

PUBLISH: July 3 and July 10, 2009

REQUEST NO. 09-0065

REQUEST FOR PROPOSAL

Notice of Request for Proposal from the City of Sioux Falls, SD, for a Financial System Software Consultant.

To request a copy of the RFP, please contact the following:

City of Sioux Falls  
Budgeting/Purchasing Office  
224 West Ninth Street  
P.O. Box 7402  
Sioux Falls, SD 57117-7402  
Phone: 605-367-8013

The RFP response must be submitted by August 6, 2009, 2 p.m. CST to the above address.



## City of Sioux Falls Finance

224 West Ninth Street  
P.O. Box 7402  
Sioux Falls, SD 57117-7402  
Phone: 605-367-8860  
Fax: 605-367-7700

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### Request for Proposal 09-0065

#### Financial System Software Consultant

The City of Sioux Falls is seeking the services of a professional Consultant to assess the City's comprehensive financial software needs and assist City staff in selecting and implementing a financial management system software solution.

#### Background

With a current population of just over 150,000 residents, the City provides a full range of municipal services. These services include public safety, highways and streets, culture and recreation, planning, health services, and utility enterprises. The City's 2009 adopted budget of \$411.9 million includes a citywide operating budget of \$236.7 million and a capital program of \$175.2 million. The best source for reviewing the scope of services and financials of the City would be to access the City's Comprehensive Annual Financial Report and related reports available under the Finance department web page at [www.siouxfalls.org](http://www.siouxfalls.org).

The City of Sioux Falls currently uses SunGard HTE Financial Management System, which was implemented in 1992. A summary of the City's current computer and network infrastructure is included in **Attachment 1**.

The City is interested in identifying an innovative and effective solution to meeting its financial management system needs. As the City moves to a performance management based system of budgeting for outcomes and reporting its financial results, it will be critical for the financial management system to allow the City the flexibility to adapt to new informational needs and workflow processes.

The needs assessment and selection is comprised of the following core modules to the current financial management system:

- General Ledger Accounting and Reporting
- Cash Receipts and Accounts Receivable
- Accounts Payable

- Payroll and HRIS
- Purchasing and Inventory
- Budget Administration
- Capital Asset Management
- Banking and Investment Management
- Debt Administration
- Special Assessments and Cost Recovery Accounting

Additional modules that may or may not be a part of the financial system may be:

- Fleet Management
- Fuel Management System
- Community Development
- Ticket Processing
- Land Management

Current solutions are outlined in **Attachment 2**.

The City is currently in the process of implementing a new utility billing system (Advanced Utility Systems—CIS Infinity) to replace the existing system. The City is also in the early stages of an internal needs assessment for a replacement to the current land management system. In addition to the above, the City utilizes stand-alone software solutions for public safety, parks and recreation, library, health services, and street management.

## **PRELIMINARY SCOPE OF SERVICES**

The Consultant will be expected to assist the City of Sioux Falls in completing a financial management system needs assessment, developing a plan of action to address the needs identified, preparing a request for proposal, selecting a vendor, assisting in contract negotiations, and ensuring successful implementation of the financial software solution.

The specific tasks included within the scope of services (with desired completion dates) are shown below:

### **Task #1: Needs Assessment (November 2009)**

Review, evaluate, and document existing systems; determine and document the functional requirements necessary to meet both the needs of the Finance department as well as other City departmental needs. The Consultant will identify deficiencies within the current system that can be enhanced with a new financial software solution as well as propose opportunities for improved system design and efficiency.

The City will provide flowcharts of all Financial Processes (cash receipts, accounts receivable, accounts payable, etc.). An example is included in **Attachment 3**.

The Consultant shall review and evaluate the City's existing systems, resources, and activities, as they relate to the financial management system, including:

- a) The effectiveness of the existing software solution in meeting the business needs of the City including the need for accurate and complete financial information, proper internal controls, and effective workflow processes;
- b) Existing department-specific data or data needs that may be incorporated into a citywide financial software solution;
- c) The ability of existing stand-alone systems to effectively integrate into a financial management software solution and the necessary components for successful integration;
- d) The effectiveness of existing hardware (workstation and network) in supporting a financial software system;
- e) The current staffing support for the financial management system and potential staffing efficiencies that may be recognized with implementation of a new system;
- f) Identify other relevant system or resource components or issues that may factor into the need to replace or enhance the current financial system.

It is expected that the Consultant would conduct a series of on-site interviews with the various departmental partners to fully assess the requirements for the financial management system as well as identifying opportunities for integrating data collected from departmental software.

### **Task #2: Develop a Plan of Action for Addressing the Needs Assessment (December 2009)**

Complete a comprehensive plan of action to implement solutions to issues identified within the needs assessment. The plan of action should include a prioritization of solution requirements, potentials for phase-in of solution implementation, suggested time frames for implementing the project, and estimated costs for potential replacement options, including equipment and training.

### **Task #3: Develop a Request for Proposal Document (TBD 2010)**

Based on the results of the Needs Assessment and Plan of Action, the Consultant will assist City staff in preparing a comprehensive request for proposal (RFP) for distribution to prospective vendors for the purchase, installation, and implementation of a financial management software solution. This will include assisting the City in identifying potential vendors and facilitating questions and responses throughout the RFP process.

#### **Task #4: Evaluation and Selection of a Vendor (TBD 2010)**

The Consultant shall assist City staff in evaluating vendor proposals, coordinating and facilitating on-site demonstrations from vendors and potential site visits to agencies using prospective vendors' system, and selecting one or more vendors from whom the City would enter into contract negotiations.

#### **Task #5: Contract Negotiations (TBD 2010/2011)**

Once the software vendor(s) has been determined, the Consultant will be required to assist City staff in successfully negotiating a contract.

#### **Task #6: Implementation (TBD 2011)**

Consultant will assist software vendor and City staff in ensuring that new software solution is successfully implemented based on the plan provided by the vendor.

### **REQUEST FOR PROPOSAL PROCESS**

The City of Sioux Falls has made every effort to include enough information within this RFP for a vendor to prepare a responsive proposal and statement of qualifications. The City encourages prospective vendors to submit the most comprehensive, responsive, and competitive proposal; however, each proposal should be prepared in a clear, logical, and concise manner.

The City will administer the request for proposal process in accordance with the terms and dates discussed in this document. However, the City reserves the right to modify the proposal process and dates as deemed necessary.

#### **Proposal Requirements**

Prior to submittal of the RFP response, potential respondents should submit a letter of intent to the City acknowledging receipt of the RFP and to inform the City of its intent to respond. The vendor should also provide the name, address, telephone, and email address/facsimile number of the individual who can address inquiries related to this RFP and the Consultants' proposal, and receive clarification or addenda from the City.

Questions concerning this RFP should be submitted in writing, and may be sent via fax to Scott Rust at 605-367-7700 or email at [srust@siouxfalls.org](mailto:srust@siouxfalls.org). Responses to the questions will be provided in writing and posted to the City's website.

#### **A. Transmittal Letter:**

A signed letter of transmittal must be included summarizing the prospective vendor's understanding of the work to be done, a commitment to perform the work within the time period, and a statement of why the firm believes it to be the best qualified to perform engagement.

The transmittal letter must include a statement that the proposal is a firm and irrevocable offer for 90 days.

## **B. Statement of Qualifications**

The statement of qualifications will summarize the firm's qualifications and experience to meet the specifications and requirements of the project. The following information shall be included:

1. Number of years the company has been in business.
2. Résumés and qualifications of the individuals who would be directly involved in the project.
3. Number of software consulting projects which resulted in successful completion in the last five years.

A list of similar services/systems provided to other agencies must be provided. Be sure to include the name of the agency, contact information, the dates that the services were provided, the scope of the services provided, and total cost.

The proposal must include a minimum of three (3) references. For the references provided, include the contact person who was directly responsible for overseeing the implementation/completion for each of the reference projects.

## **C. Detailed Proposal and Approach**

Please provide separate responses to each of the following items:

1. Provide a description of how your firm will achieve the project objectives set forth in this request. Please include a description of the resources and personnel you would use in this project.
2. A project plan must be included with specific tasks to be completed and a project timeline that identifies key milestones and dates.
3. Describe what your firm would require of the City staff to assist you in completing this project, including staff time, technical resources, documents, data, etc.

## **D. Cost Proposal**

The proposal shall provide a description of proposed fees and expenses your firm would charge to provide the services described in your response to this request. **A breakdown of the proposed fees and expenses based on each of the identified six tasks is required** as the City may choose to implement the consulting process in phases over an extended time frame.

Proposal must remain open and valid for at least 90 days from the deadline specified for submission of proposals. In the event the award is not made within 90 days, the

City will send a written request to all offerors deemed susceptible for award asking offerors to hold their price firm for a longer period of time.

## TENTATIVE SCHEDULE

All proposals will be reviewed by City staff. The City shall select the Consultant they feel will supply the City the best and most complete effort. The selection of a qualified firm will be made no later than September 18, 2009. Oral Interview may be required from the selected vendors.

The evaluation of proposal shall proceed on the following schedule:

DATE	ITEM
July 3, 2009	RFP Issue Date
July 17, 2009	Question and Answer Deadline
August 6, 2009	Proposal Deadline by 2 p.m.
August 20, 2009	Short List for Selection
September 7–11, 2009	On-Site Interviews
September 18, 2009	Vendor Selection

**Six (6)** copies of the proposals are due by 2 p.m. central time, August 6, 2009, to the following:

City of Sioux Falls  
Purchasing Office  
224 West Ninth Street  
P.O. Box 7402  
Sioux Falls, SD 57117-7402

Submittals received after the stated time will be returned unopened and will not be considered.

All proposals received by the City will be **confidential**.

**Questions** regarding the proposal can be directed to Scott Rust, Purchasing Coordinator, at 605-367-8836.

### **Special Conditions:**

The RFP does not commit the City to procure or award a contract for the scope of work described herein.

The City of Sioux Falls reserves the right to reject any and all proposals, to waive formalities, and to select the proposal and developer(s) that, in the City's sole discretion, are in the best interests of the City of Sioux Falls, South Dakota.

The City reserves the right to:

- a) Amend, modify, or withdraw this RFP;
- b) Revise any requirements under this RFP;
- c) Require supplemental statements of information from any responding party;
- d) Extend the deadline for submission of responses hereto;
- e) Negotiate or hold discussions with any bidder to correct insufficient responses that do not completely conform to the instructions contained herein;
- f) Waive any nonconformity with this RFP; and
- g) Cancel, in whole or in part, this RFP if the City deems it is in its best interest to do so;
- h) Request additional information or clarification of information provided in the response without changing the terms of the RFP;
- i) Waive any portion of the selection process in order to accelerate the selection and negotiation with the top-ranked vendor.

The City may exercise the foregoing rights at any time without notice and without liability to any bidder, or any other party, for expenses incurred in the preparation of responses hereto or otherwise. Responses hereto will be prepared at the sole cost and expenses of the bidder.

## ATTACHMENT 1

### CITY OF SIOUX FALLS Financial Management System Summary of City's Computer and Network Infrastructure

#### **General Application Requirements:**

The City requires that all applications installed for City use be reviewed and evaluated against an Application Checklist to ensure that installation, operation, backup, and administration requirements can be met and are within City standards. This Application Checklist is available from IT staff as well as any discussion of issues prior to vendor/application selection.

The City operates several IIS Web servers and supports both internally and externally hosted websites.

IIS applications are strongly requested to be written in ".net" standards. ASP and other applications are permitted only when there is not a cost-effective solution or no ".net" product that provides the required function.

#### **Network Description:**

The City of Sioux Falls has a network design consisting of layer 2 and 3 switches, which VLAN the City departments apart and is routed by a centralized router.

The City supports 10 and 100mb Ethernet at each facility and encourages the use of 1000mb connections for servers.

The City uses TCP/IP protocols. No IPX/SPX, NetBIOS, NetBEUI, or other protocols are used.

The City has one Internet connection, has redundant perimeter firewalls, and utilizes the "DMZ" philosophy to protect web servers from untrusted access.

The City uses the Microsoft Server 2003 and 2008 operating systems in most servers and the Microsoft XP Professional, Service Pack 3 Operating System in most workstations. Workstations use the Microsoft Office 2003 SP2 suite and Office 2007, and the City is on Exchange 2003 SP2 for email service.

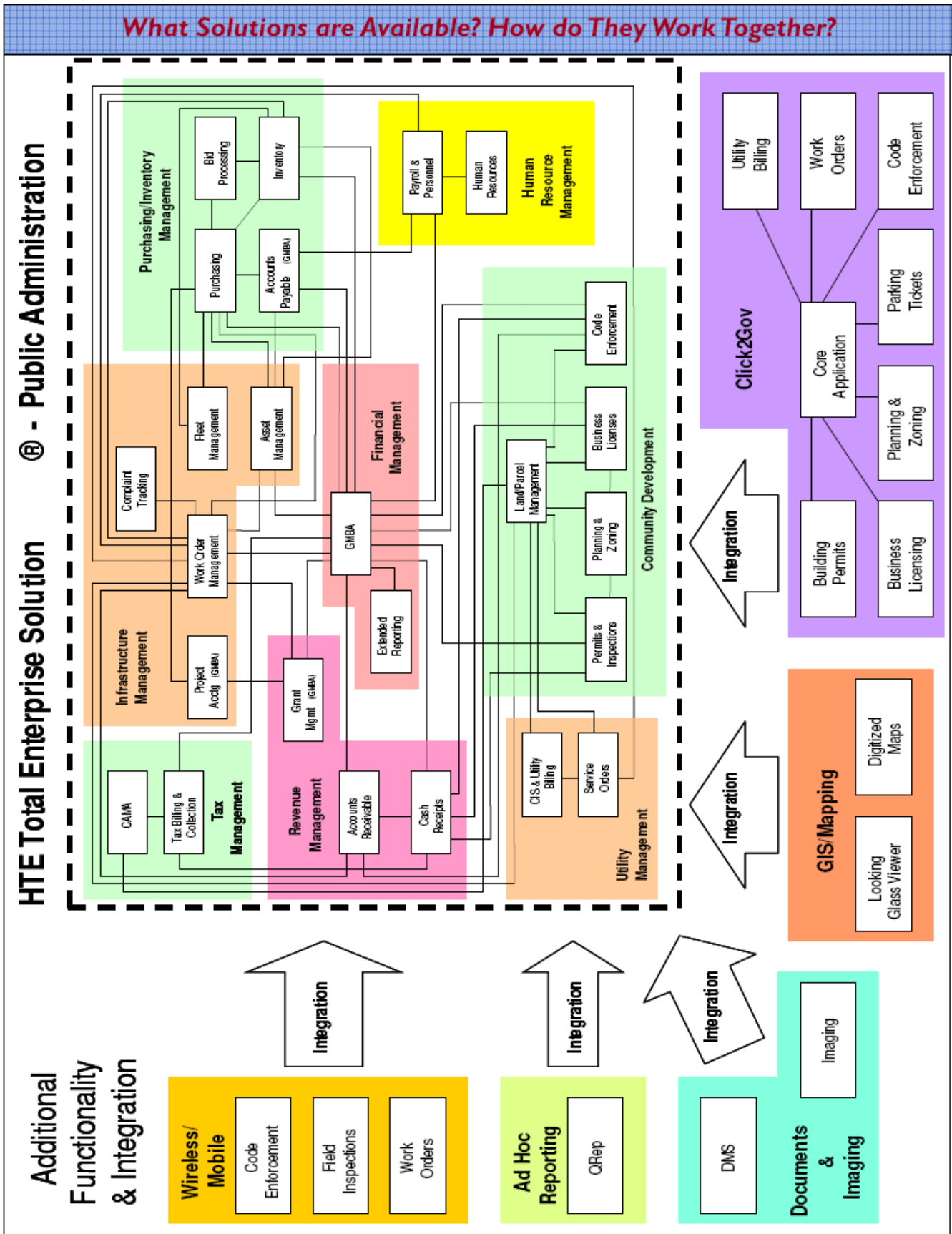
The City maintains numerous databases running on a Microsoft SQL 2005 platform, several within a VMWare environment. Our directive is to utilize the VMWare environment for all Microsoft server applications.

The City maintains a NetApp FA3050 Storage Area Network with approximately 20TB of total storage and a redundant NetApp FAS 3020 for "SnapShots" at an off-site location.

The City uses the Microsoft Systems Management Server (SMS) for deployment software. Anti-virus, anti-spyware, and security updates are installed on every workstation via a managed server environment.

The City uses the Microsoft Active Directory infrastructure wherever possible and is a native 2003 Domain structure.

ATTACHMENT 2



ATTACHMENT 3

ACCOUNTS PAYABLE PROCEDURE (Non-Purchase Card)

