

REQUEST FOR PROPOSAL

MUNICIPAL FINANCIAL SOFTWARE

City of Astoria, Oregon



Issue Date: January 28, 2025

Issued By: City of Astoria
1095 Duane Street
Astoria, OR 97103

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(503) 298-2433

Proposals Due: March 7, 2025

Notice is hereby given that the City of Astoria, Oregon is accepting proposals for implementation and ongoing use of a Municipal Financial Software System.

Proposals must be submitted to the City of Astoria no later than 12:00 PM Pacific Standard Time on March 7, 2025.

A copy of the Request for Proposal for the Municipal Financial Software System is on file at the City of Astoria, 1095 Duane Street, Astoria, OR 97103 in the office of the Finance & Administrative Services Director, and is available to all proposers by calling 503-298-2433, by emailing hnorton@astoria.gov or online at www.astoria.gov

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PURPOSE

This Request for Proposal (RFP) is being issued by the City of Astoria. The purpose of this notice is to invite vendors to submit their proposals to provide Accounting Software including Budgeting, Payroll, Utility Billing, Purchasing, Accounts Payable, Accounts Receivable, Cash Receipting, General Ledger, Fixed Assets and other activities typical of a municipality. The software needs to be able to support the creation of Government Accounting Standards Board (GASB) compliant financial reports, and on-demand, customizable reports to assist with financial transparency and daily operations. All notices related to this RFP will be posted on the City website at astoria.gov. Notices will be published in the Daily Astorian and the Daily Journal of Commerce.

ABOUT THE CITY

The City of Astoria, located in Clatsop County, Oregon, serves an area of 10.9 square miles, and has a population of about 10,100. The fiscal year begins on July 1 and ends on June 30. The City provides the following services to its citizens: police and fire protection; community & economic development; building permits & inspections; finance and administrative services; traffic and parking control; municipal court; parks recreation & maintenance, aquatic facility operations & maintenance; library services; 911 emergency communications; street maintenance and repair; water, sewer, and stormwater utilities; and cemetery operations & maintenance. The accounting policies of the city are required to conform to the Government Accounting Standards Board (GASB) for Modified Accrual Basis for governmental funds.

The city has a current annual combined budget of approximately \$76 million. Approximately \$8.7 million of this is ARPA grant funded infrastructure projects that must be completed by 2026, and approximately \$10 million is a construction bond for a library renovation which is expected to be completed in the fall of 2025. After these projects are complete, the annual budget of the city should return to about \$57 million. The City is organized into 8 departments, and the budget currently has 46 funds.

The city has about 108 FT positions, and processes around 180 W-2s per year. The city has between 200-300 vendors. The city operates a cemetery and a municipal court, neither of which are maintained in the current accounting software. The court software currently used is Caselle. The cemetery is held in a series of excel sheets, but that is being modernized to a solution inside the city's GIS software.

The city supplies Water, Sewer, and Stormwater utilities. There are 4265 utility connections. Approximately 95% are residential and 5% are commercial or industrial. Currently there are two meter read files to import – one from a third-party

meter read company that reads the mechanical meters manually, and one from the AMR meters. The city has two billing cycles that bill every other month, alternating. AMR meters are being installed at a rate that should completely replace the old meters by 2028 or 2029. After this switch is complete, the city intends to transition to monthly billing.

Public works uses a work order system called Brightly. The City may move to eSchedule for scheduling and electronic timecards. Parks uses a program called RecTrac for reservations, registrations, scheduling and processing payments. There are two different meter-read files. The finance team uses Remit Plus for scanning and processing check payments to upload to the bank. The City will need assistance configuring upload and download files or otherwise integrating some of these systems with the new accounting software.

Current Software:	Springbrook
Current Modules:	Accounts Payable, Accounts Receivable, Cash Receipting, Business License, Utility Billing, General Ledger, Fixed Assets, Inventory, Payroll, Purchase Orders, Budgeting
Current Users:	About 10-12 heavy users, an additional 20-30 users need to be able to look up information and print reports. There are no limits to the number of users in the current software.

SCOPE OF WORK

The City of Astoria seeks to implement a new Municipal Financial Software System that will enhance efficiency, and support process improvement and fiscal transparency.

Software Qualifications

Software must be compatible with Microsoft 365. It should be intuitive, modern, and easily navigable. It must include fully customizable reports and the ability to export to or import from Microsoft Excel without extensive reformatting. It should be possible to upload documents to attach to utility customer accounts, to purchase orders, and to accounts receivable customers. It should either offer or be able to integrate with a customer focused on-line payment platform. The City also prioritizes ongoing support, training, and resources for users, and a skilled implementation process.

The City will entertain server-based, cloud-based, and hosted software and service proposals.

The attached Requirements Matrix lists detailed requirements and must be filled out and submitted with any proposal.

The software solution should provide solutions for the following functions:

- General Ledger
- Accounts Receivable
- Accounts Payable
- Bank Reconciliation
- Business Licenses
- Budget Preparation and Forecasting
- Cash Receipting
- Capital Assets
- Payroll and Human Resources
- Project/Grant Accounting
- Purchase Orders & Requisitions
- Inventory Management
- Utility Billing

Scope of Services

Implementation assistance and technical support:

- Installation and customization of the software and databases in coordination with the City's IT Contractor and City staff
- Data migration
- Assist staff with customization, setup and formatting including chart of accounts, payroll codes, workflow configurations, security settings, forms, storage configuration, payment platform integration, meter read file setup, utility rates and customer classes, import and export files, scheduling/electronic timecard software integration, and any other required steps to support a smooth transition.
- Provide training to core system users in each module and at least one user from each department.
- Define and instruct on any new processes or procedures

Ongoing support

- Provide skilled and responsive technical support and up-to-date online learning opportunities
- Ongoing collaboration with staff to provide continuous improvement to processes and explore opportunities for future innovation.

SUBMITTAL REQUIREMENTS

1. Title Page

The Title Page shall include the name of the software, the proposer's company name, address, contact name, email address, and telephone number

2. Executive Summary

The Executive Summary shall provide an overview of the proposal. It should include any points the vendor wishes to highlight, as well as any relevant conditions or restrictions. (limit 3 pages)

3. Company Profile (limit 3 pages)

- Provide a profile of the company, including the number of employees and a list of key personnel with their years of experience.
- Provide a chronology of the company's growth, history, staff size, and ownership structure.
- Provide information about past, current, or forecasted mergers or acquisitions impacting the company or any products included in the proposal.
- Describe how your company measures customer satisfaction with software applications and with service/support – and how you gather customer feedback and suggestions.
- Describe the company's commitment to research & development, product improvement and innovation. Give examples of improvements made to the software in the last three years.
- Please provide a list of municipalities (preferably in Oregon) that use your system, along with names and phone numbers of at least three individuals who can be contacted as references. One of the references should be a city that has completed implementation of the software within the last three years.

4. Requirements Matrix

Submit a completed Requirements Matrix. Requirements should be marked as "Full Function" meaning the proposed software meets or exceeds this requirement, "Modification/Custom" means that a solution can be customized within the software or that there is a plug in or add on that could meet this requirement, or "Not Available" if the software does not include a solution for this requirement. There is a space for short comments to explain options or limitations.

5. Cost Estimates

Provide a cost summary of all expenses. Indicate the length of time over which your price quote applies. If there are multiple options (hosted or server, local or remote training) please provide an explanation and cost estimates for each alternative.

Implementation

Describe costs for implementation, including installation, customization, migration of current data from Springbrook, training, and support through launch. What deposit would be required? Would the City be expected to pay ongoing maintenance and licensing fees before the system is operational? Can implementation costs be distributed across multiple years?

Operation

Describe the cost for ongoing operation of the software. Include the annual cost maintenance, support, and licensing. Please explain if the ongoing costs are calculated on the number of licensed users, if licenses are user specific or concurrent, and what access non-licensed users will have to view or retrieve data from the system.

Miscellaneous

All anticipated costs to the City shall be identified and itemized. If enhancements are required to accommodate a specific task identified in the vendor qualification questions, please identify the cost of such an enhancement. Please include estimated travel costs for training and be specific about what is and isn't included in the proposal.

If your contracts typically include an annual cost increase, please disclose that as well. If they do not, please include a history of the frequency and amount of past rate increases. If future software upgrades are not provided free of charge, include the typical cost of the complete upgrade, including the cost of all modules and any migration, training and other fees associated with the upgrade.

6. Implementation Process and Timeline

Please describe your implementation process and proposed timeline once contracts are signed and deposits are received. Include milestones and projected dates as well as an estimated "go live" date, if implementation begins in July of 2025. Please be specific about the responsibilities and estimated amount of city staff time that will be needed during the implementation.

7. Additional Questions

Please provide answers to the following questions:

1. What are the hardware and network configuration requirements?
2. Describe the data backup and restore procedures for the system. Are backups run automatically or manually? Where are they stored, and how often are they tested?
3. Explain the security provisions of your system. If your system is cloud based or remote hosted, what provisions are in place to protect city data from cyber events? What level of insurance do you carry for cyber security? What is your procedure and notification schedule for your clients after a breach? How long would it take to get the system operational again? To restore data?
4. If the software is hosted or cloud-based, is there an offline mode so the city can keep operating if internet service is interrupted?
5. Does your software have a “test” function or a way to test changes before going live with them?
6. Describe the frequency, delivery, and installation of updates. How often do updates occur? Are they only for security or also for updating features? Do updates happen automatically, or is it a function run by staff?
7. How far back does your system retain data? Can that be set by the city? What happens to data after that date – is it archived/retrievable or deleted? Can that be set differently for different modules?
8. Is the software interconnected – can you “drill down” without leaving and entering different modules? Example: if you pull up a vendor, can you look at payment history, then click on an invoice to review that, or a PO, Check or another attached document without leaving the Accounts Payable section of the program? Can you access the same information if you start by looking up a PO?
9. How much training time do you anticipate providing during implementation? Will training be on-site, remote, or elsewhere? If your proposal includes a combination of these options, please provide details on your anticipated time provided in each and what that process would look like.
10. Describe post-implementation training. What tools are available for onboarding new employees? What on-line or self-training tools are available? What formats are they in? How do you ensure your training materials are current with the latest features of your software? How often do you provide live training webinars? Are they recorded and available later on-demand?
11. Describe your experience with migrating data into your system and the extent of your team’s anticipated involvement in preparing existing data for migration.
12. Describe the quality of ongoing support available to customers. How many support staff do you have and what are their experience levels? Talk about

- specialization, years of service, mentorship and professional development, and you maintain service levels and transfer knowledge through a staff transition.
13. Can your support staff remotely view our workstations and help resolve issues in real time? Is software support available 24/7? If not, what hours is it available and what "self-help" resources are available after hours?
 14. What is your expected response time for a high, medium, and low priority tickets? What is your worst-case response time for each? How do you track aging unresolved tickets? How often do help tickets need to be re-opened?

8. Sample Contract

Please attach a sample contract or contract template.

PROPOSAL SUBMISSIONS:

Your proposal should be e-mailed as pdf attachments to:

Hilary Norton
Finance and Administrative Services Director
hnorton@astoria.gov

Emails should be titled "Municipal Software Proposal." Any addenda issued for this solicitation will be emailed to each potential proposer who has registered with the City by requesting the solicitation documents.

Proposals must be submitted to the City of Astoria no later than 12:00 PM Pacific Standard Time on March 7, 2025.

SELECTION CRITERIA

The City will consider, at a minimum, the following criterion in evaluating Proposals:

1. Quality and usability of the software, including required and desired features
2. Implementation plan and timeline. The proposal should be realistic, specific, and include the qualifications of the implementation staff.
3. Ongoing support including the number of trained, skilled personnel available for each module, response time, and the quality and amount of self-help and self-training materials available
4. Qualifications and experience of the vendor. References and past software performance.
5. Cost of implementation and of ongoing licensing, maintenance, and support

	Item	Points
1	Software, required & desired features	25
2	Quality & availability of ongoing support and training	25
3	Implementation plan & timeline	20
4	Vender qualifications and references	15
5	Cost for implementation and ongoing operation	15

SELECTION PROCESS

Proposals will be checked for completeness by the Finance Director and then distributed to the Finance Software Workgroup for evaluation. The Workgroup will use a point system to score proposals during the review process. The group may then request demonstrations or ask for additional information from any of the potential vendors. The group will make a recommendation to the City Manager.

Intent to award may be issued as early as May 15, 2025, but will be contingent upon the adoption of the FY 2025-26 budget with funding for the software and implementation, and subject to approval of the City Council. Following approval by the City Council, it is anticipated that a contract may be executed between the City and the selected vendor on or before June 30, 2025.

The City reserves the right to modify the dates for preliminary selection and final contract approval based on changes to regularly scheduled City Council meeting dates, unanticipated delays in the selection and/or negotiation process, or any other contingency based on the best interest of the City.

SELECTION TIMELINE

Date	Event
1/28/2025	RFP released
3/7/2025	Proposals due by 12:00 pm
03/10/2025-05/15/2025	Proposal evaluation and vender demonstrations (if requested by the workgroup)
5/15/2025	Notice of intent to award – estimated date
5/15/2025-6/6/2025	Contract negotiations – estimated dates
6/16/2025	Contract to Council – estimated date
7/01/2025	Implementation – estimated date

Note: This is the City's anticipated project schedule. The City reserves the right to modify the schedule.

TERMS AND CONDITIONS

The following terms and conditions apply to this RFP and are not inclusive of all terms and conditions in the final contract.

In evaluating the proposals, the City reserves the right to cancel the procurement or reject any or all proposals in accordance with ORS 279B.100 and reserves the right to make a partial award, to request additional information, to negotiate with any vendor providing a proposal, or to issue subsequent requests for proposals. The City reserves the right to waive technicalities and negotiate and award a contract to the vendor whose proposal is deemed to be in the best interest of the City and its citizens.

Incomplete Proposals

All proposals submitted in response to the Request for Proposal must follow the rules and format established herein. Failure to fully complete any portion(s) of this request may, at the discretion of the City, disqualify the proposal. The City reserves the right to retain all proposals.

RFP Documents

All documents submitted as part of all vendors' proposals will be deemed confidential during the evaluation process. Vendor proposal will not be available for review by anyone other than the evaluation team or its designated agents. There shall be no disclosure of any vendor's information prior to intent to award. However, after procurement all information provided by the proposers will be subject to disclosure consistent with Oregon's Public Records Act (ORS 192.311 to 192.478).

Negotiations

The City and the selected candidate shall mutually discuss and refine the scope of services for the project and shall negotiate conditions, including but not limited to compensation level and performance schedule, based on the scope of work.

If the City and the selected candidate are unable for any reason to negotiate a contract at a compensation level that is reasonable and fair to Astoria, the City shall, either orally or in writing, formally terminate negotiations with the selected candidate. The City may then negotiate with the next most qualified candidate. The negotiation process may continue in this manner through successive candidates until an agreement is reached or the City terminates the selection process.

Contract Subject to Approval

The City Attorney and the City Council must approve the negotiated contract before it can be signed.

Protests

Protests of this solicitation shall follow the process outlined in OAR 137-047-0730 and must be received in writing not less than ten (10) days prior to closing. Protests of the contract award shall follow the process outlined in OAR 137-047-0740 and must be received in writing not less than seven (7) days after the notice of intent to award the contract. Protests must be in writing and delivered to Ryan Quigley, Assistant to the City Manager, 1095 Duane St. Astoria, OR 97103.