

# City of Seguin ERP System RFP

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## INVITATION FOR PROPOSALS

The City of Seguin, TX is soliciting sealed proposals for an Enterprise Resource Planning (ERP) System. Sealed proposals addressed to the City Council of the City of Seguin, Guadalupe County, Texas will be received at the Seguin City Hall, 205 North River, Seguin, Texas, until 2:30 P.M. on April 30, 2013 (CDST) *for Enterprise Resource Planning Software System*

Any proposal received in the City Manager's office after 2:30 P.M. April 30, 2013 will be returned unopened. At 3:00 p.m. the name of all Vendors submitting a Proposal will be read publicly but no contents of the Proposals will be disclosed. Proposal Package No. 99-2013-27 is available on the City of Seguin website <http://www.seguintexas.gov> or by request made to the City of Seguin Purchasing Department.

Proposals should be submitted to the Office of the City Manager, City of Seguin, 205 N. River, Seguin, Texas 78155 in an envelope no smaller than 8 ½" x 11" and clearly marked in the lower left hand corner:

**REQUEST FOR PROPOSALS**  
**Enterprise Resource System**  
**City of Seguin Proposal Package No. 99-2013-27**  
To be opened at 3:00 p.m., April 30, 2013

The City of Seguin reserves the right to reject any and all Proposals, and to waive informalities. The City Council's decision will be final.

**Douglas G. Faseler, City Manager**  
**CITY OF SEGUIN, TEXAS**

**CITY  
OF  
SEGUIN, TEXAS**



**Request for Proposal**

**Enterprise Resource Planning System**

RFP #99-2013-27

April 2013

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Prepared by  
City of Seguin  
Purchasing Department

and  
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**edisto**

## Executive Summary

The City of Seguin, TX is soliciting proposals from qualified vendors to replace the City's existing Financial and Utility Billing software system and to provide implementation support to include conversion of data to the new system, training and startup support. Server hardware to support the new system may be purchased as part of this proposal.

The City has approximately 25,000 citizens and is fully located within Guadalupe County. We employ approximately 315 regular employees and an additional 70 seasonal employees. The city offices are distributed across 18 buildings and is connected via a mesh wireless network

The city provides electric, water, wastewater and garbage service to about 9,500 accounts.

The City uses Sungard Public Sector Software (Sungard/HTE) for the following functions:

- Accounting
- Purchasing/Materials Management
- Budgeting
- Asset Management
- HR/Payroll
- Customer Information and Utility Billing
- Licenses, Permits and Inspections
- Building and Code Enforcement
- Land/Parcel Control

We are requesting proposals from qualified vendors for a complete replacement of the existing system, to include conversion and loading of current and historical data, set up of the new system for our business and work processes, end-user and administrative training and comprehensive startup support. No consideration will be given for proposals that address some, but not all, of the functional areas outlined in this RFP.

The evaluation of the proposals will be done in two parts. We will first review each proposal against our functional requirements described in this RFP and review the performance of the vendor in our industry. From this review, we will select a short list of two to three vendors to evaluate in depth. Vendors selected for the short list will be invited to provide an onsite demonstration of their proposed system.

The key criteria that will be used to make the final selection of a system for the City are:

1. Strength of vendor: 20%
2. Functionality: 30%

3. Technology and Integration: 30%
4. Experience converting from Sungard/HTE System: 15%
5. Price: 5%

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## 1. General Information

### 1.1. Background

The City of Seguin is the county seat of Guadalupe County, Texas and is located on Interstate-10, thirty-five miles east of San Antonio, Texas and 50 miles south of Austin, Texas. The City is home to approximately 25,000 citizens. It has a council/manager form of government, with eight elected Council members, an elected mayor and an appointed City Manager. The City provides a full range of municipal services including public safety, highways and streets, culture and recreation, planning and zoning, code enforcement and utilities (electric, water/wastewater, garbage).

The City uses Sungard/HTE Financial Management System to manage all its financial, utility billing and planning functions. The system was implemented in 1994.

A number of critical functions are performed outside of this system utilizing the Microsoft Suite of Products. In particular, City staff uses these desktop tools to help with reporting, calculations and form generation.

The City has implemented an AMI system for both water and electric meters, using the Aclara Star and Aclara TWACS systems. In addition, a custom Meter Data Management system was developed for the City to provide a common interface for analyzing meter data. The meters in the Star system are currently imported into the Sungard/HTE system and the other meters are expected to be imported when the MDM is in place in April 2013. This MDM system is expected to stay in place through this conversion and should also interface to the new ERP.

The city, and in particular the Utilities department, uses the WebQA work order system for assigning and tracking work that does not come in from the service order or new service process. This WebQA system does not interface to Sungard/HTE. It is expected to remain in place after conversion to the new ERP, although some functions may be migrated to the new solution if it provides better integrated functionality.

The Municipal Court operates with the Tyler Technology Incode Municipal Court System version 8 which is not planned for replacement.

### 1.2. Definitions

The following definitions are used in this RFP:

- “City” means the City of Seguin.
- “Proposer” means a firm submitting a proposal in response to this RFP

### 1.3. Project Timeline

The following timeline will be used for this Request for Proposal. Changes to the timeline will be provided to you as an addendum to this RFP, if necessary.

Milestone	Timeline
Release of RFP	April 4, 2013
Questions on the proposal must be submitted by this date	April 23, 2013  Questions should be submitted to: Willa Hagemann, Assistant Director of Finance whagemann@seguintexas.gov
Responses to Vendor Questions will be provided as an addendum to the RFP	April 23, 2013
Proposals are due	April 30, 2013
Notification of vendors for an onsite demonstration	May 13, 2013 Proposers that make the short list and are requested for an onsite demonstration at the City of Seguin offices will be notified
Onsite Evaluation of Software	May 15-31, 2013
Follow-up and due diligence	June 2013
Best and Final Offers Due	June 2013
Final selection and approval before City Council	June 2013

Vendors selected for the short list and invited to the Seguin offices for an onsite evaluation will be expected to be available for two days between May 15-31, 2013. The City will schedule this time with you and will provide specific details of the agenda if your proposal is selected for the short list.

## 2. Project Objectives

The objective of this project is to replace the Sungard/HTE financial system currently operating at the City. The following functions are managed by the system:

- Accounting
- Purchasing/Materials Management
- Budgeting
- Asset Management
- HR/Payroll
- Customer Information and Utility Billing
- Licenses, Permits and Inspections
- Building and Code Enforcement
- Land/Parcel Control

In addition to purchase of the software, the City requires conversion of current and historical data from our existing system, integration with other business systems to a minimum at the level currently in production, end-user and administrative training and comprehensive startup support. Our goal is to successfully migrate to the new system without interruption to routine business operations or degradation of service to our citizens.

The City requires the functionality be provided in a tightly integrated and robust system and highly values that all required functions come from the vendors' standard package. Custom applications to meet core functionality will be considered a drawback to the vendor's proposal.

As part of this project, the City expects to provide online tools for our citizens that we do not currently have in place. We also expect to improve operational efficiency for routine tasks and expect to reduce the number of manual processes that our staff employs in their daily work. And lastly, we intend to reduce the amount of paperwork that is routed for signatures and will look for ways to maintain control and traceability with electronic approvals across a variety of functions. Proposals that help us to move forward quickly in these areas will be given high marks for functionality, particularly when they are part of the vendor's standard offering.

We will adjust work and business processes to implement a new system. During the project, we will look to the successful vendor to define the basic changes that are needed to implement the system while still complying with requirements of the City to include the GAAP accounting rules, City statutes, and approved utility rates and service policies. Business process redesign beyond the minimum necessary will be handled by the City, as needed, and is not part of this contract.

The City requires a test system to be in place through the duration of the training, data conversion and validation, startup, and on an ongoing basis after the project acceptance.

For your proposal to be considered responsive, you must address the core functions handled by the City's current enterprise system since our intention is to completely replace that system. You may also provide information about optional modules for our consideration that may be of interest to us, based on your experience with like/similar customers, but are not specifically called for in this RFP. These should be identified as "optional" and their prices may be listed separately.

You are strongly encouraged to provide information about the strength of your company. In particular, we are interested in your customer base, your presence in Texas, the industry partnerships you have in place, and your developmental roadmap.

### **3. Instructions to Proposers**

#### **3.1. Notice**

The City of Seguin, TX is soliciting sealed proposals for an Enterprise Resource Planning (ERP) System. Sealed proposals addressed to the City Council of the City of Seguin, Guadalupe County, Texas will be received at the Seguin City Hall, 205 North River, Seguin, Texas, until 2:30 P.M. on April 30, 2013 (CDST) for *Enterprise Resource Planning Software System*

Any proposal received in the City Manager's office after 2:30 P.M. April 30, 2013 will be returned unopened. At 3:00 p.m. the name of all Vendors submitting a Proposal will be read publicly but no contents of the Proposals will be disclosed. Proposal Package No. 99-2013-27 is available on the City of Seguin website <http://www.seguintexas.gov> or by request made to the City of Seguin Purchasing Department.

Seven (7) printed copies of your proposal, which includes one signed original, and an electronic copy on a thumb drive should be submitted to the Office of the City Manager, City of Seguin, 205 N. River, Seguin, Texas 78155 in an envelope no smaller than than 8 ½" x 11" and clearly marked in the lower left hand corner:

**REQUEST FOR PROPOSALS**  
**Enterprise Resource Planning System**  
**City of Seguin Proposal Package No. 99-2013-27**  
To be opened at 3:00 p.m., April 30, 2013

The City of Seguin reserves the right to reject any and all Proposals, and to waive informalities. The City Council's decision will be final.

#### **3.2. Restrictions on Lobbying Activities**

The City is committed to maintaining fair and open competition as required by local, state, and federal laws and statutes. Every effort is made to maintain the highest level of ethical conduct in every aspect of the procurement process. Sharp business practice or high pressure tactics will not be tolerated. Qualification and selection of vendors is based on those vendors who share the same high standards of ethical conduct.

Proposers are prohibited from directly or indirectly communicating with City Council members regarding your qualifications or any other matter related to the eventual award of a contract for services requested under this RFP. You are also prohibited from contacting City staff members or selection committee members regarding your qualifications or the award of a contract, unless in response to an inquiry from a staff or committee member. Any violation will result in immediate disqualification of the vendor from the selection process.

Upon issuance of the RFP, all proponent communications and requests for clarification or objections shall be directed in writing to Willa Hagemann, Assistant

Director of Finance, for response, determination and dissemination to all proponents. Any communication by proponents or their representatives toward other city officers or employees regarding this RFP or the award of a contract are prohibited and will constitute grounds for disqualification of a proponent.

A lobbyist or a proponent or any of their agents may not do any act or refrain from any act for the express purpose and intent of placing any City official under personal obligation to the lobbyist or proponent.

The City of Seguin reserves the right to reject any and all Proposals, and to waive informalities. The City Council's decision will be final.

### **3.3. Withdrawal of Proposals**

A bidder may withdraw a proposal only by a written request received by the Assistant Director of Finance prior to the time set for opening the proposal. Proposals may not be withdrawn after this time.

### **3.4. General Conditions**

Bidders will submit their proposals upon the following express conditions.

- A. Prior to submission of the proposal, the bidder shall have made and shall be deemed to have made a careful examination of the RFP and made every attempt through the mechanisms provided to gain a clear understanding of the services required to complete the deliverables specified.
- B. All materials, equipment, supplies which are new, non-standard to the City of Seguin, and/or items which are to be listed as an alternate or exception must be pre-approved PRIOR to placing them on a proposal. In order to fairly evaluate all proposals, sufficient time requirements for possible field testing or demonstrations should be allowed.
- C. City Contracts are subject to all legal requirements under Local, State and Federal statutes, ordinances and regulations. Any proposal, after being opened, becomes subject to the Public Information Act, Government Code Chapter 552. Bidders must, therefore, clearly indicate any portion of the submitted proposal that the bidder claims is not subject to public inspection under the Public Information Act.
- D. No officer or employee of the City shall have a financial interest, direct or indirect, in any contract with the City, or shall benefit financially, directly or indirectly, in the sale to the City of any materials, supplies or services except on behalf of the City as an officer or employee.

### **3.5. Preparation of Proposal**

Bidders will prepare proposals in accordance with the following:

- A. Specifications are written to encourage competition. The specifications herein shall be the basis of comparison between bidders. There is no intent to

- discriminate against any supplier or vendor, but rather to set a definite standard of performance. Bidders are required to quote services and/or equipment that will meet or exceed the minimum or maximum specifications herein.
- B. All information required by the proposal documents will be furnished. The bidder will print or type its name, in ink, and manually sign the proposal sheet. The proposal sheet, with original signatures, must be submitted.
  - C. All prices shall be quoted as required in the specifications. Unit prices will be shown when called for on the proposal sheet, and where there is a conflict between the unit price and the total price, the unit price will govern.
  - D. In case of ambiguity or lack of clarity in stating prices in the proposal, Purchaser reserves the right to adopt the price written in words or reject the proposal. Any ambiguity in the proposal as a result of omission, error, unintelligible or illegible wording shall be construed in the favor of the City.
  - E. Alternate proposals will not be considered unless expressly authorized by the proposal documents.
  - F. The prices quoted in the proposal shall be firm and not subject to escalation except where otherwise clearly indicated by the Bidder. If the prices are subject to escalation, Bidder shall provide the basis for the escalation.
  - G. Any omission in the specifications of any minor requirement necessary to make each unit complete and functional shall not relieve the Supplier of responsibility to furnish any material or equipment necessary.
  - H. The City reserves the right to request clarification to assist in evaluating the bidder's response when the proposal is unclear. The information provided is not intended to change the proposal response in any fashion and such information must be provided within two days from request.
  - I. Bidders shall not include federal taxes or State of Texas limited sales, excise and use taxes in proposal prices since the City of Seguin is exempt from payment of such taxes under section 151.309 of the Texas Tax Code.
  - J. By submitting a proposal, each bidder certifies that it is a duly qualified, capable, and bondable business entity, that it is not in or contemplating bankruptcy or receivership, and that it is not currently delinquent with respect to payment of taxes assessed by any political subdivision (See paragraph 11A.(11)).
  - K. By submitting a proposal, each bidder certifies that it does not currently owe any money to the City.
  - L. If a proposal bond is required, the submitted bond must be an original submitted in the form required by the City in the Proposal Documents.
  - M. The bidders agree that any cost incurred by responding to this RFP, or in support of activities associated with this RFP, shall be borne by the bidder and may not be billed to the City of Seguin. The City will incur no obligation of liability to anyone resulting from issuance of, or activities pertaining to, this RFP.

### **3.6. Clarification to Proposal Documents**

If any bidder is in doubt as to the true meaning of the specifications, other proposal documents, or any part thereof, they may submit a written request for clarification to the Assistant Director of Finance. A request for clarification must be received by the Assistant Director of Finance no later than seven (7) days prior to the scheduled proposal opening.

### **3.7. Exceptions**

Should a bidder wish to take exception to any part of this RFP, the bidder shall so state in the proposal. Any exceptions contained in the proposal shall be listed in a "Statement of Exceptions" included with the proposal.

### **3.8. Addenda**

Any clarification or interpretation of the proposal, if made, will be made only by written addendum issued through the Purchasing Department and signed by the City of Seguin Assistant Director of Finance. A copy of such Addendum will be mailed or delivered to each person receiving proposals. Addenda to the proposal documents may be issued in response to a request for clarification or objection, or for any other reason the City considers advisable. Once issued, an Addendum becomes a part of the proposal documents. All addenda can be viewed and downloaded at the City's website: [www.seguintexas.gov](http://www.seguintexas.gov). It is the bidder's responsibility to check this site to determine if the City has issued any addenda. The City will not be responsible for any other explanation or interpretation of the proposal made or given prior to the award of the contract.

### **3.9. Rejection of Proposals**

- A. The City of Seguin reserves the right to accept or reject any or all proposals, and to waive any informalities and technicalities. The City shall consider all factors it believes to be relevant in selecting the offer that provides the best value for the City including, but not limited to, the offered price. Causes for bidder disqualification and rejection of proposals may include, but shall not be limited to:
- i. The Bidder's current inability to satisfactorily perform the work or service, or the bidder's previous failure to properly and timely perform its obligations under a contract with the City. Purchaser may make such investigation as is deemed necessary to determine the ability of the Bidder to provide the equipment, material, and/or services. The Bidder shall furnish, upon request, all such data and information requested for this purpose. The information provided is not intended to change the proposal response in any fashion and such information must be provided within two days from request.
  - ii. Bidder's current violation of any City ordinance.
  - iii. Bidder's misstatement or concealment of any material fact in the proposal.
  - iv. The proposals' nonconformance to law or the requirements of the proposal.

- v. Failure to use the bid/proposal form furnished by the City of Seguin.
- vi. Failure to properly complete the proposal
- vii. Lack of signature by an authorized representative on the proposal form.
- viii. Alteration of proposal form.
- ix. Evidence of collusion among proposers.
- x. Omission of proposal guarantee (if required).
- xi. In the event that a bidder is, or subsequently becomes, delinquent in the payment of his, her or its City taxes, including state and local sales taxes, or any other City financial obligation, such fact shall constitute grounds for rejection of the proposal, or if awarded the proposal, for cancellation of the contract.

### **3.10. Award of Contract**

- A. Factors to be considered in the evaluation of the proposals are price, quality, reputation and experience of Bidder, past relationship with City, long term cost, safety record, operating history of the system, conformance to specifications, delivery and other factors as deemed appropriate by the Purchaser.
- B. The contract will be awarded to the bidder who provides the system and services at the best value for the City, based on the base proposal plus any selected alternatives provided the amount does not exceed the funds estimated by the City as available to finance the contract. If the contract is bid with alternatives, the City reserves the right to select any combination of alternatives and will compare all proposals using the selected alternatives. If the amount of the proposals exceeds the funds available to finance the contract, the City may (a) reject all proposals or (b) may award the contract based on the base proposal with such deductions as produces a net total which is available with the available funds. Notwithstanding the foregoing, the City reserves the right to reject any and all proposals.

### **3.11. Contract**

- A. This Request for Proposal (RFP), combined with the Bidder's proposal submitted to and accepted by the City, constitutes a contract between the City of Seguin and the selected vendor at the time the Seguin City Council awards the contract to such vendor.
- B. No further documentation is required, although the contracting parties may supplement the contract with further documentation. By submitting a proposal, the vendor agrees to comply with the Terms and Conditions and other requirements set forth in this RFP, and to be further bound to the representations and information the vendor provides in his response to the RFP.
- C. Acceptance of bidder's offer may be in the form of a "notice of award", a purchase order, or a contract.

### **3.12. Reservations**

The City expressly reserves the right to accept, reject or cancel any and all proposals and:

- A. Waive any defect, irregularity, or informality in any proposal or bidding procedure;
- B. Extend the proposal closing time and date. Notification will be made by addendum;
- C. Reissue a bid invitation or proposal;
- D. Procure any item by other allowable means;
- E. Increase or decrease the quantity specified, unless the bidder specifies otherwise;
- F. Waive minor deviations from the specifications when a proposal meets the intent of the specifications and consider such proposal if it is determined the proposal's total cost is lower, the purpose for the proposal is improved or not impaired, the proposal amounts to the best value for the city, and/or the waiver otherwise results in a measurable benefit on behalf of the city;
- G. Consider and accept an alternate proposal as provided herein when most advantageous to the City;
- H. Extend any contract when most advantageous to the City;
- I. Award any proposal to multiple parties if it is in the best interest of the City;
- J. Purchase off of existing contracts available to the City through "Cooperative Purchasing Agreements" if available.

### **3.13. Warranties**

- A. Warranty for Product: The Contractor warrants to the City that all goods delivered will conform to the specifications, drawings, or other descriptions furnished or incorporated by reference, will be of merchantable quality, good workmanship, free from defects, and fit for all purposes specified in this contract. The Contractor shall not limit or exclude any implied warranties, and any attempt to do so shall render this contract voidable at the option of the City. The Contractor will provide copies of applicable warranties or guarantees to the Purchasing Manager. The City may return goods not meeting applicable warranties to the Contractor at the Contractor's expense.
- B. Warranty for Price: The City will pay the price for goods and services specified by the Contractor's proposal. The Contractor warrants its price to be no higher than the Contractor's current prices or charges on orders by others for products or services of the kind and specification covered by this proposal contract for similar quantities under similar or like conditions and methods of purchase. In the event the Contractor breaches this warranty, the prices or charges shall be reduced to the Contractor's current prices or charges on orders by others, or in the alternative,

the City may cancel this contract without liability to Contractor for breach or Contractor's actual expense.

- C. Safety Warranty: Contractor warrants that the goods sold to the City conform to the standards promulgated by the U.S. Department of Labor under the Occupational Safety and health Act (OSHA) as amended. In the event the goods do not so conform, the Contractor must correct or replace the goods at the Contractor's expense. If the Contractor fails to do so within a reasonable time, the City, at its discretion, may cause the correction to be made at the Contractor's expense, or may return the goods at the Contractor's expense and terminate this contract.

### **3.14. Protests**

- A. The City Council is the final authority on issues relating to this contract. The Assistant Director of Finance is the City's representative in the award and administration of this contract, and will issue and receive all documents, notices and correspondence.
- B. Any protest to the City's consideration of any proposal must be submitted in writing and delivered to the City of Seguin, ATTN: Assistant Director of Finance.
- C. The protest may be delivered in person to the department offices located at 816 Fred Byrd Drive, Seguin, Texas, or by certified mail, return receipt requested, to the following address: City of Seguin, Purchasing Department, ATTN: Assistant Director of Finance, P.O. Box 591, Seguin, Texas 78156-0591
- D. The written protest must include the following information before it may be considered by the City:
- i. Name, mailing address and business phone number of the protesting party;
  - ii. Identification of the bid or proposal being protested;
  - iii. A precise and concise statement of the reason(s) for the protest which should provide enough factual information to enable the City to determine the basis of the protest;
  - iv. Any documentation or other evidence supporting the protest.
- E. The Purchasing Department, in conjunction with the department responsible for the bid or proposal solicitation, will attempt to resolve the protest, including, at the City's option, meeting with the protesting party. If the protest is successfully resolved by mutual agreement, written verification of the resolution of each ground addressed in the protest will be provided to the City Manager. If the Purchasing Department is unable to resolve the protest, the protesting party may request the protest be reviewed and resolved by the City Manager.
- F. A request for the City manager's review must be in writing and received by the Purchasing Department within three (3) business days from the date the Purchasing Department informs the protesting party the protest cannot be resolved. The request for review must be delivered in person to the Purchasing

- Department at the address stated above or by certified mail, return receipt requested, to the mailing address stated above. If the protesting party fails or refuses to request a review by the City Manager within the three (3) days, the protest is deemed finalized and no further review by the City is required. Applicable documentation and other information applying to the protest may be submitted by the protesting party to the Purchasing Department before review by the City Manager. If the protesting party requests a review by the City Manager, such documentation will be forwarded to the City Manager for consideration. The City Manager may likewise notify the protesting party or any City department to provide additional information.
- G. The decision reached by the City Manager will be final, but the protesting party may still appear before the City Council during the hearing of citizens' session.

### **3.15. Shipment and Delivery**

- A. Bidder is to quote its lowest and best price F.O.B. for any products included in this contract. Destination on each item to shipping location in Seguin, Texas unless otherwise specified in the RFP. Pricing shall include packaging, transportation, unloading and any trade and cash discounts which may be taken if earned.
- B. The bidder certifies all materials, parts and equipment supplied or represented in response to this RFP shall be new and unused unless noted elsewhere in this RFP or contract.
- C. The title and risk of loss of the goods will not pass to the City until receipt and acceptance takes place at the FOB point. The City department receiving deliveries or issuing purchase orders under this contract will inspect and accept any and all deliveries made and may reject those items which are damaged or which do not conform to the specifications. The Contractor is responsible for the proper labeling, packing and delivery to the final destination, including replacement of rejected deliveries at no additional cost.
- D. Delivery dates pertaining to this RFP must be clearly stated in the proposal, where required. The bidder will clearly state in the proposal the time required for delivery upon receipt of contract or purchase order. Failure to specify a delivery date or to state unrealistically short or long delivery dates may cause the proposal to be disqualified. Proposed delivery time must be specific and such phrases "as required", "as soon as possible", or "prompt" may result in disqualification of the proposal. "TIME OF THE ESSENCE FOR DELIVERY" section of specifications shall govern the delivery date(s) if such section is included within the specifications.
- E. Vendor must keep the City advised as to the status of the delivery. When delivery delay can be foreseen, the Vendor shall give prior notice to the City.
- F. Default in promised delivery, without acceptable reasons, or failure to meet specifications without remedy shall cause the City to purchase the goods and services elsewhere, and charge any increase in cost and handling to the defaulting

vendor. This does not limit any other remedies to the City for damage entitled under the Uniform Commercial Code.

### **3.16. Payments**

- A. Payment of invoices by the City shall be made in full thirty (30) days after receipt and acceptance of all equipment or performance of services covered by each purchase order. Bidder shall state his proposal in accordance with the standard payment terms and conditions of the City of Seguin of net 30 days. All proposals must be stated in terms of dollars and cents, the bidder's lowest, best and final price.
- B. Invoices submitted or otherwise used pursuant to the bid awarded under this RFP shall be presented to the City in the following form and content:
  - i. Each invoice must reference the City of Seguin contract, agreement or P.O. number
  - ii. Only one contract, agreement or project shall be billed on a particular invoice;
  - iii. Each invoice must have a billing or invoice number and an invoice total.
- C. The invoice requirements stated herein shall not be read to disallow or exclude other information that may be otherwise required or requested by the City. Such information required herein must be submitted only on an invoice and not in any other non-invoice form or document.

### **3.17. Discounts**

Prompt payment discounts will not be considered in determining low bids and making awards.

### **3.18. Assignment**

No right or interest in the contract shall be assigned, nor delegation of any obligation made by Vendor without the written permission of the City. Any attempted assignment or delegation by Vendor shall be wholly void and totally ineffective for all purposes unless made in conformity with this paragraph.

### **3.19. Waiver**

No claim or right arising out of a breach of this contract can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party.

### **3.20. Force Majeure**

In the event that the performance by either party of any of its obligations under this contract is interrupted or delayed by events outside of their control such as acts of God, war, riot or civil commotion, then the party is excused from such performance for the period of time reasonably necessary to remedy the effects of the events.

### **3.21. Gratuities**

The City may, by written notice to the Contractor, cancel this contract without liability to the City if it is determined by the City that gratuities have been offered to any officer or employee of the City with a view toward securing a contract, securing favorable treatment with respect to the awarding, amending or the making of any determinations in respect to the performance of such a contract. In the event the City, as set forth in this paragraph, cancels this contract the City shall be entitled to recover from the Contractor all additional costs incurred by the City as a result of the cancellation.

### **3.22. Termination**

- A. Default: Failure by either party to perform any of its provisions will constitute a default and breach of contract, in which case, the other party may require corrective action within 10 days from the date the defaulting party receives written notice citing the nature of the breach. Failure of the defaulting party to take corrective action or to provide a satisfactory written reply excusing such failure within the prescribed 10 days will authorize the other party to terminate this agreement by written notice.
- B. Convenience: The City reserves the right to terminate this contract upon 30 days written notice for any reason deemed by the city Council to serve the public interest. Termination for convenience will not be made when termination is authorized under any other provisions of this contract. In the event of such termination, the City will pay the Contractor those costs directly attributable to supplies obtained in compliance with the contract prior to termination. Provided, however, that no costs will be paid to the Contractor which are recoverable in the normal course of doing business. The city is not liable for loss of any profits anticipated to be made hereunder.
- C. Funding: The City retains the right to terminate this contract at the expiration of each of the City's budget periods. This contract is conditioned on a best effort attempt by the City to obtain and appropriate funds for payment of any debt due by the City herein.

### **3.23. Entirety of Agreement/Amendments**

This represents the entire agreement between the parties relating to the subject matter of this contract. Any prior agreements, promises, negotiations or representations between the parties are not binding unless included in this contract. All amendments to this contract must be in writing and executed by both parties.

### **3.24. Severability**

In case any one or more of the provisions contained in this contract is held to be invalid or unenforceable in any respect by a court of proper jurisdiction, the invalidity, illegality or unenforceability will not affect any other provision of this contract, and this contract will be construed as if the invalid or unenforceable provision was not contained herein.

### **3.25. Insurance Requirements**

The Vendor will procure and maintain at its expense insurance with insurance companies authorized to do business in the State of Texas, covering all operations under this Agreement, whether performed by the Vendor or its agents, subcontractors or employees. Before commencing the work the Vendor will furnish to the City an original certificate or certificates in a form satisfactory to the City, showing that Vendor has complied with this paragraph.

The Vendor shall not cause any insurance policy to be cancelled or permit it to lapse, and all insurance policies shall include an endorsement to the effect that the insurance policy shall not be subject to cancellation or to a reduction in the required limits of liability or amounts of insurance until notice has been mailed to the City of Seguin, ATTN: Director of Finance, P.O. Box 591, Seguin, TX 78156-0591. The notice shall state the date when such cancellation or reduction shall be effective. The cancellation date shall not be less than thirty (30) days after such notice.

Commercial general liability and motor vehicle insurance will be written with the City as an additional insured and will be endorsed to provide a waiver of the carrier's right of subrogation against the City. The types and amounts of insurance required are set forth below:

TYPE	AMOUNTS
1. Workers' Compensation	Statutory
2. Commercial General Liability Insurance to include coverage for the following: a. Premises/Operations b. Independent Contractors c. Products/Completed Operations d. Personal Injury e. Contractual Liability	\$1,000,000 combined single limits
3. Business Automobile Liability a. Owned/leased vehicles b. Non-owned vehicles c. Hired Vehicles	Combined Single Limit for Bodily Injury and Property Damage of \$500,000 per occurrence

The stated limits of insurance are minimums only. They do not limit the Vendor's indemnity obligation, and it will be the Vendor's responsibility to determine what limits are adequate. These limits may be met by basic policy limits or any combination of basic limits and umbrella limits. The City's acceptance of certificates of insurance that do not comply with these requirements in any respect does not release the Vendor from compliance with these requirements.

### **3.26. Indemnity**

The Vendor will indemnify, hold harmless and defend the City and its employees, agents, officers and servants from any and all lawsuits, claims, demands and causes of action of any kind arising from the negligent or intentional acts, errors or omissions of the Vendor, its officers, employees or agents. This will include, but not be limited

to, the amounts of judgments, penalties, interest, court costs, reasonable legal fees, and all other expenses incurred by the City arising in favor of any party, including the amounts of any damages or awards resulting from claims, demands and causes of action for personal injuries, death or damages to property alleged or actual infringement of patents, copyrights and trademarks and without limitation by enumeration, all other claims, demands or causes of action of every character occurring, resulting or arising from any negligent or intentional wrongful act, error or omission of the Vendor or its agents or employees. This obligation by the Vendor will not be limited by reason of the specification of any particular insurance coverage required under this agreement.

### **3.27. Confidentiality**

The City of Seguin is governed by the Public Information Act (“The Act”), Chapter 552 of the Texas Government Code. All information submitted by prospective bidders during the proposal process is subject to release under The Act. On each page where proprietary information appears, information considered confidential must be labeled. Failure to so label the proprietary or confidential information shall be considered as a waiver of any confidentiality rights or interests. Disclosure of requested information will be determined in accordance with the Texas Public Information Act. You are not encouraged to submit such data and information unless it is absolutely required to understand and evaluate your response. If such data and information is submitted, you agree that the City shall not be liable for disclosure of such data and information and hereby release the City from any liability. In the event a request for public information is filed with the City which involves information labeled as confidential, you will be notified by the City of the request so that you will have an opportunity to contact the Attorney General as to why such information should not be released.

### **3.28. Conflict of Interest**

A person or vendor seeking to contract with the City must file a Conflict of Interest Questionnaire (CIQ) if the person has a business relationship with the City, and either: has a business relationship with a city official or a city official’s family member; or has given a gift worth more than \$250 to a city official or city official’s family member within the previous 12-month period. A vendor required to file a CIQ must do so with the City Secretary within seven business days of: (1) beginning contract discussions with the city; (2) submitting to the City an application, response to a request for proposals or bid; or (3) learning of the existence of the applicable business relationship.

Vendors should see Texas Local Government Code Chapter 176 in an effort to determine its applicability. The conflict of interest questionnaire form is included herein and is available from the Texas Ethics Commission at [www.ethics.state.tx.us](http://www.ethics.state.tx.us)

### **3.29. Notices**

All notices called for or required by this agreement will be addressed to the following, or such other party or address as either party designates in writing, by certified mail, postage pre-paid, or by hand delivery, and will be effective five days after mailing.

Assistant Director of Finance  
City of Seguin  
205 N. River Street  
Seguin, Texas 78155

### **3.30. Questions**

Questions regarding interpretation of proposals, proposal results or proposal awards should be directed in writing to the Assistant Director of Finance, and should be referenced by the proposal number.

Ms. Willa Hagemann  
Assistant Director of Finance  
830-401-2451  
[whagemann@seguintexas.gov](mailto:whagemann@seguintexas.gov)  
205 N. River St.  
Seguin, TX 78155

## 4. Format of Vendor Proposals

Vendor proposals should contain the following sections in the order indicated below.

- 1) Executive Summary
- 2) Summary of Proposed Software Solution
- 3) Company Information: Provide us the following base statistics about your company:
  - Number of employees
  - Number of active installations of the proposed software; number of these installed at a municipal customer that includes electric and water utilities
  - Number of new customers acquired over the past 24 months
  - Number of customers lost over the past 24 months
  - Annual R&D budget
  - 5 Year Technology Roadmap for your Company
- 4) Response to Functional Requirements
  - o General
  - o General Ledger
  - o Accounts Payable
  - o Accounts Receivable
  - o Budgeting
  - o Banking
  - o Fixed Assets
  - o Purchasing
  - o Materials
  - o Work Orders
  - o Human Resources / Payroll
  - o Parcel Management
  - o Permits and Licenses
  - o Code Enforcement
  - o Utility Billing
  - o Customer Portal
  - o Test Environment
- 5) Project Support

- Project Management Methodology
  - Data Conversion and Migration Methodology
  - Training Plan
  - Go Live Support
- 6) Hardware/Software Specifications
- Server Hardware Specifications
  - Server Requirements
  - Workstation Specifications
  - Additional Software Requirements
- 7) Price – Provide a separate sheet for the core modules and project conversions costs to meet minimum requirements. Each optional module or service should be included in its own section. For each product or separately priced module that you include in your proposal, you should include initial cost plus ongoing annual maintenance fee for 3 years after implementation.
- 8) Outline of timing for a typical project from project kickoff through data conversion, training, integration with other systems and go-live. This typical project should include all modules included in your proposal. It should also stage implementation, as you would recommend for highest level of success.
- 9) Project Experience: Three (3) references from municipal customers that you have converted onto your platform. These customers should use your financial module, the utility billing module and the community development functions. Provide name and contact information.

## 5. Evaluation Process

The City will use a two step process to evaluate the respondents' proposals.

In the first step, we will review all proposals and select a short list of two to three vendors to evaluate in-depth. This selection will be based on a review of the proposal against our key criteria.

In the second step, we will invite the short list vendors to do a full demonstration of their system at the City's offices. During this step, the vendor must have technical resources available to answer specific questions from our staff, and they must be prepared to actively demonstrate the functionality of the system. We will provide an agenda for this on-site evaluation and anticipate that it will take about 2 days per vendor. These onsite evaluations will be scheduled during May 2013.

The short list vendors should be prepared to provide an example of an implementation plan for a city similar to Seguin. You should also be prepared to discuss a possible timing range for implementation should you be selected as the successful vendor.

We will evaluate the vendors' proposals based on these key criteria:

1. Strength of Vendor: 20%
2. Functionality: 30%
3. Technology and Integration: 30%
4. Experience converting from Sungard/HTE System: 15%
5. Price: 5%

As part of our final selection process, the City may request revised proposals from the final vendors to define the final complement of software, hardware and service options that should be included in our implementation project.

## 6. City Detailed Background

### 6.1. Organization

The City of Seguin has a council/manager form of government, with eight elected Council members, an elected mayor and an appointed City Manager. It has approximately 310 employees with an additional 70 seasonal employees. These employees are spread across the following departments:

- City Manager
- Finance, including Utilities Billing
- Legal & Judicial
- Police
- Fire/EMS
- Animal Services
- Planning/Codes
- Human Resources
- Public Works
- Vehicle Maintenance
- Main Street
- Facilities Maintenance
- Public Library
- Parks & Recreation
- Golf Course
- Information Technologies
- Utilities
  - Electric Distribution
  - Water/Sewer
- Water Plant
- Economic Development

In addition, the City also provides administration and finance functions for the SSLGC, Schertz Seguin Local Government Corporation, which is a separate legal entity. It also provides administration and finance functions for the Seguin Economic Development Corporation (SEDC) which is also a separate legal entity.

All employees are employed by, and paid by, the City of Seguin under one tax ID. Purchases and payments to vendors may be made by the City of Seguin or by one of the other legal entities under their own tax ID.

## **6.2. Facilities**

The City maintains a number of facilities within the city limits. Most users of the current Financial System are concentrated in three buildings which are City Hall, the Annex and the Utilities Warehouse.

The City Hall building houses the City Manager, Citizen Relations, Finance, Human Resources, Planning and Utility Billing personnel. An annex building is next door which houses the Information Technology group, servers and the Economic Development Group. The Utilities warehouse which is located less than two miles away houses the Purchasing and Utilities, as well as the materials inventory for the City. The Public Works group is located in the Public Works warehouse directly across from the Utilities warehouse.

Staff members at the Municipal Court, Police Station, Central Fire Station, Parks & Recreation office, Library, Coliseum, golf course and Animal Services receive payments and may utilize a cash register function in the ERP and may also do querying of the system.

The City maintains a number of parks, a pool, golf course, library and coliseum. It also provides a number of recreation programs, including a summer recreation program for children.

## **6.3. Utilities**

The City of Seguin provides metered electric and water/sewer service to its citizens. We also provide residential solid waste collection through a contract with a waste collection company, which is included in the utility bill. There are currently approximately 8,300 electric meters, 7,100 water meters and the City bills approximately 9,500 customer accounts.

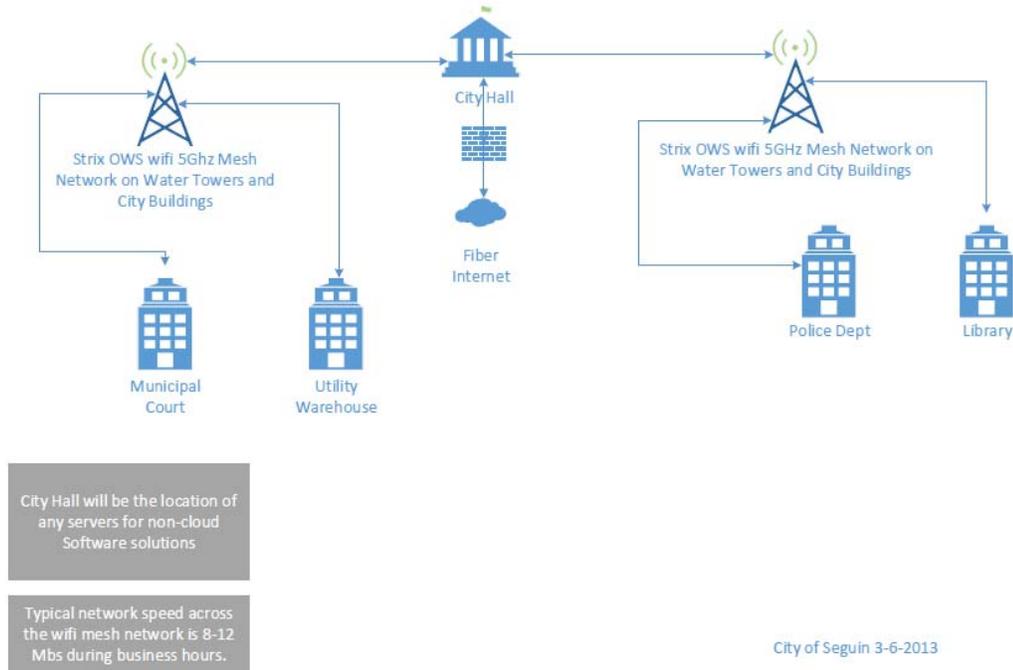
The City has nearly completed an AMI project that covers both the electric and water meters. It has approximately 9,000 meters, of which 7,800 residential meters are read by STAR and the remaining 1,200 commercial/industrial meters are read by TWACS. The meters in the STAR system are interfaced with Sungard/HTE at this time. The meters in TWACS will be interfaced when a custom built Meter Data Management system is completed that will consolidate all meter data and provide a unified system to view and analyze meter data for the City. This should be completed in April 2013.

There are two wastewater treatment plants and a water treatment plant. Additionally, a water plant is operated by City staff under agreement with the SSLGC. Its budget, revenue and expenditures are accounted for by the City in a separate operating fund.

## 6.4. Information Technology Infrastructure

The City has approximately 300 desktop systems, and 30+ iPads. They currently have 44 servers housed in City facilities and utilize VMware to operate the servers in a virtualized environment. The City also has an AS/400 system that hosts the Sungard/HTE system. The City uses HP Servers and has a variety of desktop systems.

The following diagram shows the network currently in place at the City.



## 6.5. Information Technology Systems

These systems are currently in place at the City of Seguin. The table also indicates whether the system is to be replaced on this project, whether it is to be interfaced to the new ERP system or whether it is to remain in place with no interface.

For systems that will continue to operate, the City requires the integration to be at an equivalent, or higher, level than the current level they have in production. In your response, you should clearly specify whether you have a standard interface to this system, a custom interface to the system that is operating at another customer, or no implementations with this system. If you have your own module for the function, you may also include that information in your proposal as an option for our consideration on this or a subsequent project.

Software	Version	Currently Interfaced to Sungard/HTE	To be Interfaced to New ERP	To be replaced with new ERP
Sungard/HTE	Cash receipts Fixed Assets GMBA (General Ledger) Misc. Receivables Purchasing/Inventory Payroll/Personnel Applicant Tracking Utility Billing Land/Parcel Management Building Permits Occupational Licenses Code Enforcement  Version: 7.0.7.1.01		No	Yes
WebQA/GovQA	V9.4.0	No	No	Some work management functions may be migrated to the new ERP
Aclara Star AMR Application Suite	7.4.1	Yes. Billing files uploaded for each cycle.	Yes, depending on the ERP interface	No
Aclara TWACS OC	Client Version 1.3.5.16 & Server Version 1.3.5.16	No	Yes, depending on the ERP interface	No
Meter Data Management System (developed for the City by 10.1)	10point1	Scheduled April 2013	Possible. Depends on the ERP interface	No
Novatech OrionLX SCADA	7.2-1 Distro Version and Firmware 1.42.12	No	No	No

Incode Municipal Court	8.0	A Daily cash report is uploaded; no other interface.	Yes, at the same level	No
Zimbra Email		No	Email notifications should be sent to employees via Zimbra	No

**6.6. Other Service Providers and Interfaces**

These 3<sup>rd</sup> party service providers are used by the City and may have interfaces with Sungard/HTE or information needed by the provider is generated from Sungard/HTE. These functions will continue to be required after implementation of a new enterprise system and they should be integrated at an equivalent or higher level.

Vendor	Function	Currently Interfaced to Sungard/HTE	To be Interfaced to New ERP
Online Utility Exchange	Consumer Credit Checks	No	Preferably
Wells Fargo	Credit Card Processor	No	Preferably
Wells Fargo	Positive Pay for Payroll and AP	Yes	Yes
Wells Fargo	Bank statements	No	Yes, upload bank transactions for account reconcile
Wells Fargo	Employee Direct Deposit File	Direct Deposit file generated from Sungard/HTE Payroll	Yes
ExpertPay	Child Support Deposit for State of Texas	No	Yes
TMRS	Texas Municipal Retirement System	File is generated from Sungard/HTE	Yes

		each pay period and uploaded to TMRS	
TWC	Texas Workforce Commission	Yes	Yes
Nationwide	Employee 457B Savings Program	No	Yes
Hartford	Employee 457B Savings Program	No	Yes
ICMA	Employee 457B Savings Program	No	Yes

### **6.7. Integration**

The City has implemented some integration between the Sungard/HTE system and other systems and service providers, as described in the sections above. As part of this project, we would like to further improve our integration by choosing a company and system that work smoothly with the vendors currently being used. We are particularly interested in areas where you already have the same or similar interfaces in place that can be immediately taken advantage of with the implementation of your system. These include not only the systems such as the AMR, but also the service providers such as credit card processing, and export files for payroll.

In your response, **you must indicate whether you have successfully integrated with the system we have in place.** If not, please indicate which vendors or service providers with which you do have operating interfaces.

If a custom interface will be required, you should include this cost in your proposal.

Finally, in your response you should provide your own high-level integration diagram that shows your system and the integration pieces that are included in your proposal.

In a separate project, the City plans to implement an Outage Management System (OMS), Interactive Voice (IVR) and a full ESRI-based GIS Server and web-based maps for the Utility Department. Please indicate which of these that you have integrated your customer information module with and provide several municipal customers that are operating with this interface.

## 7. Description of IT System to be Replaced

The City's Sungard/HTE software runs on an AS/400 system owned by the city and located at the City Hall Annex building.

It is anticipated that the server will be replaced in this project with the hardware and base software required to support the new ERP system specified in this RFP. The City has a strong preference for HP Servers running VMware in a virtualized environment.

As part of your response, you should include a specification for the server hardware and any software that is required to run your total solution. You may include the hardware in your price quote as separate line items, as a convenience to us, although this is not required. If a hardware quote is not included, the City will solicit quotes that meet the specifications from our preferred vendors. User workstations will not be replaced on this project, so should not be included in the quote. You should, however, provide minimum workstation requirements in your proposal so that we can assess whether upgrades are needed to critical users' stations prior to implementation. This includes the standard workstations and those used in the cashiering function.

In your response, you must also specify network bandwidth capacity and speed requirements for a responsive environment between the user desktop workstations and the server.

We currently run Sungard/HTE version 7.0.7.1.01. These modules are installed:

- Cash receipts
- Fixed Assets
- GMBA (General Ledger)
- Misc. Receivables
- Purchasing/Inventory
- Payroll/Personnel
- Applicant Tracking
- Utility Billing
- Land/Parcel Management
- Building Permits
- Occupational Licenses
- Code Enforcement

**Your proposal must address the total replacement of this system and all functions performed by it. A system that addresses some, but not all of the functions and requires the current system to remain in place will not be considered.**

## 8. Functional Requirements of Project

The City seeks to purchase a commercial, off-the-shelf system to manage the following business functions.

- Finance/Accounting
- Budgeting
- Asset Management
- Cash Register Payments
- Customer Information and Utility Billing
- Utility Billing Customer Web Portal
- HR/Payroll
- Building plus other Permitting, with Inspections
- Building and Code Enforcement
- Licenses
- Land/Parcel Control
- Fleet Management Accounting
- Management Reporting

The proposed solution should be implemented in the Municipal market and the vendor shall have at least three (3) Municipals similar to the City of Seguin that are operating your system in full production for at least twelve (12) months. These installations must include utility services.

The City strongly prefers that all base functionality be provided by the vendor's standard solution and no custom programming is needed. High value is placed on the ability to configure the system to meet our needs at startup, and adjust to future demands of industry changes, additional consumer and citizen services, and the implementation of other technology projects in the future.

**Special note:** *We place high value on the ability to query data from the system and to bring the data into standard desktop tools for analysis and reporting. This requirement spans all software modules provided in your response. This function should be available to all users of the system and not depend upon special programming or knowledge of the database. In our evaluation, we will look at your advanced querying capability from within the system to see what can be accomplished without using a report writer since most of our users will not be familiar with that tool. We will also look at the standard features you have for using mail merge forms to simplify generating correspondence with our citizens and vendors, since we strongly desire to enter data once and use the system to populate the forms built with our desktop tools, i.e. Microsoft Word®.*

The following sections discuss the base functionality required by the City. It cannot be a totally comprehensive list, and we expect commercial systems that serve the Municipal market with both electric and water utilities to provide these functions, plus more, in their standard offering. Since we are purchasing a system that covers a broad range of functions and each vendor has differences in where a particular function resides, we encourage you to specify the modules that are needed to meet our base functionality. You may also include optional software modules in your proposal that show the breadth of your company's offering, particularly those that you think we should consider on this, or a subsequent, project.

In your response, please address each of these sections separately so that we may evaluate the functionality in detail. **We have included worksheets in the appendices that you must fill out for each function and indicate whether your system has that capability as part of the standard release.** Appendix A contains a general list of functions and requirements that span across the entire ERP. As part of our final evaluation of vendor's system, we will evaluate how your system performs these functions, the additional features your system offers, and the overall look, feel and ease of use of your proposed system.

### **8.1. Finance/Accounting**

The City of Seguin utilizes fund accounting and conforms to GASB accounting principles. It maintains budgetary and accounting controls for two major funds, the General Fund and the Utility Fund. It also maintains other special revenue funds, capital project funds, miscellaneous funds and debt service funds. At this time, the City has around 50 separate funds, all of which must be budgeted and reported separately, and also included in the City's overall budget and financial statements.

The City utilizes encumbrance accounting to control budget for purchases, contracts or other commitments over fiscal years.

Respondents to this proposal should be well-versed in the accounting requirements of Texas municipal governments to include fund accounting and encumbrances. Your standard software package should provide the tools and structure needed to meet the legal reporting requirements of the City.

We place high value on the integration between the Accounting modules and the other functions to include customer information and billing, HR and Payroll, and budgeting. Activities in one module should result in postings to the general ledger, as appropriate.

The link between modules should be robust and timely, and minimize manual journal entries. In your response, please indicate whether you have automatic posting of transactions between the modules, queued transactions with manual approval or both.

### 8.1.1. General Ledger

The City uses this general ledger account format in which all components are numerical:

aaa-bbcc-dde.ff-gg

where

- aaa (Fund)
- bb (Department)
- cc (Division is always 00)
- dd (Basic activity)
- e (Sub activity)
- ff (Element such as salaries)
- gg (Object such as 01 for regular time)

Example: 001-1200-415.11-01

- 001 = General Fund
- 12 = Finance Department
- 00 = Division (always 00, as the city does not use divisions)
- 41 = Administrative
- 5 = sub-activity
- 11 = Salaries
- 01 = Regular Time

The City uses six-digit, alphanumeric project codes to account for large budget item expenditures. The system must have the ability to set up project budgets and track expenditures to the project. It must have the ability to require a project code when entering transactions to certain GL accounts, which must extend across all modules, to include AP, Purchasing, Payroll and Fleet.

#### General Ledger Functions

Please find the functions table for General Ledger in Appendix B. This list is not exhaustive of all functions required by the system, but provides us a good base to begin our evaluation. As part of your response you must include this table and indicate whether your system has these capabilities.

### 8.1.2. Accounts Payable

The City requires a full accounts payable module that integrates with the rest of the financial system and with the utility billing module.

The AP module should receive invoices from these methods:

- Hand-keyed invoices from vendors for purchased goods and services
- Electronic invoice files from vendors.

- Customer refunds sent from the customer billing module, i.e. deposit refund checks, credit balance refunds,
- Reimbursements to employees, i.e. travel expenses, safety equipment

The system should support payments in the form of paper checks, ACH deposits and wire transfers.

Laser checks, with printed signature lines, are required.

Our goal for this project is to implement a paperless AP process to include electronic routing and approval of invoices. Please describe this functionality, to include the notification method, attachment of invoice image, how many levels of approval are supported, and the options for handling out-of-office situations. We are also interested in how your system prevents bypassing the process and how it tracks the transaction history.

The City of Seguin makes payments for three legal entities and therefore must produce IRS 1099 forms **with three separate taxpayer IDs**. Your system must have the ability to produce 1099 forms with the total paid for the year to each designated vendor. We require that 1099 data to the IRS be sent electronically, so please indicate whether you can create the upload file directly from your system.

Please find the functions table for Accounts Payable in Appendix C. This list is not exhaustive of all functions that may be desired or available in your system, but provides us a good base to begin our evaluation. As part of your response you must include this table and indicate whether your system has these capabilities.

### **8.1.3. Accounts Receivable**

The City requires a Miscellaneous Accounts Receivables module that interfaces with the rest of the Financial system and with the cash register module. We routinely use this function for recurring billings such as to our retirees for their health insurance premiums, annual fees and hotel occupancy taxes. We also use A/R for one-time charges such as fees for building permits generated through the Planning and Permits module, and fees for use of the City's facilities.

We expect accounts receivable to be integrated with the Cash Register function to allow users to post payments directly to A/R bills as they are received.

In your response, please confirm that you support miscellaneous A/R through the accounting module and describe your functionality for managing recurring and one-time bills and receiving payments.

Please find the functions table for Accounts Receivable in Appendix D. This list is not exhaustive of all functions that may be desired or available in your system, but provides us a good base to begin our evaluation. As part of your response you must include this table and indicate whether your system has these capabilities.

#### **8.1.4. Budgeting**

The City goes through a multi-stage budget process each year. This process produces the operating budget for each of the funds and for each department, and produces the budget for capital projects. The budget is reviewed internally in various stages before being presented to City Council for approval.

We would like to significantly improve this process with tools to easily create multiple what-if scenarios. We would like to be able to adjust HR assumptions, such as cost-of-living increases and benefits expenses, independently and to allow these to be applied to each scenario. We would also like tools to allow departments to input their own data and allow approved departmental budgets to be rolled up to the overall budget.

We also require the ability to adjust the budget throughout the year and to track revisions. A full set of budget reports should be available, to include budget worksheets for pre-approval and actual expenditures vs. budget, and comparisons to previous years.

Please find the functions table for Budgeting in Appendix E, which you should complete as part of your response.

#### **8.1.5. Banking**

The City manages a number of different bank accounts to cover all of its financing and operating activities. Several of these are pooled accounts. Management of the bank account is done solely by the City's Finance Department.

We currently reconcile bank accounts monthly with the assistance of spreadsheets and reports from the Sungard/HTE software. Checks issued from the system via A/P and Payroll are manually marked as paid in Sungard/HTE by comparing them against the bank statement. We are not electronically uploading statements at this time.

We do utilize Positive Pay with our bank at this time. This will continue to be used after the conversion of the system, so your proposed system should support this function.

We require a bank account reconcile function in our enterprise system to give us tools to make this process easier. This function should be integrated with the cash receipts, accounts payable, accounts receivable and utility billing modules so that all transactions into the bank reconcile process are brought over automatically and are traceable back to their source. It should support electronic upload of our bank statement and provide tools to quickly clear checks, reconcile transactions, input bank and auto-deposit/draft transactions, record wire transfers and identify mismatches.

Please find the functions table for Banking in Appendix F, which you should complete as part of your response.

### **8.1.6. Fixed Assets**

The system should have a fixed asset module that can manage assets across multiple funds. Dollars to be capitalized may come from accounts payable, materials, payroll, and work orders. The system should provide tools for:

- a. Addition of fixed assets
- b. Retirements of fixed assets
- c. Sale of assets with gain/loss
- d. Monthly depreciation

Integration between the Fixed Asset module, the general ledger, accounts payable and the work order module are required for each of these activities so that transactions in Fixed Assets makes the appropriate postings to the GL.

Please find the functions table for Fixed Assets in Appendix G, which you should complete as part of your response.

## **8.2. Purchasing**

The City utilizes the Sungard/HTE system to manage its purchasing process for goods and services. All purchases start with a requisition, which may be initiated by any supervisor a number of other office personnel of the City. Department heads or supervisors must approve all purchases within his/her department, and additional signatures may also be required based on the dollar value of the requisition. Bids are often required and these must be maintained with the purchase order.

Once the requisition is approved by the Purchasing Manager, the approved requisitions are converted to purchase orders by the buyer and then issued to the vendor on printed PO forms.

We strongly desire a paperless purchasing system that supports multiple levels of approval. The level of approval will be rules-based using the commodity type, and total dollar value of the requisition. We are interested in technology that allows us to quickly move from a paper-driven system to a paperless one that preserves our tight controls and traceability.

The City issues purchase orders from three legal entities: the City, the Seguin Economic Development Corporation and the SSLGC. Your system must have the ability to accommodate this requirement.

The Purchasing module must be tightly integrated with other modules on the system to include Materials, Accounts Payable, Fixed Assets, Work Orders and General Ledger.

Please find the functions table for Purchasing in Appendix H, which you should complete as part of your response.

### **8.3. Materials**

The City maintains material inventory at one central warehouse. Several types of inventories are maintained including electrical equipment/supplies, water equipment/supplies, safety supplies, janitorial supplies and office supplies.

The vast majority of items, both inventory and non-inventory, are received at this warehouse, with some exception for large items or chemicals which may be received at the water treatment plant or wastewater treatment facilities.

The City maintains in Sungard/HTE a list of items that it routinely purchases. These items are identified by inventory type, commodity codes and description. Inventory items also have a designated location and reorder point information, along with on-hand quantity and unit cost.

All purchases are received by warehouse personnel who verify the material against the packing slip and the quantities received. They are then received against the purchase order in the HTE system.

The city requires an annual inventory process and requires good tools to manage this process, as well as tools to assist with more frequent cycle counts, tools to help maintain the correct quantity on-hand, to quickly reorder material, and to quickly see the total quantities and dollar values of inventory in the warehouse. The software must provide the ability to quickly trace all receipts and issues of materials, and to see both on-hand, on-order and committed quantities from a common view.

At this time, paper requisition/forms are used to initiate the issue/return of material to/from the warehouse. These forms may be started by any City employee and require the approval of a supervisor or department head, as well as the Purchasing Manager. Material issued from stores is charged to the GL account entered on the requisition form. We intend to move to a paperless requisition/return system for both inventory items issued against a maintenance or capital account, and other supplies that are inventoried but are charged to an operating account. This process should provide tight controls and traceability and be completely integrated with materials so that on-hand quantities are strictly maintained.

Please find the functions table for Materials in Appendix I, which you should complete as part of your response.

### **8.4. Work Orders**

The City does not currently utilize work orders within the Sungard/HTE system. The City does utilize a system called WebQA to generate work orders and do some minimum tracking and reporting of these work orders by type, although no costs are tracked through this system. The Utility Department intends to develop a work order process in the next two years so that they can better manage their job schedules, costs and resources. This Enterprise System should have a work order module that we can utilize for this function.

At a minimum, we require a work order system that supports both capital extensions and O&M work. The functionality should be seamlessly integrated with the other modules so that a work order initiated through one department, such as Planning can be managed as it is worked by Utilities, Utility Billing, Inspections, Planning and Accounting. The system should provide tools to improve the efficiency and visibility of these jobs so that each department can be notified of tasks that need to be completed and check status without pushing paper throughout the City.

We also require the capability to generate estimates from the system based upon standard labor and a bill of materials. The system should have the ability to accumulate costs to a work order from A/P, materials, payroll, transportation overhead distribution, and should be fully integrated with GL and the cash receipts module. The system should provide reports on activity within a period, and across the life of the work order.

The system should have the capability to collect fees from customers and apply to the work order, and also the ability to collect aid-to-construction to the job. The payment status of all fees and aid should be visible from the work order so that City personnel can determine when payments are made and the job can move forward onto the next step in the work flow process.

Please find the functions table for Work Orders in Appendix J, which you should complete as part of your response.

### **8.5. Human Resources and Payroll**

The City requires a Human Resources and payroll module. These functions are fully performed by Sungard/HTE at this time.

As part of the human resources function, we require the ability to track applicants and to provide reports to the state and federal agencies based on this data. We also require that all employees are tracked by position and positions are tied back to the budgeting function. We also require the HR module to assist us with recurring tasks such as performance reviews, employee actions, and tracking specials licenses and certifications.

Payroll is run bi-weekly for all employees, and employees are paid via direct deposit. The system should provide tools to manage a variety of taxable and non-taxable benefits, investment deductions, retirement benefits and health benefits.

The system should provide a web-based employee portal to allow employees to view their pay history, PTO balances and personal information. It should support the ability for employees to input their time via the portal and support electronic approval of time and leave requests by the employee's supervisor.

The system should support both self-keyed time entry for our employees with electronic approval by their supervisor, and time entry by a payroll clerk. Payroll processing should be secure, simple and robust. It should create the ACH deposit files and retirement and investment files for upload to the respective sites.

The HR/Payroll module should be fully integrated with the rest of the system, to include the general ledger, budgeting and work orders.

Please find the functions table for HR/Payroll in Appendix K, which you should complete as part of your response.

### **8.6. Parcel Management**

The system should maintain centralized parcel information to consolidate all information within one common view. The system should track the legal description, ownership, and all current and historical accounts, work orders, permitting, inspection and code enforcement actions that have taken place at that property. The system should provide standard integration with an ESRI-based mapping system. Parcels are currently kept by GO ID in HTE, but there is also a property ID used by the Appraisal district that we would like to utilize.

The city updates the parcel information from the Appraisal District reports on a monthly basis. All utility accounts are tied back to these common addresses, as well as permits, inspections and code enforcement.

A complete, integrated view of the parcels and all current and historical permits, actions and accounts associated with the parcel is required.

Please find the functions table for Parcel Management in Appendix L, which you should complete as part of your response.

### **8.7. Permitting and Licensing**

A Permitting and Licensing module is required. This module should be fully integrated with the rest of the system so that it utilizes the common locations kept by parcel management, and can have tasks triggered by work management. It should also be integrated with the cash receipts module and accounting module so that customers can be billed for fees and payments can be received.

The City maintains a variety of permit types from complex building permits to simple garage sale permits. Your system should have the capability to define a wide variety of permit types, associated fees and should support a variety of forms and work processes for permit applications and renewals.

The City also issues licenses for contractors authorized to do work within the city. Your system must provide tools to track these licenses and to check their current status as they are added to building permits so that contractors without an active license cannot be issued building permits. Your system must have the ability to define a variety of license types and provide flexibility to associate fees and forms.

We want the ability for citizens to apply for, and renew, permits and licenses online and be able to pay their fees through this method.

This module should be fully integrated with the rest of the system for collection of fees and to provide an integrated view of all activity associated with a parcel.

Please find the functions table for Permitting and Licensing in Appendix M, which you should complete as part of your response.

### **8.8. Code Enforcement**

The City requires a Code Enforcement function within the system to manage and track code violations associated with a property. The system must have the ability to define a variety of types, associate fees by types and keep forms specific to the code issue.

This function should be completely integrated with the parcel management function so that all code actions are tied back to the common address. The user should also have the ability to bill for and collect fees associated with code actions.

Please find the functions table for Code Enforcement in Appendix N, which you should complete as part of your response.

### **8.9. Utility Billing**

Details of the Utility Billing function are described in the following sections. The function table for Utility Billing is provided in Appendix O, which you should complete as part of your response.

#### **8.9.1. Services**

The City provides electric, water/wastewater and garbage service for its citizens. Accounts may have any combination of these services, based on whether it is within the service territory for that service. Each service has its own fee and rate structures.

The City also maintains and bills customers for street and security lights.

The vendor's standard software must have the flexibility to support each of the services and devices for an individual account. It should also support a broad mixture of rate types that base their bill calculation on a combination of fixed fees per month, kWh, KVAR or demand readings, and gallons.

All services are tied to a particular location that should be defined and managed in the Parcel Management module.

Billing for all services at a location is combined to one common account and should be combined to one bill. We need the option to send "statement bills" to customers with multiple accounts.

#### **8.9.2. Customer Accounts**

For this function, the City places high value on the presentation of the data and ease of use, to allow customer service representatives (CSRs) to serve our customers quickly over the phone or in-person. Active accounts may be queried or edited by CSRs in response to customer calls or by a walk-up customer at the City Hall utility billing office.

The system must be able to support an individual customer having multiple accounts that may be billed together or separately. It must allow us to transfer balances among the accounts and support our need to view that customer's history over multiple accounts at different locations.

The system must be flexible and fully functional to handle the wide variety of needs in managing utility accounts for a city. Some key functions include:

- Defining a variety of rate structures for commercial and residential accounts
- Performing credit checks for new members using Online Utility
- Collect/refund/apply deposits on accounts
- Connect/Activate Service for a new, existing and temporary location
- Disconnect/Remove Service at a permanent or temporary location
- Transfer service for a location from one customer to another
- Collect and report taxes for a variety of different taxing entities for each account, to include state, county, city, school, franchise and special districts
- Support landlord accounts to allow the service to transfer back to the landlord when a renter terminates service.
- Need ability to have multiple addresses for the customer, that is separate from the physical address of the service
- Provide user-definable, open fields to track any additional city-specific information that is not part of your standard fields.

**The vendor's proposed software must be compliant with PCI and Red Flag rules.**

We would like to streamline the application process for setting up new customers by employing work flow tools that guide the CSRs and service personnel through the required steps quickly. We are particularly interested in generating application forms and other correspondence directly from our customer information system so that CSRs do not enter the same information in the system and in a template on their desktop. It is our strong preference to create templates using Excel® or Word® since our staff members know those tools and they are available broadly across the organization. In your response, please discuss your integration in this area and whether the ability to define form letter templates is included in your system.

### **8.9.3. Meter Data**

The City has installed the Aclara TWACS and Star systems. All of our meters read in through one of these systems and provide the source of the cycle billing

readings. The City is also installing a custom built meter data management (MDM) system that should integrate this data and may provide the data for the utility billing system.

In your response, please indicate if you have standard interfaces between your utility billing system and the TWACS and Star systems. You should also provide us references of active customers that have these interfaces installed.

The billing system is the master for associating a particular meter to an account, service location and billing cycle. Changes to account data should be passed from the billing system to Star and TWACS on a routine basis and this interface process should be simple, automatic and incredibly robust.

Minimum functionality that is required by your system in the area of reading and presenting meter data for billing and to the consumer is:

- The Star and TWACS database must be updated from the billing system on a regular basis. This interface process must be automatic and robust.
- Cycle billing readings must be uploaded from the Star and TWACS systems to the billing system by an automatic and robust process
- Must have the ability to track and bill power factor based on a KVAR reading from the meter.
- An on-demand read function should be available from the consumer's account (triggered from the billing system). Tight integration with the service order process is highly desired so that this reading may be posted for a connect or disconnect service order.
- Billing readings should be posted to the consumer's account based on the cycle billing schedule.
- Pre-billing reports to identify missing readings, high/low readings, rollovers, etc. should be available for a billing cycle and route.
- Manual reads are occasionally required for billing and these should be input to the billing read as part of a manual read service order.

In your response, please provide us information on how you have implemented a solution utilizing your system, the Star AMR system, the TWACS AMR system and the customer's utility website to achieve these functions. Please describe your full capabilities in this area.

#### **8.9.4. Billing**

The city has five billing cycles per month. Your processes in this area should be efficient and accurate. There should be a range of standard tools and reports to find out-of-normal usage patterns, missed readings, problems with budget accounts and account setup issues that will affect billing.

The city is the provider for both the electric and water services, although deregulation is routinely discussed in the state legislature and may be a

requirement in the future. Please indicate whether you can operate in a deregulated environment, and provide the ability to unbundle rates so the city can bill for multiple electric providers for our customers.

We are also interested in time-of-use billing (TOU), and have put the meter and AMI infrastructure in place to allow this in the future. Please indicate whether you support TOU billing for electric service.

The city prints its own bills and delinquent statements using equipment located in our facilities. Please indicate whether you support in-house printing and if you have an arrangement with a bill printing service. Setup costs for either of these options must be included in your proposal, as applicable.

Customers should also have the option of receiving paper bills or e-bills. With either option, the bill image should also be available to the customer through the bill pay website.

### **8.9.5. Cashiering and Payment Functions**

The system should support receipt of utility billing payments through these methods:

- Recurring credit card payments
- Recurring bank drafts
- E-checks from the consumer's online banking payment
- Mail-in payments processed by City employees or a Lock-Box service
- Credit card payments processed through an IVR system
- Credit card or bank draft payments taken through the customer portal
- Over-the-counter payments taken through the cash register at City Hall (cash, check or credit card).
- Drop box payments

The City requires full cashiering functions with multiple cash drawers per office. At each station, the cashiers must have the ability to accept utility payments in the form of cash, checks, money orders and credit cards.

The system must have the ability to balance each cash drawer by the cashier, and then to combine multiple drawers to a single bank deposit. Deposit information is reconciled against the G/L by the accounting group.

We are interested in improving and consolidating the complex processes for receiving payments from a variety of sources and posting these to the correct customer account(s). We also want to streamline our process to reconcile deposits to the bank account and to handle NSF's. We place high value on reducing the complexity in this area by consolidating the number of processors

that we interact with and by having tools that allow us to do the work within the system to reduce the number of external spreadsheets.

#### **8.9.6. Service Orders**

Customer service requests for connect and disconnect of service and routine maintenance are managed through service orders. Service orders are generated by CSRs and service technicians. They are scheduled, dispatched, and executed by the service group and closed by the CSRs in the Utility Billing office.

Your system should have the ability to define a variety of service order types, and to define the fees required by type. You should have reporting tools to help the service manager track open orders, and measure the effectiveness of their organization in completing orders on the scheduled date. The system should support stacking service orders and changing from one type to another, such as converting a disconnect service order to a transfer when the new, connecting party applies for service.

During our evaluation, we will place high value on our ability to manage the work steps in this area to ensure that we can identify all outstanding orders and provide a complete picture of work done to-date so that the CSRs may quickly respond to consumer inquiries.

#### **8.9.7. Delinquencies and Collections**

The City applies late fees and produces delinquent notices for each billing cycle. It also produces “door hangers” for each account that is on the cut-off list. These are placed at the location one day prior to the cutoff day. We do not currently use an IVR for this function but are considering this in the future. Please indicate which IVR systems that you have interfaced with.

Your system should have a notification process to alert key users of the systems when a customer on the cutoff list makes a payment on their account via any of the payment channels (counter, website, IVR) so that the service technician can be contacted. This notification should be real-time to avoid disconnecting a consumer who has paid their bill.

### **8.10. Utility Customer Web Portal**

Your proposed system must provide a web portal to allow utility customers to view and pay their bill online. Online payment methods should include credit card payments and bank drafts.

The customer should be able to view their current and past bill images, see their current balance and pay history, make secure payments on their account and setup/cancel e-bills.

The payment processing must be managed in a secure, PCI-compliant process. No credit card information should be processed or stored directly on the City’s system.

Please find the functions table for the Customer Web Portal in Appendix P, which you should complete as part of your response.

## 9. Data Conversion and Migration Requirements

As part of the purchase of the system, the City requires conversion of our existing Sungard/HTE-based data into the new platform, and setup of the data tables to ensure that **we can successfully perform our business functions without interruption**. We require the proposer to provide professional services in this area to convert our historical data to the format required by your system, validate it to confirm the conversion was done correctly and the accounting balances and utility account information is accurate, and load the data into the new database. It is expected that this will be an iterative process and require close work between your project staff and the city staff.

Our data is currently on the AS/400 DB2 platform, Sungard/HTE version 7.0.7.1.01.

As part of this project, you will cooperatively work with key City resources to map the data from our current data tables to your system so that our current and historical data is maintained going forward. During the project, you will provide a test system that we will use to validate the converted data and will use for training. Prior to cut over to the live system, you will provide documentation to confirm that the data was converted properly and the new system carries the balances of our existing system.

The City installed the Sungard/HTE system in 1994 and maintains all financial, budget, purchasing, utility billing and planning information since that time. Our plan is to convert 10 years of financial history and 5 years of utility billing history. Your proposal should cover the conversion and loading of this data to the live system and the validation of it against our current system.

As part of your response, please provide us your methodology for data conversion, including your expectations of the City, and key milestones in the process. You must also indicate if there is some data that you do not typically convert in these projects.

Module	Items
General Ledger	Chart of Accounts; GL transactions; journals, budget
Accounts Payable	Vendor list, invoices; payments; 1099 balances
Accounts Receivable	Bill-to information; receipts
Fixed Assets	All Fixed Asset accounts
Budget	Current and Historical budgets
Purchasing	Historical and open purchase orders, requisitions.
Materials	Item List; current cost, quantities
HR/Payroll	All active employee records to include payroll, benefit and deductions administrative records; current PTO balances; YTD payroll information
Parcel Management	Master parcel list
Permits	All open and historical permits.
Licenses	All current licenses; all licenses expired within past 2 years
Code Enforcement	All open and historical code enforcement items.
Utility Billing	Customer information, billing history, payment history; service orders; notes; reference tables, meter inventory, transformer inventory
Location Data	Location IDs, current and historical connectivity

## 10. Customer Support

Technical support for users of the system on the go-live date(s) and on an ongoing basis is required. All users must have the ability to directly seek technical support for any of the products or modules implemented on this project. At a minimum, standard technical support from a live person based in North America, should be available between 7:00 am and 7:00 pm Central Standard Time.

In addition to user support for all of the applications, the vendor should also have expert technical support readily available to our IT staff to deal with installation and performance issues. You should also have experts to deal with integration issues between your system and each of the systems that you integrate with.

In your response, please address these items.

<b>User support</b>	What are your live support hours?
	What support channels are available to us? Phone, chat, online support forum?
	How many people provide phone support at a given time?
	How do you provide expert IT support?
	How do you support integration with other systems? Is this support also available through your phone support line?
	How do you track support calls? What is your target response time and target resolution time?
<b>User Group</b>	Do you have an annual meeting for the user group? Where do you hold it? How many days? Do you also have regional groups?
	Does your user group have an online forum for sharing?
<b>Training</b>	Do you have ongoing training classes? Are these at your site, regional and online?
	Do you provide resource documents and training materials online?
	Do you offer online webinars?
<b>Software releases</b>	How often are software updates released?
	How are the updates scheduled?
	Who installs the updates? Your technical support or the customers' IT group?
	How do you inform users of new features in the release?
<b>User Input and Addition of Features</b>	How do your users provide input for additions to the system?
	How do you track these requests?

In your pricing response, please indicate what level of support is included as part of the standard, and what additional fees may apply for off-hour or additional support. If no difference in support cost, then please indicate this, as well.

You should also provide us information and/or optional services that address disaster recovery.

## 11. Training

Training for each user of the system will be required. Your proposal should include the best way to deliver this training for each group, i.e. webinar, online, classroom, on site.

The training should be delivered in an effective and cost-efficient manner just prior to startup of the system, with onsite support and follow-up during the go live periods. The proposal must include a general plan for the City, as well as a cost estimate for additional training if this is requested by the City during the implementation project.

The City will make resources available for training in a common location, as needed. It is anticipated, however, that dual training sessions will be required for the Utility Billing CSRs since we will split the group into two groups so we can continue to provide customer support during training sessions. Training space and equipment will be provided by the City and set up prior to training by our staff.

During the initial planning stages of the project, your project manager must prepare a specific training plan for the City that includes the topics to be covered, the dates, and a validation plan to ensure that each employee is prepared to execute their role utilizing your system. Note: the test system should be available to us as we begin training so that users can practice independently after the initial classroom training.

The City staff to be trained on the new system is outlined below. Based on the proposer's experience with prior implementations, you should propose a training and support plan that will enable the City to perform all business functions as we go live.

<b>Group</b>	<b>Staff Members</b>
Utility Billing Staff	6
Accounting Staff	6
Purchasing/Materials	4
HR/Payroll	5
Utilities Services, Dispatch	6
Planning & Permits	8
Fleet	1
Department Managers, Staff (query functions, AP approval, requisitions)	25
IT Staff	3

## 12. Go Live Support

In your proposal, please outline your strategy and cost for providing Go Live support for this project. Please specifically address how you will support the Utility Billing staff in their daily work and through their billing, delinquent and collections processes. Please also indicate what support is available to the staff during the first payroll, and the first month-end after we go live.

It is our intention to carry on business-as-usual as we go live, to include all business functions.

Your support plan in your proposal should be based upon the most likely scenario for a customer the size of the City. It should include the number of your resources and the length of time they will be available on site. If a staged implementation is recommended, then you should include appropriate support staff for each stage.

In your response, please include an estimate for additional cost per resource if we request additional staff members on site during the critical weeks of startup.

In addition to the onsite support staff, we expect access to technical support staff to assist with integration with the other systems, such as the TWACS and Star systems.

### **13. Test Environment**

A complete test environment must be provided as part of your solution. This test environment should be available to the City during the conversion project for data validation and training and must remain available to us post-conversion.

The test environment must be located onsite and be directly available to the City on a 24/7 basis.

The test environment can run on the same server as the production system, but must be a separate database so that changes in test will not impact the production system. The test environment must be easily refreshed by the City's technology support personnel so that it can be kept current, and not require the vendor to reload the test system.

## **14. Disaster Support and Recovery**

In your response, please include an option to provide disaster support and recovery services to the City. Please provide the features of the plan and your pricing model, i.e. monthly support fee, as-needed support fee, etc.

## **15. Implementation Support**

### **15.1. Project Management**

To ensure a smooth transition to the new system with no interruption in service to our citizens and customers, the City requires strong project management from the vendor. The project manager should be committed to, and follow the project from beginning through successful implementation. The project manager must stay engaged in the project, provide regular status updates to City management, and be knowledgeable in the work of the team so that the project remains on schedule and issues are identified and resolved quickly.

The City also requires an executive sponsor from the vendor to resolve issues or remove barriers if we believe the project manager is not able to do the work, or if the project begins to stray from the agreed-to timeline or scope. We will also provide the vendor with an executive sponsor on our end for the same purpose.

At issue of the contract, the successful vendor must provide the City an implementation schedule with key milestones, and a roster of project team members and their respective role in the project. For each team member, you will include relevant work background to demonstrate that the team member has the requisite skills for the position.

During the implementation phase, the vendor must provide the City notice prior to reassignment of a key person from the project team, and must have a defined replacement with expertise at the same level. It will be the vendor's responsibility to bring the new person up-to-speed on the project at your cost and without delay to the project.

### **15.2. Work Processes**

We are strongly committed to adapting our work processes to avoid customizations of the software or expensive add-ons to the base package. During the implementation project, the vendor should provide the project team guidance on work flow designs that help us take advantage of the opportunities available in your system to improve our current work processes. These designs do not need to be specific for the City and can be in the form of training materials, process diagrams or work flow templates.

### **15.3. Installation**

The vendor is expected to install all components of your software solution on the hardware designated for this project. This includes the required software components on the server and on the user workstations. The vendor will set up the software in both a test and production environment, with the test environment available during the data conversion, testing and training phases of the project. The successful proposer is expected to work closely with the City's Information Technology Department to ensure that our standards for operations and security are followed.

The vendor will also set up the appropriate security controls, backup and recovery processes, database tables, reporting software, data warehouse tools, database replication processes, business intelligence tools, portal tools, on-line help files, and any other components necessary for production operation of the system.

The security measures should be compliant with all federal and state regulations relating to privacy and information protection issues.

Prior to implementation, the vendor should provide the City IT Manager an installation plan and conduct an appropriate installation test process to ensure that all components are properly installed and ready for use. Sign-off of the plan by the City IT Manager will be required prior to implementation, and his confirmation is needed after the software has been installed and tested.

## Appendix A. General and System-Wide Functions

**General Requirements** - Applies to ALL modules on the System. Please note any differences in these functions for any module.

	Function	Can-do	Vendor Comments
<b>Architecture</b>	ERP should provide a modular architecture such that additional modules including third party custom or community provided modules can be incorporated through a Web Service or a well defined API.		
	The system must run in a virtualized environment with VMWare		
	The system should provide for at least two test environments that are managed by local personnel and can be quickly recreated.		
<b>Reporting</b>	System must have ability to archive reports		
	System must be able to generate .pdf, .csv and .xls files for every report and query		
	Supports defining report templates built in desktop tools and provides simple tool so user can associate data items directly to the cells without specific knowledge of data tables. Allows user to quickly generate repetitive reports and forms.		
	System must have ability to run standard and ad-hoc reports on-demand, including past periods		
	All reports should be available to print to the screen only or to a printer.		
<b>Querying</b>	System must have ability to build complex queries in every module using a wizard or similar selection utility. Queries can be saved and recalled later, and can be shared with other users of the system.		
	System must provide drill-down capabilities from query and report output to allow user to move quickly to source transactions directly from the query output. This includes transactions that originated outside of this module.		
	Output of queries can be immediately exported to Excel, as shown on the screen.		
<b>Documents</b>	System must have ability to attach documents to records in every module. Document types should be any standard desktop format to include .pdf, .jpeg, .xls, .doc. Examples of records are invoices, employee records, vendor records, work orders, permits, etc....		

**General Requirements** - Applies to ALL modules on the System. Please note any differences in these functions for any module.

	Function	Can-do	Vendor Comments
<b>Help and Support</b>	The system must provide online Help from the Application or vendor website. Help must be provided on fields, for a screen and for complex functions such as building workflows.		
	The vendor should support and maintain an online community for their application. The developers and support teams should actively work with the Community and respond to requests via the Community.		
<b>Security</b>	Utilizes a single sign-on for all applications, such as Microsoft Active Directory or LDAP		
	The system should support security by groups and by individual users.		
	Security must include minimum of Inquiry, Add, Update and Delete levels. Security may apply to the screen, processes and secured data items. This security must be enforced across all modules and queries, even those coming from an external source (i.e. reporting tool)		
	Security settings must be common across the modules so that users can drill down to information only if they have security to view that information.		
<b>Notifications</b>	Users must be notified of workflow actions by web-based email (City of Seguin currently uses Zimbra).		
	All notifications sent via email must include a hyperlink to allow user to be directed immediately to the requested action in the system. The link should not bypass normal login security, to include authentication requirements after session timeout		

## Appendix B. General Ledger Functions

### General Ledger

	Function	Can-do	Vendor Comments
<b>Account structure</b>	Supports fund accounting for up to 50 separate funds.		
	Can support general ledger account structure including the available number of digits		
	Can make accounts inactive to prevent further posting to that account from any module.		
	GL Accounts are known and validated from all other modules on the system		
	Integrated with budgeting so that budget numbers and budget revisions are posted to the GL		
<b>Project codes</b>	Can support project codes, project budgets and provide reports by project		
<b>Journal Entries</b>	Supports one-time, recurring and auto-reverse JEs.		
	Can set up authorization by user and module to post JEs or require approval.		
<b>Standard Reporting</b>	Fund Balances (by fund and consolidated)		
	Activity Reports		
	Project Reports		
	Budget Reports		
	Other Standard reports. Please provide a list.		
	Reports can be exported to .PDF or Excel (.xls and .csv)		
	Reports can be archived and retrieved later		
	Ability to run reports at any time, including past periods		
<b>Integrates with:</b>	Payroll		
	Banking		
	Work Order		
	Assets		
	Accounts Payable		
	Accounts Receivable		
	Utility Billing		
	Fleet		
<b>Conversion</b>	Convert chart of accounts; convert all active project codes		
	Convert all account balances		
	Convert 10 years historical transactions		

## Appendix C. Accounts Payable Functions

### Accounts Payable

	Function	Can Do	Response Comments
Vendor Information	Maintain full vendor information that is shared between AP and Purchasing.		
	Support AP address, PO Address and e-mail addresses		
	Maintains bank account information for ACH payments		
	Supports 1099 Vendors to include federal tax ID and Social Security number		
	Security setting to prevent access to, or masking of, SSN/Federal Tax ID		
	Ability to set a vendor's status to inactive to prevent further use of that vendor for Purchasing or AP.		
	Ability to enter expiration date for insurance, and provide reporting on this field		
	Ability to indicate whether W-9 has been received		
	Ability to attach scanned images to the vendor record, such as insurance form, W-9		
Invoices	Supports hand-keyed vendor invoices		
	Supports import of electronic invoices		
	Receives refund requests from Utility Billing for deposits and credit balance refunds		
	Ability to attach scanned image to the invoice		
	Ability to have different GL accounts by item		
	Ability to identify the project for the invoice, if invoice is keyed to a capital GL account		
	Ability to identify a payment as a non-1099 payment for 1099 vendors		
	Ability to set tolerances to allow over/under PO amount		
	Ability to include shipping or other charges as a separate item, and ability to spread these charges to the unit costs when posting the items to Materials.		
Ability to indicate bank for each payment			
Payments	Supports Laser Checks with printed signature and no signature		
	ACH Payments with email notification to vendor		
	Ability to pay a batch of checks and to process single checks.		
	Supports wire transfers as a payment form with email notification to vendor		
	Ability to create Fixed Assets records directly from AP		

**Accounts Payable**

	Function	Can Do	Response Comments
<b>Integration</b>	Purchasing		
	Materials		
	Utility Billing		
	Work Order		
	Fixed Assets		
	Fleet		
	Banking		
	General Ledger		
<b>Standard Reports</b>	Check Register		
	Payments by vendor for a period or date range (summary and detailed).		
	Open Items		
	Voided Checks		
	1099 payment report for each legal entity		
	Invoice Batch reports		
	AP Trial Balance		
	Vendor Listing (includes ability to exclude inactive vendors)		
	Vendor History		
	Ability to export all reports to .PDF, Excel (.xls and .csv)		
	Ability to archive reports		
Ability to run all reports at any time, including past periods			
<b>1099 Processing</b>	Ability to run a 1099 report any time in the year.		
	Ability to produce 1099 forms for multiple legal entities		
	Ability to generate electronic 1099 forms for upload to IRS site		
<b>Conversion</b>	Convert all vendor information		
	Convert 10 years historical invoice and payment data		

## Appendix D. Accounts Receivable Functions

### Accounts Receivable

	Function	Can Do	Vendor Comments
Invoicing	Maintains customer list for recurring invoices		
	Maintain Item and Price List for items that are routinely invoiced Also allow invoicing for generic items that can be priced at the time the item is added to an invoice.		
	Ability to generate recurring invoices automatically based type, batch and due date.		
	Provides ability to add multiple tax types to invoices (state, city, county)		
	Provides a copy invoice function to allow the same invoice to be copied to multiple customers		
	Provides ability to generate one-time invoices quickly		
	Provides the option to print and send invoices or statements as invoices are generated, or as a batch.		
	Invoices are immediately available to receive payments.		
	Ability to use multiple GL accounts on an invoice Ability to generate invoices for multiple legal entities		
Receiving Payments	Payments can be received via Cash Register and posted directly to the AR bill		
	Provides ability to post credits and adjustments to accounts		
	Provides a write-off function that integrates with GL		
Refunds	Provides a refund function that transfers information to AP for Payment, and to GL for appropriate postings.		
Integration	Cash Register		
	General Ledger		
	Planning/Codes		
	Work Orders		
	Accounts Payable (for refunds)		
Reporting	Invoices by Batch		
	Statements by Batch		
	Overdue Accounts (30, 60, 90+)		
	Billing Activity by Period		
	Payment Activity by Period		
	Trial Balance		
	All reports can be exported as .PDF and to Excel (.xls or .csv)		

**Accounts Receivable**

	Function	Can Do	Vendor Comments
<b>Conversion</b>	Convert all active, recurring invoices		
	Convert customer list		
	Convert 10 years historical invoice, customer and payment data		

## Appendix E. Budgeting Functions

<b>Budgeting</b>			
Function	Can Do	Vendor Comments	
<b>Create Budget</b>	Ability to create and maintain multiple what-if scenarios. Extensive toolset to support adjustments at the fund, department and account level.		
	Ability to use current year budget, last year's actuals, or current year-to-date actuals as starting point for budget scenario.		
	Ability to work HR budget process independently and then to incorporate to the overall budget.		
	Provides tools for departments to work with their budgets and then to roll up departments to overall budget.		
	Ability to export budget data to Excel		
<b>Loading Budget</b>	Supports easy consolidation and loading of final budget		
	Supports easy changes to the budget during the year and provides and audit history of changes		
<b>Updating Budget</b>	Provides tools for updating current budget during the year. Provides audit trail of all changes to the budget once it is finalized.		
<b>Reports</b>	Budget Worksheets (overall, by fund, by department)		
	Budget by Fund Report		
	Activity vs. Budget report (by fund, department, account, rolled up).		
	Budget Audit History		
	Supports drill down features to allow user to see all accounts and items that make up the budget line		
<b>Conversion</b>	Convert current year budget, and all revisions		
	Convert 10 years historical budgets.		

Appendix F. **Banking Functions**

**Banking**

	Function	Can Do	Vendor Comments
<b>Accounts</b>	Supports pooled bank accounts.		
	Provides a banking register display for each account. Provides ability to filter by type of transaction, date. Provides ability to drill down to source transaction		
	Supports integration of payment transactions into banking reconcile from AP, Payroll		
	Supports integration of deposit transactions from Cash Register, Utility Billing, Accounts Receivable		
	Shows voided and returned checks from all sources.		
	Allows user to record transactions in the bank register to the GL, such as for wire transfers, ACH deposits or auto-draft payments		
	Allows drill-down of transactions from the check register back to their source.		
	Provides full audit history of all transactions		
<b>Reconciling</b>	Supports clearing of individual transactions or groups of transactions		
	Supports import of electronic bank statement to allow quick clearing of transactions		
	Allows user to quickly add items to register for bank fees, interest income, CC fees		
	Tracks beginning date for next reconciliation along with beginning balance		
<b>Reports</b>	Monthly reconciliation reports by account		
	Cash flow reports for account, and by fund for pooled accounts.		
	All reports can be displayed on the screen, exported to .PDF or Excel (.xls or .csv)		

## Appendix G. Fixed Assets Functions

### Fixed Assets

	Function	Can Do	Vendor
<b>Managing</b>	Manages fixed assets for multiple funds		
	Fixed Assets can be added from AP, from Work Orders and from within Fixed Assets		
	Fixed Assets can be retired from Work Orders or directly in Fixed Assets		
	Provides tools for asset disposal to include recording gain/loss on sale and removal of depreciation from proper GL Accounts		
	Provides tools to transfer balances between fixed assets, from operating GL accounts to fixed assets and from fixed assets to GL accounts.		
	Maintains detailed information on fixed assets based on type (i.e. insurance, license information for vehicles)		
<b>Depreciation</b>	Supports straight line, ??? depreciation		
	System prevents depreciating accounts below \$0.00		
	Generates monthly depreciation for all accounts and makes appropriate postings to the GL		
<b>Integration</b>	Integrates with the General ledger		
	Integrates with Accounts Payable		
	Integrates with Purchase Orders		
	Integrates with Work Orders		
<b>Reporting</b>	Fixed asset activity report for period (additions, retirements, depreciation, adjustments, transfers)		
	Retired assets		
	Fixed asset Listing (detailed and summary)		
	Depreciation report for period		
	Trial Balance		
<b>Conversion</b>	Convert all current and retired asset accounts to include descriptive information, quantities, and balances.		
	Convert historical fixed asset transactions.		

## Appendix H. Purchasing Functions

### Purchasing

	Function	Can Do	Vendor Comments
<b>Vendors</b>	Maintains a vendor list, which is shared with AP and Materials. Vendor information should contain number, name, contacts, purchasing address, remittance address, email addresses, 1099 status, ACH information, federal tax ID number, W-9 status		
	Maintains a purchase history for each vendor		
	System should have ability to attach documents to the vendor record (.doc, .pdf)		
<b>Material Items</b>	Item list is shared with Materials. Items can be looked up from the Requisition or Purchase order entry via item number, type, description, commodity code		
	Maintains purchase history for all items		
	Items can be set in active which prevents them from being added to requisitions, POs, receiving		
	Updates average cost of inventory items when material is received and invoiced via AP		
<b>Requisitions</b>	Supports creating requisitions or POs for inventory items from minimum reorder points		
	Any user on the system may create a requisition and start the approval process.		
	Requisitions may be for inventory, non-inventory or other material type		
	Users may attach bid documents to the requisition (.doc, .pdf, .xls)		
<b>Purchase Orders</b>	Users may look up items by number, description, vendor, commodity code, etc. as they are entering a requisition		
	System should have the ability to create purchase orders from reorder points, from requisitions or directly.		
	GL accounts should be taken from the requisition. These should also be editable by the purchasing agent.		
	The system should provide validation of the GL account, project number and WO number as these are entered for requisitions or purchase orders,		
	Items can be designated as fixed assets as they are added to the purchase orders		
	The system should be able to generate purchase orders from multiple legal entities, to include using the correct form, logo, taxpayer ID		

**Purchasing**

	Function	Can Do	Vendor Comments
	Ability to create purchase orders should be strictly limited to individuals granted security.		
	Approved purchasing agents should have the ability to void purchase orders		
	System should prevent printing or emailing purchase orders until all required approvals are completed.		
	System should have ability to print approved purchase orders directly using the City's logo and signatures.		
	System should have ability to email approved purchase orders to the vendor using the email address in the vendor file.		
	Purchase orders can have multiple status (open, received, partial received, paid, voided)		
	System should have ability to define tolerances for invoicing to support actual invoiced amounts to vary from amount on the purchase order. Can be defined across the board, by material type and by PO		
	System should support encumbrance of purchase orders across fiscal years, and provide tools for liquidating the encumbrance as items are invoiced through AP, and release encumbrance if POs are voided.		
<b>Electronic Approval</b>	Supports electronic routing of approval for Requisitions and Purchase Orders based on department, dollar value, commodity code. System should support routing to multiple levels of approval.		
	Supports attaching documents to requisitions, such as bids and material specifications.		
	Users that have items to approve should receive an email with a link to take the user directly to the item requiring approval.		
	Approvers should have the ability to approve, reject, and request further information from the requisitioner		
	Approvers should have the ability to adjust the GL accounts, WO numbers and project accounts.		
	The system should provide a full audit trail of approvals and rejections		
<b>Receiving</b>	System provides the ability to look up purchase orders for receiving by PO number, vendor name, vendor ID, material items.		
	System supports multiple receipts for a PO		
	System provides an audit trail for receiving material		

**Purchasing**

	Function	Can Do	Vendor Comments
	System provides ability to designate warehouse for receiving material.		
<b>Reports</b>	Purchase order status report (detailed, summary, various sort options)		
	Encumbered PO List, with ability to select by fund, GL account, project number		
	Purchasing activity for a period		
	Vendor history		
	Item purchasing history		
	Stock status report, including ordered quantity.		
	Receiving activity for a period		
<b>Conversion</b>	Convert all open purchase orders		
	Convert 10 years historical POs and receiving transactions		

## Appendix I. Materials Functions

<b>Materials</b>			
	Function	Can-do	Vendor Comments
<b>Material</b>	System can support multiple warehouses		
	Material items are identified by type, to include inventory and non-inventory items		
	Maintains item number, commodity and sub-commodity codes, location, minimum quantity, maximum quantity, reorder point and reorder quantity for each inventory item.		
	Maintain material type, class.		
	Has ability to maintain specifications for the items. Specification documents can be attached to the item (.doc, .pdf, .xls)		
	Ability to set items as inactive so the item cannot be purchased, issued or and removed from the inventory count sheets.		
	Maintains unit cost for inventory items. This is updated when material is received.		
	Maintains on-hand, on-order quantities for inventory items.		
	Maintains purchasing and receiving history by item (inventory and non-inventory) Integrated with Purchasing, GL, work orders		
<b>Requisition/Return on Stores</b>	System provides electronic requisition on store requests with electronic routing and approval. Integrated with issue tickets to charge material to proper accounts and make inventory adjustment		
	System provides electronic return on store requests with electronic routing and approval. Integrated with return tickets to issue credit for material to proper account and make inventory adjustment		
	Supports transfer of material among warehouses.		
<b>Inventory Count</b>	System provides tools to support annual inventory process, and spot and cycle counts. Should include reports, data entry, adjustments with approvals		
	System should provide tool for writing off material, with approval. Should provide appropriate GL postings, to include recording expense and gain if material is sold.		
<b>Reports</b>	Inventory reorder report		
	Receiving Activity for the period		
	Issue Activity for the period		

**Materials**

	Function	Can-do	Vendor Comments
	Write-offs and adjustments for the period		
	item listing by type, commodity code, warehouse, etc. (detailed and summary)		
	Purchase history by item, commodity code, etc.		
	Receiving history by item, commodity code, vendor, etc.		
	On-order status reports		
	Stock status report		
	Supports drill down from each report to the source transactions		
<b>Conversion</b>	Convert all material items (active and inactive)		
	Convert 10 years historical transactions		

## Appendix J. Work Order Functions

### Work Orders

	Function	Can-do	Vendor Comments
<b>Accounting</b>	Provides a work order module for tracking maintenance and capital work. Also can be used to track work and tasks that do not actually receive charges.		
	Provides ability to capture cost to a work order for labor, material, transportation, purchases and overhead.		
	Provides ability to designate some GL accounts to require work order number		
	Provides ability to apply standard labor rate, overhead rate, transportation rates for estimates		
	Provides ability to post customer		
	Provides ability to post purchase orders and invoices to work orders for material and contractor charges		
	Provides ability to input employee hours to work orders for labor charges.		
	Provides ability to post material issues to work orders		
	Provides ability to receive payments from customers and post against the work order (fees, aid to construction)		
	Provides ability to transfer costs between work orders, and between GL accounts and work orders		
	Provides ability to close work orders to prevent further charges, and ability to capitalize the cost to fixed assets.		
	Provides ability to capitalize work to fixed assets		
<b>Work Flow Management</b>	Provides ability to define work flow steps		
	Provides ability to track status, and to notify employees that they have a task to perform		
	Provides an overall view of the current status of the work order so that users can view the work that has been done and the open tasks		
<b>Estimates</b>	Provides ability to generate estimates for work that include any combination of labor, material, transportation, purchases and overhead charge		
	Provides ability to adjust estimates and provides a transaction history of the adjustments		
	Provides ability to compare actual cost against estimates for open and closed work orders.		
<b>Integration</b>	Provides ability to start a work order from the work order module, from the utility billing module, and from permits.		
	Integrates with GL, Payroll, Purchasing, AP, Materials, Fixed Assets, AR		

**Work Orders**

	Function	Can-do	Vendor Comments
	Integrates with staking software to provide upload of staking sheets and download of current material costs, labor rates and overhead rates. Please indicate which vendor packages that you have an interface with.		
<b>Reports</b>	Estimate vs. Actual Cost Report		
	Cost summary and detailed report		
	Bill of Material		
	Progress to date		
	Closing Reports		
	Open Work Orders		

## Appendix K. Human Resources / Payroll Functions

### HR and Payroll

	Function	Can-do	Vendor Comments
<b>HR</b>	Maintains employee records for all active and inactive employees		
	Provides tools to track certifications, licenses, training records		
	Provides tools to track items issued to the employee, such as badge, key, uniforms, vehicles, phones, computers		
	Maintains position and pay history		
	Provides tools to track performance reviews and send reminders to the supervisors		
	Ability to setup security across HR/Payroll to limit views by department.		
	Ability to setup security to mask/hide SSN to limit access		
<b>Applicant Tracking</b>	Provides Applicant Tracking tools to include ability to keep application and resume electronically. Supports routing of applications to departments for review		
	Provides an applicant portal to allow online applications for both external and internal applications (city and non-city employees)		
	Maintains data such as interview dates and comments		
	Supports electronic requisitions for applications to allow paperless routing and approval of position		
	Has EEO classifications for applicants to support routine reporting of EEO data on applications and hiring to the state.		
	Ability to move applicant to employee		
<b>Payroll</b>	Supports setting up pay periods for the entire year		
	Supports one-time and special pay runs, such as for special compensation, terminations		
	Maintains default charge codes and GL accounts for each employee to support quick entry of hours.		
	Supports entering employee time for full hours during the pay period or by exception, i.e. vacation, sick, OT only.		
	Supports generating checks and direct deposits to multiple banks per employee (4 currently). Employees can be designated as check or direct-deposit as part of their setup.		

**HR and Payroll**

	Function	Can-do	Vendor Comments
	The payroll process generates pay stubs that can be printed, emailed and/or posted to the employee's account on the employee portal.		
	Supports the City's current pay codes (currently 24)		
	Supports the additional pay type categories (currently 30). These may be based on fixed amount per pay period or percentage of base pay		
	System provides multiple methods of calculating overtime such as 1.5x, 2.0x and premium pay.		
	Supports full range of deductions for benefit plans, child support, uniforms, charity, etc. Provides ability to define tax handling for each deduction type. Makes appropriate adjustment to the GL for each category on each pay run		
	Supports full range of pre-tax and non-taxable benefits. Provide ability to define tax handling for each of the benefits and deductions.		
	Supports entry of hours by payroll group or by department.		
	Supports self-keyed entry of hours by employees with electronic approval by the supervisor.		
	System provides good tools for verification of hours, charge codes, deposits, etc. as part of the payroll process.		
	System should generate direct deposit bank file for upload to the City's bank as part of the payroll process.		
	System generates TMRS (Texas Municipal Retirement System) file for upload to the TMRS website		
	System should generate 941 Federal form, W-2s and TWC report (Texas Workforce Commission)		
	Supports generation of files for the 457B deferred benefit programs		
	Supports accrual of vacation, sick leave, holidays, compensatory time with appropriate recording of accruals to the GL with each pay run		
<b>Employee Portal</b>	Provides a secured employee portal for all employees.		
	Employees can view their own paystubs, W-2s		
	Employees can key their own time from the portal and route to their supervisor for approval		
	Employees can make leave requests and route to their supervisor for approval.		

**HR and Payroll**

	Function	Can-do	Vendor Comments
	Supervisors have ability to approve, reject timesheets and requests with and without comments		
	System should provide alternate approver, such as payroll clerk or department head when supervisor is out of the office.		
	Employees can request changes to personal data, such as address and emergency contacts. Notify HR department so they can accept these changes and update the employee record in the system.		
<b>Reporting</b>	Ability to setup security to allow department heads to run reports on their employees only		
	Employee listing (every imaginable breakdown of this)		
	Performance review due		
	PTO Accrual reports		
	Payroll process reports		
	Worker Compensation reports		
	Supports drill down from each report to the source transactions		
<b>Conversion</b>	Convert all employee records (active and inactive)		
	Convert historical payroll history		
	Convert current year payroll, tax amounts, PTO balances so amounts are current for tax and benefit reporting		

Appendix L. **Parcel Management Functions**

<b>Parcel Management</b>			
	Function	Can-do	Vendor
<b>Parcels</b>	Maintains a common parcel/property database across the entire system which is utilized by utility billing, permits, licenses, inspections, code enforcement, work orders		
	Maintains owner information, geographical ID, legal description, address, zoning, notes for the property.		
	Provides unified display to show all current and historical accounts at that address, and all permits, licenses, inspections, code enforcement associated with the property		
	Provides ability to attach notes and alerts to parcels		
<b>Maintenance</b>	Provides simple process to routinely update property owner information from the Appraisal District		
	Provides simple process for creating new parcels from subdivided parcels		
<b>GIS</b>	Supports integration with ESRI-based maps		
	Provides map display of the lots/parcels within application		
<b>Integration</b>	Integrates with utility Billing		
	Integrates with Code Enforcement		
	Integrates with Permitting/Licensing		
	Integrates with Inspections		

## Appendix M. Permits and Licenses Functions

### Permits and Licenses

	Function	Can-do	Vendor Comments
Permits	Supports a wide variety of permit types to include building permits, garage sale permits, food establishment permits, alcohol permits		
	Supports complex building permits to include general contractor, sub-contractors, inspection requirements, expiration date		
	Supports a variety of fee and rate schedules by permit type.		
	Provides a workflow process to define steps for complex permit actions; includes email notification for tasks, and a unified display so the user can quickly view the status of all the steps.		
	Provides ability for a citizen to apply for some permits online (garage sale) and to get approved permit emailed to the applicant.		
	Provides ability to set permits inactive when they have expired. Provides ability to purge expired permits.		
Licenses	Supports a wide variety of license types to include general contractor, electrician, plumber, etc.		
	Supports a variety of fee schedules by license type.		
	Provides ability to set license holders inactive and to purge these from the system		
Integration	Uses a common address/parcel table across all modules to include Permits/Licenses, Utility Billing, Parcel Mgmt		
	Provides a unified display so that the user can see all permits, licenses, inspections, code enforcement at that locations.		
	Integrates with Inspections so that inspection tasks may be associated with permits and the inspection status may be seen from the permit.		
	Integrates with Work Orders so that tasks in this module can be defined as part of that workflow		
	Integrated with Cash Register Module so that permit and license fees can be taken and applied to the applicants account immediately (cash, check, money order, credit card, bank draft)		
	Integrates with GL		

**Permits and Licenses**

Reporting	Function	Can-do	Vendor Comments
	Provides a wide variety of standard reports on permits to include open permits, permits issued during a period, expired permits		
	List of licenses by type		
	Provides ability to generate permit and license renewal notices based on expiration date, type of permit and other search criteria. Strong preference to maintain form letters in Microsoft Word or via another method that is easy to modify.		

Appendix N. **Code Enforcement Functions**

<b>Code Enforcement</b>			
	Function	Can-do	Vendor Comments
<b>Tracking</b>	Provide ability to enter and track a variety of code violation types, complaints, resolutions		
	Provides ability to define work flow steps and track status of each step. Provide notification to employees when they have a new task.		
	Violations and code enforcement are linked to addresses in parcel management		
	Provides a unified display so the user can see all code enforcement items, licenses, permits, owners at that location.		
	Ability to query open, closed and overdue enforcement items.		
<b>Forms and Reports</b>	Provides ability to generate code enforcement forms and letters from the system, with the information populated.		
	Provides a variety of standard reports. Please provide a list of these.		
<b>Integration</b>	Uses a common address/parcel table across all modules to include Permits/Licenses, Utility Billing, Parcel Mgmt		
	Integrates with Cash register and Accounts receivables for receipt of fines and fees		
	Integrates with work orders so that a new work order may be started from code enforcement tasks		
	Integrates with utility billing so that a service order can be generated as part of the work flow.		

## Appendix O. Utility Billing Functions

### Customer Information & Utility Billing

	Function	Can-do	Vendor Comments
Services	Supports metered services (electric and water/wastewater) with rate and revenue classes.		
	Support non-metered services (garbage)		
	Supports multiple security light types, which bill on a base monthly fee + power cost adjustment. Other up-charges, such as transformer size.		
	Supports billing for other fixed, city fees applied on accounts (recycle fee)		
Customer Accounts	Supports unique account number; ability to associate multiple accounts with one customer		
	Maintains customer information on the account to include basic information, address options, SSN, DL number, email address, phone numbers		
	Ability to look up account by name, address, meter number, account number, DL number		
	Maintains customer billing and payment history at all locations where customer has had service. System provides a standard view to see all active and inactive locations for a customer.		
	Supports collection of deposits and additional deposits. Provides processes to credit/refund deposits based on good pay history. Supports ability to accrue and pay interest on deposits when refunded.		
	Provides budget billing options with and without settle-up options. Budget period should support either a system-wide settle-up month or account-specific settle-up month		
	Supports promise-to-pay on accounts which automatically excludes the account from cut-off list unless payment is not received by PTP date.		
	Supports setup of payment arrangements, and billing of the arranged amounts		
	Supports alerts for critical information that is automatically displayed to the user. Examples are DNP alerts, bad-dog alerts, bad-debt, etc.		
	Supports notes for accounts and for locations. Note types should have options to give alerts and have an expiration date.		
Provides credit history by account and accounts for events such as delinquents, collections and cut-offs			

**Customer Information & Utility Billing**

	Function	Can-do	Vendor Comments
	Supports annual-billed accounts for non-metered services (garbage).		
	Require rate and revenue group designations on accounts		
	Provides quick way to transfer balances between accounts.		
	Supports open-fields that can be defined by a system user with appropriate privilege. The system should support the ability to build queries on these fields		
<b>Locations</b>	Locations in utility billing should be defined in the parcel management module, and provide for a shared view between the modules		
	Ability to look up location by number, property owner, meter number, current active account holder,		
	System should have the ability to see all current and historical service order activity for the location.		
	System should provide ability to attach notes to a location. Notes types can provide alerts and have expiration dates.		
	System should provide ability to see all the accounts that have been active at a location.		
	System should have the ability to see consumption history for a location		
	System should have the ability to see all equipment connected to a location, to include meter, transformer, security lights, and any other device type		
<b>Meters and Readings</b>	Meters can be interfaced to the billing module through the Aclara Star AMR System 7.4.1, or through the Aclara TWACS OC Client Version 1.3.5.16 & Server Version 1.3.5.16		
	Supports On-demand reading of the meters direct from the billing module		
	Supports remote connects/disconnects for meters with collars (Star, TWACS system)		
	Maintains billing read history and consumption history at each location		
	Maintains CT/PTs and other special devices and equipment		
<b>Payments</b>	Provides a cash register module with to support receipt of cash, checks, cashier checks, credit cards (MC, Visa, Discover). Provides ability to scan payment stub and post payment to the account.		

**Customer Information & Utility Billing**

Function	Can-do	Vendor Comments
Provides ability to do one-step credit card posting so that the cashier can process the credit card payment directly to the customer account without using a card terminal and keying payment into the customer's account.		
Supports recurring credit card payments (MC, Visa, Discover) with notification on bill that the payment was made via CC. Credit card information should be stored on a PCI-compliant server hosted by the vendor or your 3rd party.		
Supports bank auto-draft payments with notification on bill that the payment was drafted.		
Supports receipt of ACH payments, with correct posting to customer account and to the GL		
Provides tools to manage NSF's, which makes appropriate transactions on the customer account and on the GL accounts		
Supports receipt of online banking payments electronically, with automatic upload and posting of transactions to the customer's accounts. An exception report of transactions with a bad account number should be provided so that these transactions can be reviewed and posted to the correct account by the user.		
Provides a customer web portal for online credit card and bank draft payments		
Provides mobile payment applications to allow consumers to pay from mobile devices (ios and Android)		
Supports integration of payments from IVR systems (list systems which you have integrated with) Supports distributing a single payment across multiple accounts. Automatically distributes payment to multiple accounts when billed on one statement.		
Supports user-defined method of distributing payments to the customer's accounts-receivable balance, e.g. penalties first, then oldest balances, etc.		
Supports payment vouchers for payment on accounts from community organizations, such as Community Council, Salvation Army.		

**Customer Information & Utility Billing**

Function	Can-do	Vendor Comments
<b>Billing</b>	Supports commercial and residential electric rate structures that include an energy charge, demand charge and power cost adjustment.	
	Supports commercial and residential water rate structure that bills for consumption in tiers, i.e. first 35,000 gallons at \$3.50 per 1,000 gal	
	Supports garbage and recycle charges based on number of containers and container size. Provides ability to discount billing for annual pre-paid accounts.	
	Supports time-of-use electric billing to include a minimum of three rate periods per day and two annual periods.	
	Supports billing electric in a deregulated market and supports unbundling of rates, and multiple electric providers	
	Supports multiple billing cycles per month (minimum of 5).	
	Supports books/routes that are assigned to billing cycles.	
	Supports including final bills with the next bill cycle.	
	Supports taxing based on rate code for state, city, county	
	Supports estimating for accounts without readings. Notice of estimated bill should be printed on that customer's bill.	
	Provides pre-billing reports for missing reads, high/low billing, negative consumption, estimates, meter roll-overs.	
	Supports prorated billing of charges when the account changes status during the month.	
	Supports invoice billing so multiple accounts can be billed on a single statement.	
	Supports taxing for city, county and state based on rate group and tax exempt status	
	Provides a function to generate an estimated bill, using manual reading and PCF.	
	Supports billing for charitable funds	
<b>Bill Printing and Presentment</b>	Supports printing bills and delinquent notices in-house using City printers and outsourcing of bill printing. Please indicate if you have a relationship with a vendor that provides bill printing service.	
	Supports export of bills to customer website so that the customer can view bill online (e-bills)	
	Supports notification of customers that bills are available via email (e-bills)	

**Customer Information & Utility Billing**

	Function	Can-do	Vendor Comments
	Ability to print barcode scan line on bill stub to allow scanning at the counter or with a check scan system		
	Supports custom messages on bills that can be modified each time a billing cycle is run.		
<b>Delinquent processes</b>	Provides delinquent process for applying late fee and generating late notices.		
	Provides collections process to generate door hanger notices and apply penalties.		
	Provides disconnect for non-pay process to apply penalties and generate cut-off service orders		
	Provides ability to work with cut-off service orders so that these can be cancelled quickly when customer pays via any method		
	Provides alerts and cancellation of cut-off service order when a payment is made on an account with a cut-off service order.		
	Supports generating a call-out list for integration with IVR		
	Provides process to generate final bills from disconnected accounts		
	Provides a write-off process that integrates with GL		
<b>Service Orders</b>	Supports a wide variety of service order types to include general service order types		
	Supports change-of-service service order types for connects, disconnects and transfer of service		
	Supports New Service requests that are integrated with work order module.		
	Identify standard work flow tools for service orders to include routing to resources, notifications and ability to query status		
	Identify capability to support electronic (mobile) service orders and the capability within your system. Identify other systems with whom you integrate.		
<b>Integration</b>	Integrates with GL to support either automatic posting or batch posting with approval. The system should support assignment of GL account numbers for different billing activities (revenues, deposits, payments, fees, etc.)		
	Integrates with AP for deposits and credit balance refunds.		
	Integrates with cash register for posting payments to utility accounts on a real-time basis.		

**Customer Information & Utility Billing**

Function	Can-do	Vendor Comments
Integrates with workorders for new services		
Integrates with Excel for reporting		
Supports generating form letters using MS Word		
Includes import of standard payment file, such as from lockbox processor or other 3rd party payee.		
Integrates with Online Utility Exchange for checking consumer credit.		
Integrates with Check21 and check scanning system.		
Integrates with Aclara Star AMR, Aclara TWACS AMR and provides routine, automatic upload of readings from these systems and routine, automatic download of account data		
Integrates with OMS (please identify systems you have integrated with and whether this is custom for each customer or a standard interface)		
Integrates with IVR (please identify systems you have integrated with and whether this is custom for each customer or a standard interface)		
<b>Standard Reporting</b>		
Reports should be available to run at any time		
Supports archiving of reports		
Consumption history for an account or location		
Billing history for an account or location		
Tax collection reports		
Billing reports by cycle, by period.		
Rate and Revenue class reports by cycle, by period, showing revenue and consumption		
Delinquent lists		
Pre-billing reports		
Outstanding and overdue service orders		
Deposit refund report		
Credit balance report		
Budget billing lists and balances		
<b>Conversion</b>		
Convert all active customer accounts. This includes attaching the active services and devices to that account.		
Convert all inactive accounts that were finalized within last 5 years.		
Convert 5 years of billing and payment history for all converted accounts		

**Customer Information & Utility Billing**

	Function	Can-do	Vendor Comments
	Convert all active and inactive locations currently in the system. Convert connecting devices to the correct location (meters, transformers)		
	Convert all comments and notes for past 5 years on accounts and locations.		
	Convert all service orders withing last 5 years on converted accounts.		
	Convert all meter and transformer inventory (installed, in warehouse, junked)		

Appendix P. **Customer Portal Functions**

**Customer Web Portal**

	Function	Can-do	Vendor Comments
Utility Billing Customers	Consumers can view their current bill and billing history.		
	Consumers can set up and work with multiple accounts from the same login.		
	Consumers can see their current balance, last payment, adjustments and deposit		
	Consumers can make payments using credit card or bank draft which are posted immediately and visible on the customer's account		
	Consumers can set up e-bills from the site.		
	Consumers can set up alerts from the site so they get a text or email for events, such as overdue account.		
	Consumer can view daily reads from the AMR or utility bill module through integration. Please identify capabilities in this area.		
	Credit card processing is done from the vendor's PCI compliant server which is not hosted at the City of Seguin		
	Consumers can make service requests through the portal		
Permits, Licenses	Applications for permits may be made from the portal. Customer may also check permit status from the portal		
	License applications and renewals may be done from the portal.		
	Customer can check the status from the portal		