CITY OF GAINESVILLE
REQUEST FOR PROPOSAL

RFP No. 13034
PROPERTY TAX AND BUSINESS LICENSE SOFTWARE

Proposal Release: December 5, 2012

Proposal Questions Deadline: December 17, 2012

Proposal Due Date: January 16, 2013

Postal Return Address:	Courier Delivery Address:
City of Gainesville	City of Gainesville
Purchasing Office	Purchasing Office
P.O. Box 2496	300 Henry Ward Way, Room 103
Gainesville, GA 30503	Gainesville, GA 30501

City of Gainesville

Request for Proposal

RFP No. 13034
PROPERTY TAX AND BUSINESS LICENSE SOFTWARE

Sealed Proposals for Property Tax and Business License Software will be received by the **City of Gainesville, Administrative Services Department, 300 Henry Ward Way, Suite 103, Gainesville, GA. 30501** until <u>2:00 PM EST, Wednesday, January 16, 2013</u>.

SECTION A: RFP INTRODUCTION

A.1 Purpose of Request for Proposal

The City of Gainesville, Georgia (Hereafter also referred to as "The City") is seeking proposals for Property Tax and Business License Software System(s). This RFP is for the purpose of procuring a system or systems to meet the City's needs in the areas of tax billing, tax administration, business license issues and renewals, and any other administrative function as defined in this RFP along with services to implement and maintain the system(s). The City is open to any type of solution that would meet its needs; therefore, the City will accept proposals that are specifically written for Property Tax and or Business License Modules. This RFP has been compiled for the purpose of providing information, requirements, specifications, guidelines, and other data to be used by proposers who wish to submit a proposal for consideration.

A.2 Notice to Proposers

Failure to carefully read and understand this RFP may cause the proposal to be out of compliance, rejected by the City, or legally obligate the proposer to more than it may realize. Information obtained by the proposer from any officer, agent or employee of the City shall not affect the risks or obligations assumed by the proposer or relieve the proposer from fulfilling any of the RFP conditions or any subsequent contract conditions. Only the format and documents included with this RFP will be accepted as compliant for the submitted proposal. Failure to completely fill out all required attachments may result in disqualification.

A.3 Guidelines

By virtue of submitting a proposal, interested parties are acknowledging:

A.3.1 This RFP is a request to purchase or otherwise acquire rights to use software, professional services required to implement/train new users on the software for the system(s). As such, proposals from implementation firms alone or software firms without an implementation mechanism will not be considered.

A.3.2   In the event that all products and services are not provided by one firm, proposers may partner with another firm to submit a joint proposal.

A.3.3   The City reserves the right to reconsider any proposal submitted during any point of the procurement. It also reserves the right to meet with select proposers at any time to gather additional information. Furthermore, the City reserves the right to delete or add functionality (i.e., modules and components) until the final contract signing.

A.3.4   All items must meet or exceed specifications as stated by the City of Gainesville. The City of Gainesville reserves the right to waive any technicalities and to reject or accept any Proposal in its entirety or to accept any portion thereof if it is determined that either method results in lower costs, better service, final satisfaction or is otherwise determined to be in the best interest of the City of Gainesville. Determination of best response to proposal will be the sole judgment of the City. Proposals shall remain valid for ninety days from the date of proposal opening.

A.3.5   The City of Gainesville reserves the right to reject any or all proposals at any time without penalty.

A.3.6   Any clerical mistake that is patently obvious on the face of the proposal may, subject to the limitations described below, be corrected upon written request and verification submitted by the proposers. A nonmaterial omission in a proposal may be corrected if the Administrative Service Department determines that correction to be in the City's best interest. Omissions affecting or relating to any of the following shall be deemed material and shall not be corrected after Proposal opening:

      (1) Price Information; and
      (2) Any required Insurance

A.3.7   Proposals may be withdrawn at any time prior to the proposal opening. After proposals have been publicly opened, withdrawal of a proposal shall be based upon the following:
The Proposer shall give notice in writing of his claim of right to withdraw his proposal due to an error within two business days after the conclusion of the proposal opening procedure. Proposals may be withdrawn from consideration if the price is substantially lower than the other proposals due solely to a mistake therein, provided the proposal was submitted in good faith, and the mistake was a clerical mistake as opposed to a judgment mistake, and was actually due to an unintentional arithmetic error or an unintentional omission of a quantity of work, labor or material made directly in the compilation of the proposal, which unintentional arithmetical error or unintentional omission can be clearly shown by objective evidence drawn from inspection of original work papers, documents and materials used in the preparation of the proposal sought to be withdrawn. The proposer's original work papers shall be the sole acceptable evidence of error and mistake if he elects to withdraw his proposal. If a proposal is withdrawn under the authority of this provision, the lowest remaining responsive proposal shall be deemed to be the low proposal.

A.3.8   Pricing must be submitted on a "not-to-exceed" basis. For implementation services under a not-to-exceed arrangement, the City compensates the vendor on the basis of major deliverables to be identified in the development of the Statement of Work. If there is a "residual" amount at the end of the project (the difference between total implementation contract amount and actual total costs), the City will retain the difference. In contrast, if the implementation cost ceiling is exceeded, the vendor is to finish the work at no additional compensation, unless the City does not meet specific assumptions outlined in the proposal. Proposers are to provide all work effort needed to meet the detailed functional requirements as part of their proposal. All firms submitting proposals are encouraged to submit the most competitive proposal possible as the failure to do so may lead to elimination prior to software demonstrations.

A.3.9 As a result of the selection of a vendor to supply products and/or services to the City of Gainesville, the City of Gainesville is neither endorsing nor suggesting that the vendor's product is the best or only solution. The vendor agrees to make no reference to the City of Gainesville in any literature, promotional material, brochures, sales presentation or the like without the express written consent of the City of Gainesville.

A.3.10 The City reserves the right to cancel, in part or in its entirety, this RFP, including, but not limited to: selection schedule, submittal date, and submittal requirements. If the City cancels or revises this RFP, all proposers will be notified in writing by the Government.

A.3.11 The City reserves the right to revise this RFP prior to the date that proposals are due. All contacts will be notified of revisions to the RFP. Additionally, all revisions will be posted on the City's website. The City reserves the right to extend the date by which the proposals are due.

A.3.12 Proposers are responsible for checking the City of Gainesville's website for the issuance of any addenda prior to submitting a proposal. The address is **http://www.gainesville.org/purchasing.**

A.3.12 This RFP does not commit the City to award a contract, to defray any costs incurred in the preparation of a proposal pursuant to this RFP, or to procure or contract for work. All proposals submitted in response to this RFP become the property of the City of Gainesville and public records, and as such, may be subject to public review.

A.3.13 The firm that is selected for award of contract must be a vendor in good standing with the City and can obtain an active vendor status. To obtain an active vendor status the selected firm will be required to fill-out and submit all necessary documentation in the City's Vendor Application which can be found at www.gainesville.org/purchasing.

A.3.14 When responding to this RFP, follow all instructions carefully. Submit proposal contents according to the outline specified and submit all hard copies according to the instructions. Failure to follow these instructions may be considered an unresponsive proposal and may result in immediate elimination from further consideration.

A.4 Inquiries

Upon Release of this Request for Proposal, all vendor communications concerning this proposal must be directed to the Administrative Services Department correspondent listed below:

Alicia Serra, Administrative Services Officer
City of Gainesville
PO Box 2496, Gainesville, GA. 30503
Phone: 678-989-3370
FAX: 770-535-5636
(Email Address: aserra@gainesville.org)

A.4.1 All questions concerning the RFP must reference the RFP page number, and section heading. All questions must be submitted in writing to the proposal correspondent named above. Questions must be received by 2:00 PM EST, Monday, December 17, 2012. A list of questions and answers will be provided to all known proposers and by request. Requests may be made to the proposal correspondent named above. Additionally, a list of questions and answers will be posted on the City's website as an addendum to this RFP.

A.4.2 If any proposer planning to submit a proposal finds discrepancies in or omissions from the RFP, or is in doubt as to the true meaning of a particular requirement, a request for clarification or correction must be submitted in writing to the contact listed above.

A.4.3 Unauthorized contact regarding the proposal with other Gainesville City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City of Gainesville. Vendor should rely only on written statements issued by the proposal correspondent.

A.5 Procurement Schedule

The expected procurement schedule is listed below. The Government reserves the right to change the procurement schedule. If changes are made, representatives from each proposer will be notified by the City.

PROCUREMENT SCHEDULE	
Wednesday, December 05, 2012	Release RFP
Monday, December 17, 2012 2:00 PM EST	Last Day to accept questions on the RFP
Friday, December 21, 2012	Answers to submitted questions provided
Wednesday, January 16, 2013 2:00 PM EST	Proposals Due
Wednesday, January 23, 2013	Up to three finalist selected for Demonstrations
Week of January 28 – 21, 2013	Software Demo's from 3 Finalist (max 2.5 hours per finalist)
Week of February 4 – 8, 2013	Follow-up to Demo's "Discovery Session" e-mail, phone conference, and on-site meeting as necessary
Wednesday, February 13, 2013	Identify selected vendor for contract negotiations
Wednesday, February 20, 2013	Complete negotiations and Statement of Work with finalist
Tuesday, March 5, 2013	Award Contract at Council Work session
March – April	Implementation of Property Tax
May – Early June	Implementation of Business License

A.5.1 Software demonstrations will be held on-site at City facilities and will cover all functional areas listed in this RFP. Proposer demonstrations are an integral part of the selection

process. To avoid unnecessary delays, the City expects that proposers will be available for software demonstrations during the dates identified on the procurement schedule.

A.5.2   Discovery sessions will focus on implementation issues. After software demonstrations, all demonstrating vendors will receive a request for clarification letter that will ask proposers to clarify any necessary parts of the initial proposal. In addition, the discovery sessions will include discussion of implementation issues.

A.6   Evaluation Criteria

The City will evaluate all written submittals. It is incumbent upon the proposer to demonstrate within their proposals how each requirement will be satisfied. All Proposals must meet the specification as outlined in this RFP. The City reserves the right to investigate the qualifications and experience of the proposers, or to obtain new proposals. Proposals not sufficiently detailed or in an unacceptable form may be rejected by the City. Information and documentation included in the proposal become public information upon opening the proposals. Interested firms must follow the process outlined in the following pages in submitting their proposal.

The sole purpose of the proposal evaluation process is to determine which solution best meets the City's needs. The evaluation process is not meant to imply that one proposer is superior to any other, but rather that the selected proposer can provide and has proposed the best software and implementation approach for the City's current and future needs based on the information available and the City's best efforts of determination.

The proposal evaluation criteria should be viewed as standards that measure how well a proposer's approach meets the desired requirements and needs of the City. The criteria that will be used to evaluate proposals may include, but are not limited to the following:

A.6.1   Proposal Evaluation

- Cost
- Public sector experience
- Technical features and compatibility with the City's standards
- Functional features and response to the City's requirements
- Overall implementation methodology and timetable
- Completeness and relevance of response
- References from existing clients
- Training Plan
- Project management

A.6.2   Software Demonstrations

- Overall system features
- Demonstration preparedness
- Ability to provide required functionality for the City

A.6.3   Discovery

- Implementation Costs
- Project team experience/knowledge
- Understanding of the City's needs and goals
- Implementation approach / risk mitigation plan
- Staffing plan
- Interfaces, conversions, and customization approach

- Annual maintenance costs and user license fees

A.6.4 Proposer's Responsibility

When determining whether a proposer is responsible, or when evaluating a proposal, the following factors may be considered, any one of which will suffice to determine whether a proposer is responsible or the proposal is the most advantageous to the City:

- The ability, capacity and skill of the proposer to perform the contract or provide the equipment and/or service required.

- The character, integrity, reputation, judgment, experience and efficiency of the proposer.

- Whether the proposer can perform the contract within the time specified.

- The quality of performance of previous public and private contracts or services, including, but not limited to, the proposer's failure to perform satisfactorily or complete any written contract. The City's termination for default of a previous contract with a proposer, within the past three years, shall be deemed to be such a failure.

- The previous and existing compliance by the Proposer with laws relating to the contract or service.

- Evidence of collusion with any other Proposers, in which case colluding proposers will be restricted from submitting further proposals on the subject project or future proposals, for a period not less than three years.

- The proposer has been convicted of a crime of moral turpitude or any felony, excepting convictions that have been pardoned, expunged or annulled, whether in this state, in any other state, by the United States, or in a foreign country, province or municipality. Proposer shall affirmatively disclose to the City all such convictions, especially of management personnel or the proposer as an entity, prior to notice of award or execution of a contract, whichever comes first. Failure to make such affirmative disclosure shall be grounds, in the City's sole option and discretion, for termination for default subsequent to award or execution of the contract.

- If the proposer will be unable, financially or otherwise, to perform the work.

- At the time of the proposal opening, the proposer is not authorized to do business in the state of Georgia, or otherwise lacks a necessary license, registration or permit.

- Any other reason deemed proper by the City.

The City reserves the right to determine the suitability of proposals on the basis of any or all of these criteria or other criteria not included in the above list.

A.7 Proposal Submission Instructions

A.7.1 The Administrative Services department must receive the vendor's proposal in a sealed envelope, in its entirety, not later than 2:00 PM EST, Wednesday, January 16, 2013. Proposals arriving after the deadline will be returned unopened to their senders. All proposals and accompanying documentation will become the property of the City of Gainesville and may not be returned. Proposals must be clearly marked on the outside of the package:

PROPERTY TAX AND BUSINESS LICENSE SOFTWARE #13034

A.7.2 Signature of the proposal by the proposer constitutes acceptance by the proposer of terms, conditions, and requirements set forth herein.

A.7.3 Proposers are required to submit one (1) original and six (6) hard copies of the proposal. The proposals must include the Proposal Certification form signed by an authorized agent of the proposer which clearly identifies the vendor involved in the proposal and appropriate contact information.

A.7.4 Vendors assume the risk of the method of dispatch chosen. The City of Gainesville assumes no responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual proposal receipt. Late proposals will not be accepted nor will additional time be granted to any vendor. Proposals may not be delivered by facsimile transmission or other telecommunication or solely by electronic means.

A.7.5 By submitting a proposal, the proposer is providing a guarantee to the City that, if chosen, it will be able to provide the proposed products and services during the period of time discussed in the RFP.

A.7.6 Any information contained in the proposal that is proprietary will be neither accepted nor honored. All information contained in this proposal is subject to public disclosure.

A.7.7 The City shall not be liable for any pre-contractual expenses incurred by prospective vendors or selected contractors, including but not limited to costs incurred in the preparation or submission of proposals. The City shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.

A.8 Proposal Award and Execution

The City will select the proposal that, in its sole discretion, is the most responsive and responsible proposal to the City. The City reserves the right to make any award without further discussion of the proposal submitted; there may be no best and final offer procedure. Therefore, the proposal should be initially submitted on the most favorable terms the vendor can offer. The specification may be altered by the City of Gainesville based on the vendor's proposal and an increase or reduction of services with the manufacturer may be negotiated before proposal award and execution.

A.9 Local Vendor Preference

Local Vendor means a bidder or offeror which operates and maintains a brick and mortar business, i.e. a physical business address, within the city limits of the City of Gainesville, has a current business license, has paid in full all real and personal taxes owed the City, is considered a vendor in good standing with the City and can obtain an active vendor status.

A local vendor may receive an opportunity to match for purchases, bids, proposal or contracts over $20,000 and less than $100,000. The local vendor may be given an opportunity to match the lowest price proposal, if the quotation or bid of the local vendor is within 3% of the lowest price proposal by a non-local vendor. In the event a local vendor matches the lowest price proposal, including all other terms, quality, services and conditions, then the local vendor shall be awarded the contract.

In the event the price proposal of more than one local vendor is within 3% of the lowest overall price proposal of a non-local vendor, the local vendor with the lowest proposal will be given the first opportunity to match the lowest overall price proposal. If this local vendor declines to match the price proposal, then the local vendor with the next lowest bid within 3% will be given the opportunity to match the lowest proposal. This process will continue with all local vendors having proposal within 3% of the lowest overall bid by a non-local vendor.

Policy to be stated. This policy shall be so stated in all applicable solicitations.

Exemptions. This provision does not apply to public works construction projects or road projects pursuant to the laws of the State of Georgia (O.C.G.A §36-91 or §32-4).

A.10   Insurance Coverage

Proposer must provide evidence, satisfactory to the City, of the following insurance requirements:

- The City requires the Contractor to have and maintain the following insurance coverage and indemnification provisions with the City of Gainesville named as an additional insured hereunder. The Contractor shall furnish the Owner with certificates showing the type, amount, class of operations covered, effective dates, and date of expiration of policies. Such certificates shall also contain substantially the following statement: The insurance covered by this certificate will not be cancelled or materially altered, except after thirty (30) days written notice has been received by the Owner.

- The Contractor agrees to provide and maintain insurance coverage until the contract is completed and to furnish certificates from its insurance carriers showing that it carries insurance in the following minimum limits:

  - *Bodily Injury by Accident:*   *$100,000 each accident*

    $1,000,000 per occurrence limit

  - *Comprehensive General Liability:* *$1,000,000 per occurrence*

  - *Automobile Liability:*   *$1,000,000 per occurrence for bodily injury*

    $1,000,000 per occurrence for property damage

  - *Workers' Compensation*   *Statutory Limits*

A.11   Proposer Requirements

- The proposer must clearly demonstrate that they are capable of performing the services outlined in this RFP. The proposer must have a minimum of five (5) years experience in successfully performing the services of similar scope and size as City of Gainesville's requirements for at a minimum (3) three other entities.

- A proposer's overall capability, specialized experience, reputation, past performance for similar services, technical competence, financial stability, ability to meet program goals, performance under contract terms and fee schedule will be considered in the award decision.

- Please include the following information in your proposal:

  - The Proposer will disclose any professional or personal financial interest which could be a possible conflict of interest in representing the City.

  - The proposal should include a copy of the service provider's most recent audited financial statement.

  - The Proposer is asked to provide in the proposal documents a sample contract for products and services to be provided.

A.12 Contract Term

The professional service provider selected to provide the services specified in this RFP must enter into a written contractual agreement with the City of Gainesville. The terms and conditions of such an agreement will be subject to review and approval by the City Manager and the City's legal counsel.

A.13 Payment Terms

Implementation services will be paid on a not-to-exceed basis as described and only on a deliverable completion basis, meaning that the City will pay only when the vendor has satisfactorily completed mutually agreed upon payment deliverables, as will be defined in the Contract as part of the agreement. In addition, the City will apply a retainage of ten percent (10%) to all service payments, with such retainage being released on final acceptance of the entire system, which will be defined during the contract negotiation phase.

SECTION B: DETAILED SUBMITTAL REQUIREMENTS

Proposals should be prepared as simple as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance, and clarity of content. The proposal should be organized into the following major sections:

1. Introduction Material (Title Page, Letter of Transmittal, and Table of Contents)

2. Executive Summary

3. Scope of Services

4. Company Background

5. Proposed Application Software and Computing Environment

6. Implementation Plan

7. Training Plan

8. Maintenance and Support Program

9. Client References

10. Exceptions to the RFP

11. Price Proposal

B.1 Executive Summary and Introduction Material

(Section 1 & 2) The introductory material must include a title page with the RFP number, subject, name of the proposer, address, telephone number, e-mail address, the date, a Letter of Transmittal, and a Table of Contents. The executive summary should be limited to a brief narrative summarizing the proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel.

B.2 Scope of Services

(Section 3) This section of the proposal should include a general discussion of the proposer's overall understanding of the project and the scope of work proposed including the following:

B.2.1 The proposal shall explicitly state the name of any firms or products that are part of the proposed solution to the City.

B.2.2 List and describe all software proposed modules. Proposer must explicitly state the software module name and versions that are proposed.

B.3 Company Background

(Section 4) In this section provide information about the company so that the City can evaluate the proposer's stability and ability to support the commitments set forth in response to this RFP. Information in this section should contain the following information:

- Company name and location of the corporate headquarters and of the nearest office to the City.

- The number of years the company has been in business and the number of years the company has been providing system and services to the public sector.

- Include information on the company's customer base, such as the number of public sectors clients the company serves, the number of local government clients, and the number of public sector clients in the state.

- Identify if the company serves other industries.

- Identify any national and/or regional user groups that your company has. Explain the purpose and function of the user groups. Indicate if there are any annual or biannual user conferences offered. Include dates and locations of the next planned conference.

- Include a brief summary of the company's organizational characteristics such as the number of employees, whether the company is privately held, publicly traded, or if it is a subsidiary to a parent company.

B.4 Proposed Application Software and Computing Environment

(Section 5) The proposer must present, in detail, features and capabilities of the proposed application software.

B.4.1 Property Tax Module

B.4.1.1 List and describe proposed services for hosting including:

- Number of users
- Service desk support service
- Application support
- Operational support services
- Technology infrastructure services
- Disaster Recovery

B.4.1.2 List and describe the security features including:

- Firewalls, authentication, and architecture of data center
- Network level security
- Physical security of data center
- Describe data center security policies including background checks on employees and other measures to protect confidentiality and sensitivity of City's data
- The security tools that are provided in the software
- How is the security profile defined

B.4.1.3 List and describe the following operations support features:

- Describe back up procedures and testing of backups and other quality assurance processes to ensure the backup is working correctly
- Describe the process for installing patches and updates
- Describe the process for roll-back of patches and updates if major functionality is broken as a result of the patch and/or update

B.4.1.4 List and describe the following administration toolsets and skills:

- What application toolsets are included in the software
- What programming languages and skills are required to maintain the software
- What tools are available to customize/modify software and database (example: add fields, change forms)

B.4.1.5 List and describe the technical requirements including:

- The platforms supported

- Optimal and minimum network requirements
- Optimal and minimum database requirements
- Optimal and minimum server requirements
- Optimal and minimum desktop (client) requirements
- Is the content delivered through a web browser? If so, which browsers are supported

B.4.1.6   Describe any reporting tools that are included with your proposal. Can these reporting tools be used with the City's current systems?

B.4.2 Business License Module

B.4.2.1   List and describe proposed services for hosting including:

- Number of users
- Service desk support service
- Application support
- Operational support services
- Technology infrastructure services
- Disaster Recovery

B.4.2.2   List and describe the security features including:

- Firewalls, authentication, and architecture of data center
- Network level security
- Physical security of data center
- Describe data center security policies including background checks on employees and other measures to protect confidentiality and sensitivity of City's data
- The security tools that are provided in the software
- How is the security profile defined

B.4.2.3   List and describe the following operations support features:

- Describe back up procedures and testing of backups and other quality assurance processes to ensure the backup is working correctly
- Describe the process for installing patches and updates
- Describe the process for roll-back of patches and updates if major functionality is broken as a result of the patch and/or update

B.4.2.4   List and describe the following administration toolsets and skills:

- What application toolsets are included in the software
- What programming languages and skills are required to maintain the software
- What tools are available to customize/modify software and database (example: add fields, change forms)

B.4.2.5   List and describe the technical requirements including:

- The platforms supported
- Optimal and minimum network requirements
- Optimal and minimum database requirements
- Optimal and minimum server requirements
- Optimal and minimum desktop (client) requirements
- Is the content delivered through a web browser? If so, which browsers are supported

B.4.2.6   Describe any reporting tools that are included with your proposal. Can these reporting tools be used with the City's current systems?

B.5   Implementation Plan

(Section 6) This section should describe the proposed implementation plan. All proposals should assume that the City will contribute approximately 50% of the implementation effort to ensure adequate knowledge transfer. However, if the proposer feels that given past experience a greater or lesser role would allow the City to better mitigate risk and control project costs, the proposer should propose what they feel is in the best interest of the City.

B.5.1 Provide a detailed plan for implementing the proposed system(s). This information must explain in detail the proposed phasing for implementation including advantages to this approach, alternative proposed phasing, and how this approach will limit the risk that the City is facing during implementation.

B.5.2 Provide methodology for implementation. Methodology shall include estimated timeframe, overview of deliverables, assumptions, and assumed responsibilities.

B.5.3 Provide project team resumes for key members of the implementation team expected to be on the City's project. It is understood that assigning resources as this point may be difficult; however, resumes provided should at least be representative of the staff that would make up the City's project team.

B.6   Training Plan

(Section 7) This section should include the proposed training plan and a description of all products and services proposed to train both the project team and end users.

B.6.1 Provide an overview of proposed training plan/strategy, specifying how and when training is to be delivered for both on-site and off-site training, web training services for the core project team, end users, and IT personnel.

B.6.2 Provide a description of any training tools that are proposed along with this system(s).

B.7   Maintenance and Support Program

(Section 8) The proposal must specify the nature of any post-implementation and on-going support provided by the vendor including the following:

- Days of on-site support after go-live

- Other on-site support after go-live (month end, quarter end, year end, etc.)

- Remote desktop support

- Additional on-site support

- Telephone support including hours available, problem reporting and resolution procedures, and response time for various levels of severity

- Internet support including hours available, problem reporting and resolution procedures, and response time for various levels of severity

- Local user groups and members

- Upgrade frequency, how they are delivered, are upgrades required, and how many versions are currently being supported.

B.8 Client References

(Section 9) The City considers references to be important in its decision to award a contract. Proposers should supply references that will be available to speak with the City. Proposers should assume that all provided references will be contacted. The names, company/government, phone numbers, and e-mail addresses of each reference must be listed.

B.9 Exceptions to the RFP

(Section 10) All requested information in this RFP must be supplied. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section, and written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the City, and the descriptions of the advantages or disadvantages to the City as a result of exceptions. The City, at its sole discretion, may reject any exceptions or specifications within the proposal.

B.10 Price Proposal

(Section 11) The price proposal should include total price for all software, services, and additional cost to acquire all software and services referenced in the proposal. The City may award a purchase contract, based on initial offers received without discussion of such offers. A proposer's initial offer should; therefore, be based on the most favorable terms available. The City may also request revised pricing offers from such proposers, make an award, and/or contract negotiations thereafter. Proposers must submit implementation costs as fully loaded rates that include all necessary travel. The City will require fixed maintenance fees for five (5) years following implementation for budgeting purposes.

SECTION C: SCOPE OF PROJECT

C.1   Project Scope

The following specifications are provided as minimal requirements only. The City will consider any product that meets or exceeds the minimum requirements. Proposers shall provide information regarding the proposed product for evaluation by the City.

C.1.1 Property Tax. The City bills and collects its own property taxes with property tax collections on real and personal property. The real and personal property tax digest is comprised of residential, commercial, industrial, and public utility properties. The City bills one half of the previous year taxes for real estate on unchanged property on July 1 of each year. This initial billing is due October of each year. The remaining balances of the real estate taxes due are billed when the tax digest is completed and are due in December of each year along with personal property tax bills.

The City is seeking a property tax software system that will account for all parcels that are located within the city limits. In addition, the system will need to account for all personal property billed by the City. This system needs to interface with the City's existing financial software which is MS Govern Financial Systems. Specific functionality is listed more thoroughly in Attachment 1 (Property Tax Specifications).

C.1.2 Business License. The City issues approximately 2,400 business license per year. In addition to the business license, the City also issues Alcohol License, Taxi Cab License, and Taxi Operator Permits.

The City is seeking a business license software system that will allow the City to issue the above mentioned license and permits in addition to tracking the collections of Hotel Motel Tax, Mixed Drink Tax, Insurance Premium Tax, and Taxi Cab per Vehicle Fees. The system needs to interface with the City's existing financial software and the property tax module. Specific functionality is listed more thoroughly in Attachment 2 (Business License Specifications).

C.2   Project Goals / Success Indicators

Through this project, the City is interested in becoming more efficient and take advantage of the new system(s) more effectively. The following are goals the City hopes to achieve through procurement and implementation of the new system(s).

C.2.1 Retire the City's existing property tax and business license software systems: The City's current property tax and business license systems are run on outdated technology that will be no longer supported.

- Key Indicator: Property tax and business license systems are removed from the City's mainframe

C.2.2 Provide administrators with information: City administration staff need better and timely information from the system to provide decision support.

- Key Indicator: City administration staff will have access to dashboard with key information and the ability to drill down to get detailed transaction data for decision support.

C.2.3 Data Integration: For key systems already in place in the City, there will need to be interfaces developed and maintained that allow for information to be transferred automatically between systems. The City is looking to avoid fragmented information that relies on users to enter and reconcile data between multiple systems. The new system will interface with MS Govern Financial System.

- Key Indicator: Real time interface developed with MS Govern to reduce duplicate keying of data.

C.2.4 Project risk mitigated: The City strives for a successful project that is accepted and learned by users throughout the City. To gain efficiencies, improve processes, and have better access to data, the Government's project must be properly planned, communicated and executed.

- Key Indicator: The project will go-live according to the schedule listed in this RFP without going over budget.

C.3   Preferred Project Schedule

The City has identified the following schedule to be its preferred implementation and go-live schedule for this project:

Phase	Description	Expected Timeframe
1	Install new property tax software and begin conversion to new system	March 2013 – April 2013
2	Continue conversion to work out all "bugs" with the implementation of the new system	May 2013 – June 2013
3	Install new business license software and begin conversion to new system	May 2013 – June 2013
4	First property tax billing to go out on new system	**July 1, 2013 (Hard Deadline)**
5	First business license renewals to go out on new system	July 2013

Note: If the proposer feels that from experience there is an alternative implementation approach that would be to the advantage of the City to pursue, please identify that as an alternative approach in your proposal.

C.4   Training

The City's preference is for a "train-the-trainer" methodology to instruct end users on how to use the system. However, any proposal to initially train all end users during the implementation period will be acceptable.

C.5   Number of Users

It is the intention of the City to allow key staff in the Administrative Services Department to have access to the property tax and business license modules during any given point; however, the City does not envision that there will be more than 10 users on each system during any given point.

C.6   Interfaces

It is the hope of the City to have the property tax, business license, and financial systems interfaced with one another. The City is currently utilizing MS Govern Financial Systems a division of Harris Computer.

C.7   Data Conversion

The City wishes to convert at least the last six years of data from the systems currently in use in order to maintain the historical integrity of the City's records and accounts. Proposers should be prepared to convert more than six years of data pending the outcome of the contract negotiation.

SECTION D: ATTACHMENTS

D.1 Attachment 1 (Property Tax Specifications)

1. The software must utilize a relational database management structure
2. All records must be accessible through ad hoc query searches with an internal query tool and report writer
3. The applications provide module level security including but not limited to view only, add rights, modify rights, and delete rights
4. The system should have the ability to bill in two separate billing periods
5. The system should have the ability to automatically add interest of a specified percentage on the same day of each month
6. The system should have the ability to add specified percentage penalty on accounts that past due by 90 days
7. The system should contain the ability to change the due date of a bill after recalculation of a bill
8. The system should be able to generate a delinquent letter for each account that is past due. The mailing address on the letter must fit in a standard window envelope.
9. The system should have the ability to create a FiFa (tax lien) for each account that is past due 90 days without having to export through mail merge. The ideal program would generate a standard FiFa form for each parcel 90 days past due by running a report option. The FiFa would have to include the parcel number, owners name, physical address, and current amount owed. These are filed in the Hall County Clerk's office.
10. The system should be able to generate a file for posting online payments to the third party website. The City currently utilizes Official Payments for online tax payments.
11. On the billing options, the first bill should always be half of the previous year's tax. The second billing is based on the current assessment and millage rate minus any payments made on the first billing. No interest is charged on the first billing.
12. Real time posting of payments
13. Payment screen must have an area to indicate if an alternate person is paying a tax bill
14. There must be an area to make notes on individual accounts
15. The option to have a receipt printer option that will endorse checks
16. The option to have bar coded bills so that they can be scanned for faster processing
17. The ability to track adjustments on the account. The ability to see the assessed value each time an assessment change was made for an accurate history of the assessed value on a parcel
18. A fast and effective way to correct posting errors
19. End of day balancing

20. Must interface with the County software to import records prior to billing each year. The County currently utilizes Visio-Craft (recently purchased by Manatron)

21. The system must have the ability to print duplicate bills if necessary.

22. The system must have the ability to process mortgage company payment files automatically

23. The system must have the ability to process payments to the following day once the daily close-out has been done.

24. Flexible record search capabilities. The system should have the ability to search by any field in a record

25. The system should have the ability for the taxpayer to view their bill online

26. Help options, for example, hovering the cursor over a code gives you a pop-up screen explaining what that code is

27. The system should offer guidance on input options, such as drop down boxes

28. The ability search and sort data, such as breaking out billing adjustments and tax payments made on a particular day

29. The system should have sufficient coding abilities to define new codes or have several detailed codes

30. Report writing functions and the ability to export data to MS Office for data manipulation

31. The system should have the ability to scan and attach documents to an account

32. The system should interface with both the City's financial software system and the business license software system

33. The system should have the ability to allow the City to have a third party print all billings if so desired.

D.2   Attachment 2 (Business License Specifications)

1. The applications must operate on MS Windows 2003 or later versions and follow MS Windows Standards

2. Must have a table of codes to assign to various revenues collected.

3. Table of codes must be able to be updated by business license personnel.

4. The system shall allow various levels of use such as read only, modification and deletion rights and business license personnel shall be the administrator of those rights.

5. Will be able assign numerical account numbers when creating new accounts.

6. Must be able to calculate tax amount due based on number of employees.

7. Will allow narrative comments as needed to maintain historical records on each account.

8. The system must allow for customization of reports to be built by business license office personnel pulled from data stored on the system.

9. Must be able to provide a list of revenue collected broken out by type of revenue at the end of each day to build deposit from.

10. Business Tax personnel must be able to modify rate tables.

11. The system will interface with property tax software and financial system software.

12. Must be able to scan and attach documents to accounts as necessary.

13. The system should display the name of the last user to modify information on an account.

14. Users are assigned a unique login and password.

15. All passwords are encrypted and not displayed when entered.

16. Administrator is able to define security on all user group levels.

17. All fields are searchable.

18. The system will allow searches on partial information such as names and addresses.

19. Must be able to build reports and forms from data stored in system and to export such data to MS Office products for data manipulation.

20. Forms and reports must be able to be modified as needed by business tax personnel.

21. Must be able to add fields as necessary by business tax personnel.

22. The system should have the ability to allow the City to have a third party print all billings and renewals if so desired.

23. It is preferred that the system have the capability to create e-mail distribution lists that can be used to send mass e-mail mailings with forms attached.

City of Gainesville

REQUEST FOR PROPOSAL

Proposal No. 13034

PROPERTY TAX AND BUSINESS LICENSE SOFTWARE

Proposal Certification

Proposer must return this certification with their proposal.

With my signature, I certify that I am authorized to commit my firm to the Proposal and that the information herein is valid for 90 days from this date.

I further certify that all information presented herein is accurate and complete and that the scope of work can be performed as presented in this proposal upon the City's request.

Proposer's Signature _____Date _____

Name (printed) _____Title _____

Unofficial Witness Signature_____Date_____

Name (printed)_____Title_____

Company_____

Address_____

Phone_____Fax_____

Email Address_____

_____   _____
Notary Public   Commission Expiration Date

This form must be completed and signed for bid to be considered.

Postal Return Address: Courier Delivery Address:
City of Gainesville   City of Gainesville
Purchasing Office   Purchasing Office
P.O. Box 2496   300 Henry Ward Way,   Room 103
Gainesville, GA 30503   Gainesville, GA 30501