Rockwood Water
People's Utility District

# Request for Proposals (RFP)

**for**

# Integrated Financial Software Services

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| Issue Date: | September 1, 2020 |
| Issued By: | Rockwood Water People's Utility District<br>19601 NE Halsey Street<br>Portland, Oregon 97230 |
| Contact: | Cathy Middleton<br>Office Manager, Rockwood Water PUD<br>(503) 674-4502<br>cmiddleton@rwpud.org |
| Proposals Due: | **October 30, 2020 2:00pm PST** |

Proposals may be emailed, mailed or hand-delivered to 19601 NE Halsey Street, Portland, Oregon 97230 and must be received by the District before the due date. The District will accept proposals by e-mail addressed to cmiddleton@rwpud.org with the subject line "Proposal for Integrated Financial Software Services."

# Table of Contents

# A. Introduction

## 1. BACKGROUND

Rockwood Water People's Utility District (the "District") is a public water service provider located in Portland, Oregon. The District serves approximately 13,641 customers with a staff of 25 employees.

The District is soliciting proposals from qualified firms for a full range of financial management and billing applications, including software, implementation services, ongoing training, and technical support. Ideally, the District would acquire these products and services as one integrated solution from a single vendor.

The District currently operates Chaves and Dude Solutions software. A list of peripheral equipment currently in use by the District is available upon request. The District intends to replace both software systems with a new solution. It is the intent of the District to purchase financial software as an upgrade and enhancement to the current capabilities of the District's existing billing system and Finance Department. The District desires to take advantage of the latest technology in computer software.

This Request for Proposal ("RFP") states the overall scope of products and services desired, specific software functionality, technology foundation, and desired vendor qualifications. Vendors should furnish a detailed proposal that will provide for each of the functions as outlined in this solicitation document and must state any of those functions requesting exceptions to be taken.

The solicitation documents for this RFP may be viewed during normal business hours at the District's office located at 19601 NE Halsey Street, Portland, Oregon 97230 or may be requested by e-mail by writing to cmiddleton@rwpud.org.

## 2. SCOPE & GENERAL REQUIREMENTS

The District seeks proposals for an integrated system that will include a full range of financial management and billing applications, including software, implementation services, ongoing training, and technical support. The District intends to purchase a total system solution from a single vendor. This will include all database management software, ad-hoc query/reporting software, application software, data conversion, training, project implementation/administration, and on-going maintenance and support services.

The proposed financial software must include, as a minimum, the following modules:

a. General Ledger
b. Budget Forecasting
c. Bank Reconciliation
d. Accounts Payable

e. Accounts Receivables
f. Payroll/Direct Deposit
g. Utility Billing
h. Cash Management
i. Service Orders
j. Fixed Assets

Additionally, the District seeks the following technical foundation:

a. Server-based or Cloud-based System
b. Intranet Deployment
c. SQL Database
d. Ease of interfacing to Microsoft Office products

Desired training services and customer support features include the following:

a. Customer Support Monday – Friday 8am – 5pm PST
b. Response time within 1 hour of service calls.
c. Annual User workshops or web-based trainings for updates & best practices.

Proposers may recommend additional applications. The District reserves the right to add or remove applications, modules, and/or components until the final contract signing. Vendors are responsible for determining the specific software requirements from the specifications stated in this RFP and through their own analysis of the District's needs. Any exceptions to the specifications included in this RFP must be fully detailed and explained in the vendor's proposal.

The selected vendor will be required to assume sole responsibility for delivery, installation, operational testing, and maintenance of all software and support services stated in the proposal. The District will consider the selected vendor to be the sole point of contact with regard to all guarantees in the proposal for the price stated in the proposal.

**Special Objectives**

Proposers should address whether their solution will address the following special objectives. Proposers should be prepared to demonstrate the stated functionality during a live demonstration.

Billing System

- Allow at least 12-15 users on the system.
- Customer accounts must be easily looked up with all data fields being searchable for account lookup.
- Utility rate structures should be easily changed from fixed/variable to tiered if the District ever wants to make a change.

Payments

- Frequently, the District has customers calling wanting to know why their balance is what it is. Staff should be able to see a running total on the customer's account and the last bill that they received and be able to easily discern where the customer has underpaid or overpaid.

Customer Portal

- Customers should be able to look at their accounts, see their usage, reprint a bill, update their auto-pay account, or change their billing address.

Payroll

- The payroll system should allow time to be tracked in the system, and automatically calculate overtime rates, certification, and on call pay.
- The system should be able to reprint paystubs as needed, and allow for the e-mailing of paystubs directly to the employee.
- Generation of Quarterly/Year End Federal Reports.
- Run in-house reports with W2 and 1099 calculations.

General Ledger

- Allow for placement of information directly into Excel.
- Journal entries to be automatically done internally when adjustments are made.
- Allow for custom query lookups and complex searches for data.
- Smart reporting features, reports that can be setup to automatically run at certain selected time of dollar intervals.
- Invoice features allowing a user to build invoices in the software.
- Clean, more intuitive look that provides users an easier ability to navigate through information and access to data with both list and icon-based menus with clickable buttons customizable to each user’s preferences.

Asset Management

- Easy to integrate with an asset management system.
- Work orders may be done on handheld devices and imported into the billing system directly.

Documents

- Ability to scan in documents, such as leak forms and miscellaneous correspondence, and attach them to an individual’s account.

Audits

- Allow audit payroll reports and District General Ledger (G/L) reports to be generated.

## 3. IMPORTANT DATES

| | |
|---|---|
| RFP Published: | 09/01/2020 |
| Deadline for Vendor Questions: | 10/19/2020 – 2:00pm PST |
| Final Addenda Issued: | 10/26/2020 |
| Proposals Due: | 10/30/2020 – 2:00pm PST |
| Review and Rate Proposals: | November 2 – 6, 2020 |
| Interviews/Demonstrations Conducted: | November 30 – December 18, 2020 |

| | |
|---|---|
| Contract Negotiations | January 11 – 15, 2021 |
| Notice of Intent to Award | January 19, 2021 |
| End of Protest Period | January 20-27, 2021 |
| Board Action on Proposed Contract | January 27, 2021 |
| Anticipated Contract Start Date: | February 1, 2021 |

The District reserves the right, in its discretion, to revise or postpone these deadlines, cancel the RFP, issue a new RFP, reject any or all proposals, and to waive technicalities if doing so would be in the best interests of the District.

## 4. INQUIRIES & ADDENDA

For all inquiries and requests for clarifications regarding this RFP, direct your questions in writing to Cathy Middleton at **cmiddleton@rwpud.org**. Proposers shall not contact any other staff or representative of the District regarding this RFP; to do so may result in the rejection of their proposal. Responses affecting the content of the RFP will be provided in writing via addendum. Addenda will be published at the following webpage: www.rwpud.org.

It is the responsibility of each vendor to make sure that they have reviewed and understand all addenda that are issued. Vendors should review the webpage noted above for additional materials that may be published regarding this RFP. It is the responsibility of each vendor to inquire about and clarify any aspect of the RFP that is unclear or that they believe to be susceptible to more than one interpretation. Proposers may not rely on any oral representations but may only rely on information provided in writing and issued by the District as addendum.

## 5. SUBMITTAL OF PROPOSALS

Proposals must follow the format and contain the content as required by this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to respond to the required content or to provide a response in the format requested may result in the rejection of your proposal as nonresponsive.

Proposals must be presented in a SEALED ENVELOPE and mailed or hand-delivered to the Rockwood Water People's Utility District Office Manager, Cathy Middleton, at 19601 NE Halsey Street, Portland, Oregon 97230. The envelope shall be clearly marked as a Proposal submitted in response to the RFP for Integrated Financial Software Services. Proposers must submit one original and one copy of their Proposal. The District will accept proposals by e-mail, addressed to cmiddleton@rwpud.org, with the subject line "Proposal for Integrated Financial Software Services."

It is the sole responsibility of the vendor to see that their proposal is received by the District before the deadline noted in this RFP. Any proposal received after the deadline shall not be considered and will be returned to the vendor unopened. There will not be a public opening of the proposals. The District reserves the right to contact proposers individually for the purpose of clarifying their proposals, and to reconsider any proposal at any stage of the evaluation process, provided that the proposal was timely submitted.

Each Proposal must include a letter of transmittal that bears the signature of an authorized representative of the vendor who is authorized to conduct business with the District. The letter of transmittal must include a statement that the prices quotes are valid for 90 days from the date that responses to this RFP are due.

Vendors are solely responsible for the costs and expenses incurred in preparing and submitting a proposal, and for preparing and performing any interview or demonstration.

## 6. PUBLIC RECORDS

All proposals will be available for inspection following the publication of a notice of intent to award. If a proposer wishes that any part of their proposal remain confidential, such confidential portions must be clearly marked as "Confidential" and the proposer must inform the District of the nature of the confidence. All proposals submitted in response to this RFP become the property of the District upon receipt by the District. Notwithstanding anything contained herein, the District is subject to Oregon public records laws and all proposals received by the District may be inspected or reviewed by any person pursuant to the public records laws.

## 7. EVALUATION PROCESS & CRITERIA

The following selection process will be followed:

**Step 1:** The District will convene an evaluation committee to review all proposals that are responsive and timely submitted. The evaluation committee will evaluate and rank each proposal according to the criteria identified in this RFP. The highest scoring proposers will be selected to advance to the next step of the process.

**Step 2:** Vendors with the top scoring proposals will be invited to an interview with District staff, where they will be requested to provide a demonstration of their software capabilities. The capabilities of the software will be evaluated during the demonstration. An evaluation committee will evaluate the demonstrations to determine the proposals that will best meet the needs of the District using the applicable criteria identified in this RFP. One or more vendors may advance to the process of contract negotiations to discuss a more detailed scope of work, timeline, and deliverables.

**Step 3:** Negotiations will take place with the top scoring finalist or finalists, and, if negotiations result in an agreement that is satisfactory to both parties, the evaluation committee will recommend award of the contract.

If approved by the Board of Directors, the District will publish a notice of intent to award and wait the required protest period before executing a contract with the selected proposer. The District intends to award a contract to the vendor whose proposal conforms to this RFP and is most advantageous to the District, with price and other factors considered.

### Evaluation Criteria

Proposals and demonstrations will be reviewed and scored according to the following criteria (100 possible points):

a. Overall Product Quality - 15 pts
b. Suitability of Product to District Requirements - 10 pts
c. Product Functionality - 15 pts
d. Business Stability (Financial Viability, Longevity, Stable Ownership) - 10 pts
e. Customer Service and Support - 15 pts
f. Ability to Provide a Comprehensive Integrated Solution to meet the stated requirements - 15 pts
g. References - 10 pts
h. Price and Value - 10 pts

## 8. PROTESTS

Protests must be submitted in writing by certified mail and received by the Rockwood Water People's Utility District Office Manager before the close of the seven (7) day protest period after a Notice of Intent to Award has been issued. A written protest must include a detailed statement of the legal and factual grounds for the protest; a description of the resulting harm to the Affected Person; and the relief requested.

## B. Proposal Requirements – Form & Content

Proposals should be prepared as simply as possible to provide a straightforward and concise description of the vendor's capabilities to satisfy the requirements of the RFP. All section, pages, figures, and tables should be numbered and clearly labeled. Proposals should be assembled in the following format:

| Section | Title |
|---|---|
| | Title Page |
| | Letter of Transmittal |
| | Table of Contents |
| 1.0 | Executive Summary |
| 2.0 | Vendor Background and Qualifications |
| 3.0 | Response to Software Requirements |
| 4.0 | Technology |
| 5.0 | Implementation and Training Plan |
| 6.0 | On-Going Product Support and Maintenance |
| 7.0 | References |
| 8.0 | Pricing Information |
| 9.0 | Additional Information |

**Introduction (Title Page, Letter of Transmittal, Table of Contents)**

This section should identify the RFP subject, the complete name of the firm or person submitting the proposal, main office address, telephone number, e-mail address, and the date of the proposal. Proposers must provide a statement specifically acknowledging that they have received, read, and understood all addenda issued pertaining to this RFP. A primary and secondary contact person along with their phone number and e-mail address should be included.

The letter of transmittal must be signed by a representative of the vendor authorized to execute binding legal documents on behalf of the vendor. The letter should present the vendor's understanding of the services and products requested in this RFP and should contain a statement that the prices quotes are firm for 90 days from the date of the RFP deadline.

## Section 1.0 Executive Summary

This section should be limited to a brief narrative highlighting the key portions of the Proposer's response to the RFP. Address how the proposal will meet the District's needs. The summary should contain as little technical jargon as possible, should be oriented toward non-technical persons, and should be no more than 3 pages.

## Section 2.0 Vendor Background and Qualifications

Provide narrative responses to the following questions, including any necessary documentation, for each item listed below:

1. Specify the number of years the vendor has been in the software business. Provide the number of private sector and public sector customers and the percentage of annual revenues from public sector customers.

2. Provide information on product implementation scope of work.

3. Has this company or product which is proposed ever been purchased by another company or acquired because of a merger or acquisition? If yes, provide details regarding the name of the companies involved, specific products affected and when such merger or acquisition(s) took place.

4. Describe your customer support procedures and the typical interaction that can be expected on a customer support call.

5. Describe the company's commitment to research and development for the specific public sector applications being proposed, include development staff size and percentage of annual revenue invested in application development of the systems proposed.

6. If any of the proposed software applications were developed by a third-party organization, please provide the following information on each software application:

   a. Name, address, and contact name of developing organization
   b. How is the product integrated with other proposed applications?
   c. Provide at least 3 customer references using the proposed software application.
   d. Provide description of the development technologies used for each product.

## Section 3.0 Response to Software Requirements

This section must include all of the completed product requirement checklists provided in Appendix B.

In addition to providing the completed checklists, please provide the following information relating to the proposed software:

1. Describe how the proposed software meets the Functional Requirements specified in the checklists and in the Scope, and what, if any, optional requirements are met.

2. Describe how your reporting system works and what tools are included for creating custom reports.

3. Describe the administration of application security, include how it is configured, how groups or roles are used, and what actions can or cannot be taken for various settings, etc.

## Section 4.0 Technology

Provide the following information relating to hardware platforms and peripherals and development tools used for the proposed software applications:

1. Describe your database platform and requirements

2. What reporting services are available for use with your applications?

3. What are your minimum recommended hardware requirements (clients and servers)?

## Section 5.0 Implementation and Training Plan

Provide answers to the following questions and provide the necessary documentation for each item listed below:

1. Describe the approach and resources needed to implement the proposed software applications. Attach a proposed Scope of Work with key activities and estimated milestones.

2. Describe your overall user training approach.

3. Describe your data conversion methodology

## Section 6.0 Ongoing Product Support and Maintenance

1. Describe your company's service and support philosophy, how it is carried out and how success is measured.

2. Explain your company's ongoing services and support, such as a customer support number, training classes, online customer service and support web site, disaster recovery services, refresher training classes from a web site.

3. Provide a complete description of help desk services including phone support, remote support, and ongoing maintenance.

4. The vendor must provide software updates and enhancements on a regular basis. The vendor must describe their software release program, any associated costs, how the customer is notified of those release updates, and how the release update process is implemented.

## Section 7.0 References

Please provide at least (3) client references that are representative of the requested system, with a preference for public sector references.

## Section 8.0 Pricing Information

Please include the following costs associated with all proposed software applications and associated services and fill out Appendix A to be included with your RFP submission:

Application software license fees

Implementation, Training, and Support Services Costs

Annual Software Maintenance costs

Annual Services Costs (if applicable)

Other anticipated costs (i.e. travel, data conversions, etc.)

Provide the following hourly rates and other charges for additional and on-site services provided:

| | |
|---|---|
| System Development/Design | $________ |
| Programming | $________ |
| Training | $________ |
| Hourly charge for travel time | $________ |
| Per mile charge for travel | $________ |
| Per Diem charge for overnight travel | $________ |
| Other Charges | $________ |

## Section 9.0 Additional Information

Include any other additional information that you believe may be helpful to the evaluation committee in evaluating your proposal.

# Appendix A
# Rockwood Water People's Utility District
# Software Proposal Form

## Financial Software

| Software Module | Purchase Price | Annual Maintenance |
| --- | --- | --- |
| General Ledger | ___________ | _____________ |
| Budget Forecasting | ___________ | _____________ |
| Bank Reconciliation | ___________ | _____________ |
| Accounts Payable | ___________ | _____________ |
| Accounts Receivable | ___________ | _____________ |
| Payroll | ___________ | _____________ |
| Cash Management | ___________ | _____________ |
| Utility Billing | ___________ | _____________ |
| Service Orders | ___________ | _____________ |
| Fixed Asset Management | ___________ | _____________ |
| Total Application Software | ___________ | _____________ |

| Data Conversion | |
| --- | --- |
| General Ledger | ___________ |
| Payroll | ___________ |
| Utility Billing | ___________ |
| Fixed Asset Management | ___________ |
| Total Data Conversion | ___________ |

| | |
| --- | --- |
| Software Modification Costs | ___________ |
| (Total of **0 Can't Provide** answers from checklists) | ___________ |
| Grand Total Application Software | ___________ |

**Other Costs**

| | |
|---|---|
| Installation/Setup | ___________ |
| Project Administration | ___________ |
| Training | ___________ |
| General Ledger | ___________ |
| Budgeting/Forecasting | ___________ |
| Bank Reconciliation | ___________ |
| Accounts Payable | ___________ |
| Accounts Receivable | ___________ |
| Payroll | ___________ |
| Cash Management | ___________ |
| Utility Billing | ___________ |
| Service Orders | ___________ |
| Fixed Asset Management | ___________ |
| Total Other Costs: | ___________ |

**Cost Summary**

| | |
|---|---|
| Grand Total Application Software | _____________ |
| Total Other Costs | _____________ |
| **Total Proposal Price** | _____________ |

# Appendix B

## Level of Consideration

The following pages list features of each application module to be installed. The Vendor should complete the checklist by following the instructions below.

**Instructions:**

For each of the sample statements, indicate your proposed solution's ability to provide the related functionality. For your response, enter the values associated with the columns under "Level of Configuration or Programming Needed."

**Definitions of each response column:**

5 Available- Indicates that the associated statement is resident in your solution-no measurable configuration or programming is required.

4 Minimum- Indicates that a small amount of configuration or programming is needed to provide the related functionality. Minimal or no cost may be associated with the effort.

3 Moderate- Indicates that a moderate amount of configuration or programming is needed to provide the related functionality. Some cost will likely be associated with the effort.

2 Significant- Indicates that a large amount of configuration or programing is needed to provide the related functionality. Perhaps not usually provided in your solutions. Significant cost will likely be associated with the effort.

1 New Code- Indicates completely new programming/data structure is needed to provide the related functionality. Perhaps not included in any of your previous solutions. Cost will be likely associated with this effort.

0 Can't Provide- Indicates the solution is unable to provide this functionality.

NOTE- Use the Notes column for caveats, explanations, etc.

# Appendix C

**LEVEL OF CONFIGURATION QUESTIONNAIRE**

| | | Level of Configuration or Programming Needed | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Subject Area | Description | Response | | | | | | |
| | | 5_Available | 4_Minimum | 3_Moderate | 2_Significant | 1_New Code | 0_Can't Provide | Notes |
| **General Ledger** | | | | | | | | |
| General Ledger | Ability to enter transactions for a future period | | | | | | | |
| General Ledger | Ability to distribute payments across cost centers according to project distribution definition | | | | | | | |
| General Ledger | Support State BARS chart of accounts and accommodate any account code structure | | | | | | | |
| General Ledger | Option to operate both with and without monthly locks | | | | | | | |
| General Ledger | Supports reopening of closed periods and entry of transactions to the closed periods | | | | | | | |
| General Ledger | Ability to post financial transactions to multiple open accounting periods (current and future) | | | | | | | |
| General Ledger | Ability to report on budget variance by account by resource (Personnel, Materials & Supplies, etc.) | | | | | | | |
| General Ledger | Ability to print General Ledger reports with drill down detail from other modules | | | | | | | |
| General Ledger | Ability to create manual journal entries | | | | | | | |
| General Ledger | Ability to correct an error and run a transaction audit | | | | | | | |
| General Ledger | Allocate monthly interest by fund | | | | | | | |
| **Budgeting/ Forecasting** | | | | | | | | |
| Budget Forecasting | Ability to create budgets by department | | | | | | | |
| Budget Forecasting | Ability to increase or decrease current budget by percentage | | | | | | | |
| Budget Forecasting | Ability to maintain multiple years of actual and budget data for the purpose of developing cost/budget trends | | | | | | | |
| Budget Forecasting | Ability to extract multiple years of actual and current budget to excel for analysis | | | | | | | |
| Budget Forecasting | Ability to upload budget from Excel into budget module | | | | | | | |
| Budget Forecasting | Ability to view & print current budget for use in preparing future budget | | | | | | | |
| Budget Forecasting | Ability to view & print current and prior year actuals when preparing budget | | | | | | | |
| Budget Forecasting | Ability to create trend reports (to include 5 years of history) | | | | | | | |
| Budget Forecasting | Ability to roll final budget numbers from budget module to General Ledger actual budget | | | | | | | |
| Budget Forecasting | Ability to enter miscellaneous budget notes | | | | | | | |

| | | Level of Configuration or Programming Needed | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Subject Area | Description | Response | | | | | | |
| | | 5_Available | 4_Minimum | 3_Moderate | 2_Significant | 1_New Code | 0_Can't Provide | Notes |
| Budget Forecasting | Provides drill down capability for operating and special projects to view actuals, budget and remaining budget (down to vendor, check, date cut) | | | | | | | |
| Budget Forecasting | Ability to run budget reports by fund | | | | | | | |
| Budget Forecasting | Ability to run budget reports by department | | | | | | | |
| Budget Forecasting | Ability to run budget reports with subtotals for an activity (Personnel, Materials & Supplies, etc.) | | | | | | | |
| Budget Forecasting | Ability to pull revenues only or expenses only | | | | | | | |
| Budget Forecasting | Ability to print misc. notes if desired | | | | | | | |
| Budget Forecasting | Ability to print a subset of accounts only (i.e. just Personnel numbers) | | | | | | | |
| Budget Forecasting | Ability to include a column which tracks Encumbrances as part of Monthly line code reporting | | | | | | | |
| **Accounts Receivable (Miscellaneous Billing)** | | | | | | | | |
| Miscellaneous Billing | Ability to search by Vendor name, Invoice number and Invoice amount | | | | | | | |
| Miscellaneous Billing | Ability to cross-reference payables with receivables | | | | | | | |
| Miscellaneous Billing | Ability to make adjustments to billings | | | | | | | |
| Miscellaneous Billing | Ability to enter detailed billing description with unlimited characters | | | | | | | |
| Miscellaneous Billing | Ability to bill by varying cycles (monthly, quarterly, semi-annually, on demand) and set up auto billing | | | | | | | |
| Miscellaneous Billing | Ability to reprint invoices | | | | | | | |
| **Accounts Receivable (Utility Billing)** | | | | | | | | |
| Utility Billing | Ability to search by Customer name, Address, Phone, Account number | | | | | | | |
| Utility Billing | Ability to support multiple billing cycles | | | | | | | |
| Utility Billing | Ability for unlimited number of customers | | | | | | | |
| Utility Billing | Ability for multiple rates per account | | | | | | | |
| Utility Billing | Ability for multiple meter/reading per account | | | | | | | |
| Utility Billing | Ability to generate disconnection notices (door hangers/reminders) | | | | | | | |
| Utility Billing | Ability to generate duplicate disconnection notices (door hangers/reminders) | | | | | | | |
| Utility Billing | Ability to generate WO's (disconnect/Reconnect) | | | | | | | |
| Utility Billing | Ability to support hand-held meter reading devices and/or radio-read | | | | | | | |
| Utility Billing | Ability to support unlimited number of meters | | | | | | | |
| Utility Billing | Ability to create meter inventory (location, type, class, route, stop) | | | | | | | |
| Utility Billing | Ability for unlimited notes | | | | | | | |
| Utility Billing | Ability for user-defined bill calculations | | | | | | | |
| Utility Billing | Ability for user-defined penalty options | | | | | | | |

| | | Level of Configuration or Programming Needed | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Subject Area | Description | Response | | | | | | |
| | | 5_Available | 4_Minimum | 3_Moderate | 2_Significant | 1_New Code | 0_Can't Provide | Notes |
| Utility Billing | Ability to prorate | | | | | | | |
| Utility Billing | Ability for user definable grace/tolerance days | | | | | | | |
| Utility Billing | Ability for built-in utility consumption and revenue summary by rate class/code | | | | | | | |
| Utility Billing | Ability to generate automatic credit refunds | | | | | | | |
| Utility Billing | Ability to allow for 'unbundling' of charges and show them separately on the customers bill | | | | | | | |
| Utility Billing | Ability to accommodate low income or other discounts | | | | | | | |
| Utility Billing | Ability to accommodate online bill delivery and payment | | | | | | | |
| Utility Billing | Ability to accommodate automatic deduct from customer bank account | | | | | | | |
| Utility Billing | Ability for multiple customers per account (i.e. master, owner, "bill-to") | | | | | | | |
| Utility Billing | Ability to print labels by class code, owner, tenant, address, etc. without duplicate labels | | | | | | | |
| **Cash Receipting** | | | | | | | | |
| Cash Receipting | Ability to track all entered payments through one centralized customer listing | | | | | | | |
| Cash Receipting | Ability to provide cash-out procedure for balancing each operator | | | | | | | |
| Cash Receipting | Ability to define payment mode and provide daily deposit cash & check composition | | | | | | | |
| Cash Receipting | Ability to print a cash receipt on demand and multiple receipts | | | | | | | |
| Cash Receipting | Ability to view historical transactions | | | | | | | |
| Cash Receipting | Ability for on-line payment information | | | | | | | |
| Cash Receipting | Ability to allow collection of all methods of payment at one location | | | | | | | |
| **Accounts Payable** | | | | | | | | |
| Accounts Payable | Ability to validate vendor name input (through use of drop-downs or other edits) | | | | | | | |
| Accounts Payable | Ability to conduct review of expense by account number, date, project, or vendor and by specified | | | | | | | |
| Accounts Payable | Ability to pull reports by vendor, vendor and account range/selection and/or date range, by project and/or grant number, check reconciliation status | | | | | | | |
| Accounts Payable | Ability to search by Vendor name, Vendor address, Invoice number, Check number and Check | | | | | | | |
| Accounts Payable | Ability to consolidate transactions for Vendors | | | | | | | |
| Accounts Payable | Ability to designate certain vendor transactions to be paid separately (vs. batched) | | | | | | | |
| Accounts Payable | Accommodates code corrections to previously issued (and reconciled) payments | | | | | | | |
| Accounts Payable | Supports pre-set (match pre-numbered stock) or system-generated check numbers | | | | | | | |

| | | Level of Configuration or Programming Needed | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Subject Area | Description | Response | | | | | | |
| | | 5_Available | 4_Minimum | 3_Moderate | 2_Significant | 1_New Code | 0_Can't Provide | Notes |
| Accounts Payable | Accommodates Automated Clearinghouse (ACH) and electronic funds transfer (EFT) | | | | | | | |
| Accounts Payable | Supports A/P check printing for one or more elected payments (manual, short run) | | | | | | | |
| Accounts Payable | Ability to present list of all invoices to be paid, for the user-defined date range in user-defined order (include invoice #, invoice date, vendor #, vendor name, and invoice amount) | | | | | | | |
| Accounts Payable | Ability to identify possible duplicate invoice numbers for a given vendor | | | | | | | |
| Accounts Payable | Ability to identify potential duplicates when entering a new vendor | | | | | | | |
| Accounts Payable | Ability to identify potential duplicate payments | | | | | | | |
| Accounts Payable | Separate fields for invoice date, date of service/acquisition and payment date | | | | | | | |
| Accounts Payable | Ability to place transactions on hold | | | | | | | |
| Accounts Payable | 1099 processing including ability to flag vendors as Yes or No for subject to 1099 | | | | | | | |
| Accounts Payable | Ability to void a payment | | | | | | | |
| Accounts Payable | Ability to reissue a payment | | | | | | | |
| Accounts Payable | Drop down list of common account numbers for easy access while entering | | | | | | | |
| Accounts Payable | Only designated persons allowed to post invoices | | | | | | | |
| Accounts Payable | Ability to add comments or extended descriptions to transactions when posting | | | | | | | |
| Accounts Payable | Ability to restrict setting up New Vendor without authority | | | | | | | |
| Accounts Payable | Ability to add additional comments after transactions are updated | | | | | | | |
| Accounts Payable | Electronic Purchase Orders | | | | | | | |
| **Payroll** | | | | | | | | |
| Payroll | Allow for multiple pay rates assigned to an employee | | | | | | | |
| Payroll | Allow for multiple salary schedules | | | | | | | |
| Payroll | Allow for multiple departments per employee | | | | | | | |
| Payroll | Allow for assignment differential(s) | | | | | | | |
| Payroll | Provides for tracking of accrual and use of various leave types with different accrual rates based on | | | | | | | |
| Payroll | Allows for taxable benefits | | | | | | | |
| Payroll | Allows for benefits based on global amount or percentage as well as employee level override. (Change code once and efects all employees w/same code.) | | | | | | | |
| Payroll | Hours type codes can be exempted from certain benefits for calculations (i.e. sick leave conversion not subject to PERS benefit) | | | | | | | |

| | | Level of Configuration or Programming Needed | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Subject Area | Description | Response | | | | | | |
| | | 5_Available | 4_Minimum | 3_Moderate | 2_Significant | 1_New Code | 0_Can't Provide | Notes |
| Payroll | Allows for pre and post tax deductions | | | | | | | |
| Payroll | Ability to upgrade an employee's pay for x hours to a higher pay rate (e.g., an employee acts as foreman for 3.5 hours) | | | | | | | |
| Payroll | Ability to accommodate employee time-keeping electronically (electronic time sheets) | | | | | | | |
| Payroll | Accommodates payment of overtime as compensatory time rather than dollar pay for selected employees | | | | | | | |
| Payroll | Accommodates direct deposit to one or more specified accounts | | | | | | | |
| Payroll | Ability to designate meal reimbursement and per diem rates | | | | | | | |
| Payroll | Allows for reprint of employee paystub | | | | | | | |
| Payroll | Ability to track allowances for phones, cars, etc., as pay | | | | | | | |
| Payroll | Ability to associate time worked/pay to a given project and to a designated department | | | | | | | |
| Payroll | Ability to configure pay frequency on any basis: twice monthly, monthly, on demand | | | | | | | |
| Payroll | Ability to set various pay rates (codes) used to pay employees (e.g., time and a half, double time, | | | | | | | |
| Payroll | Ability to support payment for multiple labor conditions: i.e., 1/2 day's pay for "on call", 1.5 day's pay for weekend overtime, etc. | | | | | | | |
| Payroll | Ability to record payroll withholding for garnished wages and issue checks to appropriate entity | | | | | | | |
| Payroll | Supports miscellaneous recurring deductions from payroll (non-tax or benefit) | | | | | | | |
| Payroll | Supports the management of multiple retirement plans (pension, 401K, company matching, etc.) including calculations and deductions | | | | | | | |
| Payroll | Ability to designate certain payroll items, such as meal or travel allowance, as taxable or tax-exempt | | | | | | | |
| Payroll | Allows for multiple (hundreds) hours type codes (i.e. multiple overtime codes to track types of overtime) | | | | | | | |
| Payroll | Ability to reissue a lost payment | | | | | | | |
| Payroll | Ability to pay by check or ACH | | | | | | | |
| Payroll | Ability to reprint registers for benefits, deductions and accruals as of a specific date. | | | | | | | |
| Payroll | Ability to reconcile checks by date | | | | | | | |

| | | Level of Configuration or Programming Needed | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Subject Area | Description | Response | | | | | | |
| | | 5_Available | 4_Minimum | 3_Moderate | 2_Significant | 1_New Code | 0_Can't Provide | Notes |
| Payroll | Ability to run check listing for reconciled, voided, outstanding and issued for selected date range | | | | | | | |
| Payroll | Ability to system generate W2, 1099, 941, and other state required reports. | | | | | | | |
| Payroll | Ability to support labor union | | | | | | | |
| **Fixed Asset/Management** | | | | | | | | |
| Fixed Asset/Management | Provides the following Fixed Asset Master information:<br>Asset Number<br>Asset Description<br>Fund/Department Assigned<br>Vendor Number and Name<br>Invoice Number and Date<br>Location Code<br>Original Cost<br>Salvage Value<br>Accumulated Depreciation Amount<br>Useful Life<br>Age<br>Adjusted and Replacement values<br>Manufacturer Name, Model, Serial Number | | | | | | | |
| Fixed Asset/Management | Provides for straight line depreciation of assets | | | | | | | |
| Fixed Asset/Management | Provides ability to maintain improvements to a fixed asset, including the ability to depreciate improvements separately | | | | | | | |
| Fixed Asset/Management | Shall track the disposal of assets | | | | | | | |
| Fixed Asset/Management | Shall track the complete history of an asset | | | | | | | |
| Fixed Asset/Management | Shall trace a fixed asset back to the transactions by which it was acquired, capital-project charges, etc. | | | | | | | |
| Fixed Asset/Management | Shall have a mode of planning for equipment replacement, including value at disposal and estimating replacement value at any time | | | | | | | |
| Fixed Asset/Management | Provides audit trail for transaction history and transfers of items from departments or locations | | | | | | | |
| Fixed Asset/Management | Provides ability to classify and sub-classify assets | | | | | | | |
| Fixed Asset/Management | Search for assets using data field on the Asset Master | | | | | | | |

| Subject Area | Description | 5_Available | 4_Minimum | 3_Moderate | 2_Significant | 1_New Code | 0_Can't Provide | Notes |
|---|---|---|---|---|---|---|---|---|
| | | Level of Configuration or Programming Needed | | | | | | |
| | | Response | | | | | | |
| Fixed Asset/Management | Provide ability to scan in pictures of asset items | | | | | | | |
| Fixed Asset/Management | Provides for the exporting of report information to other applications such as an Excel spreadsheet | | | | | | | |
| Fixed Asset/Management | Provides ability to maintain improvements to a fixed asset, including the ability to depreciate | | | | | | | |
| Fixed Asset/Management | Provides ability to extend the estimated and/or depreciable life of the fixed asset when adding an improvement | | | | | | | |
| Fixed Asset/Management | Provides for the following user defined Code files:<br>Asset Location<br>Asset Status<br>Asset Condition<br>Asset Type<br>Asset Acquisition Method<br>Asset Class | | | | | | | |
| **Grant/Project Management** | | | | | | | | |
| Grant and/or project management | Ability to provide full reporting capibility per Grant and/or Project | | | | | | | |
| Grant and/or project management | Miscellaneous notes for grant description, reimbursement notes, etc. | | | | | | | |
| Grant and/or project management | Project Budget entries by Project number and account number will roll into the GL budget module | | | | | | | |
| Grant and/or project management | Project entries by Project number, Grant number & GL number on same entry | | | | | | | |
| **Security** | | | | | | | | |
| Security | Ability to assign access to each menu item for each user via password | | | | | | | |
| **General** | | | | | | | | |
| All | Provides audit trail when adjustments are made | | | | | | | |
| All | Single Input into system | | | | | | | |
| All | Real Time Information | | | | | | | |
| All | Convenience Communications. The system should facilitate the exchange of information by supporting electronic messaging and mail functions | | | | | | | |
| All | Reporting capabilities: The system and all subsystems should provide reporting options for generating custom reports from system information | | | | | | | |
| All | System and User documentation for each subsystem | | | | | | | |
| All | State required reporting: The system and all subsystems should be able to produce state required reports without manipulation of data | | | | | | | |

| | | Level of Configuration or Programming Needed | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Subject Area | Description | Response | | | | | | |
| | | 5_Available | 4_Minimum | 3_Moderate | 2_Significant | 1_New Code | 0_Can't Provide | Notes |
| All | The system and subsystems must interface with each other i.e. Bank Reconciliation, AP, AR, Utilities, Payroll, etc. | | | | | | | |
| All | Ability for an entry to be reversed and/deleted with audit trail | | | | | | | |
| All | Ability to have approval process for entries | | | | | | | |

# Appendix C

## Sample Contract

The following are required terms that will be included in any resulting contract with the selected vendor. A full sample contract will be provided via addendum. The following are terms that will be required in any resulting contract with a selected vendor.

1. Contractor agrees that it has not discriminated, and will not discriminate, against any subcontractor in the awarding of a subcontract because the subcontractor is a disadvantaged business enterprise, a minority-owned business, a woman-owned business, an emerging small business, or a business that a service-disabled veteran owns.
2. Contractor shall comply with all federal, state, and local laws, regulations, executive orders, and ordinances applicable to the work under this Contract, including without limitation, ORS 279B.020 (labor hours), ORS 279B.220 (payment conditions), ORS 279B.230 (medical care and workers' compensation), ORS 279B.235 (labor hours and pay rates), ORS 279B.225 (salvaging of materials) and ORS 279B.045 (tax laws).
3. Contractor shall comply with ORS 652.220 (prohibition on discriminatory wage rates). Compliance with such provision is a material element of this Contract. Failure to comply with this provision is a breach and the District may terminate this Contract for cause.
4. In the event of a breach of this Agreement by Contractor, including the Contractor's failure to perform the scope of work or to meet the performance standards established by the Contract, the District may reduce or withhold payment under the Contract. The District may complete the work or remedy the issue either itself, by agreement with another contractor, or by a combination thereof. The District may deduct the cost of completing the work or remedying the issue identified in the notice of breach from the remaining unpaid balance of the fee(s) owed to Contractor under this or other Agreements, if any. In addition, the District shall have the rights, which it may assert individually or in combination, to declare a default of the contract, to terminate the contract, and to seek damages and other relief available under the resulting contract or applicable law.
5. Contractor shall maintain, at its own expense, worker's compensation insurance for all subject workers as required by ORS Chapter 656 and meeting the minimum requirements therein.
6. Contractor represents and warrants that Contractor has complied with, and will continue to comply with, all Oregon state and local tax laws before the execution of this Contract and throughout the term of this Contract. Failure to comply with this provision is a breach and the District may terminate this Contract for cause.