



## CITY OF WEST PLAINS

1910 HOLIDAY LN  
WEST PLAINS, MO 65775

### REQUEST FOR PROPOSAL Municipal Financial Software Solution

**Issued by:**  
**Jeff Shipley**  
**Purchasing Agent**  
**1910 Holiday Ln**  
**West Plains, MO 65775**  
**Email: [jeff.shipley@westplains.gov](mailto:jeff.shipley@westplains.gov)**  
**Phone: 417-256-7176**

<b>Date Issued</b>	September 24, 2021
<b>Deadline for Questions</b>	October 15, 2021
<b>Proposals must be Received On or Before</b>	October 29, 2021; 4:00 p.m. CST

The City of West Plains is seeking proposals from qualified vendors for an integrated financial software solution to serve the current and projected needs of the City as outlined in the following Scope of Work section. We invite your firm to submit a proposal to us by October 29, 2021, for consideration. A description of our organization, the services required, and the proposal requirements follow.

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## **Introduction**

The City of West Plains is seeking proposals from qualified vendors (Proposers) for an integrated financial software solution to serve the current and projected needs of the City. The software must be compliant with recognized U.S. governmental fund accounting standards. Proposals must include all application software, data conversion, initial training, project implementation/administration, and on-going maintenance, training, and support services.

Proposers are encouraged to submit information on supplemental services or modules which would enable the City to provide better customer service.

**LOCATION:** The City of West Plains is a local government entity, located in Howell County, in the southeast quadrant of Missouri, serving a population of approximately 13,000 citizens.

**SERVICES:** West Plains is a full-service city, providing public safety (police and fire), planning, code enforcement, municipal court, transit (streets, airport, and limited public transit), culture and recreation (parks, golf, civic center, welcome center, library, and tourism development) as well as administrative functions such as finance, human resources, information technology, fleet and purchasing. The City also provides various utilities including electric, water, wastewater (sewer and storm), refuse and fiber.

**CURRENT SOFTWARE:** The City utilizes Incode 9 (Tyler Technologies) for its general ledger, accounts receivable, accounts payable, human resources/payroll, utility billing and capital assets. Most of the financial reporting is completed with Microsoft Office products such as Excel and Word.

### **WEST PLAINS BY THE NUMBERS:**

- FY22 General Fund Budget: \$35.9 million total (\$12.2 million operating; \$23.7 million capital)
- FY22 Utility Fund Budget: \$30.8 million total (\$25.0 million operating; \$5.8 million capital)
- 13 funds (will increase due to revised chart of accounts)
- 184 full-time employees
- 39 part-time employees of which 22 are seasonal
- 220 payroll checks issued per pay period
- 275 W-2's issued for 2020
- Payroll processed bi-weekly
- 13 locations
- 9,800 vendors (including many vendors not currently in use)
- 450-500 accounts payable checks per month
- 10 wires per month
- Approx. 100 1099's issued annually
- 7,064 utility accounts in August 2021
- 7,000 to 7,100 utility bills per month; 600 late notices/reminders per month
- I-Tron meters – approx. half are read manually; City is in process of converting to Tantalus meter reading service
- 30 concurrent users
- 20 finance/data entry user licenses; 30 manager/director user licenses

## **Minimum Qualifications**

1. Five (5) years of experience with municipal financial software.
2. Project manager with at least three (3) years of related experience in software implementation.
3. Proven track record of serving local governments of similar size to West Plains.
4. Proven track record of migrating clients to the vendor's municipal financial software.
5. Respond to all required elements of the RFP.
6. Three references from existing clients of varying tenure with the proposer.

## **Objective**

The City of West Plains' objective is to contract with a skilled, experienced professional firm that will represent the City's best interest.

The need for a new financial software has been identified by the City to support many of the functions listed above. Transparency and access to internal staff and external customers is also important to the City of West Plains. Accountability to management and City Council – through effective reporting of data and information – is a goal for the financial software as well. The Scope of Work below provides more detailed information regarding the City's requirements for the system.

## **Scope of Work**

The City of West Plains is seeking proposals for a municipal financial software solution and its related installation, configuration, data conversion/migration, implementation, and training services. The goal is to implement a centralized and optimized financial software to record, make reports, develop historical analysis, and provide forecasting for future decision making.

It is the City's preference to enter into an agreement with a single software solution provider that functions as a primary contact in providing the complete range of required functionality and related services.

Software solution providers submitting in response to this RFP must meet the following requirements:

1. A highly intuitive system from a user perspective that can position the City to take advantage of technology to improve customer service as well as departmental performance and efficiency
2. Easy access to the data for robust reports and query generation without the need for a programming specialist
3. A product that is low maintenance for information technology staff support

**The selected vendor shall be responsible for:**

- Installation
- Implementation
- Commissioning of the software including development of user acceptance testing
- System integration and connectivity to existing resources

- Initial training
- Ongoing maintenance, training, and support

The following is an overview of the Key Functional Objectives the City requires.

### **Key Functional Objectives**

- **General Ledger**
- **Purchasing & Inventory**
- **Accounts Payable**
- **Accounts Receivable**
- **Cash Receipting**
- **Fixed Assets**
- **Budget**
- **Utility Billing**
- **Payroll**
- **Reporting**
- **Technical Requirements**

### **Detailed Functional Objectives**

#### **General Ledger**

1. Ability to convert a minimum of five (5) years of legacy data (Incode 9) including vendor files and transactional data
2. Client defined account number structure (chart of accounts) which could include funds, departments, divisions, program, object, grant, project, and any other elements that are needed to meet the needs of the City
3. Chart of accounts which allows for growth
4. Ability to map from existing account structure into a new account structure
5. Multiple funds for fund accounting
6. Ensures all transactions post individually to the general ledger, regardless of the transaction source, ensuring each entry is balanced and auditable and provides a message/warning if transactions are not balanced.
7. Reconciliation of bank accounts
8. Ability to create and post manual journal entries
9. Ability to support a 13<sup>th</sup> accounting period for audit adjustments
10. Ability to create standard government annual financial reports
11. Supports accrual, modified accrual, and cash accounting methods
12. Supports GAAP and GASB standards/principles
13. Creates appropriate entries needed at the end of the period (month or year) and for purposes of opening a new period (rolling forward account balances or auto-reversing year-end entries)
14. Captures multiple dates (transactional, posting, data entry, etc.)
15. Grant management (optional/desired)
16. Provides pooled cash accounting and manages due to/due from transactions
17. Allows a period to be closed, but later reopened with appropriate authority

## **Purchasing & Inventory**

1. Performs budget tracking during requisition, purchase order (PO) creation and invoice processing
2. Ability to track work orders with a customizable work order numbering system
3. Ability to search work orders for specific terms to locate related projects
4. Electronic purchase orders and/or requisitions
5. Electronic workflow routing capability based on levels of purchasing authority
6. Accept electronic signatures/approvals
7. Supports encumbering of funds when a requisition is approved
8. Supports receiving of goods into inventory
9. Supports barcodes/QR codes for inventory tracking (optional/desired)
10. Ability to create requisitions using barcodes or QR codes and/or tablets with auto transfer into or from the inventory
11. Supports allocation of inventory, contract labor and equipment hours to work orders
12. Ability to track or search parts and work orders with various criteria (by name, department, work order number, location)
13. Ability to set suggested reorder points and flagging items when they hit the reorder point (or an automated notification)
14. Ability to perform inventory counts/audits throughout the year
15. Supports entry of change orders and allows for negative change order amounts
16. When a purchase order or requisition is cancelled or closed, system automatically reverses encumbrance amounts as appropriate
17. Supports encumbering of funds over multiple years along with ability to carryover existing encumbrances across fiscal years
18. Supports multi-department and multi-fund allocation of purchase orders
19. Provides real-time expense tracking on all purchase orders including blanket purchase orders
20. Prevents the posting of an invoice to a purchase order when it exceeds the purchase order approved amount
21. Captures internal justifications, notes or comments on purchase orders which are only visible to city staff
22. Allows users to enter purchase orders for the new fiscal year prior to the start of that fiscal year
23. Provides a report or dashboard alert of POs with no activity for a user defined period
24. Provides ability to short close a PO
25. Contract Management (optional/desired)

## **Accounts Payable**

1. Provides ability to maintain vendor profile information such as DBA, email, address, phone, primary contact
2. Supports multiple remittance addresses for a vendor
3. Ability to attach documents (certificate of good standing, W9's, etc.) to each vendor record
4. Ability to track changes to vendor profiles including name, DBA, address, phone
5. Supports data entry of invoice requests from remote locations
6. Prevents duplicate vendors and prevents duplicate invoices
7. Supports retaining a portion of payment to a contracted vendor (construction retainages)

8. Tracking invoices by vendor and by budget line
9. Ability to import transactional data from purchasing card vendor and other large vendors with dozens of line items per invoice
10. Employee expense reporting and payment (optional/desired)
11. Checks the status of open/pending invoices
12. Reflects approved invoice amounts on account balances immediately
13. Manages vendor credits with associated adjustments to encumbrances and PO balances
14. Paper check processing
15. Supports electronic signature images printed on paper checks
16. Provides a positive pay report which can be electronically submitted to financial institutions
17. Ability to denote ACH/wire payments
18. Provides an aging accounts payable report with columns for date ranges at 30-day intervals (30, 60, 90, 120+)
19. Supports processing of 1099's and 1099 reporting requirements

### **Accounts Receivable**

1. Supports invoicing of various entities including businesses, other governments, previous employees, and citizens (excluding utility billing which is discussed below)
2. Provides functionality to record receivable and payments against customer accounts
3. Customer profiles
4. Customer history (including invoices and payments)
5. Provides customizable notes with freeform data entry for customer profiles
6. Establishes default account distributions for billing types
7. Provides customizable invoices and receipts
8. Provides ability to add user-defined messages to invoices and statements
9. Provides options for off-cycle and regular batch bill runs
10. Provides Non-Sufficient Funds (NSF) support including application of additional fees, adjustments to receivables, etc.
11. Ensures payments immediately affect customer balances even while associated batches are open
12. Provides statements of cumulative activity (vs. invoices only)
13. Receivable aging report with columns for date ranges at 30-day intervals (30, 60, 90, 120+)
14. Provides ability to write-off balances, revise and edit invoices (including the amount) and record adjustments to the general ledger

### **Cash Receipting**

1. Provides a centralized cashiering module to collect and manage transactions daily (including cash, check, credit card and electronic payments)
2. Ability to import transactional data from credit card merchants and/or other electronic methods
3. Provides system generated receipts and receipt numbers
4. Supports ability for staff to scan supporting documentation and attach it to receipts

## **Fixed Assets**

1. Track various classifications of assets such as land, buildings, equipment, vehicles, infrastructure (streets, sidewalks, bridges) and systems (electric, fiber, water, sewer) for leased and capitalized assets
2. Allows multiple funding sources per asset including grant funding sources
3. Assign a location to an asset and track both the movement and history of that asset
4. Calculate current and project future depreciation expense for assets
5. Tracks asset disposal and salvage value; reports on assets nearing full depreciation
6. Ability to attach supporting documentation (invoices, bids, grant agreements, etc.) to asset records electronically
7. Ability to extract asset information based on various data fields including classification, location, funding source, status, disposal date, and accounting code
8. Generates journal entries to record depreciation expense, purchase, and disposal of assets
9. Supports GASB 34 capital asset reporting requirements

## **Budget**

1. Ability to generate an annual and biennial budget
2. Budget development to include data entry (free form) of justifications or other background data related to budget requests
3. Budget reporting – to include ease of reporting information to the public
4. Ability to build multiple budget types (proposed, original, amended) and conduct comparative analysis between each type
5. Allows negative amounts to be entered with proper authority
6. Ability to import budget data from external resources
7. Ability to create budget transfers and budget amendments
8. Ability to forecast revenues and expenditures/expenses five years or more into the future based on various assumptions
9. Provides modeling for “what if” scenarios and uses personnel data to forecast “fully loaded” personnel costs
10. Provides multi-year budgeting (optional/desired)

## **Utility Billing**

1. Supports an unlimited number of customers/accounts
2. Supports an unlimited number of billing categories and rates per service
3. Integrated with general ledger, cash receipting, budget, and accounts payable
4. Supports multiple billing cycles including monthly billing, budget billing, estimated billing and final billing
5. Ability to generate pro-rated billing
6. Supports user-defined bill calculations
7. Ability to apply special charges or discounts
8. Support credits to account or refunds
9. Supports adjustments to accounts for misreads, leaks, NSF checks, transferring payments from one account to another
10. Ability to “unbundle” charges and show each separately on a customer’s utility bill



11. Accommodates internet bill delivery and online payments
12. Ability to bill more than one customer per account
13. Allows for bill re-printing
14. Ability to produce leak notices or alerts
15. Supports mail route sorting (pre-sorting)
16. Accommodates exporting data to a third-party printer

## **Payroll**

1. Provides for employee database with detailed employee information including pay history and position titles
2. Ability to enter and track employee training and certifications
3. Ability to generate personnel action forms electronically (pay change, termination, hire, suspension)
4. Calculates employee's total compensation package, including benefits
5. Compliant with HIPAA regulations
6. Time and attendance reporting which allows for remote time entry and leave requests, ability to enter time for different job titles, record time daily and view leave balances (optional/desired)
7. Includes electronic routing and approval process for timesheets and leave requests (optional/desired)
8. Scheduling capabilities (optional/desired)
9. Ability to accommodate all federal and Missouri-specific calculations and reporting including state taxes and pension
10. Tax tables are updated automatically
11. Tax tables can be maintained and updated by the user
12. Accommodates regular and overtime payment types
13. Automatically calculates overtime pay in accordance with Fair Labor Standards Act (FLSA)
14. Accommodates various leave types: vacation, sick, holiday, birthday, personal, compensatory, etc. with different accrual methods and rates for each
15. Accurately adjusts to special leave situations such as leave without pay, FMLA, etc.
16. Ability to accrue selected leave types at each payroll cycle
17. Ability to manually adjust leave balances and provide a comment/note on each transaction
18. Provides for unlimited user-defined earnings and deductions codes, both on a dollar and percentage basis
19. Provides for accounting of non-cash fringe benefits
20. Provides ability to allocate employee costs by various factors including percentage of total to multiple funds or divisions and allocation of certain pay types to specific account strings
21. Ability to allocate personnel time to work orders for external billing purposes
22. Provides an electronic file for interface with banking system for direct deposit capabilities
23. Provides an online portal for employees to access compensation history, pay stubs and historical copies of W-2's (optional/desired)
24. Provides W-2 and ACA reporting capability in paper and electronic formats
25. Generates all federal and Missouri state reporting requirements including W-2's, 1095-C Statements, and 941 reports

## **Reporting**

1. Account inquiry access for department directors and other department users outside of finance
  - a. To include real-time data for year-to-date totals, remaining budget and potential to set alerts or dashboard-style widgets for specific data (unapproved invoices, overdue invoices, over budget accounts, etc.)
2. Robust reports available to users
  - a. Provide examples of standard (out of the box reports)
  - b. Provide a listing of standard reports
3. Ability to create custom reports from user friendly tools
4. Ability to create report notification groups and inform/alert groups that a new report is available or ability to email reports directly to other users
5. Ability to choose a format when exporting reports (Excel, CSV, and other common formats)
6. Ability to create, save and publish ad hoc reports for use by others
7. Ability to define report from/to dates across multiple fiscal years

## **Technical Requirements**

1. Drill-down capability in each module for detail transaction data
2. Auto-integration of modules
3. Elimination of redundant data entry
4. Provides a test/training environment which is separate from the production environment
5. Content and document management (optional/desired)
6. A database that facilitates the ease of querying and exporting data
7. Provide secure system access: able to establish security to restrict/allow access to information based on various criteria including the ability to accommodate multiple levels of role-based user access and internal controls reporting for user access
8. Ability to establish multiple approval levels based on user-defined criteria such as dollar amount, account code or transaction type
9. Provide audit trail including the date and time a record was entered or edited in the system and which user initiated the change
10. User customization with ability to save user configured settings
11. Email notifications and/or user alerts (reminders for unapproved invoices, accounts nearing budgetary limits, duplicate invoices, etc.)
12. Vendor must provide sufficient training to make the city staff proficient in the use of all aspects of the software's use and administration

## **Term of Contract**

The anticipated term of the proposed contract is one year due to the required annual appropriation of funds. The City anticipates exercising the option for annual renewals for an additional four years resulting in a total contract term of at least five years.

## **Insurance Requirements**

The Consultant shall purchase and maintain such insurance as will protect it from claims set forth below which may arise out of, or result from, the Consultant's execution of the work, whether such execution be by the Consultant, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable:

- 1) Claims under workers' compensation, disability benefit and other similar employee benefit acts;
- 2) Claims for damages because of bodily injury, occupational sickness or disease, or death of employee;
- 3) Claims for damages because of bodily injury, sickness or disease, or death of any person other than employees;
- 4) Claims for damages insured by usual personal injury liability coverage which are sustained (1) by any person as a result of an offense directly or indirectly related to the employment of such person by the Contractor, or (2) by any other person and;
- 5) Claims for damages because of injury to or destruction of tangible property, including loss of use resulting therefrom.

Certificates of Insurance acceptable to the Owner shall be filed with the Owner prior to commencement of the work. These Certificates shall contain a provision that coverages afforded under the policies will not be cancelled unless at least fifteen (15) days prior written notice has been given to the Owner. Minimum requirements are as follows:

General Aggregate	\$2,000,000	Products-Comp/Op Agg	\$2,000,000
Personal \$ Adv Injury	\$1,000,000	Each Occurrence	\$1,000,000
Med Exp (any 1 person)	\$10,000		

## **Indemnification**

To the fullest extent permitted by law, Proposer agrees to indemnify, defend and hold harmless the City, its elected officials, officers, agents, volunteers, lessees, invitees and employees from and against all suits, claims damages, losses and expenses including but not limited to attorney's fees, court costs or alternative dispute resolution costs arising out of or related to any such suit, claim, damage, loss or expense involving an injury to a person or persons, whether bodily injury or other personal injury (including death), or involving an injury or damage to property (including loss of use or diminution in value), but only to the extent that such suits, claims, damages, losses or expenses were caused by the negligence or other wrongdoing of Proposer, or any supplier or subcontractor, or their agents or employees, directly or indirectly, regardless of whether caused in part by the negligence or wrongdoing of the City or any of its agents or employees.

## **Timeline**

RFP Release Date	September 24, 2021
Question Submission Deadline	October 15, 2021
Proposal Submission Deadline	October 29, 2021 at 4:00 p.m. CST
Live Demonstrations and Interviews	November 8-11, 2021
Award Notice	November 23, 2021
Contract Execution	December 2021
Implementation Begins	January 2022

## **Proposal Requirements**

Proposal shall include the following items:

- A. **EXECUTIVE SUMMARY:**
  - a. Company name, address and telephone number(s) of the firm submitting the proposal
  - b. Name, title, address, email address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed
  - c. Federal and state taxpayer identification numbers of the firm
  - d. Briefly state your understanding of the services to be performed and make positive commitment to provide the services as specified
  - e. Summary shall include unique problems perceived by Proposer and their solutions
  - f. Statement which indicates "Proposal and pricing schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated by the City."
  - g. Summary must be signed by a corporate officer or another individual who is legally authorized to bind the firm to both its proposal and pricing schedule
- B. **SOFTWARE FEATURES CHECKLIST:** The Proposer shall include a checklist based on the list of required features under Scope of Work. Each required feature should include an explanation of the feature and how the proposed software addresses the feature. It is recommended (though not required) that Proposers utilize Attachment D – provided as an Excel document.
- C. **DRAFT WORK PLAN:** The Proposer shall provide a draft work plan including methodology, milestones, timelines, deliverables, and implementation team experience
- D. **OTHER INFORMATION:** Include brochures and other relevant information about Proposer to be considered by City of West Plains in its selection. The City encourages information for supplemental solutions which could enhance customer service and/or result in process improvements.
- E. **REFERENCES AND QUALIFICATIONS:**
  - a. Length of time firm has been in business as a provider of proposed software

- b. Total number of public sector clients utilizing proposed financial software – also specify the total number of those clients located in Missouri
  - c. Number of full-time personnel
  - d. Number of full-time client support personnel available during City’s normal business hours (8 am – 5 pm CST) as well as after hours and weekend support staff
  - e. Location of office which would service this account
  - f. Background of implementation team and support personnel, including professional qualifications and length of time at the firm. Project Manager for this project must be identified.
  - g. Specific experience with public entity and/or city municipalities
  - h. Proposer shall provide at least three (3) references from other governmental entities with varying degrees of tenure as a client of the firm
- F. **CITY RESPONSIBILITIES:** What are the responsibilities and time commitment of City staff during the engagement? Please include as many facets as you can such as finance, payroll, utility billing, and information technology.
- G. **DATA CONVERSION:** Based on your experience with similar engagements, describe the methodology, tools and processes that will be utilized in mapping, standardization, conversion, and validation of legacy data to the proposed system.
- H. **SIGNATURE PAGE:** Proposer must sign the proposal on the appropriate form. The proposal must be signed by a person authorized to bind the firm submitting the proposal. (Attachment A)
- I. **PROPOSAL CHECKLIST:** Completed proposal checklist (Attachment B). Proposer is expected to examine the RFP carefully, understand the terms and conditions for providing the services listed herein and respond completely. Failure to complete and provide any of these documents may result in the proposal being deemed non-responsive and therefore disqualified from consideration.
- J. **PRICING SCHEDULE:** Proposer shall fill out the attached Price Sheet of professional fees and expenses that supports the total all-inclusive installation and setup as well as annual cost to the City of West Plains. (Attachment C)
- K. **STATEMENT ACKNOWLEDGING INSURANCE REQUIREMENTS**
- L. **STATEMENT ACKNOWLEDGING INDEMNIFICATION REQUIREMENTS**
- M. **ONE SIGNED ORIGINAL PROPOSAL AND THREE (3) COPIES OF PROPOSAL**

## **Proposal Submission Instructions**

1. **Questions**
  - a. The City has attempted to provide comprehensive information within this RFP. However, as additional information might be required by vendors to submit their best proposal, the City will accept and answer questions presented as follows.
  - b. Questions concerning this RFP should be directed to Jeff Shipley, Purchasing Agent, via email at [jeff.shipley@westplains.gov](mailto:jeff.shipley@westplains.gov)
  - c. The deadline for submitting questions is October 15, 2021
  - d. Questions will be answered within three (3) business days
  - e. Proposers may request a copy of all questions submitted by other proposers and the City’s answers. The City will redact any information that is deemed by the City to be proprietary.

Vendors are encouraged not to include confidential or proprietary information in their submitted questions. Requests for this information should be made by reaching out to Jeff Shipley via email at [jeff.shipley@westplains.gov](mailto:jeff.shipley@westplains.gov)

**2. Closing Submission Date**

- a. All respondents to the RFP shall submit **one signed original proposal and three (3) copies of the proposal**. In addition, one searchable electronic copy is requested to be provided on electronic media. The proposal must be sent or delivered to and marked as follows:

**City of West Plains  
Jeff Shipley, Purchasing Agent  
1910 Holiday Ln  
West Plains, MO 65775**

**Sealed Proposal for:  
Municipal Financial Software Solution**

- b. **Proposals must be received at the** City of West Plains (1910 Holiday Ln, West Plains, MO 65775) no later than 4:00 p.m. CST on October 29, 2021.
- c. The proposal shall be included in a packaged and sealed envelope. The RFP shall be clearly marked on the outside of the sealed envelope. If the proposal is sent by mail or overnight delivery service, it is the responsibility of the firm to ensure that the proposal is received by the City of West Plains by the date and time specified above. **Late proposals will not be considered.**

**3. Conditions on Proposal**

- a. All costs incurred in the preparation of a proposal responding to this RFP will be the responsibility of the firm and will not be reimbursed by the City of West Plains.
- b. Fee proposal amounts must remain firm fixed amounts for 90 days from the proposal due date and remain in effect during contract negotiations.
- c. Additional engagement work will be negotiated separately.
- d. By agreeing to take part in this proposal process, you agree to keep in confidence all information provided during the proposal process, not to disclose it to third parties and not to use it for any purpose other than for the proposal.

**Evaluation Criteria**

The City of West Plains will conduct a comprehensive, fair, and impartial evaluation of all proposals received in response to the RFP. The City has formed a committee of impacted department representatives to perform the evaluation. Each proposal will be analyzed to determine overall responsiveness and qualifications under the RFP. Criteria to be evaluated may include the items listed below. The committee may select all, some, or none of the Consultants for interviews and/or demos.

Evaluation criteria: (total possible points – 100)

- A. Proposer’s background and capability to provide services required (25 points)
- B. Draft work plan (15 points)
- C. Evaluation of references (15 points)
- D. Pricing (25 points)

E. Ability to integrate with existing software (20 points)

It should be specifically understood that this RFP does not create any obligation on the part of the City of West Plains to enter any contract or to undertake any financial responsibility. The City is not liable for any cost incurred by any consulting firm prior to the execution of a written contract, including efforts to generate and submit proposals, or any other costs incurred while participating in this RFP process.

The City of West Plains reserves the right to waive, alter, disregard, all portions of this RFP where the best interest of the City would not be served.

The City of West Plains reserves the right to award a contract based upon proposals received without further discussion or negotiation. Proposers should not rely upon the opportunity to alter their qualifications during discussions.

The City of West Plains intends to notify the winning bid within 45 days of the proposal due date.

**ATTACHMENT A -SIGNATURE PAGE**

**Proposer Warranties**

1. The proposer certifies it can and will provide and make available, as a minimum, all services set forth in the RFP.
2. Proposer warrants that it is willing and able to comply with State of Missouri Laws with respect to foreign (non-state of Missouri) corporations (if applicable).
3. Proposer warrants that it is willing and able to obtain insurance providing a prudent amount of coverage for the willful or negligent acts, or omissions of any officers, employees, or agents thereof.
4. Proposer warrants that it will not delegate or subcontract its responsibilities under its agreement with City of West Plains without the prior written permission from the City of West Plains.
5. Proposer warrants that all information provided by it in connection with this proposal is true and accurate.
6. Proposer certifies the pricing provided in the Pricing Schedule on Attachment C is good for 90 days.

Firm: \_\_\_\_\_

Signature: \_\_\_\_\_

Name (printed): \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ Date: \_\_\_\_\_



## ATTACHMENT B – PROPOSAL CHECKLIST

This checklist is to help the Proposer ensure that all required documents have been included in its response to the Request for Proposals.

DOCUMENT	CHECK
Executive Summary	
Software Features Checklist (recommend Proposers use Attachment D)	
Draft Work Plan	
Other Information	
References and Qualifications	
City Responsibilities	
Data Conversion	
Signature Page (Attachment A)	
Proposal Checklist (Attachment B)	
Pricing Schedule (Attachment C)	
Statement Acknowledging Insurance Requirements	
Statement Acknowledging Indemnification Requirements	
One signed original proposal and three (3) copies of proposal	

**ATTACHMENT C - PRICING SCHEDULE**

FAILURE TO COMPLETE THIS FORM SHALL RESULT IN THE PROPOSAL BEING DEEMED NONRESPONSIVE AND REJECTED WITHOUT ANY FURTHER EVALUATION. **THIS PRICE SHEET AND ADDITIONAL PRICE RELATED INFORMATION MUST BE SUBMITTED IN THE SEALED ENVELOPE WITH YOUR RFP SUBMISSION.**

Please provide your associated costs for the following:

<b>Software Installation and Implementation</b>	\$ _____
<b>Data Conversion and Migration</b>	\$ _____
<b>Training</b>	\$ _____
<b>Other Implementation Costs</b>	\$ _____
<b>Total Implementation Costs</b>	\$ _____

**Annual licensing, maintenance, and support** (should include all system upgrades, patches and fixes and should be capped or state a maximum allowable percentage increase per year)

<b>Year 1</b>	\$ _____
<b>Year 2</b>	\$ _____
<b>Year 3</b>	\$ _____
<b>Year 4</b>	\$ _____
<b>Year 5</b>	\$ _____
<b>Total Five-Year Annual Costs</b>	\$ _____

Define any additional charges that could be incurred.

Attach additional pages (if needed) for other cost/price related information. Note: All fees, etc., must include travel, meals, etc. The City of West Plains will not reimburse these expenses separately.