



Request for Qualifications – Financial and HR Management System

City of Olympia, Washington

February 23, 2018

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RFQ Process and Schedule

The City of Olympia (City) is issuing a request for qualifications (RFQ) to provide software and professional services in the configuration and deployment of a Financial and HR Management System. With the information provided we intend to develop a funding package for a formal request for proposal (RFP) process for those vendors that qualify.

Submission Requirements:

- Documentation/demonstration of ability to meet Systems Expectations and Scope
- Outline of project management methodology
- Estimated annual subscription or maintenance costs including licensing model
- Estimated implementation services costs
- List of successfully implemented municipal customers of similar size currently using the solution(s)
- Contact information

The RFQ schedule is subject to change, but no dates will be accelerated. Submission of response is no guarantee of inclusion in the proposed RFP process. Please see the RFQ schedule below.

SCHEDULE DATES	DATE
RFQ released to Vendors	February 23rd
Deadline to submit questions regarding the RFQ	March 9th
Answers to questions provided to vendors	March 23rd
RFQ Due (Digital Submissions Only)	April 20th

Please send all qualification documents and/or questions to:

Shawn Ward

CIO and Information Services Director

City of Olympia

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Public Records and Proprietary Material

Proposers should be aware that any records they submit to the City or that are used by the City even if the proposers possess the records may be public records under the Washington Public Records Act (RCW 42.56). The City must promptly disclose public records upon request unless a statute exempts them from disclosure. Proposers should also be aware that if even a portion of a record is exempt from disclosure, generally, the rest of the record must be disclosed. Exemptions, including those for trade secrets and "valuable formula," are narrow and specific. Proposers should clearly mark any record they believe is exempt from disclosure.

Upon receipt of a request for public disclosure, the City will notify the RFQ proposer of any public disclosure request for the proposer's proposal. If the proposer believes its records are exempt from disclosure, it is the proposer's sole responsibility to pursue a lawsuit under RCW 42.56.540 to enjoin disclosure. It is the proposer's discretionary decision whether to file such a lawsuit. However, if the proposer does not timely obtain and serve an injunction, the City will disclose the records, in accordance with applicable law.

Organization Overview

Olympia is the Capitol City of Washington State. It is situated at the southern end of Puget Sound and a current city limit area covering 19 square miles and an Urban Growth Area (UGA) covering a combined area of 26 square miles. The City's population is estimated at over 52,000 in 2018.

The City's homepage has links to our Proposed 2018 Operating Budget and Preliminary 2018-2023 CFP, which provides an overview of the City's operations and strategic plan: <http://olympiawa.gov/budget>

The Financial and HR Management System will support Citywide functions, but will be the primary interface for Fiscal Services staff within the Administrative Services Department and Human Resources Staff within General Government. The City currently employs 542 full time and 58 part-time employees along with seasonal hires and volunteers.

The following provides specific descriptions of the primary organizations that will utilize the Financial and HR Management System:

Fiscal Services: The Fiscal Services line of business provides centralized accounting services including:

- General accounting and budget management
- Project and Grant Accounting
- Accounts payable payment coordination
- Payroll and Employee benefits management
- Cash management and receipting
- Special assessment administration and loan management
- Debt management
- Tax and licensing administration
- Receivables billing and collections (including utility billing)
- Investments
- Comprehensive Annual Financial Report (CAFR)
- Budget development (Operating and Capital)

Human Resources: Human Resources (HR) provides services to managers and employees which allows the City to have a capable, diverse staff delivering quality services to the community. HR includes traditional personnel functions as well as labor negotiations, disciplinary investigations, worker's compensation, civil service, and Law Enforcement Officers and Firefighter Retirees (LEOFF) 1. The more traditional HR personnel functions include:

- Recruitment, on-boarding and off-boarding of employees
- Unemployment
- Employee relations (Employee Assistant Program (EAP), employee assistance, interpreting and applying City policies and collective bargaining agreements, and performance improvement)
- Classification and compensation (including salary surveys)
- Compliance with Federal and State employment laws and regulations including FLSA, FMLA and ADA
- Policy development and updates
- Pre-employment background checking
- Employee recognition

System Integrations

The City requires a system that can support the various workflows highlighted above as well as integrate with existing systems to support payroll time entry, scheduling, transaction processing from external payment gateways, and data extraction for real-time visualization and presentation.

The following provides a list of systems that may require integration or data/document transfer:

System	Function
Superion Naviline	Utility Billing
Paladin SMARTGov	Permitting, Planning & Code Enforcement
NuPark	Parking Permitting and Enforcement
ACTIVE Net	Parks & Recreation
CityWorks Online	Asset and Work Orders Management
VUEWorks	Work Order Management
Paymentus Responsive	Online Services Payment Gateway
ESRI ArcGIS Server/ArcSDE 10.4.1	Enterprise GIS (SQLServer)
NeoGov	Applicant Tracking/Onboarding
Upland OptiView/FileBound	Document Archive
OpenGov	Government Performance Management
eBuilder	CIP Bid and Project Management
InTime	Scheduling and Time Entry
MicroFlex	B&O Tax and License Management
Chevin	Fleet Management
U.S. Bank	Banking Services
Public Safety Testing	Testing for Civil Service Applicants
A Drugfree Business	Drug Test Results and Pool Mgmt.

System Expectations and Scope

The solution will provide a platform where information can be input, accessed, reviewed (real-time) and summarized via customizable user interfaces and dashboards. This project will be a multi-phase project that will begin with acquiring a platform for Payroll and related HR functions. The expectation is that workflow and data management related to all Fiscal Services and select Human Resources will be integrated through a single solution and identified third-party applications.

The following outlines the functional needs identified by the City of Olympia. Documentation and demonstration of each proposed solution relating to these needs will be utilized in the final determination of qualifying vendors to proceed.

General

1. A Cloud-based interface via browser-based Software as a Service (SaaS) model
2. Web browser-based solution with responsive design for record access and processing
3. Enterprise integration achieved through built-in configuration tools, API's, standards based ODBC and/or batch file processing
4. Automate workflows to comply with business rules, notifications, and records requirements including electronic signature/approval
5. Database manipulation including Update, Insert, Delete and Script Programming.
6. ADFS and/or Active Directory Support via Azure Government Cloud
7. Interface with Office365 and/or common desktop software such as Excel, Word and Adobe Acrobat
8. Workflow for scanning, importing and attaching documents and other related files to records within system
9. Role or Function based Dashboards
10. Standard and customized (ad hoc) reporting
11. Application level security (groups, user)
12. Global search function
13. User defined fields
14. Payment portal for vendors and customers

Accounting

15. Describe flexible chart of account structure to handle reporting needs of multiple departments, locations, including Washington State BARS with frequent organizational changes. Must be able to conform to "Government Fund Accounting" (i.e. Washington State BARS)
<http://www.sao.wa.gov/local/Pages/BarsManual.aspx>
16. Rules-based electronic workflow with triggers and alerts throughout all modules configurable with AD security groups, database schema/values, and/or record states
17. Support single General Ledger in cash, modified accrual, and accrual accounting methods using multiple journal entry types (e.g. recurring, calculated accruals, reversing, allocations)
18. Generate and electronically transmit reports and other common reporting forms to other governmental agencies including the State of Washington and Internal Revenue Service
19. Support flexible and hard period close (fiscal year end December 31st), and 13+ accounting periods (12 regular plus adjusting)
20. Ability to capture required data for CAFR and modify data elements to accommodate changing methodology and rules
21. Produce financial statement at the fund-object level
22. Support different types of funds with earned interest, revenue, and expense matching including flexible fund account structures for roll-ups and parent/child reporting
23. Support user-defined fund allocations across organizations
24. Support inter-fund loans for budget and cash balancing, and methodologies for identifying inter-fund activities for eliminations
25. Rules-based self-balancing journal entries at the fund level
26. Track CIP funding from various sources
27. Ability to charge interest on cash balances in funds
28. Describe the year end closing procedure with focus on rolling balance sheet balances to next year
29. Drill down capability into transaction detail

Budget Management

30. Budget integrated with General Ledger
31. Support electronic budget creation, administration, and collection process
32. Budget templates based on previous budget and actuals
33. Base budget adjustment tools for mass updates (e.g. rate changes, economic indexes, price changes)
34. Budget forecasting tools and "what if" scenario and budget impact analysis
35. Create decision packages for projects and initiatives
36. Multi-year project budgeting integrated with general budget and GL
37. Budget roll-up at any level (e.g. department, project, fund, object)
38. Budget workflow approval with horizontal and lateral approvals
39. Support carry forward unspent encumbrances and apply to next budget cycle
40. Describe process for importing personnel information to budgeting (wages/salaries and benefits)
41. Options for spreading the budget monthly
42. Describe functionality for bi-annual budgeting
43. Describe functionality for budget forecasting tools
44. Describe the budget approval workflow

Project and Grant Accounting

45. Support and track unlimited number of grants and projects at any given time
46. Provide access to grant and project inventory based on assigned ownership, grantee, or other user status
47. Track billing and labor against grant or project funds and report usage
48. Charge across funds (with approval) and manage multiple grants to a single project
49. Manage labor distribution and overhead on specific grant or project elements
50. Apply funds based on rules specific to grants or projects
51. Ability to apply effective dates to grants and projects (e.g. start/end dates and reopen)
52. Track projects to grants
53. Electronic preparation and submission of Federal Grant reimbursement forms
54. Track non-capital projects (e.g. operating budget) using user defined parameters
55. Ability to roll-up projects in a parent/child hierarchy independent of project type, department, or fund source
56. Ability to apply labor and equipment costs to projects and retroactively distribute labor or other costs based on pay rate changes, grant funds, project funds, and across years
57. Flow project accounting through accounts payable and accounts receivable for billing
58. Control authority to charge to a project at fund and object levels
59. Transfer closed projects to Fixed Assets to capitalize
60. Ability to migrate data to billing module for grant reimbursement or payables module for project vendors
61. Produce data for SEFA (Federal Grant Reporting)
62. Describe ability to calculate multiple overhead and loading fees with ability to correctly reflect previous rates in historical data

Accounts payable payment coordination (including Purchasing)

63. Track vendor payments across all departments for consolidated 1099 electronic reporting and 1098 reporting
64. 2 and 3-way matching of P.O., invoice and receiver to generate list of approved invoices ready to be paid
65. Charge P-Card line item purchases/transactions to the appropriate General Ledger account and support interface to Purchasing Card processor (currently US Bank)
66. Direct interface from P-Card to accounts payable for reconciliation
67. Electronic routing of invoices for approval to at least three hierarchical levels based on threshold rules
68. Batch payment runs including physical checks and electronic payments, and support EFT and ACH payments
69. Rules-based generation of payments to 3rd party vendors for employee benefits and elected deductions such as healthcare insurance, garnishments
70. Manage recurring large volume bills
71. Employee reimbursement as part of payroll process. Unclaimed property processing as part of bank reconciliation
72. Flexible adjustment and distribution correction processing
73. Electronic bank reconciliation
74. Manage Vendor Master File which includes vendor type, status, contact information, insurance requirements, effective dating, W9, and other user definable information
75. Electronic requisitions with encumbrance including online budget and encumbrance check during requisition and approval process to alert for problems
76. Conversion of requisition and encumbrance to PO while maintaining encumbrance control over budget and funding including rules-based workflow for approval, receipt of quotes, and thresholds
77. Delegate approvers based on role, individual, thresholds and/or authorization levels.
78. Online vendor management functionality (i.e. vendor portal)
79. Ability to track multi-year, master purchase orders including terms and conditions, payments made against the contract and alerts when contract balance reaches pre-determined levels.
80. Alerts and reports to manage PO expiration dates
81. Describe Inventory module functionality with Purchasing and Fixed Assets
82. Methodology for interfacing with other systems containing inventory (e.g. CityWorks Online)
83. Ability to import previously scanned invoices in AP

Cash management and receipting

- 84. Describe Cash Management functionality
- 85. Describe Treasury functionality
- 86. Interest allocation
- 87. Cash flow
- 88. Bank reconciliation
- 89. Import and clear AP and PR checks
- 90. Pooled Cash to consolidate for reconciliation
- 91. Activity listing of all cash entries
- 92. Handle multiple methods of payment including cash, check, EFT, ACH, debit and credit card
- 93. Cash reporting by tender type and user
- 94. Import from other systems

Special assessment administration

- 95. Support administration of special assessment districts using special funds
- 96. Ability to apply geographic controls over where special funds and revenues can be applied or collected
- 97. Automatic monthly, quarterly or annual charges

Fixed Assets

- 98. Ability to interface with Purchase Orders to create fixed asset
- 99. Multiple Depreciation methods
- 100. Ability to create Master Asset record with sub records that can be individually disposed or transferred to another asset
- 101. GIS integration for tracking of assets

Tax and licensing administration

- 102. Business & Occupation Tax administration and collection
- 103. Describe import options for Sales Tax interface with Washington State Department of Revenue
- 104. Describe import options for Licensing interface with Washington State Department of Revenue

Receivables billing and collections (excluding utility billing)

- 105. Multiple miscellaneous billing methods and calculations (e.g. fire inspections, false alarms, sewer connection loans, rehab loans)
- 106. Methodology for importing and auto-reconciling cash receipts from other systems (e.g. ActiveNet, Paymentus)
- 107. Apply multiple funds to a single invoice
- 108. Apply rules-based finance charges, taxes, penalties, interest with ability to override as appropriate
- 109. Multiple methods of payment including cash, check, EFT, ACH, bank draft, debit and credit card with ability to split payment types
- 110. Email invoices directly from accounts receivable screens and/or generate user-defined letters based on account status (e.g. collections)
- 111. Provide a statement (e.g. monthly statement) reflecting all invoices for an account, payments received and outstanding balance
- 112. User ad hoc queries and account search including address, name, contact, account number and date range
- 113. Consolidated, secured view of all receivables and payments for a customer for all of their accounts
- 114. Automatic recurring monthly, quarterly or annual charges
- 115. Miscellaneous notes on accounts, charges and payments
- 116. Describe the process to make adjustments to the account
- 117. Parent/Child account setup

Debt management

- 118. Manage multiple user-defined loan types
- 119. Apply amortization schedules by loan type
- 120. Customize loan terms, payment types and interest (e.g. fixed rate, dollar-for-dollar, not-to-exceed), and payment schedule
- 121. Ability to link loan receivables with account receivables
- 122. Manage Fixed-rate Bonds and other Bonds related to community development (e.g. completion bonds, landscape bonds)
- 123. Recurring Automatic monthly, quarterly or annual charges
- 124. Describe Delinquency processing
- 125. Monthly statements rather than coupons for loans

Investments

- 126. Investment management functionality

Payroll

- 127. Support Washington Department of Retirement Systems (WA DRS) compliance and reporting
- 128. Support different pay types and rules for multiple municipal bargaining unit agreements (including Fire and Police) and non-union pay structures
- 129. Support and administer multiple shift, shift differential, job rate, and schedule rules for multiple groups including Police and Fire
- 130. Support multiple pay rates and positions for one employee in a single pay period
- 131. Wage distribution to multiple GL accounts, projects, Funds, and/or departments in a pay period including if there were multiple pay rates and positions for one employee
- 132. Special pays tied to job and individual (e.g. Spec Ops) and at different rates. Certain percentage of base salary, and flat rate
- 133. Track specific comp and benefit rules based on bargaining agreements
- 134. Track overtime based on customer-defined parameters
- 135. Support multiple and user defined pay codes
- 136. Scheduling and Time Entry or methodology for integration (e.g. InTime)
- 137. Time entry functionality and methodology for integration (e.g. CityWorks Online)
- 138. Change history for employee master with log for comparison
- 139. Employee Self Service (demographic, tax, and view w2's and pay stubs)

Human Resources

140. Employee Master File with name, address, dependents, anniversary date, hire date, termination date, re-hire date, multiple seniority dates, salary and position history, compensation, benefit elections, employee status, bargaining unit, employee ID, social security number, WA PERS ID with related histories
141. Maintain employee documents such as medical, investigative and recruitment.
142. HR portal for manager and employee self-services (e.g. employee change approvals, performance reviews, notifications, address changes, W-2 changes, W-4 changes, marital status, check stub look-up, YTD total earnings, leave balances, benefits enrollment and changes)
143. Rules-based New Hire triggers for checklist of tasks and forms to be completed (I-9, W-4, Direct Deposit, Emergency Contact)
144. Rules-based termination triggers for checklist of tasks and forms to be completed, and notification to appropriate departments (e.g. security, profile removal)
145. Methodology for integration of onboarding information from recruitment system (e.g. NeoGov)
146. Rules-based access to relevant menus, codes or options by pay group, bargaining unit, effective date, hours worked, status (e.g. exempt, non-exempt, hourly), job class or other user-defined criteria
147. Performance evaluation tracking, administration and reporting. Alerts and reminders (e.g. for due date) with connection to pay screen. Online capabilities and flexibility for multiple types of forms
148. Track, plan and administer training: courses taken, date taken, licenses and certifications, grades, copy of certificates with alerts for renewal. Or Methodology for integration with Learning Management or testing systems
149. Tracking of CDL's, mandatory training, physical exams, and random drug testing, alerts and reminders
150. Employee Recognition and awards
151. Succession planning with designated career development pathways and competency tracking
152. Flexible user-definable disciplinary actions with ability to track and administer in system
153. Bargaining unit grievance tracking and administration
154. Track and administer Civil Service appeal cases
155. Employee health and safety (Worker's Comp) and OSHA tracking and reporting including incident reporting and analysis and history by employee, by category
156. Support for tracking FMLA, ADA, FLSA required programs and processes
157. Ability to track and administer shared leave
158. Support for unlimited types of benefit plans including Cobra eligibility and administration
159. Employee class/pay and salary survey tracking

Post-Employment Benefits

160. Post-employment benefits management functionality