



REQUEST FOR PROPOSAL (RFP) NO. 23-01

**ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE AND
IMPLEMENTATION SERVICES (ERP System)**

Submission Deadline: 5 p.m. on October 14, 2022

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I.1 Introduction

The City of Escondido, a California municipal corporation (“City”) is soliciting proposals from qualified software contractors, systems integrators, implementation partners and/or Value-Added Resellers (“VARs”), who can demonstrate organizational, functional, technical capabilities, experience, expertise, and qualifications necessary to provide and support a fully integrated and proven Enterprise Resource Planning (“ERP”) system that meets the City’s needs. The City is seeking an integrated “off the shelf” solution that will meet its core Public Sector accounting, regulatory and reporting requirements with minimal modifications, to provide increased efficiency and improved functionality (“the Project”).

The proposed ERP system can be an on-premise solution or Software as a Service (“SaaS”) solution, but shall include both implementation and ongoing maintenance and support services. The modules included in the ERP system are General Ledger, Purchasing, Asset Management, Billing, Accounts Receivable, Accounts Payable, Human Resources, Benefits, and Payroll. The City’s goal is to select and begin implementation of a new ERP solution in the first quarter of 2023.

The City intends to award a contract resulting from this RFP to a responsible contractor that best meets the City’s objectives and qualification criteria. The contractor awarded the Project (“Contractor”) shall enter into a services agreement in substantially the same form as the City’s standard Public Service Agreement, which is attached to this RFP as Exhibit A and incorporated herein by this reference. Contractor shall enter into the public services agreement within 30 days of the City’s notice of award of the Project.

I.2. Federally Assisted Project

The contract resulting from this solicitation (“Contract”) will be federally assisted. Coronavirus State and Local Fiscal Recovery Funds (“CSLFRF”) will be used to fund all or a portion of this Project, and as such the Contractor shall comply with all applicable federal laws, regulations, executive orders, CSLFRF policies, procedures, and directives; and comply with any applicable sections of 2 CFR Appendix II Part 200 relating to required contract provisions for federal awards, federal contract provisions are attached hereto as Exhibit B and incorporated herein by this reference.

I.3 Background

The City of Escondido is located in north San Diego County, approximately 30 miles north of the City of San Diego, California. The City of Escondido is an established community incorporated on

October 8, 1888 under the general laws of the State of California. The City's current population is approximately 152,200.

The City of Escondido is a full-service city that operates under a City Council/City Manager form of government. Day-to-day activities of the City are carried out under the direction of the City Manager. The City provides the following services to its citizens: Police, Fire, Water, Wastewater, Streets, Planning, Engineering, Building, and Community Services.

The General Fund Operating budget for 2021/22 is \$117.1 million and the total operating budget for the same year is \$218.8 million. The City has a total of 801 full-time employees, with a payroll of approximately 970 people.

The City currently uses Oracle PeopleSoft Enterprise for its Financials, Human Resources and Payroll functionality. The version of Peoplesoft the City is running is 9.2. The City has put its Peoplesoft environments into a sustaining support mode; these are not being actively updated, but are being patched for regulatory and security requirements. The Utility Billing solution used by the City is Oracle Customer Care & Billing, and the Business Licensing and Permitting system is Cityworks PLL. Cashiering is done via each system of record, and revenue is interfaced to the GL in nightly batch processes. Remote City locations are using PeopleSoft or paper receipts for general revenue booking. For additional information on current software functionalities please refer to PeopleSoft Functionality Matrix attached hereto as Exhibit K.

The City has approximately 400 PCs and 250 servers and virtual machines. City employees are located at 23 locations throughout the City. The City employs various connectivity methods across the City including City owned wireless links, fiber, ethernet and cellular connections. For voice communication we have an internal VOIP PBX, and many employees also have city owned cell phones. The City's standard network operating system is Windows Server 2019, transitioning to Server 2022. The standard desktop operating system is Windows 10, transitioning to Windows 11 Clients.

I.4 Objective

The City is seeking an integrated solution that will meet its core requirements with minimal modifications or customizations. The goal is to optimize system utilization for all users, improve response times, reduce errors, reduce manual efforts, improve analytical capabilities and improve customer service. The City intends to minimize its total cost of ownership without any degradation in performance and level of service and to implement a system which can remain on the upgrade path with minimal cost and business impact. The ERP system selected must provide the following:

- a. Compatibility with the City's technology strategic objectives.
- b. A complete solution that has been successfully implemented in the last 18 months for public agencies of comparable size and that follows best ERP solution practices.

- c. Alignment with the functional requirements as defined in this RFP.
- d. A solution that requires no (or minimal) modification to base code, but is configurable to meet the needs of the City now and into the future.
- e. A system for which the patching and upgrading process is simple and streamlined, or is completely performed by the Contractor.
- f. An intuitive interface and an easy learning curve to facilitate rapid adoption and minimize the need for internal/external on-going training services.
- g. A system that is stable, secure, and accessible and supports business processes, service delivery and transparency.
- h. A software Contractor with an ongoing and sustainable product and corporate strategy to avoid obsolescence.
- i. Comprehensive library of standard reports and tools for end user ad hoc reporting and queries.
- j. Fostering of collaboration and process efficiencies between departments.
- k. Easy integration with other internal and third-party systems.
- l. Compliance with Federal, Industry, and State of California requirements including public sector accounting practices, required CalPERS reporting, and other California HRMS/Payroll/Procurement requirements such as the Independent Contractor Reporting requirement.

I.5 RFP Schedule

The following is the City’s best estimate of deadlines relating to this RFP and are not binding on the City. The City expressly reserves the right to make modifications to the estimated deadlines and dates described in this Section I.5 as necessary:

Milestone	Deadline
RFP Issue Date	August 18, 2022
Question Submittal Due	September 1, 2022
City Response to Questions	September 9, 2022
Submit Follow-up Questions and Pricing Assumptions	September 15, 2022
City Response to Follow-up Questions and Pricing Assumptions	September 23, 2022
Proposals Due	October 14, 2022
Contractor Short List Identified	November 4, 2022
Contractor Notification and Delivery of Short List	November 11, 2022
Software Demos/ Interviews	November/December, 2022
Final selection and notification to Contractors	December, 2022
Contract Negotiations	December 2022/January 2023
Tentative Contract Award Date	January, 2023
Implementation Kick-off	January, 2023

I.6 Contract Selection Process

This RFP process seeks to find the best overall solution for the City's investment. The evaluation process is intended to help the City select the Contractor and Software Solution with the best combination of attributes, including but not limited to total cost of ownership, ease-of-use, ease of maintainability, performance, reliability, innovation, vision, flexibility, stability, sustainability, Contractor viability and Contractor capacity to successfully implement the selected applications.

The Contract award shall be made to the most qualified Contractor(s) whose proposal is determined to be the most advantageous to the City taking into consideration the Contractor's qualifications, price, performance history and other relevant criteria. Other relevant criteria that may contribute to the selection process include but are not limited to the following:

- Project approach and understanding of the City's objectives and requirements
- Contractor's implementation methodology and implementation success
- Feedback from municipal customer references and industry peers
- Compliance with the City's terms and conditions
- Ability to meet the City's requirements including software modules, functionality, usability, performance, flexibility, integration, technology, and security
- Ability to meet ongoing regulatory requirements of the U.S. Federal Government, State of California, California Public Employees Retirement System (CalPERS), as well as those of any other agency or industry group the City is required to comply with
- Contractor's installed base and experience with similar municipalities in the State of California
- Integration with other City systems
- Total cost of ownership- Initial purchase, implementation costs, and ongoing support/subscription costs.

As part of the evaluation, the City reserves the right to request additional information, ask for Web demo(s), conduct conference calls to review the response, or take any other action necessary to perform a thorough and objective evaluation of each Contractor's response. This evaluation may include, but is not limited to, conducting customer reference checks, speaking to other agencies who have experience with the Contractor and/or software, and reviewing any other information about the Contractor and its solution (e.g. performance, viability, technology, mergers and acquisitions, organizational changes, litigation, industry analyses, etc.)

The City also reserves the right to require that a subset of finalist Contractors to make a presentation and conduct a scripted product demonstration to its selection team at a location and time chosen by the City.

1.7 Scope of Work

The successful Contractor shall be responsible for the final City approved design, installation, implementation, and commissioning of the ERP system, including development of user acceptance testing, system integration and connectivity to existing resources. Knowledge transfer and the ability to take ownership of the solution at the completion of the project is of paramount importance to the City. To this end, the Contractor(s) will work closely with both functional and technical expert City employees during the project. Once the project is complete, it's the City's desire that our key internal personnel will be fully versed in the operation and support of the solution, and will be able to continue to refine setup and conduct any needed ongoing internal training on the solution. The City expects the Contractor to perform the required services in a timely and professional manner.

The scope of work includes, but is not limited to, the Project as described in the Key Functional and Technical Requirements which are attached hereto as Exhibit C and incorporated herein by this reference. If the Contractor feels additional tasks are warranted to properly perform the Project, the additional tasks must be clearly identified in the proposal.

1.8 Subcontractors

The City will consider proposals from single Contractors or from multiple Contractors working as a team. In the event multiple Contractors submit a proposal together, the City expects that there will be one prime Contractor that will be responsible for the entire project and for coordinating the work of the other sub-contractors. The prime Contractor will be responsible for verifying the experience and qualifications for any outsourced work to sub-contractors. The Contractor is also responsible for paying its employees and any sub-contractors the Contractor hires.

Whether implementation is handled by the software Contractor or a certified third party, services should be provided by experienced ERP experts who have successfully implemented the proposed solution at comparable municipalities with similar requirements for the modules in scope.

1.9 Proposal Format

Proposals shall be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content, cost effectiveness of the proposal, and adherence to the presentation structure required by this RFP and not on volume. All proposals and accompanying documentation will become the property of the City and will not be returned. Proposals must be uploaded to the link specified in the Notice of Request for Proposals.

Contractors uploading their proposals should allow sufficient time to ensure successful upload of their proposals by the time specified in this RFP. Contractors are fully responsible to ensure that their proposal is uploaded prior to the Submission Deadline. Corrupted files and incomplete submissions will not be considered. The Contractor must hold the prices in its offer firm for 180 calendar days from the date specified for receipt of proposals, unless another time period is specified in an addendum to the solicitation.

Contractor responses should be provided in the order and format outlined in the chart below. Proposals should include each section detailed below in the order presented. Use the numbering system noted in this table including Section and Sub-Section (e.g. 2.a, 2.b, 2.c, etc.).

Failure to address all items will impact the evaluation and may classify the response as non-responsive and preclude the proposal from further consideration.

Proposal Requirements and Preparation Guidelines		
--	Table of Contents	A Table of Contents that identifies the sections included in the RFP response.
1	Cover Letter	<p>A transmittal letter addressed to the contact person identified in the Notice to Contractors. Include any other information called for by this RFP that the proposer deems relevant, and provide the names, titles, phone numbers and email addresses of the persons who will be authorized to make representation for Contractor’s organization.</p> <p>The Proposal must be signed by an official authorized to legally bind the Contractor using the Signature Page attached hereto as <u>Exhibit E</u> and incorporated herein by this reference.</p>
2	Contractors Qualifications and Experience	<p>A summary of the qualifications and experience of the Contractor including the following:</p> <ol style="list-style-type: none"> a. An overview description of the Contractor’s qualifications related to the requirements described herein. b. List the most significant projects successfully implemented by the Contractor in the past five years similar to the scope described in this RFP for government agencies of similar size to the City and/or in larger agencies. c. Number of years the firm has provided the products and services outlined in the RFP. d. Name of the Principal or Project Manager who will have direct and continued responsibility for the project. This person will be the City’s staff contact on all matters dealing with the Project and will handle the day-to-day activities through completion. e. Resumes for all persons assigned to the proposed implementation team, including a listing of their job responsibilities for this Project. f. Identify any services that will be outsourced to a sub-contractor. Describe the role and experience of any subcontractors participating in this Project and the history of the Contractor and subcontractor business relationship.

3	Key Functional and Technical Requirements	Using the form provided as Exhibit C, complete the requirements document following the instructions provided on the form. Each item should have a ranking and a specific qualitative comment about how the software supports the requirement.
4	Implementation	<p>An overview of Contractor’s implementation methodology including but not limited to the following:</p> <ul style="list-style-type: none"> a. Project Plan: define all phases, tasks, and timeline. b. Recommendation as to an implementation by phase or all modules at one time. The City’s goal is to be live on as many modules as possible by January 1, 2025. c. City Resources: IT and business roles, responsibilities, average estimated time per month by functional area. Indicate any additional resources needed. d. Contractor Resources: roles, responsibilities, average estimated time per month. e. Process Improvement: approach to process improvement through implementation. The City’s preference is to modify processes where necessary to leverage best practices offered by the software. f. Data Conversion: tools, methodology, experience with conversions from Oracle Peoplesoft Enterprise, recommendation for data to be converted. g. Environments available including Production, Test, Train, etc. h. Testing: approach, resources available, documentation provided, etc. i. Training: approach, on-site, online, resources available, documentation provided. The City prefers a hybrid mix of training services; Contractor led and train the trainer. j. Integration: approach, tools, experience. k. Post Go-Live Implementation Support.
5	Support	<p>Support services offered and recommended including:</p> <ul style="list-style-type: none"> a. System Administration: performance monitoring, tuning, loading of patches, regulatory updates, and version releases. b. Disaster Planning and Recovery. c. User Groups, Conferences, Community Forums, Knowledge Base, etc. d. End User Support: numbers of staff offering user support, hours of service, average and guaranteed response time, ticketing system used, escalation process, user forums, etc. e. Software Upgrades: timing, support provided, documentation. f. Documentation: description and examples of user, administrator, and technical system references and help materials, e.g., procedures, definitions, configuration, ERD, API's, etc.
6	Information Technology	<p>Specific Technology topics to review for the proposed solution include:</p> <ul style="list-style-type: none"> a. On Premises vs. Cloud or Hosted solution. b. If Cloud or Hosted, where does data reside? What are the City’s options to access or retain data for the long term? c. Hardware specifications. d. Diagram of proposed server(s) for typical implementation. e. Database diagrams and data dictionary f. Mobile hardware and operating system specifications.

		<ul style="list-style-type: none"> g. Support for Service-Oriented Architecture. h. Integrations Strategy. i. APIs offered and languages supported. j. Remote access capabilities. k. Languages, structures or frameworks used e.g., .NET architecture, SQL, etc. l. Define maintenance responsibilities; Contractor and City for On-Premises, Cloud or Hosted. m. Estimated IT Department support time per month after go-live.
7	Training: Post Go Live	Training resources provided for technical and user training post go-live; approach to delivery, training materials provided and available online tutorials, etc.
8	References	Using the form provided as <u>Exhibit D</u> , which is attached hereto and incorporated herein, provide five references that are similar in size and scope to this Project. Indicate the degree to which the references have implemented your solution. Three references shall be current customers and two references should be previous customers.
9	Contract Performance	<ul style="list-style-type: none"> a. Indicate if during the past five year the Contractor has had a contract terminated for convenience, non-performance, or any other reason, or has entered into legal action with a customer. Describe the situations including name and address of a contracting party and circumstances. b. Disclose and explain any litigation, threatened litigation, investigation, reorganization, receivership, filing, audit, corporate acquisition, unpaid judgments, or other action that could have an adverse impact on their ability to meet the requirements of the contract. c. Included a statement indicating whether the Company has filed for bankruptcy protection within the last five years. d. Indicate any significant financial changes during the last two years or any anticipated significant financial changes in the next two years.
10	RFP Exceptions	Using the form provided as <u>Exhibit E</u> , which is attached hereto and incorporated herein, specifically identify exceptions to this RFP from any section. Identify a preferred workaround or alternative to each exception.
11	Exceptions to Contract	If there are any, provide high-level review comments to the standard City contract terms outlined in the body and Exhibits of this RFP.
12	Contractor Contract Samples	Provide contract templates proposed by Contractor including but not limited to Software License, SaaS License, 3 rd Party Agreements, Maintenance, Services, Service Level Agreements, Remote Access, etc.
13	Non-Collusion Certificate	Complete the Non-Collusion Certificate form provided as <u>Exhibit G</u> which is attached hereto and incorporated herein by this reference.

14	Cost Proposal	<p>Using the Cost Proposal form provided as <u>Exhibit I</u>, which is attached hereto and incorporated by this reference, complete the pricing summary for the user counts defined in this RFP. Pricing must be complete and list any available discounts. The offer must be firm and irrevocable valid for a least 180 days. Cost proposal must include all one-time and recurring costs. Provide estimates of total hours and hourly rates associated to each line item for services costs for implementation. Estimates for implementation services should include but not be limited to:</p> <ul style="list-style-type: none"> e. Implementation of the software f. System configuration g. Training h. Data conversion i. Interfaces or integration j. Travel estimate k. Post Go-Live Support <p>Additional backup documentation that supports the pricing summary page should be provided in this section.</p>
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I.10 System Applications

The primary focus of this RFP is to replace the Financials and Human Resources Information System (HRIS) solutions with fully integrated modules that meet the specific requirements of the City. The City would like to review optional modules offered by Contractors to support other functional areas.

The proposed ERP system must include the following modules:

Financial Modules - Required	Financial Modules - Required	HRIS Modules - Required
General Ledger	Capital Assets	Human Resources
Procurement	Budget	Electronic Timekeeping
Accounts Payable	Central Cashiering	Payroll
Accounts Receivable and Cash Receipting	Billing	Applicant Tracking System (should be identified in addition to the HR module)
Project and Grant Accounting		Benefits Administration

Other Modules - Consider
Utility Billing

The City preference is an integrated suite or open integration technology such as Web Services or prebuilt API's to 3rd Party solutions, but would consider standalone 3rd Party applications for these functions.

The following chart lists other City applications used that will be interfaced or integrated to the replacement ERP solution:

Application	Function	Integrate/Interface
Cityworks PLL	Permitting, Code Enforcement, Business License	Yes (General Ledger Revenue)
UKG TeleStaff (Fire), InTime (Police), SafeCities Schedule Express (Dispatch)	Public Safety Staff Scheduling, Timekeeping	Yes (Payroll Data)
Bank of America (currently; RFP for banking services to be developed)	Banking	Yes
Cityworks AMS	Utilities/Public Works Asset Management, Partial Timekeeping/costing	Possible (Storeroom inventory costs, timekeeping, employee loaded hourly rates for cost tracking)
Amelia SmartRec	Recreation Registration and Facility Reservations	Possible, yes if Cashiering is replaced.
3 rd Party payments	Invoice Cloud (Utility Billing payments; Cityworks PLL public portal payments)	Yes, if Cashiering is replaced
Oracle Customer Care & Billing	Utility Billing, Cashiering	(Yes, GL and accounting chart field tables)
Fleet Focus	Fleet Maintenance Management	Possible (vehicle program numbers)
Esri ArcGIS Enterprise 10.8	GIS System	Possible (geolocating of development project locations, geographically focused grants, etc.)
California Public Employees' Retirement System	Employee Pension Program	Yes (Payroll/HRMS)
NEOGov	Recruitment and Applicant Tracking	Yes, or bring applicant tracking into proposed solution
Hyland OnBase	Document Management and Retention	Possible (invoices, purchase orders, contracts, correspondence, etc.)

I.11 General Terms and Conditions

PLEASE READ CAREFULLY. THE FOLLOWING GENERAL CONDITIONS ARE A PART OF ALL PROPOSALS SUBMITTED IN RESPONSE TO THIS RFP AND THE RESULTING CONTRACT (INCLUDING PURCHASE ORDERS).

This RFP as advertised, the specification requirements detailed in this RFP (including the following General Provisions) are subject to all provisions of the Ordinances of the City of Escondido. Each Contractor submitting a response to this RFP warrants that the submitted proposal is genuine and non-collusive, or made in the interest of any person, firm, or corporation. A non-collusion declaration attached to this RFP as Exhibit G shall be properly completed and returned with the proposal documents.

In submitting a bid in response to this RFP, the Contractor agrees that:

- Contractor has carefully examined the specifications and all provisions relating to the Project, or the work to be done, and understands the meaning of the requirements, and agrees to the same;
- Contractor is prepared to use the City's standard contract form (Exhibit A) rather than its own contract form. Services may not commence until the Public Service Agreement for the Project is executed.
- The Contractor's proposal submitted in response to this RFP will become part of the Public Services Agreement. Any proposed waiver or change to Exhibit A, Exhibit B, or the terms and conditions of this RFP must be clearly identified in Contractor's proposal. Any terms of a submitted proposal that seek to alter or effect the indemnification or licensing requirements of this RFP or Exhibit A **are not permitted**. The requirements and service standards of this RFP and the responses of the Contractor will be incorporated by reference into the resulting agreement regarding the Project.

1. Public Disclosure

All documents submitted in response to this request for proposal are subject to the California Public Records Act (PRA) and Federal Freedom of Information Act (FOIA). Any information deemed confidential or proprietary and exempt from disclosure must be clearly identified in the proposal by the Contractor as such, including identifying the page and particular exception(s) from disclosure. Information identified as confidential or proprietary will be protected and treated with confidentiality to the extent permitted by applicable local, state, and federal law. Marking the entire proposal as proprietary or confidential, and therefore, exempt from disclosure will **NOT** be accepted or honored and may result in disclosure of the entire proposal or disqualification of the proposal solely at the discretion of the City.

2. Ownership of Documents

Any reports, studies, conclusions, and summaries prepared by the Contractor shall become the

property of the City. The City reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected.

3. Confidentiality of Information

All information and data furnished to the Contractor by the City, and all other documents to which the Contractor's employees have access during the term of the contract, shall be treated as confidential to the City. Any oral or written disclosure to unauthorized individuals is prohibited.

4. Addendums

The City reserves the right to amend, alter, or revoke this RFP at any time. Any modifications, clarification, or additions will be distributed via email as an addendum.

5. Proposal Preparation Cost

The City is not obligated to reimburse any Contractor for expenses incurred in preparing proposals in response to this RFP. All Contractors shall bear their own costs, fees, and expenses incurred in preparing proposals in response to this RFP.

6. Withdrawal of Proposal

A Contractor may modify or withdraw their proposal, either personally or by written request via email, at any time prior to the Submission Deadline. Such requests should be directed to the Finance Manager.

7. Inaccuracies or Misinterpretations

Subject to the City's sole discretion, the City may terminate a prospective Contractor from the RFP process or terminate any agreement with the Contractor if the City determines that said Contractor has: (a) made a material misstatement, (b) made a material misrepresentation, or (c) provided materially inaccurate information.

8. Optional Items

Prospective Contractors may elect to provide recommendations and pricing for optional items. Pricing for optional items shall not be included in the minimum requirements pricing.

9. Business License

The Contractor awarded the Project shall be required to be a registered Business Entity (BE) by the California Secretary of State's Office, maintain in good standing a City of Escondido Business License pursuant to the terms of Exhibit A.

10. Signature

All proposals shall be signed in the name of the prospective Contractor and shall bear the original signature in longhand of the persons duly authorized to sign the proposal. Obligations assumed by such signature shall be fulfilled.

11. Right to Reject Proposal

The City reserves the right to reject any or all proposals, to waive any non-material irregularities or information in any proposal, and to accept or reject any items or combination of items. The City is not obligated to explain or justify its selection or rejection of any Contractor. All proposals submitted in response to this RFP shall immediately become property of the City.

12. Right to Conduct Personal Interviews

The City reserves the right to conduct personal interviews or require oral presentations of any or all prospective Contractors prior to selection.

13. Right to Request Additional Information

The Contractor shall furnish additional information as the City may reasonably require. The City reserves the right to investigate the qualifications of prospective Contractors as it deems appropriate.

14. Right to Determine Financial Responsibility and Viability

The City reserves the right to request information pertaining to the financial stability of a prospective Contractor to allow an appraisal of a prospective Contractor's current financial condition.

15. Understanding the Services to be Performed

By submitting a proposal in response to this RFP, each prospective Contractor certifies that they have fully read and understand this RFP and have full knowledge of the scope, nature, quantity, and quality of services to be performed. Each prospective Contractor understands that, if awarded the Project, they will be required to enter into a written contract in substantially the same form as Exhibit A.

16. Award of Contract

Proposals submitted in response to this RFP will be analyzed and the Project awarded to the responsible Contractor whose proposal conforms to this RFP and is considered to be the most advantageous to the City, taking into consideration not just the proposal price, but also the evaluation criteria set forth in this RFP. If the Contractor does not execute a contract in substantially the same form as Exhibit A within 30 days after notification of award, the City may, subject to its sole discretion, (a) give notice to the Contractor of the City's intent to select from the remaining Contractors or (b) issue a new RFP for the Project.

17. Proposal Acceptance

The City reserves the right to accept the proposal, proposals or parts of a proposal deemed most advantageous to the City. If applicable, the City reserves the right to request from the software Contractor a different implementation provider, systems integrator and/or Value-Added Reseller than the one proposed, or, at its sole discretion, select a different implementation provider, systems integrator and/or Value-Added Reseller on its own.

18. Recordings

The City reserves the right to record and/or videotape all Webinars, Web demos, conference calls, demos or other communications relative to this RFP.

19. Contract Funding Appropriations

City's funding of any agreement resulting from this RFP shall be on a fiscal year basis and is subject to annual appropriations. Contractor acknowledges that the City is a municipal corporation, is precluded by the State Constitution and other laws from entering into obligations that financially bind future governing bodies, and that, therefore, nothing in this RFP shall constitute an obligation of future legislative bodies of the City or State to appropriate funds for any agreement resulting from this RFP. Accordingly, the Contractor acknowledges and agrees that the funding for any agreement resulting from this RFP are contingent upon appropriation of funds.

20. City Provisions to Prevail

The terms of this RFP and the terms of any agreement resulting from this RFP shall govern the Project. Any standard terms and conditions of the Contractor shall not be acceptable to the City unless expressly agreed to by the City by separate document. The City reserves the right to reject a proposal containing unacceptable conditions as non-responsive as a condition of evaluation or award of the proposal.

21. Equal Employment Opportunity

The Contractor awarded the project shall comply with all equal employment opportunity provisions of federal, state, and local non-discrimination laws, orders, regulations and guidelines as may be applicable to the Contractor and be in effect during the performance of any agreement resulting from this RFP.

22. Contractor's Invoices

Invoices shall be prepared and submitted in duplicate to City of Escondido, Accounts Payable Division, located at 201 N. Broadway, Escondido, CA 92025. Separate invoices are required for each purchase order. Invoices shall contain the following information: Purchase Order number, item number, description of supplies or services, sizes, units of measure, quantities, unit prices and extended totals. Invoices should include all applicable sales or other taxes, and shall be remitted to appropriate agencies on the City's behalf. All payments made pursuant to this contract are not assignable and shall only be made payable to the seller.

23. Payment Terms

The City's payment terms are Net 30 days from date of invoice. No pre-payment or partial up front down payment will be made for any services or equipment. The time period allowed for payment, as indicated on the face hereof or offered by quote or bid, shall commence upon receipt of Contractor's invoice or upon receipt of the goods or services, whichever is later.

24. Insurance Requirements

The Contractor must have insurance in accordance with the requirements listed in Exhibit A.

25. Public Agency Clause

It is intended that other public agencies (e.g., city districts, public authorities, municipal utilities, public school districts and other political subdivisions or public corporations of California) shall have the option to participate in any award made as a result of this solicitation. The City shall incur no financial responsibility for their order placement and payments to the Contractor. This option shall not be considered in proposal evaluation. State whether said option is granted:

YES

NO

[Intentionally Left Blank]

EXHIBITS

Exhibit A – Sample of Public Service Agreement (PSA)

Exhibit B - 2 C.F.R Part 200 Appendix II Federal Contract Provisions

Exhibit C – Key Functional and Technical Requirements

This section includes the ERP software functional and technical requirements and shall be included as Section 3 of the proposal. This does not represent a comprehensive list of all the City’s requirements, but includes the key elements or features required by the City for the Project, if the Contractor wishes to propose optional features, the additional items must be clearly identified in the proposal as such. Each item has been provided a ranking of R, I, N or E. A ranking of “R” indicates a feature is preferably Required, “I” indicates the feature is Important to the final decision, a ranking of “N” indicates the feature would be Nice to Have in a solution, and a ranking of “E” represents areas to Explore in the overall solution. Proposed solutions that are missing a significant number of required features and technology preferences may be deemed unresponsive.

Contractors must provide a rating for every item for Core Modules. If the requirement does not pertain to the proposal being submitted, enter “N/A”. In addition, **each line item should include a brief explanation of how the required item is supported.** Contractors are encouraged to respond by either providing a response to requirements based on Contractor-offered solutions, or by identifying third party partnership solutions.

Use the following rating system to evaluate each requirement:

Rating	Definition
3	Standard and available in the current release. Software supports this requirement and can be implemented with minimal configuration at no additional cost. No source code modification is required.
2	Meet requirement with minor modification. Modification maintains application on upgrade path. Testing and production of modifications will be completed by implementation date. Include an estimate for the cost of the modification.
1	Available with 3rd party software application. Indicate name of the application recommended and number of installs jointly completed.
0	Not available. Software will not meet requirement.
F	Future Release. Requirement will be available in future release. Indicate anticipated release date: month and year.

Sample Response Format: The format provided below shall be used by the Contractor to present their responses. The rating should be on one line and the comment should follow on the second line. Comments such as “Standard Functionality” or “In the ERP system” are not acceptable comments.

	General	Rating and Comment
R	1. Audit Trail with user, date, time stamp throughout all modules. Before/after values is Important.	3 System logs all transactions and stamps them with user, date, time, and before/after values.

R = Required
 I = Important
 N = Nice to have
 E = Explore

City of Escondido ERP Software Requirements

Rating	Contractor Background	Comments
	1. Company	
	▪ Company Name	
	▪ Contact Person Name and Title	
	▪ Contact Address, Phone, Email	
	2. Company Information	
	▪ Public vs. Private	
	▪ Year Founded	
	▪ Revenue and Income: Current and Prior Year	
	▪ Office Locations: Headquarters, Implementation, Support, Development	
	▪ Nearest regional office to Escondido, CA	
	▪ Website	
	▪ Employee Count	
	3. Number of Customers	
	▪ Total Customers	
	▪ Total Customers on Proposed Application	
	▪ Total Cities	
	▪ Total California Cities	
	▪ Total Customers Our Size	
	4. Target Customer Profile	
	▪ Target Industries	
	▪ Sizing - Users and Population	
	5. Version Schedule	
	▪ Current version and Release Date	
	▪ Proposed Version and Release Date	
	▪ On Premises release dates vs. Software as a Service (SaaS) release dates	
	▪ Indicate if specific modules are not yet release and their release dates	

Rating	Pricing Summary - Details in RFP Pricing Section 14	Comments
	All Costs – Required Modules	See Module List
	6. Software License:	
	<ul style="list-style-type: none"> ▪ City of Escondido – Approximate population of 152,000 ▪ Core Financials - 125 Named + 25 Inquiry ▪ Employees: 744 Full-Time, 189 Part-Time (P/T number fluctuates seasonally) 	
	7. Implementation: Total cost for implementation, data conversion, training, report development, integration, travel, etc.	
	8. Maintenance: Total annual cost - Years 1-15.	
	9. Other Costs	
	10. Annual support cost maximum percentage increase per year	
	11. Total First Year Cost – Required Modules	
	12. Total 15-year Cost – Required Modules	
	All Costs – Utility Billing (If applicable)	
	13. Software License: 13 Named Users, 100 View Only Users	
	14. Implementation: Total cost for implementation, data conversion from Oracle Customer Care & Billing, training, report development, integration (InfoSend for bill printing, Invoice Cloud for bill payment), travel, etc.	
	15. Maintenance: Total cost - Years 1-15.	
	16. Other Costs	
	17. Total First Year Cost – Utility Billing	
	18. Total 15-Year Cost – Utility Billing	
	Other Services	
	19. Disaster Recovery Services: Required Modules (Do not include on Pricing Summary Page in Section 14)	

Rating	Modules	Indicate module name and release date
R	20. General Ledger	
R	21. Procurement	
R	22. Accounts Payable	
R	23. Accounts Receivable and Billing	
R	24. Project and Grant Accounting	
R	25. Capital Assets and Depreciation	
R	26. Budget	
R	27. Central Cashiering	
R	28. Human Resources	
R	29. Benefits Administration and Open Enrollment	
R	30. Timekeeping and Payroll	
R	31. Recruitment	
R	32. Reporting, Dashboarding,	
I	33. Utility Billing	

R = Required I = Important N = Nice to have E = Explore			City of Escondido ERP Software Requirements
Rating	Technology	Rating/Comments	
R	1. Integration across all modules in the system; enter data once, updates all records.		
R	2. Database: If on premise system, MS SQL Server 2019 or higher. Must meet compatibility without running in a compatibility mode otherwise it will be deemed not compatible. Explore: Level of Data Normalization, Use of Vectoring in tables and ANSI compliance,		
R	3. Server: If on Premise system, MS Windows 2022 or higher, 64 Bit. Virtual machines running under VMWare 7.x or higher.		
R	4. If on premise, compatible with Windows 10 or higher desktop client.		
R	5. Web-enabled or Web-based architecture compatible with all modern browsers. List current browsers supported and preferred browser.		
I	6. Published open APIs for data integration and automation.		
I	7. If SaaS/Cloud hosted, ability to access the underlying database in a read-only mode for external dashboarding solutions.		
R	8. Available SaaS and hosted options which allow multiple environments, e.g., production, test, training, development, etc.		

R	9. List remote access methods supported including technologies, portals, etc.	
R	10. Role-level security to menu and screen level with ability to mask sensitive data fields, e.g., Tax ID or SSN.	
R	11. Comply with institutional data security requirements including: a. HIPAA Rules b. American with Disabilities Act (ADA) compliance c. PHI security d. Comply with PCI regulations acceptance of Payments.	
R	12. Single sign-on: MS Active Directory, Azure Active Directory.	
R	13. If on premise, operable with VMWare 7.x or higher.	
I	14. Microsoft Outlook and Exchange Server integration for Email and workflow approval. Calendaring ability would not be required, explore.	
I	15. MS Office 365 compatible.	
R	16. Import/Export to PDF, Microsoft Word, Access, and Excel; ability to filter data for export.	
R	17. List integration technologies, e.g. Web Services, SOA, XML, etc.	
I	18. Describe compliance with Service Oriented Architecture (SOA).	
I	19. Indicate experience and proposed integration methods to other City applications and services (Web Services, API).	
R	20. InTime – Time data for Payroll – Police	
R	21. UKG TeleStaff– Time data for Payroll – Fire	
N	22. SafeCities Schedule Express – Time data for Payroll – Dispatch	
R	23. Oracle CC&B - Utility Billing Payments	
R	24. Amelia SmartRec - Recreation Registration Systems	
R	25. Bank of America – Banking	
R	26. NeoGov – Employee Recruitment data	
R	27. California Public Employees Retirement Systems: Enrollment, retirement contributions, reporting, etc.	
R	28. Commercial benefits carriers (medical, life & disability, other)	
R	29. Cityworks– chart of accounts, employee loaded rates, name updates, etc.	
R	30. Hyland OnBase Document Management – document repository retention system, workflow routing.	

R	31. Esri ArcGIS Enterprise 10.9 GIS – Map services for Project Accounting, Capital Assets, Utility Billing, etc.	
R	32. Scan and attach documents, images, and videos.	
R	33. Describe functions supported by mobile technology, e.g., workflow approvals, data look-ups, etc. Include what devices and mobile OSs are supported (iPads vs Surfaces, iOS vs. Android).	
R	34. Describe Web/Portal functionality for internal and external users. Preference is to publish data to the Web, interact with vendors and citizens, support online payments, etc.	
R	35. If direct access to database is available, Online Readable Data Dictionary or database schema.	
I	36. Indicate tools and utilities available for data purge and archiving processes.	

R = Required I = Important N = Nice to have E = Explore	<h2 style="margin: 0;">City of Escondido</h2> <h3 style="margin: 0;">ERP Software Requirements</h3>
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Rating	General Requirements	Rating/Comments
I	1. Configurable role-based dashboards to present reports, tasks, notifications, approvals drill down to source transactions, etc.	
R	2. Audit Trail with user, date and time stamp throughout all modules, with before/after history.	
I	3. Ability to view multiple levels of audit history in the application, not just the last change	
I	4. User configurable menus, screens, and fields, e.g., hide unused fields, set tab order, define mandatory fields, etc.	
I	5. Flexible description field widths throughout the system. Describe what is supported.	
R	6. User-defined fields that can be used in queries and reports; indicate where available and limitations.	
I	7. Configurable electronic forms that can be filled in, routed online for approval and update the database.	
I	8. Context sensitive field help.	
R	9. Rules-based workflow routing to multiple approvers that can be concurrent or consecutive with prioritization, alerts, and electronic signatures. MAPI compliant. Define out-of-office and backup approver process.	
R	10. Visibility to Workflow queue.	
I	11. User-definable process checklists or Wizards, e.g., Purchase Order creation, Onboarding, Separation, etc.	
R	12. Activity or date triggered alerts, flags, and messages.	

R	13. Effective dating of transactions throughout all modules; input change today that is effective as of a future or past date.	
N	14. Searchable notes fields by keyword across records and modules.	
R	15. Generate letters, mailing labels, emails, faxes, consolidated communications, etc.	
I	16. Indicate strategy for document management within the application including retention.	

R = Required I = Important N = Nice to have E = Explore		
City of Escondido ERP Software Requirements		
Rating	General Ledger	Rating/Comments
R	1. Describe Chart of Account format; number of segments and characters available. Preference is for date effective. Current Chart is: Account (4), Fund (3), Department (3), Program (5), Project (6).	
R	2. Quick Codes defined for Chart of Accounts for ease of data entry.	
I	3. Ability to use full chart of account entry or friendly code entry where overrides are allowed.	
R	4. Meet Governmental accounting best practices and requirements.	
R	5. Support 13 accounting periods or alternate process to differentiate closing or audit adjustments.	
R	6. Month end and year end close process that is date driven.	
R	7. Multiple fiscal years or periods open at one time with role-based posting permissions.	
R	8. Full Accrual method of accounting with reports generated in both Full Accrual and Modified Accrual basis.	
R	9. Fund accounting with automatic inter-fund balancing entries; at minimum generate error message if out of balance. Describe procedure to ensure balancing when there are rounding issues.	
R	10. Rules-based validation of account and segment combinations at data entry. e.g., charges to CIP funds require a project number, Expense accounts require a budget, etc.	

R	11. Multiple Journal Entry types including: a. Regular b. Reversing c. Recurring d. Allocations (equal increments or by percent) e. Budget Adjustment f. Third-party systems or subsystems	
R	12. Journal Identifier to indicate source of information	
R	13. Journal Entry with short (30+ characters) and long descriptions (2000+ characters), comments and attachments.	
R	14. Workflow routing of Journal Entries for approval.	
I	15. System generated alerts when nearing Budget tolerances, e.g., 10% remaining.	
R	16. Budget vs. Actual queries with or without encumbrances with drill down to source data.	
R	17. Export query or report to Excel; save query and refresh data.	
I	18. Describe available tools to support ACFR reporting.	
R	19. Drill down capability from General Ledger to source transactions initiated within the system.	
N	20. Drill down capability from General Ledger to source transactions initiated from external system.	

R = Required I = Important N = Nice to have E = Explore		
City of Escondido ERP Software Requirements		
Rating	Procurement	Rating/Comments
R	1. Single vendor master for all integrated modules.	
R	2. Comply with all federal and state requirements both current and upcoming for vendors and procurement	
R	3. Vendor master file data: a. Vendor Number - system assigned b. Legal name, Doing business as name or an alternate withholding name c. Vendor type – Regular, One-Time d. Arbitrary number of classifications e.g. minority owned, local owned, veteran, etc. e. Tax ID, EIN, SSN masked/encrypted PII with security to view f. Addresses - Physical, Remit To, Ship To, Mail, etc. g. Status - Active, Inactive, On Hold, etc. h. Payment and discount terms; default to NET30 i. 1099 and W-9 status and withholding balances	

	<ul style="list-style-type: none"> j. Insurance and bond data k. Business License Number, Contractor License Number(s) is Nice to have l. ACH information for vendor payments, protected by security/encryption m. User-defined fields n. Note for terminology for one-off place-holder vendors e.g., water refunds. 	
N	4. Decentralized vendor master maintenance permissions with review and approval step before updating records.	
R	5. Functionality to prevent or correct duplicate vendors and addresses; merge utility to move duplicates and history to a single record is Important.	
R	6. Deactivate vendor; retain history.	
R	7. View vendor history: name changes, dba, order history, spend totals over time, etc.	
R	8. Pre-Encumber funds for a Requisition and Encumber funds for a Purchase Order; reflect in Project and Budget reporting.	
R	9. Budget verification at creation of Requisition and Purchase Order with settings for whether to warn or block.	
R	10. Capture multiple addresses on Requisition or Purchase Order; general, email, order, ship to, etc.	
R	11. Allow multiple General Ledger accounts per line item on Requisition or Purchase Orders.	
R	12. Ability to distribute chart of accounts by amounts or percentage and/or quantity.	
R	13. Capability to track expenditures outside the chart of accounts. I.E. work against city vehicles, expenditures related to a project but not charged to its budget.	
R	14. Rules-based workflow routing for approval of Requisitions and Purchase Orders based on dollar amount, General Ledger account, department, project, etc.	
I	15. Requisition and Purchase Order approvals via mobile device.	
R	16. Multiple Purchase Order types; Standard, Contract, Blanket, etc.	
R	17. Create a Purchase Order without a Requisition.	
R	18. Ability to associate a requisition to a PO after the PO has already been created (Emergency PO).	
R	19. Convert approved Requisition to a Purchase Order.	
R	20. Flag Purchase Order or line item as a Fixed Asset; pass through to Fixed Assets module based on account and dollar amount.	

I	21. At time of receipt, based on dollar amount threshold route to someone for evaluation of fixed asset applicability. If applicable create a fixed asset	
R	22. When purchased goods become fixed assets, ability to specify different chart of accounts and track back to original chart of accounts.	
R	23. Email Purchase Order to vendors directly from the system.	
I	24. Captive portal with major online retailers. Ordering from approved items at Amazon, Home Depot, Staples, etc. and recording the purchase.	
I	25. Log of all changes made to a vendors account	
I	26. Vendor portal functionality: vendor setup, W-9 submission, maintain vendor ACH information, contact information, etc.	
R	27. Purchase Order Change Order processing with workflow approval and security settings.	
I	28. Bid and Quote management at the requisition level.	
I	29. Functionality to support Contract Management; create Contracts, manage payments to Contract, etc.	
I	30. Ability to integrate to third party contract management systems.	
N	31. Interface with third party inventory system.	
R	32. Ability to roll over purchase to the next fiscal year. Associated budget should be kept separate from the fiscal year budget until approved.	
R	33. Ability to flag requisition as being grant funded as well as the details.	
N	34. Ability to manage the Request for Proposal/Request for Bid cycle: Document development, publishing, Q&A, selection process, and award.	

R = Required I = Important N = Nice to have E = Explore	City of Escondido ERP Software Requirements
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Rating	Accounts Payable	Rating/Comments
R	1. Scan invoices; route for review, approval, and account coding.	
N	2. Simplified data entry for distributed invoice entry; workflow approval routing.	
R	3. Attachments must follow records retention schedules, or must be stored in an external content management system retention schedule.	
R	4. Route a single invoice concurrently to multiple approvers; ability to re-route or add reviewer while in process.	

I	5. Alert when invoice is due	
R	6. Online visibility to invoice approval routing queue.	
I	7. Import electronic invoices into Accounts Payable.	
R	8. Import and process P-Card transactions from bank file; post transactions to payee vendor.	
R	9. Process multiple invoices to a Purchase Order.	
R	10. Duplicate invoice management.	
R	11. Generate recurring payables templates. (amounts differ but chart of accounts distributions are the same.)	
R	12. Distribute invoice to multiple General Ledger accounts by percentage or other pre-defined rules.	
I	13. Manage retainage holdbacks on vendor Invoices.	
R	14. Manage partial payments to vendors.	
R	15. Two- or three-way matching; Purchase Order to Invoice or Purchase Order to Receiving to Invoice.	
I	16. Vendor discount management based on payment terms.	
R	17. Flag invoice for separate check.	
R	18. Multiple forms of payment; check, ACH, EFT, etc.	
R	19. Sales and Use Tax management with multiple levels and ability to assign defaults and override.	
R	20. Define check sort and print order to user preferences.	
R	21. Positive Pay management.	
R	22. Monitor and manage Sales and Use Tax payable; flag taxable invoices and transactions.	
R	23. Import electronic bank files and perform automated bank reconciliations; generate resulting Journal Entries.	
E	24. Ability to reconcile all bank transactions (deposits, wire transfers, checks, adjustments)	
R	25. Cancelled payment/void check process	
R	26. 1099 tracking to vendor or invoice level.	
R	27. Transmit 1099 forms data per Federal and state regulations.	
N	28. Manage Employee Travel; create request, route for approval apply charges, per diems, P Card transactions, etc.	
R	29. Vendor portal functionality: submit invoices, view payment status, submit W9., etc.	

R = Required I = Important N = Nice to have E = Explore		
City of Escondido ERP Software Requirements		
Rating	Accounts Receivable, Billing, and Collections	Rating/Comments

R	1. Customer Master File data to include: <ul style="list-style-type: none"> a. ID Number b. Category or Type c. Status d. Name, email, phone e. One or more addresses per customer (Address selectable by invoice) f. Payment history, e.g., bad checks, delinquency, etc. g. User defined fields 	
R	2. Define multiple billing types (Rent, health insurance, grants, etc.)	
R	3. Requirement to bill to multiple charts of accounts per bill	
R	4. Define multiple billing invoice templates.	
R	5. Ability to have substitution variables included in invoice templates. I.E. current month name, quarter number, etc.	
R	6. Set up recurring invoices. ALL FREQUENCIES	
I	7. Import receivables from other City applications to generate invoices.	
R	8. Support decentralized entry of billing information with electronic approval process of bills generated for customers.	
R	9. Invoice Granting agencies for reimbursable expenses or grant installment payments. Integrated with grant management functionality	
R	10. Ability to classify all receivables as a different type to include or exclude from processes and reports	
R	11. NSF Check and returned ACH processing with ability to charge fines or interest.	
R	12. Interface to third party collections system or have an integrated collections system.	
R	13. Produce monthly Customer statements with current balance due plus accumulated interest, late fees, penalties, etc.	
R	14. Ability to turn late fee and interest calculations on or off or override based on user security permissions.	
R	15. Run aging summary or detailed aging reports by customer or in aggregate for specific intervals, e.g., 30, 60, 90 days, etc.	
R	16. Maintain notes on customer accounts with date and user stamp.	
R	17. Generate, review and issue past-due notices using pre-defined templates.	
R	18. Optionally, email invoices and past-due notices and other correspondence to customers.	

R	19. Write off uncollectible Accounts Receivable with reason code. Ability for approval workflow	
I	20. Online customer portal to make payments, query account information; invoices paid, open receivables, etc.	
I	21. Integration with third party payment software	
N	22. Ability to send AR info to collection agency - interface	
R	23. Ability for split payments between departments	
R	24. Ability to apply partial payments, overpayments, other types of payments.	
R	25. Ability to attach supporting documentation to invoice for customers and follow record retention requirements, with the option to integrate into third party document storage software.	
I	26. Ability to automatically generate bills from the HRMS system; retiree, health premium, etc.	

R = Required I = Important N = Nice to have E = Explore		
City of Escondido ERP Software Requirements		
Rating	Project and Grant Accounting	Rating/Comments
R	1. Project Master File Data to include: <ul style="list-style-type: none"> a. Number, Name, Description b. Type c. Funding sources; one or multiple d. Project Budget e. Support multiple Grant Award Number(s), Related Contract Number(s) f. Location g. Sub-Project, Phases, Tasks h. Start and End Dates i. Status; Active, Inactive, etc. j. Project Manager k. Project ID corresponds to chart of accounts project field l. User defined fields 	
R	2. Multi-level Project hierarchy with ability to report on detail or roll up, inception to date actuals, and remaining budget and encumbrances. Include budget controls and ability to do future budgets.	
R	3. Define budget at Project, Sub-Project, Phase and Activity levels; annual and multi-year basis.	
R	4. Track actual expenditures and encumbrances against a Project; Purchase Order, Invoice, Journal Entry, Time Entry, etc.	

R	5. Charge labor and expenses to Project budget via integration from Timekeeping or Payroll solutions, and Accounts Payable.	
R	6. Online query to display current status of Project; percent complete, percent remaining, dollars spent, dollars remaining, etc.	
R	7. Report Capital Projects by funding source, asset types and classes. Identify Grant reimbursable costs across all modules.	
R	8. Convert Project to Asset(s) by phase or when complete.	
R	9. Close Project; maintain and access full project ledger history and reporting.	
R	10. Grant Management accounting (restricted or unrestricted use of funds for CIP, Development Projects, etc.).	
I	11. Define charges that are allowed to be charged against a Grant including labor, benefits, overhead, etc. Indicate if this can be configured by phase or portion of the Grant so that different phases can have different allowable charges.	
N	12. Interface with Project Management Software.	
R	13. Many to many relationships for projects and grants.	
R	14. Ability to allocate overhead costs to projects in budgeting of service and/or payroll system.	
I	15. Integration with ArcGIS map services.	
I	16. Delivered reporting that matches federal/state grant awards requirements.	
R	17. Ability to inquire/report on grant funded versus non-grant funded reports.	

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City of Escondido ERP Software Requirements		
Rating	Capital Assets	Rating/Comments
R	1. Asset master record that supports following attributes: <ul style="list-style-type: none"> a. ID Number b. Type (Land, Vehicles, etc.) c. Category and Sub-Category d. Manufacturer, Model, Serial Number, VIN e. License Number f. Dates: Purchase and Disposal g. Life and depreciation method h. Parent/child i. Location, responsible department, Person j. Status k. Funding sources 	

	<ul style="list-style-type: none"> l. Purchase Order, Project Number, Grant Number m. Description n. Original purchase price or value o. Attach documents p. User notes – preferably dated/timestamped q. User defined fields 	
R	2. Track non-capitalized assets less than threshold amounts including department and location, e.g., small and attractive, like iPads, cameras, etc.	
R	3. Generate Asset records from multiple sources: Purchase, Capital Project, etc.	
R	4. Establish asset groups; allow mass updates of items within a group or handle individually.	
R	5. Link related Parent/Child assets; automatically change disposition of Children if Parent is disposed of or retired.	
N	6. Interface with Fleet Maintenance System (Fleet Focus) and CMMS system (Cityworks); update Capital Asset record for any changes.	
N	7. Link to Esri GIS; view spatial location of a Capital Asset or drill to Asset record from map view.	
N	8. Integration with ArcGIS asset tables.	
R	9. Track Asset activities and history e.g., repairs, replacement, refurbishment, maintenance, upgrades, transfers, retirement, disposal etc.	
R	10. Straight line depreciation based on date placed in service and asset type.	
N	11. Manage tagging/tracking for capitalized assets and small and attractive assets.	
N	12. Manage Asset reserve or replacement schedules for Budgeting purposes, e.g., report or query.	
R	13. Support generation of required Federal/State/industry (and GASB) reporting.	
N	14. Workflow for asset disposal approvals and tasks	
N/E	15. Depreciation templates to facilitate configuring asset depreciation.	

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City of Escondido
ERP Software Requirements

Rating	Budgeting	Rating/Comments
R	1. Identify if Budget module proposed is within ERP suite or an integrated 3rd party solution.	
R	2. Biennial Budget configuration that supports two one- year Budget columns. Ability to look at budgets in biennial format as well as annual format.	
R	3. Support 6 Year CIP budgeting cycle.	
R	4. Retain Budget for multiple years as historical data.	
R	5. Pull in data from Payroll module to generate personnel budget for a specific time period.	
R	6. Position Control Budgeting: salaries, COLA increase, grades and step increases, benefits, etc.	
R	7. Excel export and import; budget upload, budget adjustments, etc.	
I	8. Route budget requests for approval via workflow.	
I	9. Add approved budget request to the budget draft.	
R	10. Online intuitive Budget worksheet distributed to Departments for entry and workflow routing for approval and review before posting. Built-in budget entry or Excel based tools are acceptable.	
I	11. Visibility to online budget approval queue.	
I	12. What-if modelling to simulate changes of key input or Budget parameters for revenues and expenses, e.g. repair vs. replace.	
R	13. Capture Budget line-item assumptions and attach supporting documentation.	
R	14. Multiple Budget iterations per year with versioning for each.	
R	15. Move a Budget group from one department to another with option to choose if history is moved or not (Budget and Actuals).	
R	16. Spread Budget by 12 monthly periods, by seasonal average, etc.	
I	17. Option to carryover unspent budget items in current period to following budget year.	
N	18. Interface with City asset systems to pull in data to assist with Capital Asset maintenance budgeting and modeling.	
R	19. Perform Salary, Benefit and Revenue forecasting analysis with unique formulas based on Budget type or category.	

R	20. Generate Budget for multiple internal service funds with various rate model scenarios for allocation to customer departments, e.g., IT Service costs.	
I	21. Budgeting dashboard with views of detailed line-item budgets, Budget vs. Actual comparisons, historical data, etc.	
R	22. Drill down from Dashboard view or queries at object level; drill to source Budget entries.	
I	23. Generate budget reports with charts, graphs, etc.; publish to dashboard for public information.	
I	24. Tools to support creation and distribution of the Budget Book. Describe what is available.	
R	25. Public transparency functionality to allow the public to explore City budgets in detail.	

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City of Escondido ERP Software Requirements		
Rating	Cashiering and Cash Receipts	Rating/Comments
R	1. Indicate if within ERP suite or interfaced. If interfaced describe how chart of accounts and revenues codes are managed.	
R	2. Payments in multiple formats; cash, check, credit/debit card, online payment gateway, lock box, import from other systems, etc. Ability to change the payment type entered with security.	
R	3. Ability to support multiple cashiers/cash drawers	
R	4. Receive payment for non-invoiced items. Not require a vendor/customer to receipt cash, e.g., Lonesome cash	
E	5. Receive payment for receivables from other City applications and 3rd party vendors.	
E	6. Centralized Customer Master File with ability to synchronize with feeder systems.	
R	7. PCI compliant.	
I	8. Support offline operation of Cashiering if connectivity is lost.	

I	9. Compatible with touchscreen enabled POS terminals.	
N	10. Utilize bar code and OCR encoded reader to pull up customer record at Cash stations.	
R	11. Describe tools or reports to reconcile between Cashiering and sub-ledger systems.	
R	12. Multiple user configurable receipts or receipt templates	
R	13. Ability to process payments through a configurable online portal.	
R	14. Interfacing of city-taken and portal payments directly into the GL via Web Services or a nightly load	

R = Required I = Important N = Nice to have E = Explore		
City of Escondido ERP Software Requirements		
Rating	Human Resources	Rating/Comments
R	1. Assign Temporary Position to employee with start and end dates that can be used for reporting but do not stop pay generation.	
R	2. Position Control Management; define positions, number of FTEs (incumbents) within a position and expiration dates.	
I	3. Assign multiple Positions to an employee with start and end dates and varying rates of pay (up to 8 in Parks and Rec). Prefer drop-down selection for time entry, etc.	
R	4. Assign one or more funding sources and/or project numbers to a position.	
I	5. Generate new Position Requisition Form and route electronically for approval. Includes workflow approval process for MSP and position budgeting.	
R	6. Applicant Management functionality: Indicate what is available in suite or via 3rd party.	
R	7. Applicant Tracking information: applicant scoring, qualifications, pre-requisites, skills, dashboard snapshot view or other key data to support the evaluation process. Training, testing, tracking and test scores, and reference check results.	

R	8. Ability to setup job recruitment with position description, salary range, minimum qualifications, preferred qualifications and recruitment closing date.	
R	9. Ability to define job recruitment steps by job posting. Allow recruitment reviewer to indicate status as applicants move through process.	
R	10. Ability to assign multiple reviewers to job recruitments through security.	
R	11. Applicant sign-up process with ability to save education, job history, contact information, attachments. Preference is online portal with password security, and a forgot password feature.	
R	12. Ability for applicants to apply for one or more job recruitments and to see their status for each application.	
R	13. Ability to mass e-mail all applicants for a job recruitment, by status.	
R	14. Interface with third party aggregators to post open positions.	
R	15. Import recruitment data from GovernmentJobs.com. e.g., candidate lists, resumes, and candidate data.	
I	16. Provide dashboard view of key performance metrics for recruitments, e.g., date/time job was posted, number of applicants per position, internal vs. external applicants, source effectiveness, etc. using data imported from job board.	
I	17. Send iCal appointments to schedule interviews with job candidates.	
I	18. Generate conditional Offer to selected applicant. Includes invitation to schedule finger printing, complete background check, assign mandatory training or new hire orientation, etc. Preference is for position-specific letters. Include Status and notes fields so that we can track where the applicant is in the process and who has done what.	
R	19. Employee Master File data with effective dating to include: <ul style="list-style-type: none"> a. Identification number b. System Login ID c. Badge numbers for employees with Separate Identifier. d. Name e. Gender, DOB, SSN 	

	<ul style="list-style-type: none"> f. Position(s) and salary g. Department and division h. Contact information including employee address, i. email, phone numbers, emergency contacts, j. Beneficiary, and Dependent information k. Employee Type (Regular, Temp, On call, Seasonal) l. Part time, Full time status m. Supervisor/Manager Name n. Marital Status o. Highest level of education p. Benefit elections q. MOU or Bargaining Unit r. Employment Status: Active, On Leave, Terminating, Terminated, Retiree, Cobra, Disability, Deceased etc. s. Dates: Hire, Promotion, Anniversary, Re-Hire, Seniority (multiple types: Seniority in position, Seniority in Bargaining Unit), Benefited, Termination, Increase, Review, Probation, Longevity, Last FMLA date, User Defined fields. t. Other User-defined fields u. Document attachments 	
R	20. Ability to navigate to other employee screens from Employee Master easily (pass EE id to new screen)	
R	21. Define employee status, status of a position and status of a position assignment.	
R	22. System checklist to manage Onboarding process, e.g., notification to departments, issuance of new hire packet, collection of forms I-9, W-4, etc., orientation, training, issued assets, attach signed agreements, etc.	
R	23. Pre-employment self Service Portal for onboarding tasks, training, videos, etc. Should have the ability to transition Pre-employment data to employee data.	
R	24. Track workflows for new hires; monitor specific due dates, e.g., benefit enrollment forms due within 30, 60 or 90 days.	
R	25. Workflows for: employment status changes, probation status changes, performance evaluations, employee changes, etc. Please list delivered workflows.	
R	26. Automation processing for employee system access and lockout based on default rules and employment status.	

R	27. Date-effective changes for pay and benefits. Benefit effective date vs. contribution effective date. Rules associated with retro (start date, stop date and cap	
R	28. Track “Probationary” time periods; start and end dates, reminders for nearing review date, etc.	
R	29. Assign one or multiple positions to an employee with effective dates; start and end. Ability to assign out-of-class position/salary	
R	30. Maintain position history; employees within a position and positions held by an employee.	
R	31. Define salary schedules with positions, steps, grades, hourly vs. monthly amounts and salary ranges. Automatic stepping based on defined rules. Explore time in service salary steps vs. calendar date steps vs. qualifications steps.	
R	32. Date effective updates to salary schedules by percent or dollar amount, including mass updates.	
R	33. Support salary increases based on number of hours, duration of time or both to trigger movement in the range.	
R	34. Performance review management workflow: track dates, resulting grade, pay change, scan and attach review forms, etc.	
I	35. Skill set tracking to support succession planning; ability to apply a filtered search against skills data.	
R	36. Assign, define and track internal and external training, certifications with renewal dates and reminders when nearing due dates.	
R	37. Track and report disciplinary actions. Ability to search past actions. Workflow system for follow-up.	
R	38. Track and report on grievances; dates, actions, notes, hearings, resolution, etc.	
R	39. Online Checklist/Workflow to manage separation process, e.g., notification to other departments, Cobra letters, retirement benefit enrollment, pay-outs (e.g. leave), Accounts Receivable, issued asset collection, etc.	
R	40. Manage Cobra Administration. Describe functions supported.	

R	41. Functionality and reporting to support requirements of the Affordable Care Act with ability to manually override by security	
R	42. Management Self-Service for their staff: leave balances, leave request approvals, performance reviews, notifications, etc.	
R	43. Employee Self-Service: view leave balances, request leaves, view pay advices and W2, Federal and State withholding adjustments, direct deposit changes, contacts, address, benefit elections, dependent changes, etc. with one or more approvals before posting. With security feature. Describe internal and external access ability.	
R	44. Track or interface individuals not paid by the City in Human Resources module such as volunteers, agency temps, etc.	
R	45. Retain history of changes made to employee record; pay, benefit elections, transfers, etc.	
R	46. Online Organization Charting tools.	
R	47. Publish Compensation and classification information for other cities and public records requests	
R	48. Publish salary tables and job descriptions on a regular basis	
R	49. Utilities: Describe mass update of salaries, benefits	
R	50. Tracking of employees' total service time. This can encompass multiple periods of employment, both part-time and full-time. This total service credit should be usable in any system process or calculation that uses length of service from current (re)hire date.	
N	51. Ability to survey/poll employees on topics that are related to their employment, benefits, etc., and analyze results.	

R = Required I = Important N = Nice to have E = Explore			City of Escondido ERP Software Requirements
Rating	Benefits and Open Enrollment	Rating/Comments	
R	1. Employee Master File data with effective dating to include: <ul style="list-style-type: none"> a. Identification number 		

	<ul style="list-style-type: none"> b. System Login ID c. Badge numbers for employees with Separate Identifier. d. Name e. Gender, DOB, SSN f. Position(s) and salary g. Department and division h. Contact information including employee address, email, phone numbers, emergency contacts, Beneficiary, and Dependent information i. Employee Type (Regular, Temp, On call, Seasonal) j. Part-time, Full-time status k. Supervisor/Manager Name l. Marital Status m. Highest level of education n. Benefit elections o. MOU or Bargaining Unit p. Employment Status: Active, On Leave, Terminating, Terminated, Retiree, Cobra, Disability, Deceased etc. q. Dates: Hire, Promotion, Anniversary, Re-Hire, Seniority (multiple types: Seniority in position, Seniority in Bargaining Unit), Benefited, Termination, Increase, Review, Probation, Longevity, Last FMLA date, User Defined fields. r. Other User-defined fields s. Document attachments 	
R	2. Ability to navigate to other employee screens from Employee Master easily (pass EE id to new screen)	
R	3. Track workflows for new hires; monitor specific due dates, e.g., benefit enrollment forms due within 30, 60 or 90 days.	
R	4. Workflows for: Benefits changes, life event changes, FMLA leave requests and tracking, employment status changes, probation status changes, performance evaluations, employee changes, etc. Please list delivered workflows.	
R	5. Rules-based eligibility for benefit elections based on status, union, years of service, etc. with ability to override per specific employee, with permissions.	
R	6. Export benefit elections data to carriers.	

R	7. Date-effective changes for pay and benefits. Benefit effective date vs. contribution effective date. Rules associated with retro (start date, stop date and cap).	
R	8. Reporting and tracking to support the management of FMLA to maximum allowed of 480 hours. Describe tools that help with management and required notifications. Ability to track increments (e.g., Hours not days). Flexible choices to calculate FMLA hours used (rolling vs fixed calendar).	
R	9. Reporting and tracking for other mandated leaves: CA Family Leave, Military Leave, and Pregnancy Disability Leave.	
R	10. Support donated leave based on leave dollars donated. Converted to match employee's rate.	
R	11. Manage flex, FSA or cafeteria spending deductions retroactively for employees on leave, for employee and City's portion. Ability to have start, stop dates and cap amount.	
R	12. Calculate LTD, STD premiums based on salary using a specific rate per \$1,000 of benefit. Calculate Voluntary Life by age rate and volume of benefit.	
R	13. Online Checklist/Workflow to manage separation process, e.g., notification to other departments, Cobra letters, retirement benefit enrollment, pay-outs (e.g. leave), Accounts Receivable, issued asset collection, etc.	
R	14. Manage Cobra Administration. Describe functions supported.	
R	15. Tracking and billing of health care premiums to retired employees who choose to remain on a City health plan.	
R	16. FLSA, ADA, EEOC and other Federal and State of CA required tracking requirements for employees (e.g., EEO4 Report).	
R	17. Functionality and reporting to support requirements of the Affordable Care Act with ability to manually override by security.	
R	18. Management Self-Service for their staff: leave balances, leave request approvals, performance reviews, notifications, etc.	
R	19. Employee Self-Service: view leave balances, request leaves, view pay advices, W2, direct deposit changes, contacts, address, benefit elections, dependent changes,	

	etc. with approval step before posting. With security feature. Describe internal and external access ability.	
R	20. Online open enrollment and life benefit changes with update to employee record band carriers for benefit elections. Upload and attach scanned dependent verification documents, e.g., birth and marriage certificates, divorce decrees, etc. during enrollment. Describe internal and external access ability.	
R	21. Track missing open enrollment applications, forms, etc., including courtesy notifications for missing FSA elections in a subsequent year.	
R	22. Retain history of changes made to employee record; pay, benefit elections, transfers, etc.	
R	23. Utilities: Describe mass update of salaries, benefits	
	Risk Management	
R	1. Track individual employees training record, PPE use, vehicle accident history, physicals, licenses.	
R	2. Track contractor's insurance certificates and ability to notify of expirations.	
R	3. Track liability and property insurance claims.	

R = Required I = Important N = Nice to have E = Explore		
City of Escondido ERP Software Requirements		
Rating	Timekeeping and Payroll	Rating/Comments
	Timekeeping	
R	1. Decentralized time entry: default, exception, direct.	
R	2. Ability to define and pre-fill employee standard work schedules for exception employees, including unpaid lunch breaks. 9/80, 4/10, etc.	
R	3. Ability for timekeeping system to recognize the work week within a pay period that has been established by the administrator. Example, with 9/80 schedule, the work week begins 4 hours into the 8-hour day.	
R	4. Import paid and tracking days and hours worked from 3rd party system (e.g., InTime, TeleStaff, etc.). Data from this interface will be used to complete FLSA compliant payroll.	

R	5. Ability to enter and view time from desktop computer, mobile phone, tablet, and similar device.	
R	6. Drop down of eligible charge and activity codes or hour codes specific to employee, pay class, and department.	
R	7. Rules-based workflow approval routing of time entry to one or multiple approvers with ability to override and authorize.	
R	8. Ability to hide complexity of charge and activity codes behind user friendly descriptions of these codes.	
R	9. Rules-based workflow approval routing of time entry to one or multiple additional approvers (e.g., department coordinators).	
R	10. Ability to override workflow and provide approvals on behalf of approvers who are unable to complete the workflow in time for payroll.	
R	11. Ability to view previous time period entries when entering or approving time; desire to view several prior periods and not just one back and one forward.	
R	12. When approving leave requests, ability to view a calendar containing all scheduled approved leaves per designated group.	
R	13. Ability to enter time into a future pay period without affecting current payroll time processing.	
R	14. Leave bank verification at time entry; visibility to leave balances.	
I	15. Ability to forecast employee leave balances in the leave request system.	
R	16. Support flex time schedules based on employee group, e.g., 9/80, 4 10's, Public Safety schedules and calendars etc.	
R	17. Alert or report on missing time entry for employees in the system before processing payroll.	
R	18. Track part-time or temporary employee hours worked to manage 960-hour threshold; California Retirement eligibility.	
I	19. Ability to define rules on protected leave usage, e.g., while on FMLA, all of one type of banked time must first be depleted before moving to another type of banked time.	

N	20. Ability for an employee to define preferred depletion order for paid time off, and not have to specify the type of paid time of take when leave is requested, e.g., Floating Holiday Bank, Accrued Comp Time, Vacation Bank, Reserve Leave Bank.	
	Payroll	Components of Pay are attached hereto as <u>Exhibit J</u> and incorporated by this reference.
R	21. Define payroll processing and review checklist and manage in system.	
R	22. Classify employees as salaried/exception pay, or positive time pay. Note: Link with time-keeping matrix	
R	23. Support bi-weekly/monthly pay cycles (tied to first bi-weekly pay day of the month) (twice monthly deduction and bi-weekly deduction).	
R	24. Create unlimited pay codes that are rules-based including formulas, fixed amounts, percentage of base pay and number of pay periods per month. Examples: regular pay, overtime, shift differential, out of class pay, longevity, etc. Indicate any limitations to number of pay types or codes. The complete list of currently used pay codes is attached hereto as <u>Exhibit L</u> .	
R	25. Allow specific employee associations/classifications, or MOUs to define overtime/comp-time accruals/compensation; receive as a pay or put into comp time bank. Example: Minimum of 3 Hours of overtime per call-out even when less is worked in the 3-hour period. Cross reference time and attendance requirement.	
R	26. Conform to FLSA legal requirements for all employee classifications and work schedules. EX: 9-80 over a two-week period.	
R	27. Rules-based calculation of vacation Leave; accruals based on several differing rules, e.g., Union, seniority, etc. If supported, accruals are calculated by fractions of an hour to 280 hours but carry over max is 240 hours.	
R	28. Ability to translate between fractional hundredths accruals for hours and minutes in timekeeping. Or ability to round accruals in minutes per period rather than hundredths of an hour per period.	
R	29. Allow scheduled “dumps” of accrual hours into employee accrual bank(s), configurable by pay period, employee class, bargaining group, etc.	

R	30. Allow periodic “buy outs” of accrued leave hours via employee notification and opt-in workflow process	
R	31. Create unlimited contribution and deduction codes that are rules-based with formulas, fixed amounts, number of pay periods per month. Examples: medical, dental, taxes, 457 and 401 contributions, Voluntary Life, Long Term disability, garnishments, wage attachments, child support, union dues, etc. Note: See benefits-HR Matrix	
N	32. Generate report that identifies all changes made to employee records within a specified date range to assist with payroll review.	
R	33. Default values by employee for earnings, hours and charge codes with ability to override (e.g., Project, Grant, etc.). Note: see benefits-HR Matrix	
R	34. Assign multiple pay codes per employee per worked hours for base pay plus premiums, e.g., acting pay, temporary assignment etc.	
R	35. Electronically generate Personnel Action Form for all pay related modifications, route for approval(s), and apply to employee record in system. Note: see benefits-HR Matrix	
R	36. Enter mass change via direct input or upload; affects all employees or specific groups of employees, e.g., COLA increases, benefits by bargaining unit, etc. with ability to review before updating. Note: see benefits-HR Matrix	
R	37. Process date effective step increases by percent up to maximum in salary range. Note: see benefits-HR Matrix	
R	38. Process retroactive pay and associated impacts on contributions & deductions and reporting to benefit providers. Note: see benefits-HR Matrix and Payroll	
R	39. Exception reporting to review all records for double pay, no pay (working less/more than standard pay period hours), changes since last payroll, etc.	
R	40. Calculate and process mid-period pay changes for all employees; active, terminations, new hires, etc.	
R	41. Calculate and process off cycle pay runs as required.	
R	42. Calculate Union dues based on flat-amount or percentage of hourly rate for a defined period of time.	
R	43. configurable deposit advice form.	

R	44. Create password protected (e.g., last four of SSN) pdf version of pay stub and store for historical purposes; access and print copy by employee or department.	
R	45. Generate pay advices and bank file for direct-deposit employees; post pay advice to self-service dashboard.	
R	46. Support multiple direct deposit accounts; currently set at 2.	
R	47. Generate Positive Pay file.	
N	48. Generate vendor payment requests from pay cycle and interface to Accounts Payable.	
N	49. Support direct data feed to benefit providers. Payroll: 401k provider; benefits; medical providers Note: see benefits-HR Matrix	
R	50. Produce data for monthly, quarterly, and yearly tax forms and filings.	
R	51. Electronic reporting to IRS, State and Workers Comp, CalPERS, California State Controller reporting.	
R	52. Describe strategy to stay current with Payroll related Federal reporting requirements.	
R	53. Describe strategy to stay current with Payroll-related California State reporting requirements	
R	54. Describe strategy to stay current with Payroll-related California Public Employees' Retirement System (CalPERS) reporting requirements	
R	55. Report/Inquire on year-end accruals of salaries, benefits and accrued compensation (e.g., vacation).	
N	56. Paycheck modeling tool for employees; what if scenarios for deductions and exemptions.	
R	57. Interface or live transfer of Payroll earnings and pro-rated benefits overhead to the general ledger. Pro-rated split of payroll(s) that cross fiscal year boundary.	
R	58. Support a fire department Kelly calendar (96/112 hours) pay equalization plan using advanced pay and a mechanism to recoup pay owed upon termination.	

Rating	Reporting	Rating/Comments
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R	1. Non-proprietary open reporting tools. List tools offered that are integrated with the system.	
R	2. Power user reporting tools for advanced reports, e.g., Microsoft SQL Reporting Services, BI Publisher, Cognos, etc.	
R	3. User-level query and reporting tools that allow for presentation ready formatting of data, headers, graphs, charts, etc.	
R	4. Filterable date-range or point-in-time reporting and queries. Drop down lists or drag and drop criteria selection preferred.	
R	5. Define queries and save with refresh capabilities.	
R	6. Deliver library of prebuilt reports for all modules.	
I	7. Modify standard report and save with permissions.	
R	8. User-level security to field level flows through to queries and reports.	
R	9. Drill down to source transactions within queries or reports following user-security rules. Prefer pre-defined drill path.	
R	10. Schedule generation of reports and distribute via e-mail, to a shared folder dashboard or portal.	
R	11. Generate reports in multiple formats, e.g., HTML, PDF, Excel, Word, etc.	
E	12. Describe available Data Warehousing tools to support reporting on data from multiple systems.	

Rating	Utility Billing	Rating/Comments
R	1. Bill for Water (volume), Water Service (meter size), Wastewater, Trash & Recycling, 30,000 active accounts.	
R	2. Bill for six bill cycles – five monthly bill cycles that charge for Water, Water Service, Wastewater and Trash & Recycling; one bi-monthly bill cycle that charges for Wastewater and Trash & Recycling.	
R	3. Each account can include multiple financially responsible persons; account can include multiple premises, each with its own services.	

R	4. Ability to maintain notes for customers, accounts and premises.	
R	5. Ability to create various premise types, each of which can support any combination of services.	
R	6. Ability to maintain meter and meter read history for each premise.	
R	7. Manage water meter inventory of 25,000 active City meters by various meter manufacturers.	
R	8. Maintain water meter read history including tracking of register exchanges and meter exchanges.	
I	9. Interface to Itron hand held meter reading system.	
R	10. In the near future interface to cloud-based AMI reading system for a subset of meters.	
R	11. Ability to mass-enter new meter inventory.	
R	12. Interface to upload meter reads provided by outside agency, used for wastewater billing.	
R	13. Maintain meter reading cycles and routes that correspond to billing cycles.	
R	14. Flexibility to create rates that bill in advance or in arrears; able to bill for different standard time periods such as one month or two months.	
R	15. Residential water rates must support tiered rate structure based on volume limits at each tier; volume limits should prorate for periods outside the standard billing period.	
R	16. Residential wastewater rate contains three components: charge for percentage of prior winter water consumption; a fixed charge; and a fixed charge passed through from outside agency that can change independently from other charges.	
R	17. Automated interface to transmit bill information to outside vendor for printing and imaging.	
R	18. Automated interface to transmit bill summary information to cloud based payment portal.	
R	19. Interface to post payments sent from our cloud-based payment portal to the customer account in real time.	
R	20. Interface to post payments from batch files such as home banking files or remittance processing files.	

I	21. Capability to prioritize the payment of services with water and water service being the lowest priority, trash being the highest priority.	
R	22. Basic services should not show credit balances, overpayment on an account is held in a separate service and distributed at the time next bill is generated.	
R	23. Capability to create a payment arrangement with a customer to bill an agreed upon amount in installments over an agreed upon amount of time; capability to break the payment arrangement if customer does not pay the installment amounts on time.	
R	24. Ability to assign each billing category to one or more chart of account strings.	
R	25. Interface to Financials system to post all financial transactions to the General Ledger.	
N	26. Create work orders for various tasks done out in the field such as turn on or off, rereads, meter exchange, etc.	
N	27. Ability to automatically interface Utilities work activities to create work orders in our Cityworks AMS work management system (via web API), such as rereads, meter exchanges, etc.	
R	28. Ability to automatically update UB system from fired web hooks in the Cityworks AMS system as work is completed.	
I	29. Method for placing account in Collections status and creating a path towards water shut off or account closure for non-payment; a collections system that integrates with Financials would be ideal.	
N	30. Manage Billing adjustments on customer accounts; route for approval through workflow before posting on customer account.	
N	31. Ability to tie meter service points and account addresses to our ArcGIS Enterprise 10.8.1 installation (via FacilityID field).	
N	32. Ability to use our ArcGIS map services to analyze customers across various metrics.	

Exhibit D – Customer References

Using the template provided, provide references for each software solution proposed, including three current customers, and two prior customers.

CUSTOMER REFERENCES - EXISTING LIVE CUSTOMERS

Item	Contractor Response
Client Reference No. 1 - Existing	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Contractor	
First Date of Business Relationship with Contractor	
Go Live Date	
Rationale for including the specific reference	
Client Reference No. 2 - Existing	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Contractor	
First Date of Business Relationship with Contractor	
Go Live Date	
Rationale for including the specific reference	
Client Reference No. 3 - Existing	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Contractor	
First Date of Business Relationship with Contractor	
Go Live Date	
Rationale for including the specific reference	

CUSTOMER REFERENCES - PRIOR CUSTOMERS

Item	Contractor Response
Client Reference No. 1 - Prior	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products, Modules, Services Provided by Contractor	
First Date of Business Relationship with Contractor	
Go Live Date	
Reason Why No Longer Using Software	
Client Reference No. 2 - Prior	
Name	
Number of Employees	
Population	
Contact Name	
Contact Title	
Contact Telephone Number	
Contact E-mail Address	
Products / Services Provided by Contractor	
First Date of Business Relationship with Contractor	
Go Live Date	
Reason Why No Longer Using Software	

Exhibit E – Signature Page

SIGNATURE PAGE

(Contractor to complete and attach to cover letter)

It is the intent of the City to contract with a private Contractor. All Contractor representations, whether verbal, graphical or written, will be relied on by the City in the evaluation of the responses to this Request for Proposal. This reliance on the Contractor’s represented expertise is to be considered as incorporated into any, and all, formal Agreements between the parties.

PRINT THE WORDS "NO EXCEPTIONS" HERE _____ IF THERE ARE NO EXCEPTIONS TAKEN TO ANY OF THE TERMS, CONDITIONS, OR SPECIFICATIONS OF THESE REQUEST FOR PROPOSAL DOCUMENTS.

IF THERE ARE EXCEPTIONS TAKEN TO ANY OF THESE TERMS, CONDITIONS, OR SPECIFICATIONS OF THESE REQUEST FOR PROPOSAL DOCUMENTS, THEY MUST BE CLEARLY STATED IN THE TABLE BELOW (“RFP EXCEPTIONS”) AND RETURNED WITH YOUR PROPOSAL IN THE APPROPRIATE SECTION.

IF YOU PROVIDED A SAMPLE COPY OF YOUR CONTRACT(S) YOU STILL NEED TO IDENTIFY IN THIS DOCUMENT (“RFP EXCEPTIONS”) ANY AND ALL EXCEPTIONS YOU HAVE TO THE CITY’S TERMS AND CONDITIONS.

Company	
Authorized Individual Name and Title	
Telephone	
Email	
Address	

The undersigned hereby certifies that he/she is duly authorized official of their organization and has the authority to submit this proposal and sign on behalf of the organization and assure that all statements made in the proposal are accurate and truthful. The undersigned agrees to provide the work or services requested in this Request for Proposal at the price contained therein and will comply with all terms and conditions of the proposed agreement, unless otherwise stipulated through a written exception.

AUTHORIZED SIGNATURE

DATE _____

OTHER NOTES:

Exhibit F – RFP Exceptions

RFP EXCEPTIONS TABLE

List exceptions taken to any of the terms, conditions, or specifications of the Request for Proposal documents. All exceptions shall be presented in the format provided by this example “RFP exceptions table”.

	Reference RFP Section or Item No.	Exception	Reason	Proposed Alternative
1				
2				
3				
4				
5				

Exhibit G – Non-Collusion Declaration

TO BE EXECUTED BY BIDDER AND SUBMITTED WITH PROPOSAL

The undersigned declares:

I am the _____ of _____, the party making the foregoing bid. The bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The bid is genuine and not collusive or sham. The bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or to refrain from bidding. The bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder. All statements contained in the bid are true. The bidder has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid, and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a bidder that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the bidder.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed on _____, at _____.

Signature

Signature

Title

Title

On Behalf Of

On Behalf Of

(ALL ABOVE SIGNATURES MUST BE NOTARIZED)

APPROVED AS TO FORM:
OFFICE OF THE CITY ATTORNEY
MICHAEL R. MCGUINNESS, City Attorney
By: _____

Exhibit H – City of Escondido IT Contractor Security Policy and IT Cloud Contractor Security Policy

CONTRACTOR SHALL COMPLY WITH THE FOLLOWING SECURITY POLICES, ANY DIVIATION FROM THE POLICIES MUST BE CLEARLY STATED AS AN RFP EXCEPTION USING EXHBIT F.

IT Contractor Security Policy

Scope: This policy applies to all Contractors who do any form of work with the City of Escondido that requires them to log into and utilize networked city systems. This is regardless of who the Contractor is and which department they are working for or with.

Duration: This policy applies from the time a Contractor signs its contract with the City through project completion or support contract termination.

1. Contractors with access to City data or systems shall provide their services in manner consistent with this policy and with standard security and related compliance policies such as PCI and/or HIPPA. If Contractors have remote access into systems with City data, Contractors shall ensure that the remote access is conducted from IT systems which have the latest security patches, anti-virus updates, and malware signatures using a secure connection (e.g. VPN).
2. Contractors should only expect to be provided with the minimum-security levels required for the particular tasks that they are responsible for. Contractors should not anticipate an “always on” connection, and in most cases will have to request that any connection to the city’s network be turned on when they need to gain access.
3. Except in the case of an approved security audit and with prior written permission, Contractors must not test, or attempt to compromise computer or communication system security measures. Incidents involving unapproved system cracking (hacking), password cracking (guessing), file decryption, software copying, or similar unauthorized attempts to compromise security measures may be unlawful, and will be considered serious violations of City of Escondido policy. This includes hardware or software tools that could be employed to evaluate or compromise information systems security. Examples of such tools include, but are not limited to, those that defeat software copy protection, discover secret passwords, keyloggers, identify security vulnerabilities, or decrypt encrypted files. Similarly, without this type of approval, Contractors are prohibited from using "sniffers" or any other hardware or software that monitors the traffic on a network or the activity on a computer.
4. Contractors shall abide by the following policies for passwords:
 - a. Network login passwords must be at least 8 characters long and include at least one number and one capital letter.
 - b. Passwords must be changed every 90 days.
 - c. The same password cannot be re-used within twenty password changes.
 - d. Passwords must not be written down or stored in systems except in encrypted applications designed to store passwords.

- e. Passwords must not be shared among Contractor staff.
 - f. Contractors should not use the same passwords for city and personal needs.
 - g. Other password protected systems will comply with above network login password policy when technically possible.
5. Contractors must report all security incidences to the appropriate City of Escondido IT personnel, including any serious security breaches on their own network during the time they have user ID/password access to the City of Escondido's network within 24 hours of identifying the security incident.
 6. City of Escondido IT will provide an IT point of contact for Contractors. This point of contact will liaise with the Contractor to ensure compliance with these policies.
 7. Contractors working on certain types of systems or with certain data will need to have formal background checks completed. This includes but is not limited to all systems that fall under the purview of the Criminal Justice Information Services policies. It is the responsibility of the City of Escondido IT to notify Contractors who need a background check.

IT Cloud Contractor Policy

Scope: This policy applies to all Contractors who do any form of work ("Contract") with the City of Escondido that includes possession, storage, processing, or transmission of Personally Identifiable Information (PII), Sensitive Personal Information (SPI) or Personal Health Information (PHI) for City of Escondido employees, volunteers, contractors, and/or citizens in any location that is outside of the City of Escondido Firewalls. This includes public and private cloud infrastructures and Contractor's own infrastructure on their premises. This is regardless of who the Contractor is and which department they are working for or with, and it applies to all locations where the Contractor stores information.

If this Contract covers PHI, then the Health Insurance Portability and Accountability Act (HIPAA) Business Associates Agreement must also be signed and incorporated as an addendum to this document or as an addendum to the Contract.

This policy does NOT apply to Criminal Justice Information Services (CJIS) data. There is a separate federally mandated addendum that covers protection of CJIS data, which must also be signed if the Contract includes such information.

Duration: This policy applies from the time a Contractor signs its Contract with the city through such point in time that all data which was in the Contractor's control is returned to the city and destroyed at the city's request, including but not limited to backups, test sites, and disaster recovery sites.

Definitions:

Personally Identifiable Information (PII), or Sensitive Personal Information (SPI): Information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.

Protected Health Information (PHI): Any information about health status, provision of health care, or payment for health care that can be linked to a specific individual, which is more particularly defined under HIPAA (Title 45, CFR) and the Health Care Information Act (RCW Chapter 70.02).

Contractor: Includes owners and employees, volunteers, subsidiaries, and any subcontractors who might reasonably have access to this data.

Options:

Option 1: A Contractor can verify that they have a high level of security certification that is satisfactory to the City of Escondido. Examples include but may not be limited to FedRamp. If this option is selected, Contractor must attach appropriate documentation.

Option 2: Contractors can agree to follow the following security best practices:

1. All customer data will be stored on servers physically located in the United States.
2. All customer data will be stored in a location with reasonable physical controls where data will not be visible to anyone not covered by this policy.
3. Access to data will only be provided on a need to know basis in order for the Contractor to complete this work.
4. Data will not be shared with an outside third party without explicit written consent of the city.
5. Data will be encrypted prior to and during any transfer from one location to another.
6. Data will be disposed of appropriately, including shredding or burning of any printed versions and destruction or secure erasure of any electronic medium on which data has been stored.
7. Contractor agrees to the appropriate internal certification for Contractor staff who access the data (for example, PHI must only be handled by Contractors who have HIPPA training).
8. Contractor staff with access to City of Escondido data covered by this policy must pass a criminal background check prior to accessing that data.
9. Contractors must perform internal and/or external security auditing on a regular basis that is no less common than once per year.
10. Contractors shall abide by the following policies for passwords:
 - a. Network login passwords must be at least 8 characters long and include at least one number and one capital letter.
 - b. Passwords must be changed every 90 days.
 - c. The same password cannot be re-used within twenty password changes.
 - d. Passwords must not be written down or stored in systems except in encrypted applications designed to store passwords.
 - e. Passwords must not be shared among Contractor staff.
 - f. Contractors must not use the same passwords for city and personal needs.
 - g. Other password protected systems will comply with above network login password policy when technically possible.
11. Contractors must report all security incidences to the appropriate City of Escondido IT personnel, including any serious security breaches on their own network, within 24 hours of identifying the security incident.

12. In the event of a data breach, Contractor must have an internal policy to provide for timely forensic investigation of affected and related servers and must follow all state, local, and federal requirements for notifying individual's whose PII or PHI has been or may have been breached.
13. Contractor's servers must be patched on a regular and timely basis with all security-related patches from application and infrastructure Contractors.
14. Data must be kept in at least two different physical locations. One location can be in a compressed format (e.g. as a backup file).
15. Contractor must enable transactional logging as follows:
 - a. Logs are enabled for common third-party applications
 - b. Logs are active by default
 - c. Logs are available for review by the City of Escondido for up to one year
 - d. Logs are retained for up to one year

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Exhibit I – Cost Proposal

The cost proposal shall be all inclusive of the services and equipment necessary to implement the Project including, but not limited to, software, hardware, data transfer, interfaces, configuration, installation, training and the first two year’s warranty and support.

The cost proposal shall identify any other expenses that are not listed herein, but will be required in order for the Contractor to properly implement the Project. Contractor shall explicitly indicate if any of the recurring prices/fees shall be subject to an inflator, and if so, what the inflator will be.

Use the Pricing Summary forms for pricing information (hours and cost) for proposed solution. The cost proposal will become Section 14 of the proposal. Provide pricing for each scenario separately: a. Required Modules, b. Business License, c. Utility Billing, d. Optional Services. Additional documents can be provided as supporting information to the summarized information on these pages. Pricing must be fully comprehensive, complete and list any available discounts.

City of Escondido Pricing Summary			
ERP Software – Required Modules – 125 Named Users and 25 View Only Users			
Software – Required Modules	Hours	Cost \$	Assumptions/Comments
General Ledger			
Purchase Order			
Accounts Payable			
Accounts Receivable and Cash Receipts			
Project and Grant Accounting			
Capital Assets			
Budget			
Central Cashiering			
Human Resources			
Timekeeping and Payroll			
Reporting			
Sub-Total Software			
Implementation - Required Modules			Assumptions/Comments
Implementation			
Data Conversion			
Training			
Report Development			
Integration			
Travel			

Other Costs			
Sub-Total Implementation			
Maintenance – Required Modules			Assumptions/Comments
Year 1			
Years 2 through 5			
Years 6 through 10			
Years 11 through 15			
Sub-Total Maintenance			
Total – All Costs			
Total – All Costs			

City of Escondido Pricing Summary			
Utility Billing Module - 13 Named Users and 100 View Only Users			
Software	Hours	Cost \$	Assumptions/Comments
Utility Billing			
Implementation - Required Modules			Assumptions/Comments
Implementation			
Data Conversion			
Training – Train the Trainer			
Report Development			
Integration			
Travel			
Other Costs			
Sub-Total Implementation			
Maintenance			Assumptions/Comments
Year 1			
Years 2 through 5			
Years 6 through 10			
Years 11 through 15			
Sub-Total Maintenance			
Total – All Costs			

City of Escondido Pricing Summary

Optional Services – Required Modules

Implementation Services	Hours	Cost \$	Assumptions/Comments
Process Improvement			
Training – 100% Contractor Led Training			
Disaster Recovery Services			
Sub-Total Implementation			
Total			

Optional Services – Business License Modules

Implementation Services	Hours	Cost \$	Assumptions/Comments
Process Improvement			
Training – 100% Contractor Led Training			
Disaster Recovery Services			
Sub-Total Implementation			
Total			

Optional Services – Utility Billing Modules

Implementation Services	Hours	Cost \$	Assumptions/Comments
Process Improvement			
Training – 100% Contractor Led Training			
Disaster Recovery Services			
Sub-Total Implementation			
Total			

Exhibit J - Components of Pay

The Base Hourly rate and Components of Pay roll up into the inflated hourly rate which employee is paid per hour. PERS reporting has been customized to pull out special comp earnings for the earned period to report separately. Monthly payrate is Base Hourly rate multiplied by the Weekly Standard Hours in Job Data multiplied by 26 pay periods and divided by 12 (months).

Comp Rate Code	Description	Addl Amt % + Hrly Rate	Union	PERS Special Comp Category	PERS Special Comp Type
ACTCAP	Acting Captain Certification	1% addl/hr	FIR	Education Pay	Educational Incentive
ACTDCF	Acting Duty Chief	1% addl/hr	FIR	Education Pay	Educational Incentive
ACTENG	Acting Engineer Certification	1% addl/hr	FIR	Education Pay	Educational Incentive
ADVPPM	Adv Post Cert-Pol Mgt	4.25% addl/hr	PM	Education Pay	Peace Officer Standard Training Cert
ADVPOST	Advanced Post Certification	5.25% addl/hr	POL	Education Pay	Peace Officer Standard Training Cert
CERT3	Certification Pay @ 3%	3% addl/hr	FM	Education Pay	Educational Incentive
CERT5	Certification Pay @ 5%	5% addl/hr	M&O	Education Pay	Educational Incentive
FIELD	Field Training Officer	5% addl/hr	POL	Special Assignment	Training Premium
FIREAA	Fire Associates Degree	2% addl/hr	FIR	Education Pay	Educational Incentive
FIREBS	Fire Bachelor's Degree	4% addl/hr	FIR	Education Pay	Educational Incentive
GRAVE	Graveyard Shift Differential	4% addl/hr	POL	Special Assignment	Shift Differential
INTPOST	Intermediate Post Cert	4% addl/hr	POL	Education Pay	Peace Officer Standard Training Cert
INVEST	Investigations Pay	5% addl/hr	POL	Special Assignment	Detective Division Premium
MGTPOST	Management Post Cert	.50% addl/hr	PM	Education Pay	Peace Officer Standard Training Cert
PARCRT	Paramedic Certification Pay	2.50% addl/hr	FIR	Education Pay	Paramedic Pay
POSTAA	Post Associates Degree	1% addl/hr	POL	Education Pay	Educational Incentive
POSTBS	Post Bachelor's Degree	2% addl/hr	POL	Education Pay	Educational Incentive
SUPPPM	Supervisory Post Cert Pol Mgt	1% addl/hr	PM	Education Pay	Peace Officer Standard Training Cert
SUPPOST	Supervisory Post Certification	2% addl/hr	POL	Education Pay	Peace Officer Standard Training Cert
SWING	Swing-Mid Shift Differential	2% addl/hr	POL	Special Assignment	Shift Differential
TECHRS	Technical Rescue Certification	1% addl/hr	FIR	Education Pay	Educational Incentive
WILDLD	Wildland Certification Pay	1% addl/hr	FIR	Education Pay	Educational Incentive

Exhibit K - PeopleSoft Functionality Matrix

Exhibit L – Earning Codes Descriptions