders protesting The City of Taneytown decision of award are required to file a formal written protest within five (5) days after filing the notice of protest. The notice of protest must be either hand delivered to the City of Taneytown contact or sent via certified U.S. mail return receipt requested. Failure to file a protest within the time specified herein shall constitute a waiver of all rights to protest the City decision regarding the award of bid.

2.5 Local State and Federal Compliance Requirements

Bidders shall comply with all local state and federal directives orders and laws as applicable to this bid and subsequent contract(s) including but not limited to:

- Equal Employment Opportunity (EEO) in compliance with Executive Order 11246 as amended and applicable to this contract.
- Occupational Safety and Health Act (OSHA) as applicable to this contract.

2.6 Insurance

Successful bidder shall not commence work under the contract until proof of all required insurances and IRS form W-9 has been submitted and approved to and by the City of Taneytown.

- A. Workers' Compensation Insurance for all employees of the bidder as required by Maryland State Statute. In the event any work is sublet bidder shall require the sub-bidder similarly to provide Workers' Compensation insurance unless such employees are covered by the protection afforded by the bidder.
- B. Comprehensive General Liability in an amount not less than \$2,000,000 combined, \$1,000,000 single limit per occurrence for bodily injury and property

damage. Professional Liability in an amount not less than \$500,000. The City of Taneytown must be shown as an additional insured with respect to this coverage.

- C. All insurance policies required above shall be issued by companies authorized to do business under the laws of the State of Maryland with the following qualification:
- D. Certificates will indicate no modification or change in insurance shall be made without thirty (30) days written advance notice to the City of Taneytown.

Bidders must submit a certificate of insurance as part of the bid package to include the above minimum thresholds. However, the City of Taneytown does not have to be listed as a certificate holder until the contract is approved. The certificates must show the type, amount, class of operations, effective dates, and date of expiration of policies.

3.0 Proposal Format and Instructions

3.1 Proposal Format

In order to facilitate the analysis of responses to this RFP bidders are required to prepare their proposals in accordance with the instructions outlined in this section. Bidders should be sure they have received the EXCEL spreadsheet named “Technical Spreadsheet” containing the technical requirements of the system. This is to be used as section 6.0 Responses to Technical Requirements (outlined below) of the bidder(s) proposal.

The City of Taneytown may make such investigations it deems necessary to determine the ability of the bidder to perform the work proposed. Conditional proposals will not be accepted.

If revisions become necessary to the RFP, the City of Taneytown will provide addenda to all bidders who have received the RFP. All addenda issued by the City must be so noted on any proposals that are submitted to the City. Bidders shall contact the City of Taneytown to ascertain whether any addenda have been issued. Failure to do so could result in an unresponsive proposal.

Proposals should be prepared as simply as possible and provide a straightforward concise description of the bidder(s) capabilities to satisfy the requirements of the RFP. Emphasis should be on accuracy, completeness and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections:

Section	Title
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Company Background
3.0	Proposed Software and Computing Environment
4.0	Optional Hardware/Software
5.0	Responses to General Requirements
6.0	Responses to Technical Requirements (Excel spreadsheet named “Technical Spreadsheet”)
7.0	Implementation Services
8.0	Support Program
9.0	Client References
10.0	Cost of Ownership
11.0	Additional Information

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

3.1.1 EXECUTIVE SUMMARY: (Section 1.0 of proposal)

This part of the response to the RFP should be limited to a brief narrative highlighting the bidder(s) proposal. The summary should contain as little technical jargon as possible should be oriented toward non-technical personnel.

The complete name of the firm or person(s) submitting the proposal, the main office address, the primary and secondary contact person(s) and their respective telephone numbers and email addresses should be included in this section.

3.1.2 COMPANY BACKGROUND: (Section 2.0 of proposal)

Bidders must provide, at a minimum the following information about their company so that the City of Taneytown can evaluate the bidder(s) stability and ability to support the requirements set forth in the response to the RFP. The City of Taneytown at its option may require a bidder to provide additional support and/or clarify requested information.

The bidder should outline the company's background including:

- How long the company has been in business.
- A brief description of the company's size and organization.
- A list of any sub-bidders the bidder proposes to use should be included in this section along with contact information for each.
- List the percentage of Company's business that is in local government (Cities Counties and Special Districts) as compared to non-profit, schools or other business and commercial types.

3.1.3 PROPOSED SOFTWARE AND COMPUTING ENVIRONMENT:

(Section 3.0 of proposal)

The bidder must present in detail features and capabilities of the proposed software. The City of Taneytown would prefer a .NET environment with one-click deployment. Please address the following with this requirement in mind.

List the operating system software support products required to support the proposed computing environment. The bidder should also explicitly state the name of any third-party products that are part of the proposed solution to the City of Taneytown list of requirements. For each third-party product there should be a statement about whether the bidder(s) contract would encompass the third-party product and/or whether the City of Taneytown would have to contract on its own for the product.

3.1.4 OPTIONAL HARDWARE/SOFTWARE: (Section 4.0 of proposal)

Include a description of any products features or other value-added components available for use with the proposed Utility Billing System that have not been specifically requested in this RFP. Consideration of these products features or other value-added components will be given where these may be of value to the City.

3.1.5 RESPONSES TO GENERAL REQUIREMENTS: (Section 5.0 of proposal)

The bidder must provide responses to each of the General Requirements that are listed in Part 4 “General Requirements” of the RFP and must be provided in this section of the bidder(s) proposal.

3.1.6 RESPONSES TO TECHNICAL REQUIREMENTS: (Section 6.0 of proposal)

Responses to Part 5 “Technical Requirements and Conditions” as listed in the RFP must be provided in this section of the proposal. Bidders should answer the questions in the format provided and add any explanatory details necessary in a separate column to the right of the item being referenced. The following answer key should be used when responding to the requirements: (If for some reason you have not received an email with the EXCEL spreadsheet named “Technical Spreadsheet” contact the person in part 1.4 “Inquires” of the RFP)

Column C Coding

- 5 = Fully meets requirement “off-the-shelf”
- 3 = Available in next version (include estimated date of release in Comments)
- 2 = Modification (please note cost in comments)
- 1 = Third-party software/Work around/Report Writer
- 0 = Not Available

Note: *Any requirement that is answered with a symbol other than what is listed above will be treated as a negative/non-response.*

3.1.7 IMPLEMENTATION SERVICES: (Section 7.0 of proposal)

The bidder should provide a detailed plan for implementing the proposed system. This information should include:

- Detailed implementation methodology
- Conversion support
- Overview of proposed training including options for onsite or training center services for end-users and management personnel
- Implementation and training plan including deliverables for each stage of the project
- Brief biographies of bidder(s) key implementation staff
- Schedule of implementation and identify the critical path(s)

3.1.8 SUPPORT PROGRAM: (Section 8.0 of proposal)

Specify the nature of any post-implementation support provided by the bidder including:

- Telephone support: toll-free support hotline hours of operation etc.
- Availability of future upgrades and product enhancements
- Availability of user groups
- Problem reporting and resolution procedures

- Other support (e.g. onsite; remote dial-in; website access to patches; fixes; knowledge base; etc.)
- User Manual (Online or Hardcopy)
- System Manual

3.1.9 CLIENT REFERENCES: (Section 9.0 of proposal)

Bidders must provide a list of at least three (3) local government installations in the State of Maryland during the past three (3) years that are utilizing the proposed system. Submit references for fully completed installations to the fullest extent possible. If a listed reference is not on the current release of your software please state the version that the reference is using.

3.1.10 COST OF OWNERSHIP: (Section 10.0 of proposal)

Provide a detailed cost of ownership for all software licenses, support training and implementation services being proposed. The City of Taneytown believes that Project Management, Business Process Studies/Needs or Gap Analysis is critical to the success of an implementation. The City of Taneytown also is requiring that all services be quoted as “not to exceed” prices. Proposals that do not address this may result in disqualification. *Bidders that try to hide or are not upfront about expected cost will be disqualified.* The bid form that has been included in part 7 “Bid Form” of the RFP must be included in section 10 “Cost of Ownership” of your proposal.

3.1.11 ADDITIONAL INFORMATION: (Section 11.0 of proposal)

Bidders may use this section to include additional information about their products and services not covered in other sections of the proposal. Examples could include:

- Published case studies
- Newsletters
- Conference information
- Documentation
- User Groups

4.0 General Requirements

Requirements defined in this section contain the overall general functions that the City of Taneytown desires in an integrated Utility Billing System. These requirements underlie the detailed checklist of technical requirements contained in Part 5 “Technical Requirements” (Excel Spreadsheet named “Technical Requirements”). Together these two sections define a system that will provide a high level of flexibility in meeting the City of Taneytown’s current and future computing requirements. Please address each as it relates to your company and applications.

- 4.1 PROCESSING ENVIRONMENT:** A preferred or specific hardware platform will not be specified in an effort to obtain the widest range of software solutions to meet the City of Taneytown’s information processing needs. If your system cannot meet these requirements please note the deficiencies.
- 4.2 DATABASE:** The database design should allow for a wide range of drill-down capabilities. Table and column names should be intuitively labeled and linked columns should be consistently named. The proposed system must have the ability import/export data from Sensus products. If your system cannot meet these requirements please note the deficiencies.
- 4.3 INVOICING/BILLS:** The Utility Billing system is expected to support multiple rate structures. The City of Taneytown is interested in all options that are available and the most cost effective to produce a quarterly billing cycle. The system should be able to produce a trifold pressure sealed document or propose an invoice/ mailing option that may be more affordable. The City would like to explore the difference in pricing structures by producing invoices in house and purchasing the equipment that accompanies this. The City would also like to explore the pricing of having quarterly invoices sent to the vendor or a third party for printing and mailing, through exporting to an electronic file. Bills/Invoices must have a message area where we can complete a generic message for all customers. The ability to change the font size should be optional as well, and must state if a reading was estimated.

The UB system should have the option to email bills/invoices for paperless billing to give customers an Eco-Friendly choice. The Utility Billing System must allow several payment options and the ability to process them (i.e. Cash, Check, Debit, Credit, EFT, ACH, Money Order, etc.) while producing a receipt at the end of every transaction, including walk-in customers. Bidders must include the ability to make pay arrangements for customers both pre and post quarterly billing. The ability to flag specific accounts for various reasons (i.e. NSF/cash only accepted, do not shut-off). The option to scan bills with a bar code scanner for quick easy processing is a must. The ability to assign GL account codes to invoices, payments and receipts is needed while accepting miscellaneous payments for items other than water/sewer and define separate GL account codes (fines, pavilion rentals, etc.). If your system cannot meet these requirements please note the deficiencies.

- 4.4 LOGIN:** System must use Active Directory or have their own native user directories with credentials and permissions for a singular sign on. The system must provide detailed audit trails required by the City of Taneytown's Finance department and external auditors. If your system cannot meet these requirements please note the deficiencies.
- 4.5 TABLES:** Dynamic tables must be used where applicable to preclude repetitive entry for validity checking and to eliminate program code changes when rules are changed or added. *Systems with flat, ISAM, COBOL or MS-Access based files will not be considered.* If your system cannot meet these requirements please note the deficiencies.
- 4.6 REPORTING:** The system should provide a robust reporting agent. The report module/writer must be able to consolidate key metrics and information to create highly formatted, graphic enriched reports. The ability to save reports directly as a PDF or to print them must be available. Reports produced should be able to be exported into Microsoft Office Applications like Excel. The report writer should have the ability to save a report design once it has been produced so it can be ran again at a later time.

The report module/writer must have various "off-the-shelf" reports that are frequently generated.

- A. Daily balance reports (Charges, Deposits, Payments, etc. by Book and totals for all books)
- B. Reports by payment type (Cash, Check, Money Order, Credit Card, etc.)
- C. Daily receipt reports summarized by GL account codes (so we can easily complete journal entry into Abila MIP Fund Accounting)
- D. Audit summary report (lists daily summary of Payments, adjustments, calculations, etc.)
- E. Daily adjustment register by account
- F. Period summary report (Debits, Adjustments, payments, deposits, totals by Income Center i.e. Water, sewer, sewer base, restoration, bay restoration fund, 10% late fee penalty, other)
- G. Adjustment code summary for period (i.e. Adjustment, NSF Fee, etc.)
- H. Period activity report with beginning and ending balance
- I. Pumped vs. billed report quarterly and annual
- J. Usage by customer type report quarterly and annual
- K. Hi/Lo readings report calculated with a variance determined by the report generator/user
- L. Re-read reports
- M. No read or zero read report
- N. Trip meter report
- O. Quarterly estimated customers report (generated with trouble code when applicable; i.e. bad read, dead battery, no response from MXU, etc.)
- P. Shut-off report (after final processing)

- If your system cannot meet these requirements please note the deficiencies.
- 4.7 WORK FLOW:** The system should provide workflow capabilities, with user-defined business rules, processes and securities. It should allow for an unlimited number of steps/approvals/notifications on any single workflow. If your system cannot meet these requirements please note the deficiencies.
- 4.8 SECURITY:** Security must be detailed and provide several levels, including application, processes, menus and **every** field. In addition to individual user securities, the system should also allow for easy grouping of users to minimize security set-up. If your system cannot meet these requirements please note the deficiencies.
- 4.9 ONLINE SERVICES:** The Company must provide an online environment for each customer that wishes to utilize web services. Online services must include the ability to pay quarterly bills. The Company should provide the ability to process a onetime transaction through credit or debit and auto pay options by either debit, credit, ACH and EFT. Customers must be able to view a history of billed usage through online services as well. At least two years of history must be present for the customer to view. The ability to track usage in a graphical manner should also be present. If your system cannot meet these requirements please note the deficiencies.
- 4.10 SUPPORT:** The selected Company must be able to provide timely and adequate telephone support during the City of Taneytown normal business hours. The average support response time must be less than 60 minutes, with 90+% of calls resolved in the first call. Please note your average response time and your methodology for prioritizing calls.
- 4.11 HARDWARE:** The Utility Billing System must have the ability to utilize and must support a wide variety barcode scanners. If the City of Taneytown does choose to produce invoicing in house, it will utilize MFP's (Multi-Function Printers) that are presently in place. A Z-Fold 8 ½" x 11" pressure seal machine will be needed and must be quoted as optional hardware to complete quarterly bills. The City of Taneytown currently deploys and maintains its own hardware and network.
- 4.12 DATA MIGRATION:** The Bidder(s) must provide the current year of data at the time of procurement, and the three (3) previous consecutive years. This migration encompasses all data fields that reside on the current system.
- 4.13 UB SYSTEM ACCEPTANCE CRITERIA:** The selected Company will conduct a parallel test of their system against the City of Taneytown's current system. This parallel test will last for one quarter of billing contingent upon reconciliation of monthly and quarterly records on the current system. The Bidder will provide onsite training for a minimum of six (6) people. The selected Company will provide a

user's manual (either online or hardcopy). A systems manual must also be provided that includes:

- ❖ Database Schema
- ❖ Flow chart
- ❖ Backup Procedure
- ❖ Restore Procedure

5.0 Technical Requirements and Conditions

Bidders have been sent an Excel spreadsheet named "Technical Spreadsheet" in addition to the RFP. The Excel spreadsheet contains an itemized list of technical requirements. Responses to these requirements must be submitted as explained in *part 3.1.6; "Responses to Technical Requirements"* as Section 6.0 of the bidder(s) proposal.

6.0 Evaluations

6.1 EVALUATION METHOD: The City of Taneytown will evaluate all proposals deemed responsive to this RFP. Following the evaluation analysis of the written proposals and discussions, the responses will be ranked to establish the companies that will best meet the needs of the City. Bidders may be asked to provide an onsite demonstration of the Utility Billing System if the City feels it is needed. The award will be based upon the proposal that is determined to be the most advantageous to the City of Taneytown.

6.2 SELECTION CRITERIA: The intention of the City of Taneytown is to procure functionally complete, cost effective and totally integrated Utility Billing System. The criteria that will be used to evaluate proposals may include, but are not limited to the following:

- General & technical requirements
- Timeliness and professionalism of on-going support
- Demonstrated performance of proposed system elsewhere in the public sector
- Implementation strategy and timelines
- Cost and quality of software and implementation services
- Cost of on-going maintenance
- Reference checks including possible visits to client sites
- Ability to provide an integrated all-in-one system that includes the most modules

7.0 Bid Form

Bid Form	
Data Conversion	\$
Licensing	\$
Installation	\$
Implementation of Software	\$
Training	\$
Annual Customer Support & Software Maintenance	\$
Bar Code Scanner	\$
Total	\$

Optional Hardware and Software	
Hardware	
1.) Z-Fold 8 1/2" x 11" Pressure Sealing Machine	\$
2.)	\$
3.)	\$
Total	\$
Software	
1.)	\$
2.)	\$
Total	\$

Printing & Distribution Services	
Printing	\$
Distribution & Postage	\$
Total	\$

