REQUEST FOR PROPOSALS

Separate sealed proposals will be received by the Office of the City Controller for the City of Scranton, 340 North Washington Avenue, Scranton, Pa. 18503 until 10:30 a.m. Thursday, November 19, 2020, at which time such proposals will be read aloud in the City Council Chambers located on the second (2nd) floor in City Hall and will be made available for public viewing at: **www.youtube.com/user/electriccitytv570** for the following:

CITY OF SCRANTON
FINANCIAL MANAGEMENT SYSTEM

All proposals shall be in accordance with the provisions of the Request for Proposals (RFP) which may be obtained from the City of Scranton Purchasing Department, 340 North Washington Avenue, Scranton, Pa. 18503 and which may be had by bona fide bidders. Copies can be obtained on the City of Scranton website at: **www.scrantonpa.gov**. If you intend to submit a proposal, you are required to notify Julie Reed, Purchasing Clerk for the City of Scranton via email at: **jreed@scrantonpa.gov**. If you fail to notify the Purchasing Clerk of your intent to submit a proposal, you will not receive any Addenda or answers to any questions that may be submitted by other bidders.

All proposals must be accompanied by signed Affirmative Action, Certificate of Non-Segregated Facilities, Non-Collusion Affidavit and Disclosure Forms.

Sealed envelopes containing the proposals will be received and identified by **"Proposal – RFP – Financial Management System."** The envelopes should be mailed to John Murray, Office of the City Controller, City Hall, 340 North Washington Avenue, Scranton, Pa. 18503, so as to arrive by the date and time specified above. Envelopes containing proposals can also be hand delivered to the Office of the City Treasurer located on the first (1st) floor in City Hall. The City of Scranton will require six (6) copies of this proposal as noted in this RFP.

The City of Scranton is committed to maintaining the health and safety of all its employees and visitors. Therefore, attendance at the bid opening is not a requirement. If you chose to attend the bid opening, masks are required upon entrance into the building. We will allow each bidder to have one representative attend the bid opening.

If you have any questions, please contact Amanda Hallock at: **ahallock@scrantonpa.gov**.

Amanda Hallock
Information Technology Manager

Introduction

The City of Scranton seeks to engage the services of one or more qualified firms to provide cloud-based (hosted) software, project management, installation, training and support necessary for the implementation of a new financial management system to support the City's processes and workflows. Procuring and implementing a new operating system for the city can unify a single source of data with accurate residential information as well as integrated workflows for the city's core processes.

The City's goal with a new financial system is a cross-departmental collaboration to reduce duplication, increase productivity, early fraud detection, reduce paper consumption, and to improve the level of trust between City Officials and the citizens of Scranton.

The City has also simultaneously published an RFP for a city management operating system. Together these systems will be the fundamental building blocks of the city's digital infrastructure. As such, any vendor who bids on both or either RFP will need to be willing and able to integrate with whichever vendor is chosen for the other RFP.

Timeline
Open Bids: Thursday, November 19, 2020 at 10:30 a.m.
Begin Implementation: Monday, December 14, 2020
Test-Run Date (Keeping present software): Monday, January 25, 2021
Go-Live Date: Wednesday, March 24, 2021

Background
The City of Scranton is the largest city in Lackawanna County, Pennsylvania. The major operating units of the City are: Business Administration, City Clerk's Office and City Council, City Controller's Office, Public Works, Fire Department, Human Resources, Information Technology, Law Department, Licensing, Inspections and Permits, Mayor's Office, Economic and Community Development, Parks and Recreation, Police Department, Single Tax Office, and the Office of the City Treasurer. The City's population is approximately seventy seven thousand (77,000) and the City extends approximately twenty five (25) square miles.

Proposal Submission Process

This RFP is issued for the City of Scranton Information Technology Department. The issuing department is the sole point of contact for questions pertaining to this RFP.

The sealed proposals must be submitted not later than 10:30 a.m. on Thursday, November 19, 2020 to:
City of Scranton
Office of the City Controller
2nd Floor
340 North Washington Avenue
Scranton, PA 18503

Six (6) copies of the proposal shall be received in a sealed envelope and must be marked prominently on the outside:

"Proposal – RFP – Financial Management System".

Proposals must be mailed or hand delivered. No faxed or emailed proposals will be accepted. Proposals shall be binding for a period of ninety (90) days from the due date for submission. The City of Scranton will not be responsible for any expenses incurred by a proposer in connection with this procurement.

Any questions regarding this RFP should be directed to the Information Technology Department via email only to: ahallock@scrantonpa.gov. All questions must be received by 2:00 p.m. on November 13, 2020. Inquiries received after 2:00 p.m. will not receive responses. To ensure consistent interpretation of certain items, answers to questions the City deems to be in the interest of all will be made available to all respondents in the form of an Addendum to the RFP. No telephone calls with questions will be taken.

Proposals will be handled confidentially by the City during the pre-award process. Sealed Proposals will be opened publicly on Thursday, November 19, 2020 at 10:30 a.m.

Proposal Contents
Proposals should be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP. Emphasis should be on accuracy, completeness, and clarity of content. The proposal should include:

Cover Letter
The cover letter shall identify and introduce the Proposer and provide other general information about Proposer's business organization including, at least, Proposer's name, principal address, federal ID number, telephone number, and e-mail address. This part of the response to the RFP should be limited to a brief narrative highlighting the firm's proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel.

Qualifications
Vendors should state in detail their qualifications and experience. It should also state how their services and/or products are unique and best suited to meet the requirements and intent of this RFP. Vendors may include as much information as needed to differentiate its services and product(s) from other vendors. Please answer the following at minimum:

A. **Vendor Background**
- A brief description of the vendor's background and organizational history.
- A statement of how long the vendor has been performing the services required by this RFP.
- Identify the location of headquarters, technical support, and field offices.
- Identify the location of the office which would service the City.
- Identify vendor's annual company revenues and profit for the last three company fiscal years.
- Identify the years the system being offered has been released.
- Provide information about the team that would be servicing our account including public sector experience.
- Identify all vendors you have experience integrating with along with counts or other details about those integrations, especially licensing, permitting, code enforcement, asset management, inventory management, mapping, and work order management systems.

B. **Additional Services**
- Identify any additional functionality or recommended modules or services that were not identified in RFP Section 5 but that the Proposer recommends that the City consider. Include a description of the features and functions of each additional proposed module.

C. **Vendor Qualifications**
- Describe Vendor's familiarity with public sector ERP systems and associated business processes, and experience with the requirements of the State of Pennsylvania.
- Identify Vendor's existing client base including the number of existing clients using the version / release of the software being proposed. Clearly identify the number of Pennsylvania public agency installations.
- Identify the percentage (%) of vendor business dedicated to government; specifically city government.

D. **References:** Vendors must provide at least five (5) City references that have implemented the

product in the last five years. The City prefers references of similar size and complexity to the City. For each reference:
- Agency name and contact information (i.e. name, title, address, phone, and email);
- City population, square miles, and operating budget;
- Brief project description, including identifying the software version and modules implemented;
- Implementation date, timeline, and cost.

Responses to Technical Specifications
Vendors should answer the questions in the format provided and add any explanatory details necessary in a separate column to the right of the item being referenced. The following answer key should be used when responding to the specifications:

Y = Fully meets specification, "out-of-the box"
A = Available in next version (include estimated date of release)
T = Specification is provided through third-party software
M = Modifications necessary to meet specification
W = Specification is not provided, but there is a reasonable work-around
C = Customization/change of source code required to meet specification
N = Specification is not, and cannot, be provided

If any symbol other than "Y" or "A" is the response for a specification, the vendor must complete the Vendor Comments to the Technical Specifications sheets. Any specification that is answered with a symbol other than what is listed above will be treated as a negative/non-response.

Vendor Services
Scope of Work: The City is seeking proposals for several municipal software modules with interfacing capability. The firm(s) chosen will provide software, implementation and integration services, ongoing training, and technical support. In addition to the software functionality, the City requests that vendors provide professional services that will ensure a successful implementation. The professional services may include the following:
- Project Management;
- Software Installation and Configuration;
- Implementation Consulting;
- Business Process Review and Redesign;
- Training;
- Documentation;
- Software Maintenance and Support;
- Conversion Services.

The information gathered through this RFP process may be used to adjust the project scope, if needed. Depending upon the costs of implementation and the City's availability of resources, the City may consider accelerating or postponing the implementation of one or more of the phases listed in the proposal.
In general, firms will be expected to:
- Deliver quality, cloud-based, fully integrated software solution(s) that meet or exceed the requirements.
- Provide qualified and experienced project management and technical resources to advise City stakeholders during the analysis, design, implementation and support phases of the project.
- Provide appropriate technical expertise to configure all related files to make the system 100% operational.
- Provide comprehensive education and training for system operations and configuration with complete and necessary documentation and training manuals.
- Provide conversion labor to convert any existing system data into the new applications.
- Ensure all modules are complete, have been tested, and are ready for operation when training is complete.

- Provide follow-up training as needed, as well as dedicated support and customer service after the initial training and implementation of the system.

Implementation and Project Management Services: The vendor should provide a detailed plan for implementing the proposed solution. This information should include:
- Detailed project methodology including milestones and average timelines;
- Conversion support;
- City resource requirements;
- Overview of proposed training, including options for onsite or training center services, for end-users and management personnel;
- Implementation and training plan including deliverables for each stage of the project;
- Brief biographies of vendor's key staff who will be involved in the project;
- The Vendor should identify the proposed implementation approach, clearly identifying each phase, the timeline proposed, roles and responsibilities to be performed by the Vendor and those to be performed by the City. The Vendor response should be reflective of the City's timeline, approach for implementation and should clearly indicate the City resource requirements to meet the vendor proposed schedule.
- Describe your implementation and project management methodology and approach to ensure a successful implementation.
- Provide a detailed work plan that identifies major activities, tasks, deliverables, and resources. The work plan should assume a December 2020 initial project kick-off.
- Describe the roles and responsibilities of the City staff during implementation, and provide an estimated number of City resources, expected role and level of effort during each phase of the project.
- Describe the conversion methodology that will be used to implement the Future System. In addition, recommend what the City should convert (content and how many years of history) from the current system.
- Describe your training methodology and how you ensure users are prepared to use the Future System.
- Describe how the use of any alternative service delivery models would impact the proposed implementation approach, work plan, and City staff level of effort.
- Describe ongoing maintenance, release / upgrade, and support services. At a minimum, Vendors should address the following items: Help desk processes and procedures, Hours of support (stated in Eastern Standard Time), Escalation procedures, and Response time commitments.

Ongoing Support Services: Specify the nature of any post-implementation support provided by the vendor including:
- Telephone support (e.g., toll-free support hotline, hours of operation, etc.);
- Availability of future upgrades and product enhancements;
- Details regarding how future software updates will be accomplished, tested, and then implemented;
- Availability of user groups;
- Problem reporting and resolution procedures;
- Other support (e.g., onsite; remote dial-in; web site access to patches; fixes; knowledge base; etc.).

Cost Summary

The Proposer shall provide their best estimate of expenses including all software licenses, support, training, and implementation services being proposed. The fee proposal shall be a firm and final amount including the costs and expenses for all anticipated services. The City will evaluate proposals based on the "Total Cost to Implement (TCI)" and the "Total Cost to Operate (TCO)". TCI will include all costs required for a successful implementation. The TCO will be calculated based on TCI plus five years of annual maintenance fees.

Project Pricing Estimate Outlined (specify amounts of items below):
- a. Days/hours of training, number of employees to be trained, on-site or webinar;
- b. Total fixed price for the project budget;

c. Guarantees/Warranties- List any guarantees or warranties offered the company offers.

Proposal Evaluation

<u>Procedure:</u> The City evaluation committee will separate proposals into "responsive" and "non-responsive" proposals. Non-responsive proposals will be eliminated from further consideration. The evaluation committee will then evaluate the remaining proposals and rank them to establish the highest scoring proposals. Vendors may then be asked to provide demonstrations or answer questions. Discussions and negotiations may take place with the short list of vendors to obtain a best and final offer. The award will be based upon the proposal that is determined to be in the best interest of the City's future, not necessarily the lowest cost proposal.

<u>Criteria:</u> Responses to this RFP will be evaluated according to the following criteria:
- Quality of software, clarity of proposal, and responsiveness of proposal in conformance with instructions, conditions, and format contained herein;
- Ability to meet technical requirements;
- Timeliness and professionalism of on-going support;
- Demonstrated performance of proposed systems in similar local governments to the City;
- Cost and quality of software and implementation services;
- Cost of on-going maintenance;
- Reference checks, including possible visits to client sites;
- Security, accessibility, and transparency.

Technical Specifications

RESPONSE CODES
Y = Fully meets specification, "out-of-the box"
T = Specification is provided through third-party software
M = Modifications necessary to meet specification
W = Specification is not provided, but there is a reasonable work-around
C = Custom development required to meet specification
N = Specification is not, and cannot, be provided

Overall

OD: Data Entry and Validation

Item Number		Specification Description	Response Code and Explanation
OD	1	Allows multiple users to be in the same module at the same time.	
OD	2	Use drop-down menus or other look-up features to ensure consistent data entry and provide validation during data entry.	
OD	3	Each user can modify their data entry order.	
OD	4	Provide automatic notification that can be customized for supervisors when steps are completed.	
OD	5	Able to track transaction processes and database updates.	
OD	6	Create audit trails for transactions processed through the system that allows authorized staff to view supporting detail.	

OD	7	Easily determine the source of each transaction to include identifying user ID and data/time for all table changes.	

OS: Security

Item Number		Specification Description	Response Code and Explanation
OS	1	Allows lock-out of specific modules.	
OS	2	Allows read-only access to specific modules.	
OS	3	Allows lock-out of specific menu items.	
OS	4	Allows read-only access to specific menu items.	
OS	5	Allows lock-out of specific field-level items.	
OS	6	Allows read-only access to specific field-level items.	

OR: Reporting

Item Number		Specification Description	Response Code and Explanation
OR	1	All reports can be previewed on the screen prior to being sent to a printer.	
OR	2	All standard reports can be modified by the user.	
OR	3	Built-in report-writing tools that are user friendly and allow employees with limited capacity to build their own reports.	
OR	4	Allows the user to export reports to XML datasets.	
OR	5	Able to export reports to an electronic file (e.g. PDF).	
OR	6	End user reporting tools are available within all modules to create queries and/or reports, using data from any of the fields.	
OR	7	Data used to create graphical data analysis can be exported in an Excel format.	
OR	8	Able to design and create reports in a user-friendly reporting tool summarized by fund and in total.	
OR	9	Able to print revenue reports by fund and account code showing budgeted revenues, revenues for the period, revenues YTD and budget variances with totals by summary account.	
OR	10	Able to print an expenditure report by fund, department, and object, showing budget, expenditures for the period, expenditures YTD, prior YTD, percent of budget expensed, outstanding encumbrances and unobligated balance with totals by accounts.	
OR	11	Able to generate financial statements by fund or combination of funds	

		(including the ability to modify groupings).	
OR	12	Able to combine funds into an unlimited number of user-defined groups for subtotaling and filtering purposes.	
OR	13	Able to run applicable reports for the current or previous fiscal year's data.	
		The following reports are included:	
OR	14	Chart of Accounts.	
OR	15	Statement of Revenues and Expenditures (budgeted amounts vs. actual)	
OR	16	Balance Sheet.	
OR	17	General Ledger Detail Report: report parameters include the ability to choose fund(s) or any other account section, range of dates, and range of accounts.	
OR	18	Report parameters include the ability to choose the fund(s), budget code, accounting period(s), starting and ending general ledger account.	
OR	19	Able to analyze capital project progress, economic activity, and other geographic data points on maps.	
OR	20	Control report access with levels of approval.	
OR	21	Automatically updating reports.	

OI: Integrations

Item Number		Specification Description	Response Code and Explanation
OI	1	Provide automatic interface, scheduled events and/or allow manually processed events to maintain current functionality.	
		Able to integrate with the following products:	
OI	2	Meeting Agenda Software from Granicus (Peak) or Civic Plus	
OI	3	Police RMS	
OI	4	Office 365	
OI	5	eCivis	
OI	6	WePay	
OI	7	City Website	
OI	8	PNC Pinacle	
OI	9	Clover	

Item Number		Specification Description	Response Code and Explanation
OI	10	Firehouse	
OI	11	QuickBooks	
OI	12	Vendor chosen for the City Management Operating System project (currently open for bid)	

CT: Citizen Transparency

It will be important for the city's operating system to have transparency as a native feature. Additionally the City is looking to improve the efficiency of processing Right to Know Act Requests. This system will hopefully reduce Right to Know Act requests via an open data portal but the system will also assist staff in processing many of the requests quickly.

Item Number		Specification Description	Response Code and Explanation
CT	1	Able to publish the ledger and make transactions for transparency.	
CT	2	Budget simulations to incorporate public feedback into the budget.	
CT	3	Provide access as needed for others to explore financial and performance data.	
CT	4	Supports creation of an Open Data Portal, preferably using an open source platform such as CKAN.	
CT	5	Able to publish real-time public-facing dashboards on a website.	
CT	6	Able to easily transform raw data into charts, graphs, maps, and other visualizations.	
CT	7	Able to make datasets available to the public.	
CT	8	Uses system data to allow staff to create and share content easily through a user-friendly page builder that can include images, maps, data, and context.	
CT	9	Able to publish an interactive and easy to read online budget book using the same template each year rather than the current PDF version.	

Financial Management

GL: General Ledger & Report Generation

The General Ledger is an integrated central repository of citywide financial data. Numerous types of financial transactions are recorded in the General Ledger, both directly and through data received from other parts of the system, as well as from interfacing with external systems. The system should be capable of managing all of the City's revenues and expenditures and should provide robust, easy to use reporting capabilities to support.

Item Number		Specification Description	Response Code and Explanation
GL	1	Provides for maintenance of separate funds, each of which is a self-balancing set of accounts, with all funds recording being processed simultaneously.	

GL	2	Able to post to a month in the current, prior, or next fiscal year without closing months in the current fiscal year.	
GL	3	Maintain detailed historical financial data for reports and inquiry functions.	
GL	4	Can revise the budget and provide an audit trail for tracking budget revisions.	
GL	5	Prevents posting transactions to invalid general ledger account numbers.	
GL	6	Identifies errors before actual posting occurs, including the rejection of out-of-balance batches and invalid account numbers.	
GL	7	General Ledger Data Display - Data on status and history of an account including general ledger number, account name, account type and balance.	
GL	8	The General Ledger system interfaces with the other modules.	
GL	9	Assist in allocation of resources costs applied to grants	

BD: Budget Development & Management

Item Number		Specification Description	Response Code and Explanation
BD	1	Includes a user defined budget worksheet and budget proposal report as specified by the City.	
BD	2	Budget worksheets and proposals give account number, account name, one or more previous year's budget and actual amounts, current year's proposed, budgeted, and actual YTD, and estimated final annual amount.	
BD	3	Allows automatic installation of the adopted budget.	
BD	4	Allows creation of projected budgets for unlimited years into the future.	
BD	5	Have roll-up/roll-down capabilities for all line items.	
BD	6	Able to include free form text notes at the line item, department, and fund level.	
BD	7	Have seamless export/import capabilities with Excel.	
BD	8	Accommodates unlimited number of versions, per year, of the budget and multiple changes per cost center.	
BD	9	Subsequent to the final approved budget being established in the system, all versions are available for inquiry and reports.	
BD	10	Changes to the final approved budget are input as amendments and maintained in a budget adjustment file.	
BD	11	Support Projection Modeling for "what if" scenarios and forecasting	
BD	12	Allow for justification data and background to be entered by departments as	

		supporting content to stay with line item entries.	
BD	13	Allow for document attachment at budget line items.	
BD	14	Once approved, requests will update departmental budgets without need to key in data or log data (i.e. capital outlay, personnel requests, etc.).	
BD	15	Employee details (salaries, benefits, etc.) for all employees rollup to fund/departmental budgets.	
BD	16	Provide employee budgeting, using actual Payroll Data to populate employee budgets, and add positions with known salary and benefits from tables.	
BD	17	Able to add/delete/reallocate/shift positions and update proposed budgets.	
BD	18	Support multiple funding sources for employees.	
BD	19	Support allocation of employee's costs by percentage to multiple accounts strings.	
BD	20	Able to produce annual budget documents.	
BD	21	Able to see budget to actual in real time and drill down on those transactions.	
BD	22	Able to drill down to see source funding accounts.	
BD	23	Able to automate and perform what if analysis when negotiating costing for various employee groups.	
BD	24	Robust forecasting tools for five (5) or ten (10) year projections.	
BD	25	Able to change key underlying assumptions to impact forecast "what if" analysis.	
BD	26	Able to forecast fund balance and cash for current year and into next year based on proposed budget.	
BD	27	Able to tie budget dollars to key organizational initiatives.	
BD	28	Provides workflow for city employees to send and receive budget proposals.	
BD	29	Managers are able to request new staff positions using accurate, updated costs.	
BD	30	Provides a platform for staff to comment on budget items and revise collaboratively with versioning.	

AP: Accounts Payable

This module addresses how the City pays for goods and services. It will be used to record liabilities and payments.

Item Number		Specification Description	Response Code and Explanation
AP	1	Operates in a "pooled cash" environment.	
AP	2	Able to process credit memos on-line.	
AP	3	Able to store credit memos for each vendor.	
AP	4	Able to process credit cards/purchase cards.	
AP	5	Able to process credit/purchase card transactions by vendor and expense line.	
AP	6	Able to generate checks from multiple checking accounts.	
AP	7	Able to provide a comment field that can accommodate various comments, which can be printed on the check.	
AP	8	Allows immediate access to vendor data and invoice history at any time during data entry, inquiry, or maintenance.	
AP	9	Able to set up pre-defined sets of accounts and corresponding descriptions for vendors with recurring type invoices that are always expensed to the same general ledger account numbers.	
AP	10	Able to distribute the invoice by percentage to the accounts or by amounts entered by the operator.	
AP	11	Automate process of voiding accounts payable checks.	
AP	12	Able to automatically create reversing entries in the general ledger and void checks in the reconciliation system. System gives the user the option to leave the invoice open for payment or void the invoice automatically.	
AP	13	Accepts future dated entries, which will not be processed until that date is reached. These entries are maintained in the unpaid file until processed.	
AP	14	Remittance address is easily selected via a dropdown menu or other similar object during invoice entry.	
AP	15	Able to handle handwritten checks and bank drafts.	
AP	16	Able to flag a fixed asset at the time invoices are entered and have the system create a fixed asset record in that module.	
AP	17	Able to attach unlimited electronic files to an invoice.	
AP	18	Automatically attach those scans to the invoice record.	
AP	19	Able to enter multiple invoices and multiple line items per invoice split among an unlimited number of G/L accounts.	

AP	20	Automatically checks for duplicate payments by comparing vendor/invoice combinations to historical files.	
AP	21	Able to look up a listing of all checks issued to a vendor	
AP	22	All invoices, even when paid, are available for online review for a user-specified period of time.	
AP	23	Provides the option to look at unpaid items or all items.	
AP	24	Prints 1099s for selected vendors at the end of the calendar year.	
AP	25	Produces all necessary registers and audit reports.	
AP	26	Accounts payable check register includes vendor number, invoice number, vendor name, check date, dollar amount, check number, and check amount.	
AP	27	Able to print a check register for any range of dates, check numbers, vendors, vendors by date, or transaction number.	
AP	28	Able to print a detailed history for specific vendors by date, including detailed description of each charge.	
AP	29	Generates outstanding invoice report by fund (can be generated currently and at any point in the past).	
AP	30	Includes electronic document management and workflow interface.	
AP	31	Able to receive and process electronic invoices.	
AP	32	Allow for employee reimbursements.	
AP	33	Automated Bank Reconciliation	
AP	34	Generate multiple page checks.	
AP	35	Capture an image of the check and attach to the record.	
AP	36	Automatically calculate taxes as appropriate for items being paid.	
AP	37	Support capturing email address and website address in vendor master record.	
AP	38	Provide security by user for viewing or changing the tax ID or social security number field in the vendor master record.	
AP	39	Provide workflow support for check issuance and invoice approvals.	
AP	40	Allow staff to view vendor detailed payment history.	
AP	41	Able to view and select vendor information by search feature criteria, including business type.	
AP	42	Able to automatically send vendors emails with ACH payment details if	

Item Number		Specification Description	Response Code and Explanation
		payment is processed via ACH payment.	
AP	43	Provide a vendor portal for vendor account updating to change address, phone, primary contact, etc.	
AP	44	Provide a vendor portal that allows vendors to check payment status.	
AP	45	Timely invoice processing to avoid late fees through automatic notifications.	
AP	46	Able to delete, close, or hold vouchers for payment.	
AP	47	Have ability to specify "check payable to:" for each vendor somehow.	
AP	48	Able to archive invoices digitally.	
AP	49	Provides an automated matching function to automate the processing of invoices.	

AR: Accounts Receivable

The City seeks to record receivables and payments against customer accounts in the system. The system should allow for miscellaneous billing to support the generation of miscellaneous invoices and/or to generate monthly recurring invoices in an automated manner. The system should provide the ability to present invoices in paper or electronic means and to process retroactive adjustments to these receivables.

Item Number		Specification Description	Response Code and Explanation
AR	1	Provide for a commonly used AR solution to standardize currently decentralized departmental processes.	
AR	2	Real time or batch updating of invoicing to Accounts Receivable ARAging detail sufficient to support collection activity and summary.	
AR	3	Workflow capability for possible review and approval of invoices (billings).	
AR	4	Flexible Data Entry for on-account customer payments and NSF check adjustment to the accounts.	
AR	5	Receivable balance.	
AR	6	Able to automatically assign sequential customer and invoice numbers.	
AR	7	Able to view customer history with details on invoice dates, paid dates, check-numbers, etc.	
AR	8	Efficiently research payment histories/billing history for any customer.	
AR	9	Able to query an invoice to determine status.	
AR	10	Efficient setup of new customers.	
AR	11	Manage Citywide fee schedule.	
AR	12	Automate billing process for filming permits, property damage, and other	

		items.	
AR	13	Provide on demand and weekly past due payments and aging reports with notifications.	
AR	14	Able to add Late Fees automatically based on rules.	
AR	15	Able to automate 2nd and 3rd notice of missed payments.	
AR	16	Automate billing process for filming permits, property damage, and other items.	
AR	17	Able to print a statement of a single transaction or accumulative transactions.	
AR	18	Able to man Property Damage Claims against the City using projects and work orders to identify recoverable costs.	
AR	19	Able to correct invoices prior to posting and reprinting invoices and statements.	
AR	20	Able to complete write-off or percentage (%) of loss to system and back to department.	
AR	21	Address refunds for deposits and cancelled class participation.	
AR	22	Provide invoice/account transactional reporting and research by account with drill down for supporting transactions and details.	
AR	23	Allow the inclusion of staff notes for internal use.	
AR	24	Able to add user-defined messages to invoices and statements for customers.	
AR	25	Able to develop customized invoices.	
AR	26	Able to accommodate cancellation and one step automatic reversals of invoice entries with approved authorization.	

PP: Purchasing/Procurement

The City completes many City purchases through paper vouchers but intends to transition to digital vouchers in the new system. This module should be able to manage all City purchase order (PO) and service authorization (SA) activities. The request and approval processes should be electronic and easily established and managed.

Item Number		Specification Description	Response Code and Explanation
PP	1	Track information for the entire life-cycle of the procurement (i.e. requisition through payment.)	
PP	2	Requisition to Purchase Order system.	
PP	3	Able to pre-encumber/encumber requisitions and purchase against predetermined budgets - ability to override transactions that fail budget	

		check.	
PP	4	Able to email/notify requesters when PO's and Contracts are reaching a certain amount expended.	
PP	5	Perform budget checking during requisition and purchase order creation (or as defined) to validate funds.	
PP	6	Allow for an open PO to be maintained over multiple years.	
PP	7	Provide flexibility to set purchase rules for dollar amounts and purchase type to direct workflow approvals.	
PP	8	Allow for PO Types; Annual, Blanket, Multi-Department, etc.	
PP	9	Provide standing departmental PO's, based on dollar limit to invoice against.	
PP	10	Provide a robust workflow for the approval of requisitions and purchase orders based on user defined, pre-established criteria.	
PP	11	Provide Contract management and track certificates of insurance requirements.	
PP	12	Support for the purchase of recurring services by automatically generating a requisition/purchase order based on pre-established criteria (i.e. Health Insurance, Cleaning Services, and Leased Vehicles.).	
PP	13	Capture internal or external justification, notes, or comments on a purchase order but internal comments should only be visible to City staff.	
PP	14	Able to attach files to requisition, purchase order, packing slips, etc.	
PP	15	Support for tracking requestor and indicating the requestor name on the requisition.	
PP	16	Electronic PO Change Order system (from requester to Purchasing, similar to requisition feature.)	
PP	17	Allow a reviewer and or approvers to set a covering user or out of office back-up.	
PP	18	Allow direct vendor portal management for vendor payment look-up and vendor account updates for address, phone number, key contact, etc.	
PP	19	Prevent a purchase order from being issued to an inactive vendor.	
PP	20	Able to encumber into one account and pay with a different account and release pre- encumbrance while depleting the amount of the PO.	
PP	21	Support year-end activities such as the ability to roll purchase orders to the new fiscal year.	
PP	22	Allow purchase orders to be entered for the new fiscal year prior to the start	

Item Number		Specification Description	Response Code and Explanation
		of that fiscal year.	
PP	23	Support For Accruals (in terms of receiving records)	
PP	24	When a PO or requisition is cancelled or closed, pre-encumbrance and encumbered amounts should be released.	

Human Resources

Human Resources include onboarding, training coordination, employee portal, and vacation and leave management. The module should provide maintenance of employee personnel information for the employment life cycle. It should also feature extensive use of browser-based employee self- service, and support interface to WePay, the City's 3rd party payroll system.

HR: Human Resources General

Item Number		Specification Description	Response Code and Explanation
HR	1	Maintain personnel administration for basic demographics, address information, and emergency contacts.	
HR	2	Manage all personnel actions (promotions, salary increases, leaves, etc.)	
HR	3	Support employee self-service for simple changes.	
HR	4	Provide maintenance of employment history.	
HR	5	Provide integration with WePay, the City's payroll provider.	
HR	6	Able to use on-line forms to complete typical employee transactions and route for electronic approval.	
HR	7	Support electronic signatures through a review process and/or capture of approval stamp data.	
HR	8	Streamline request to add a pay code to an employee through a form and workflow.	
HR	9	Support the maintenance of all budgeted and authorized positions.	
HR	10	Track and report budgeted, filled, frozen and vacant positions.	
HR	11	Associate positions with funding source.	
HR	12	Link positions to required skills, certifications, required training, etc.	
HR	13	Allow Position(s) to be a one to many for reporting (i.e. business analyst may exist in many departments and provide means to report totals).	
HR	14	Provide position type reporting.	

HC: Compensation

Item Number		Specification Description	Response Code and Explanation
HC	1	Enforce the administration of rules for calculating pay.	

HC	2	Maintain effective salary dates.	
HC	3	Calculate future pay increases.	
HC	4	Calculate additional pay based on flexible, user defined criteria.	
HC	5	Calculate step, increment, and percentage pay increases for all or a group of employees.	
HC	6	Project costs for future fiscal years.	
HC	7	Provide analysis of compensation by Chart of Account element.	
HC	8	Provide Employee Status codes to manage leaves, Workers Comp., FMLA, etc.	
HC	9	Provide workflow and self-service options for W-4 changes, time-off requests, cash-out requests, employee life changes, beneficiary changes, open enrollment, employee actions/events tracking (salary increases, reclassifications, etc.).	
HC	10	Automatically notify providers when a change of address is submitted.	
HC	11	Better management of the employee separation process through automatic workflow, triggers, alerts and notification.	
HC	12	Provide an on-line service portal for exit interviews.	
HC	13	Provide Tracking Of Suspension And Disciplinary Events.	
HC	14	Support employee photo/profile management including integration with HR Inquiry and employee file maintenance screens.	
HC	15	Provide generation of Organization Chart based on position tree at multiple levels.	
HC	16	Provide a framework for managing staff reduction scenarios based on seniority ranking, bumping rights, etc.	
HC	17	Calculate leave eligibility and leave availability in both days and hours.	
HC	18	Allow employees to request leave online with automatic routing for approval.	
HC	19	Notify employees of leaves that will be lost or automatically paid.	
HC	20	Integrate leave types with Benefits Administration and Payroll.	
HC	21	Track leave taken, leave lost, and leave payments by leave type and reason.	

TC: Training / Certification

The City does not have any formal system to track Employee Certifications.

Item Number	Specification Description	Response Code and Explanation

TC	1	Track certifications including expiration and compensation modification triggers.	
TC	2	Able to specify required certifications by job title.	
TC	3	Administer City HR class offerings, class types, descriptions, class size/numbers, location, instructor information, associated dates, comments, attendance, etc.	
TC	4	Automate Training Enrollments/attendance utilizing workflow.	
TC	5	Track Certifications, process utilizing workflow, and associate certifications with applicable pay codes.	
TC	6	Use workflow to register individually or as a group, by department and class; approved class registration notify of acceptance.	
TC	7	Integrate with Outlook to show class on calendar.	
TC	8	Provide tracking of required job certifications and position-specific mandatory training, including management of expirations.	
TC	9	Streamline request to add a pay code to an employee through form and workflow.	

General Conditions

A. No verbal information to bidders will be binding on the City. The written requirements will be considered clear and complete, unless written attention is called to any apparent discrepancies or incompleteness before the opening of the proposals. All alterations to the RFP will be posted on the City's website and/or emailed to prospective bidders. The communications shall then be considered to be part of the RFP.

B. Submission of a proposal will be considered as conclusive evidence of the proposer's complete examination and understanding of the request.

C. The City of Scranton reserves the right to reject any and all proposals submitted and to request additional information from any Proposer. The City of Scranton reserves the right to waive minor irregularities in the procedures or proposals if it is deemed in the best interests of the City of Scranton. The City may elect, at its sole and absolute discretion, to award a Contract based on the initial proposals, or, to open negotiations, either written or oral, with one or more proposers to address performance, technical, pricing, delivery, or other provisions. If negotiations are opened, the City may elect, at its sole and absolute discretion, to conclude negotiations at any time if it is determined to be in its best interest, or they will be closed upon settlement of all questions and clarifications. Proposals may be rejected and negotiations terminated by the City. The award will be based on the offers submitted, as well as any and all negotiations conducted. The City further reserves the right to reject all proposals and seek new proposals when such procedure is considered to be in the best interest of the City.

D. The award will be made to that responsive and responsible proposer whose proposal, conforming to requirements of the request, will be most advantageous to the City, price and other factors considered. The award may or may not be made to the firm with the lowest cost.

E. The City shall have the right, without invalidating the contract, to make additions to or deductions from the items or work covered by the Request for Qualifications. In case such deductions or additions are made, an equitable price adjustment shall be made between the City and the Proposer. Any such adjustments in price shall be made in writing.

F. After notice from the City, the selected proposer will be required to enter into a contract upon receipt of a Notice of Award. If a contract is not executed by the selected proposer, then the City reserves the right to retract the Notice of Award and enter into a contract with another proposer.

G. Unsigned proposals will not be accepted. Proposers are expected to examine the content of the request and respond accordingly. Failure to do so will be at the Proposer's risk.

H. No proposal will be accepted from or contract awarded to any person, firm or corporation that is in arrears or is in default to the City upon any contract, or that is a defaulter, as surety or otherwise, upon any obligation to the City or who had failed to faithfully perform any previous contract with the City.

I. COMPLIANCE WITH LAWS

The firm selected shall at all times observe and comply with all laws, ordinances, regulations and codes of the federal, state, City and other local government agencies, which may in any manner affect the performance of the contract.

J. CONTRACT TERMINATION

A contract may be canceled by the City by giving the respondent written notice of intent to cancel.

K. CONTROLLING LAW

This Request for Qualifications is governed by, and will be construed and enforced in accordance with the laws of the Commonwealth of Pennsylvania without regard to any conflict of law provisions.

L. BIDDER'S ETHICS AND COLLUSION

Collusive Bidding: Any firm that submits more than one proposal in such a manner as to make it appear that one of the proposals submitted is competitive with that of a different proposer, or any two or more firms that agree to fix their respective proposals in such a manner as to be awarded the contract shall be disqualified from further consideration of award of this contract and shall be subject to any applicable penalties under the law.

Bribery: Any firm that attempts to influence a City official to award this contract to such proposer's firm by promising to provide or by providing to such City official any gratuity, entertainment, commission or any other gift, in exchange for a promise to award the contract to such firm shall be disqualified from further consideration of award of this contract and shall be subject to any applicable penalties under the law.

Conflict of Interest: Any firm that knows of any City official having a material direct or indirect financial interest in such proposer's firm shall be required to submit a written statement, along with the Form of Proposal, detailing such interest. Failure to disclose a known such financial interest shall result in the firm's disqualification from further consideration of award of this contract.

M. INDEMNIFICATION

1. This agreement shall be binding on the parties hereto, their heirs, successors and assigns.

N. OPEN RECORDS LAW/PUBLIC INFORMATION

Under the Pennsylvania Right-to-Know Law (the "Law"), 65 P. S. Section 67.101 et. seq., a record in the possession of the City is presumed to be a public record subject to disclosure to any legal resident of the United States, upon request, unless protected by a statutory exception.

Any contract dealing with the receipt or disbursement of funds by the City or the City's acquisition, use or disposal of services, supplies, materials, equipment or property is subject to disclosure under the Law. The following are not subject to disclosure under an exception in the Law:

1. A proposal pertaining to the City's procurement or disposal of supplies, services or construction prior to the award of a contract or prior to the opening and rejection of all bids; and

2. Financial information of a bidder or proposer requested in an invitation to bid or request for proposals to demonstrate the bidder's or proposer's economic capability.

O. TRANSFERS AND ASSIGNMENTS

1. Consultant shall not, without written consent of the City, assign, hypothecate or mortgage this agreement. Any attempted assignment, hypothecation or mortgage without the consent of the City shall render this

agreement null and void.

2. Neither this agreement nor any interest therein shall be transferable in proceedings in attachment or execution against bidder or in voluntary or involuntary proceedings in bankruptcy or insolvency or receivership taken by or against the respondent, or by any process of law including proceedings under Chapter X and XI of the Bankruptcy Act.

P. REJECTION OF PROPOSALS

The City of Scranton reserves the right to reject any and all proposals received resulting from this request and to negotiate with those respondents deemed finalists.

Q. INCURRING COSTS

The City of Scranton will not be liable for costs incurred by the selected proposer prior to the issuance of a contract.

R. PRE-PROPOSAL CONFERENCE

A pre-proposal conference will not be held.

S. AFFIDAVITS

The following affidavits are required by the City of Scranton:
- Affirmative Action Certification;
- Certificate of Non-Segregated Facilities;
- Non-Collusion Affidavit;
- Disclosures by Current Contractors.

T.   INSURANCE COVERAGE

All proposals submitted to the City of Scranton shall include a certificate of the prospective proposer's insurance coverage. After reviewing the certificates, the City will address any coverage concerns before awarding a contract. All insurance coverages should name the City of Scranton as an additional insured. The awarded vendor will need to notify the City if it loses or plans to lose the stated insurance coverage during the contract period. The loss of insurance coverages could result in contract termination.

All proposals must also include two statements:

- A statement of assurance attesting that the prospective proposer is not currently in violation of any regulatory rules and regulations that may impact its operations;
- A statement that the prospective proposer is not involved in any current litigation against the City of Scranton.

Attachments

A. Affirmative Action Certification

During the term of this contract, Bidder agrees as follows:

(1) Bidder shall not discriminate against any employee, applicant for employment, independent contractor or any other person because of race, color, religious creed, ancestry, national origin, age, sex or handicap. Bidder shall take affirmative action to insure that applicants are employed, and that employees or agents are treated during employment, without regard to their race, color, religious creed, ancestry, national origin, age, sex or handicap. Such affirmative action shall include, but is not limited to the following: employment, upgrading, demotion or transfer; recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training. The Bidder shall post in conspicuous places, available to employees, agents, applicants for employment, and other persons, a notice to be provided by the contracting agency setting forth the provision of this affirmative action certification.

(2) Bidder shall, in advertisements or requests for employment placed by it or on its behalf, state all qualified applicants will received consideration for employment without regard to race, color, religious creed, ancestry, national origin, age, sex or handicap.

(3) Bidder shall send each labor union or workers' representative with which it has a collective bargaining agreement, other contract or understanding, a notice advising said labor union or worker's representative of its commitment to this affirmative action certification. Similar notice shall be sent to every other source of recruitment regularly utilized by the bidder.

(4) It shall be no defense to a finding of noncompliance with this affirmative action certification that the bidder has delegated some of its employment practices to any union, training program, or other source of recruitment which prevents it from meeting its obligations. However, if the evidence indicates that the bidder was not on notice of the third-party discrimination or made a good faith effort to correct it; such a factor shall be considered in mitigation in determining appropriate sanctions.

(5) Where the practices of a union or of any training program or other source of recruitment will result in the exclusion of minority group persons, so bidder will be unable to meet its obligations under this affirmative action certification, bidder shall then employ and fill vacancies through other affirmative action employment procedures.

(6) Bidder shall comply with all state and federal laws prohibiting discrimination in hiring or employment opportunities. In the event of bidder's noncompliance with affirmative action certification of this contract or with any such laws, this contract may be terminated or suspended, in whole or in part, and bidder may be declared temporarily ineligible for further City of Scranton contracts, and other sanctions may be imposed and remedies invoked.

(7) Bidder shall furnish all necessary employment documents and records to, and permit access to its books, records, and accounts by, the City of Scranton Department of Business Administration, for purposes of investigation to ascertain Compliance with the provision of this certification. If bidder does not possess documents or records reflecting the necessary information requested, it shall furnish such information on reporting forms supplied by the City of Scranton Department of Business Administration.

(8) Bidder shall actively recruit minority subcontractors or subcontractors with substantial minority representation among their employees.

(9) Bidder shall include the provisions of this affirmative action certification in every subcontract, so that such provisions will be binding upon each subcontractor.

(10) Bidder's obligations under this clause are limited to the bidder's facilities within Pennsylvania, or where the contract is for purchase of goods manufactured outside of Pennsylvania, the facilities at which such goods are actually produced.

DATE: _____

_____

(Name of Bidder)

BY _____

TITLE _____

B. Certificate of Non-Segregated Facilities

The bidder certifies that he or she does not maintain or provide for his or her employees and segregated facilities at any of his or her establishments, and that he or she does not permit his or her employees to perform their services at any location under his or her control where segregated facilities are maintained. The Bidder certifies further that he or she will not maintain or provide for his employees any segregated facilities at any of his or hers establishments, and that he or she does not permit his or her employees to perform their services at any location under his or her control where segregated facilities are maintained. The Bidder agrees that a breach of this certification will be a violation of the Equal opportunity clause in any contract resulting from acceptance of his or her bid. As used in this certification, the term "segregated Facilities," means any waiting rooms, work areas, restrooms and washrooms, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing directive or are in fact segregated on the basis of race, color, religion, or national origin, because of habit, local custom, or otherwise. The Bidder agrees that (except where he or she has obtained identical certifications from proposal subcontractors for specific time periods) he or she will obtain identical certifications from proposed subcontractors prior to the award of subcontracts exceeding $10,000 which are not exempt from the provisions of the Equal Opportunity clause, and that he or she will retain such certification in his or her files.

NOTE: The penalty for making false statements in offers is prescribed in 18 U.S.C. §1001.

DATE:

_____

(Name of Bidder)

BY

TITLE

C. Non-Collusion Affidavit of Prime Bidder

STATE OF _____

COUNTY OF _____

_____, being first duly sworn, deposes and says that:

1. He or she is _____
    (Owner, partner, officer, representative or agent)

    Of _____, the Bidder that has
    submitted the bid;

2. He or she is fully informed respecting the preparation and contents of the attached Bid and of all pertinent circumstances respecting such Bid;
3. Such Bid is genuine and is not a collusive or sham Bid;
4. Neither the said Bidder nor any of its officers, partners, owners, agents, Representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Bidder, firm or person to submit a collusive or sham Bid in connection with the Contract for which the attached Bid has been submitted or to refrain from bidding in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collision or communication or conference with any other Bidder, or to Bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of Scranton (Local Public Agency) or any person interested in the proposed Contract; and;
5. The price or prices quoted in the attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the bidder or any of its agents, representatives, owners, employees or parties in interest, including this affiant.

Signed   _____

_____
(TITLE)

SUBSCRIBED AND SWORN TO BEFORE ME

THIS _____ DAY OF _____

Signed _____

_____
(TITLE)

MY COMMISION EXPIRES   _____

D. Disclosures by Current Contractors

<div align="center">

List of Municipal Officials
Mayor of Scranton
Scranton City Councilpersons
Scranton Controller
Scranton Tax Collector

</div>

1. Provide the names and titles of all individuals providing professional services to the City including advisors and subcontractors, if any. After each name, please provide the responsibilities of that person with regard to the professional services provided to the City of Scranton.

- List the names of any of the above individuals who are current or former officials or employees of the City of Scranton and their position;

- List the names of any of the above individuals who has been a registered federal or state lobbyist and the date of the most recent renewal/registration.

2. Since January 1, 2015, have any of the individuals identified in paragraph two above been employed by the City of Scranton. If yes, please identify the individual by his/her name and position with the City of Scranton and dates of employment.

3. Since January 1, 2015, has the Contractor employed paid compensation to a third party intermediary, agent, or lobbyist to directly or indirectly communicate with any individual on the list of municipal officials in connection with any transaction or investment involving the Contractor and the City of Scranton. This question does not apply to any officer or employee of the Contractor who is acting within the scope of the Contractor's standard professional duties on behalf of the Contractor including the actual provision of legal, accounting, engineering, real estate, or other professional advice, services or assistance pursuant to its professional services contract with the City of Scranton.

4. Since January 1, 2015 has any agent, officer, director, or employee of the Contractor solicited a third party to make a political contribution to any municipal official or candidate for municipal office in the City of Scranton or to the political party or political committee for whom the solicitation was made. If yes, please identify the agent, officer, director, or employee who made the solicitation; the individual or individuals who were solicited, and the municipal officers, candidates, political party, or political committee for whom the solicitation was made.

5. Since January 1, 2015, has the contractor, officer, director, executive-level employee, or owner of at least five percent (5%) of the company made any contribution to a municipal official or candidate for municipal office in the City of Scranton. If yes, please identify the recipient, the amount, and the date of the contribution.

6. Does the Contractor have a direct financial, commercial, or business relationships with any individual on the List of Municipal Officials. With regard to every municipal official for which the answer is yes, identify that individual and provide a detailed written description of that relationship.

7. Since January 1, 2015, has the Contractor, officer, director, executive-level employee, or owner of at least five percent (5%) of the company conferred any gift of more than nominal value to any

individual on the list of Municipal Officials. A gift includes money, services, loans, travel, and entertainment, at value or discounted value. With regard to every municipal official for which the answer is yes, identify the recipient, the gift, and the date it was conferred.

8. Regarding the provision of professional services to the City of Scranton, are you aware of any conflicts of interest, whether apparent, potential, or actual, with respect to any officer, director, or employee of the Contractor and officials or employees of the City of Scranton. If yes, please provide a detailed written explanation of the circumstances which you believe provide a basis to conclude that an apparent, potential, or actual conflict of interest may exist.

9. Please provide the name(s) and person(s) completing this form. One of the individuals identified by the Contractor in paragraph two must participate in completing this form and must sign the verification statement below.

VERIFICATION

I, _____, hereby state that I am the owner of

_____ and that I am authorized to make this verification.

I verify that the facts set forth herein for entities providing professional services to the City of Scranton are true and correct to the best of my knowledge, information, and belief. I understand that false statements herein are made subject to penalties of 18 P.A.C.S section 4904 relating to unsworn falsification to authorities.

Signed: _____ Date: _____