



BUNCOMBE COUNTY
NORTH CAROLINA

ENTERPRISE INFORMATION MANAGEMENT SYSTEM

Request for Proposal

Buncombe County
200 College Street
Asheville, NC 28801
www.buncombecounty.org

April 15, 2016

REQUEST FOR PROPOSAL

ENTERPRISE INFORMATION MANAGEMENT SOLUTION

Buncombe County, North Carolina (County) is evaluating new software to satisfy its Financial (GL, Bank Reconciliation, Budgeting, Project/Grant Accounting, Contract Management, Requisitions, Purchase Orders, Accounts Payable, Accounts Receivable, Cashiering w/Online Payments, Financial Reporting), People Management (Human Resources, Applicant Tracking, Payroll, Time Keeping), and Maintenance Management (Work Order & Infrastructure Assets, Inventory Management, Fleet Maintenance) application needs.

- Response instructions are contained in **Sections 3, 4, 5 and 6** of the *Request for Proposal* (RFP) document.
- **Section 5** of the RFP contains feature/function and other information worksheets. Please complete these worksheets using the electronic forms (Excel format) and as directed in the RFP instructions.
- Effort has been made to keep the RFP and feature/function listing as brief as possible.
- The proposal should include all costs associated with training, implementation, hardware specifications, interface estimates, file conversion assistance, custom modification estimates, annual maintenance, and support.

- ♦ **Intent to propose notification is to be directed by email to bsip@buncombecounty.org, ATTN: Eric Hardy, no later than April 27, 2016**
- ♦ **Questions** related to this RFP are to be directed, in writing, to Eric T. Hardy, Business Solutions Manager by e-mail at bsip@buncombecounty.org, ATTN: Eric Hardy, no later than **May 9, 2016**
- ♦ Only written questions submitted by email by the above stated date will be accepted.
- ♦ Please **submit your proposal** by **4:00pm EST on May 27, 2016** electronically and in hard copy, as follows:

Electronic: In .pdf and Excel format emailed to these two addresses:
bsip@buncombecounty.org, ATTN: Eric Hardy
amercado@clientfirstcg.com

Printed: Three (3) copies sent to:
Eric T. Hardy
Business Solutions Manager
Buncombe County
200 College Street
Asheville, NC 28801

Thank you for your participation. We look forward to reviewing your proposal.

Sincerely,

Eric T. Hardy
Business Solutions Manager

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1 PROJECT OBJECTIVES AND PROCESS

PURPOSE

This information was developed in a format to facilitate the preparation of a proposal in response to this *Request for Proposal* and the subsequent evaluation of that response.

Current major software utilized by the County includes Lawson for Financial Management (e.g., General Ledger, Fixed Assets, Budget Planning, Accounts Payable, etc.); People Management (e.g., Human Resources, Payroll, and Time Keeping); and Work Order Maintenance Management and Fleet Management. The County uses Facility Dude for Work Order and Maintenance Management and FASTER for fleet management.

The goal of the County is to implement an integrated enterprise resource planning system utilizing best practices, automated workflow, project management tools, and other suitable applications.

The final decision will be based on a number of evaluation criteria, primarily how well the proposed solution will meet the County's overall functional requirements. The requirements noted in this RFP are designed to meet these objectives.

OBJECTIVE

The objectives for this project are to:

- Reduce manual processes and increase productivity
- Reduce paper and paper oriented processes
- Improve integration between applications and other systems
- Improve citizen/customer's ability to interact and do business with and in the County
- Take advantage of newer technology
- Improve customer relations

The County is looking for the best overall solution to meet their current and future needs. It is understood that there are no perfect solutions and that vendors may vary in their capability to meet the County's overall system needs.

BUNCOMBE COUNTY BACKGROUND

Nestled between the Blue Ridge and Smoky Mountains lies a serene treasure that is Buncombe County. The County has been in existence for more than 200 years and was named after Col. Edward Buncombe, a Revolutionary War hero.

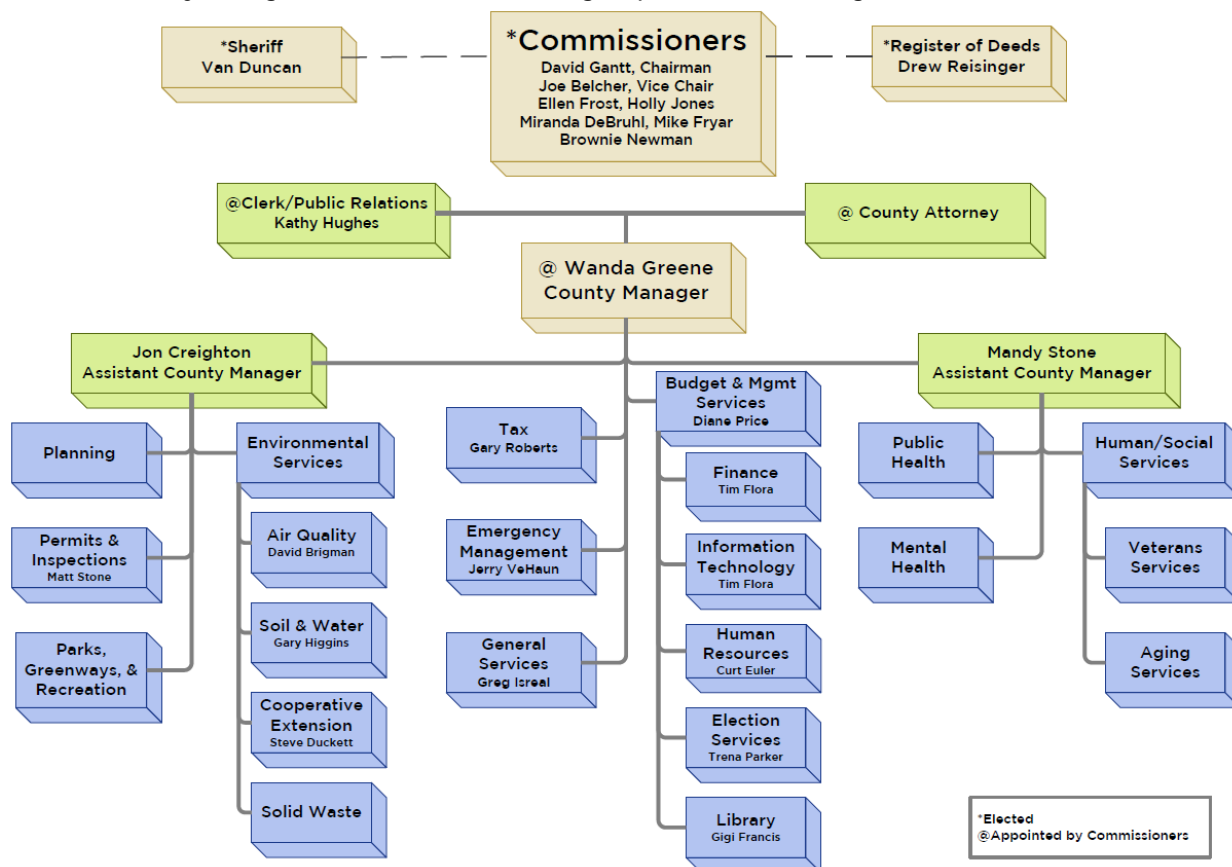
Over the years, Buncombe County has transformed from a rural farming area to a burgeoning metropolis with cities frequently listed as "Top Ten" places to live. The County is now home to numerous parks, lakes, streams, and other outdoor attractions as well as neighborhoods and communities rich with culture.

Buncombe County has an average of 1,565 employees who serve as sheriff deputies, nurses, social workers, pharmacists, librarians, emergency medical workers, permits and inspections staff, landfill workers, planners, tax assessors and administrators all working to ensure high quality of life.

The County's fiscal year 2015-2016 general fund budget totals approximately \$310 million.

Component units of the County include the Buncombe County Tourism Development Authority, the Buncombe County Service Foundation, and the Western North Carolina Air Quality Agency.

The County is organized into the following departments and agencies:



SYSTEM FUNCTIONALITY REQUIREMENTS

The County is looking for an integrated enterprise system, which is to include the following list of primary functionality (modules). This list is not intended to be all-inclusive/exclusive, or organized by specific software modules. The comprehensive list of County requirements may be found in **Section 5 (Appendix A)**.

Financial Management

- General Ledger
- Budgeting
- Project & Grant Accounting
- Requisitions & Purchasing
- Bids Management
- Contracts Management
- Accounts Payable
- Accounts Receivable
- Cashiering
- Fixed Assets
- Financial Reporting

People Management

- Human Resources
- Applicant Tracking
- Employee Self-Service
- Payroll
- Time Tracking

Other

- Ad hoc Reporting
- General System and Security

Optional Functionality

- Work Order Management

The County seeks to install the system utilizing the vendor to provide all services, including software, installation, process discovery, training, project management, interfaces, conversion assistance, maintenance, and support. Applicable hardware specifications with sizing documentation should also be provided.

- Inventory Management
- Fleet Management
- Mobile Work Orders
- Risk Management

Major Integration/Interfaces

(Also see Integration/Interface Table for complete listing, in **Section 3**)

- Electronic Content Management System (eDocs)
- Import of G/L Entries
- Import of cancelled checks
- County Reimbursement DSS 1571 Report Upload
- Wire Transfers
- ACH Payment Processing
- Direct Deposit (create direct deposit file for upload to bank)
- Bank Positive Pay
- State Retirement System (Orbit)
- Wex Fuel Card
- Phoenix Fuel Data
- Ad Hoc Reporting Writer (if Ad Hoc is not provided as a part of your proposal)
- Esri ArcGIS

PROCESS AND SCHEDULE

The process is for the County to review the proposals, evaluate the solutions, and finalize a project scope of work. Using subsequent interviews, demonstrations, reference checks, and/or site visits, the County will then make a final decision.

The following is the current estimated timeline:

Selection Process Step	Estimated Date(s)
Release and Issuance of the <i>Request for Proposal</i> (RFP)	April 15, 2016
Notification by vendors of Intent to Respond	April 27, 2016
Final Date for vendors to Submit Questions	May 9, 2016
Date for Publishing Answers to vendors' Questions	May 12, 2016
Proposals Due	May 27, 2016
Decision on vendor Finalists (short-list)	June 17, 2016
Demonstrations By vendor Finalists	July 2016
User Site Visits	August 2016
Final vendor Selection	August/September 2016
Contract Negotiations Process	September/October 2016
Implementation Start (estimated)	November/December 2016

VENDOR DEMONSTRATIONS

Vendors may be requested, at no cost to the County, to demonstrate the proposed software and hardware systems at a mutually agreeable date and site.

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EVALUATION CRITERIA

The County reserves the right to select the vendor who best meets the overall needs of the County, based primarily on the following criteria (not listed in any order of importance):

- The overall capability to provide the required software features and functions
- The flexibility of the application software, including the availability of tools to allow the novice user to “drill down and across” and perform Ad Hoc analysis and reporting
- The amount of vendor support that will be available for installation, conversion, training, ongoing modifications, and software support
- The total costs of the system over a ten-year period, including direct and indirect costs
- The vendor's performance record to date in meeting the requirements of their existing customers, including the availability of users similar to the County to allow reference investigation
- The expandability of the proposed solution, including the ease of upgrading the proposed system by adding components to accommodate future needs
- Adherence to the requested information specifications, thoroughness of the proposal, as well as the overall format of the presentation
- The financial stability, longevity, and strength of the vendor
- Corporate direction (potential organizational/industry restructurings, mergers, acquisitions, etc.)
- Future technology direction (major changes in architecture, database, platforms, languages, etc.)
- The internal controls provided within the system which prevent unauthorized access to data and provide adequate audit trails
- The capability to perform required conversions of existing data files
- The seamless integration of the various system modules and ability to meet the interface/integration requirements noted in this RFP
- Ease and intuitive use of software interface (for both internal staff and Web customers)
- Availability and ease of use of mobile and online applications
- Ability to meet contract requirements
- The level of experience of the vendor's Project Manager and Project Management Support team
- The vendor's approach to facilitating user acceptance and change management

3 SPECIFIC RESPONSE REQUIREMENTS

Include the following items in the order listed below (and indexed in the same manner) in your response to this *Request for Proposal (RFP)*.

During the needs assessment phase of the project, key issues were discussed regarding alternate information management solutions. Following is a list of specific concerns of the County. Please respond to each issue in detail regarding how the proposed solution will satisfy each concern.

PROGRAMMING LANGUAGES

Please provide information on all programming languages used for each proposed required application.

OPERATING SYSTEMS / HARDWARE REQUIREMENTS

For workstations, the County's preference is that Windows 7 and 10 are supported. In addition the County prefers a virtualized solution, and currently uses VMware. Please provide all hardware specifications including servers, workstations, and other equipment. **Please provide estimated costs, if applicable, in Section 5 (Appendix G).** For servers, the County's preference is Windows Server 2012 R2 or newer.

DATABASE

The County expects the information system to be based on a very stable and flexible relational database standard. The County's preference is MS SQL 2014 or newer. Please briefly describe the relational database platforms available in the use of your products and which database option(s) are being proposed? (Include database management system name, year, and version)

BACKUPS

Please describe your system backup utility and related processes and how granular backups can be configured (e.g., changes, database, entire system, etc.).

USER INTERFACE CONFIGURATIONS

The County prefers a thin-client architecture or browser user interface (BUI). Please describe your client architecture and browser compatibility and/or dependencies.

REPORTING CAPABILITIES

Please provide information on overall system/solution reporting capabilities (e.g., canned reports, financial reporting, Ad Hoc reporting, executive dashboard, etc.).

DOCUMENT MANAGEMENT CAPABILITIES

Please provide information on your document management capabilities and options, including integration to third-party EDMS solutions. Please explain accessing EDMS capabilities from outside the ERP.

WORKFLOW CAPABILITIES

Please provide information on your system's workflow capabilities. Describe the integration level and ability to customize workflows within and between all systems. If you have no workflow capabilities, please indicate.

APPLICATION SECURITY

Please describe application and user security features/capabilities. Indicate any special security features (e.g., user security, function security, file security, field-level security, etc.) provided by the software. Please also confirm your support of Active Directory authentication and if you provide single sign-on capabilities.

APPLICATION SOFTWARE

Please complete the Software Features, Functions, and Capabilities Listing contained in the electronic file provided with the RFP **Section 5 (Appendix A)**.

The proposed software should demonstrate an online, integrated method of processing the noted application modules, and allow for immediate update of all information both within each module and between interdependent modules. Access to information in either summary or detail should be obtained easily and intuitively. The proposed software's data entry screens should be designed to facilitate rapid data entry.

For each application software module proposed, indicate whether your organization developed the module, or if the module is available because of a third-party relationship that has been established with another vendor.

In addition to the required and optional software information requested in **Section 5**, provide general information on other application modules not requested in this RFP which may be of interest or benefit to the County.

OPTIONAL APPLICATION SOFTWARE (WORK ORDER AND RISK MANAGEMENT)

The County currently uses Facility Dude for Work Order and Maintenance Management and FASTER for fleet management, but would like to explore the vendor's Work Order and fleet management capabilities. In addition to Work Orders and Fleet, the County is also interested in Risk Management functionality available by vendors. As a result, vendors are asked to complete the feature/function requirements worksheets for this functionality and provide optional pricing for Work Order and Maintenance Management, Fleet Management, and Risk Management as a potential replacement to the existing systems.

SOFTWARE CUSTOMIZATION AND ENHANCEMENTS

Please provide information regarding the capability to provide the County with software customizations, including all applicable rates. Describe system's configuration tools and user personalization tools.

SYSTEM VERSIONING AND UPDATES

Please describe your software versioning and update policies/practices. Include, at a minimum, how often you issue updates (new versions) and whether new versions are provided as part of your annual maintenance and support fees. Please explain process of installing update patches and service packs. Please provide costs related to the following upgrade items.

Upgrade Types	Typical Frequency (in months)	Typical Vendor Assistance Cost		Typical Vendor End-User Training	
		Low Cost	High Cost	Low Cost	High Cost
Version Upgrades					
Major Upgrades					
Minor Upgrades					

USER ACCESS REQUIREMENTS BY MODULE

The following table lists the County's estimated number of Full and Inquiry user access requirements by module. These are not separate user IDs. Many users work in multiple modules. For overall total user counts please see "User Information" under section "Volumes & Conversions"

Module	Full User	Inquiry User	Total Users
<i>Financial Management</i>			
General Ledger	22	86	108
Budgeting	23	45	68
Project and Grant Accounting	18	44	62
Requisitions and Purchasing	58	24	82
Bids Management	36	33	69
Contract Management	24	51	75
Accounts Payable	61	17	78
Accounts Receivable	17	21	38
Cashiering	17	21	382
Fixed Assets	2	28	30

Module	Full User	Inquiry User	Total Users
Financial Reporting	6	19	25
<i>People Management</i>			
Human Resources	25	32	57
Applicant Tracking	65	11	76
Payroll	4	69	73
Time Tracking	45 (Reviewers)	50 (inquiry)	1,565 (Time Entry)
Employee Self Service	N/A	N/A	1,565
<i>Maintenance Management</i>			
Work Order Management	22	22	44
Mobile Work Orders (Included Above)	10	0	10
Inventory Management	5	31	36
Fleet Maintenance	13	22	35
<i>Other</i>			
Ad Hoc Reporting (in addition to Financial Reporting)	23	35	58

LICENSING MODEL

Please describe your licensing models (e.g., concurrent user, named user, revenue, transaction volumes, etc.) and provide examples. Also state the number of the most current version level that has been released for install in live customer production environments and confirm what version you propose to install in response to this RFP.

HOSTED/SAAS MODEL

If you are proposing a hosted option, please add lines as necessary in the Annual Recurring Costs section of **Section 5 (Appendix G)** for your hosting fees. If you wish to propose both a Traditional In-House license model and a Hosted option, please submit two (2) copies of **Appendix G** with a copy for each option.

CHART OF ACCOUNT RESTRUCTURING

The County is interested in changing the chart of account structure prior to implementing the new system. Because the implementation may not coincide with the beginning of a new fiscal year, please indicate how this can be accomplished while maintaining the ability to track which new general ledger accounts corresponded to the previous accounts.

INTEGRATION/INTERFACE CAPABILITIES

The County is expecting to expand its integration and interfaces with key systems. Please describe any current capabilities, partnerships, or future considerations for the following types of applications/systems:

Module	Description
General Ledger	INVESTMENT BANKS - Provide interface to investment banks to allow tracking of investments and monthly-pooled interest allocations (journal entries, daily/monthly statements, wires, transfers.)
General Ledger	SERVICE BANKS - Provide ability to interface to service banks for monthly trustee statements for journal entries; daily and monthly statements, wires, and transfers.
General Ledger	ENTRY UPLOAD - System must allow uploading and posting of journal entries (e.g., bank files, excel, etc.) with audit trail capabilities.
General Ledger	IMPORT RECURRING G/L ENTRY - Ability to import a recurring journal entries file from a third-party vendor. Please comment on the acceptable file formats.
General Ledger	EXPORT - EXCEL & PDF - Provide the ability to export detailed transactions to a Microsoft Excel and PDF format.
General Ledger	DOWNLOAD CHECK FILE - Ability to transfer cleared check file from bank into accounts payable, and payroll check files to reconcile outstanding checks.
General Ledger	DOWNLOAD BANK STATEMENT - Provide the ability to accept a downloaded bank statement file.
General Ledger	VOIDED CHECKS - Ability to import cancelled checks from the bank accounts for AP and Payroll.
General Ledger	DOWNLOAD DEPOSIT FILE - Ability to transfer deposit file from bank into accounts receivable and cashing deposit records to reconcile deposits.
General Ledger	THIRD PARTY FLEET MANAGEMENT SYSTEM - System must provide integration to an external fleet management system (FASTER), including ability to link labor and parts costs to the general ledger.
General Ledger	COUNTY REIMBURSEMENT DSS 1571 REPORT - Ability to electronically generate and upload the County's DSS 1571 reimbursement report to the North Carolina Department of Health and Human Services. NOTE: File upload specifications can be found at http://www2.ncdhhs.gov/control/socserv/1571proj.htm under "DSS-1571 Electronic Upload Preparation Program USER MANUAL"
Budgeting	BUDGET IMPORT - EXCEL - Provide the ability to import detailed project budgets (e.g., engineering, maintenance, facilities, projects, etc.) into the Budget modules from Microsoft Excel.
Bids Management	UPLOAD DIGITAL BID RESPONSES - System shall support uploading digital bid line item responses; vendors will enter bids electronically either into a document sent to the vendors by the system, onto a spreadsheet, or onto a page on Agency website.
Bids Management	AGENCY WEBSITE - Ability to post bid solicitations and bid tabulation information onto the Agency's website.
Expense Reimbursements	EXPENSE UPLOADS - Ability to upload expense documents in pre-defined template format (e.g., mileage log) and for expense report line items to be updated accordingly.

Module	Description
Expense Reimbursements	GSA UPLOAD OF PER DIEM RATES - Ability to mass upload GSA per diem rates with effective dates.
Accounts Receivable	EMAIL INVOICES - Ability to email invoices.
Accounts Payable	ELECTRONIC 1099 SUBMISSION - Ability to generate and submit 1099 electronic data directly to the State and Internal Revenue Service.
Accounts Payable	UPLOAD INVOICES - Ability upload invoices in batch (e.g., CSV upload).
Accounts Payable	3rd PARTY PAYMENT UPLOADS - Ability to upload CSV files of approved invoices for payment from 3rd party systems.
Accounts Payable	P-CARD DOWNLOAD - Allow integration to download Bank of America Works payments file.
Accounts Payable	ELECTRONIC EMPLOYEE REIMBURSEMENT PAYMENTS - Allow electronic employee reimbursement payments, via Direct Deposit.
Accounts Payable	ELECTRONIC BILLING - System must accept electronic billing data from utility companies for refund transactions.
Cashiering	3RD PARTY CREDIT CARD TRANSACTION SYSTEM - Ability to integrate with 3rd Party Credit Card transaction system (e.g., Forte).
Cashiering	DEBIT CARD VERIFICATION CHECK - Ability to immediately verify bank account balance for debit card payments.
Cashiering	CHECK BALANCE VERIFICATION - Provide for the ability to read ABA number from customer checks to determine cash availability.
Cashiering	BARCODE SCANNING CAPABILITY - Provide functionality for interfacing scanners to read bar codes or other document information and automatically populate fields in the register for payment (e.g., Account Receivable invoices).
Cashiering	CUSTOMER INTERNET PAYMENTS - Provide for customer payments, via the Internet (e.g., (Accounts Receivable invoice)
Financial Reporting	THIRD PARTY REPORT WRITERS - Ability to integrate with a third-party report writing tool, such as Crystal Reports and Cognos.
Financial Reporting	SQL SERVER REPORTING SERVICES - Ability to integrate SSRS Reporting Services into the Application for documents and statistical reporting needs.
Financial Reporting	CAFR REPORTING TOOL - Ability to utilize a reporting tool for the development of the CAFR.
Ad Hoc Reporting	SQL SERVER REPORTING SERVICES - Ability to integrate SSRS Reporting Services into the Application for documents and statistical reporting needs.
Ad Hoc Reporting	THIRD PARTY REPORT WRITERS - Ability to integrate with a third-party report writing tools, such as Crystal Reports and Cognos.
Risk Management	FIRST REPORT OF INJURY – Ability to provide an EDI interface in order to submit the First Report of Injury (FROI) data to third party administrator, using their prescribed format.
Risk Management	SUBSEQUENT REPORT OF INJURY – Ability to provide an EDI interface in order to submit the Subsequent Report of Injury (SROI) data to third party administrator, using their prescribed format.
Human Resources	BLUE CROSS BLUE SHIELD (BCBS) UPLOAD - Ability to upload a change of benefits file to Blue Cross Blue Shield.

Module	Description
Applicant Tracking	EEO-4 SURVEY FILE UPLOAD - Ability to electronically submit the EEO-4 Survey to the Equal Employment Opportunity Commission. NOTE: File upload specifications can be found at https://egov.eeoc.gov/eeo4/
Applicant Tracking	WEB PORTAL POSTINGS - Ability to automatically post approved job applications to the web portal.
Applicant Tracking	ANNOUNCEMENTS TO EXTERNAL SITES - Ability to export announcements to external sites (e.g., NCACC, OMS, Careerbuilder.com, etc.)
Applicant Tracking	MS Outlook - Ability to integrate with MS Outlook to schedule interviews.
Time Entry	MOBILE TIME AND LEAVE REQUEST ENTRY - Ability to submit time and leave request entries from a PC (e.g., from a home or personal PC) or a mobile device (e.g., smart phone, tablet, etc.) that is connected to the internet. Vendor Note: Please use Comment column to comment on mobile devices and platforms that are currently supported by your proposed solution.
Time Entry	MOBILE TIME AND LEAVE REQUEST APPROVAL - Ability to approve time and leave request entries from a PC (e.g., from a home or personal PC) or a mobile device (e.g., smart phone, tablet, etc.) that is connected to the internet. Vendor Note: Please use Comment column to comment on mobile devices and platforms that are currently supported by your proposed solution.
Payroll	STATE AND FED UPDATES - Vendor to provide quarterly and/or annual updates of W-2 format, tax tables, and state and federal reporting.
Payroll	ELECTRONIC FEDERAL AND STATE FILES - Generate electronic file and all related forms (including W-2 reporting) for annual reporting to federal and state agencies, in accordance with their requirements.
Payroll	WIRE TRANSFERS - Ability to wire transfer payments to benefits vendors (i.e., insurance companies, United Way, etc.)
Payroll	DIRECT DEPOSIT FILE - Report and data file for transmission to bank.
Payroll	LEAVE UPLOADS - Ability to upload sold leave and healthy (comp. time) hours from MS Excel.
Payroll	401K CONTRIBUTIONS EXPORT - Ability to export a file containing employee 401K contribution information to a third-party (e.g., Prudential).
Payroll	457 DEFERRED COMPENSATION EXPORT - Ability to export a file containing employee 457 deferred compensation information to a third-party.
Payroll	BANK PRENOTES FILE - Ability to export a bank prenotes file
Payroll	TIME CARD UPLOADS - Ability to upload timecards for various situations, such as longevity pay.
Payroll	STATE RETIREMENT SYSTEM - Ability to export a monthly file containing employee salary data to state retirement system (ORBIT).
Payroll	BANK DEDUCTION DETAIL - Ability to export periodically (biweekly) deductions detail to employees' credit union accounts (ex/ Premier Credit Union).
Work Orders	GIS/MAPPING - Ability to select single or multiple Maintenance Management/Work Order assets or Asset Inventory and view on a GIS map using Esri ArcGIS 10.2.2.
Work Orders	MOBILE APPLICATION - Ability for the mobile application to retrieve GIS information
Inventory Management	FUEL SYSTEM - Provide integration to a fuel management system.

Module	Description
Inventory Management	BARCODE SCANNER - Ability to integrate with barcode scanners for issuing of inventory parts to fleet work orders.
Fleet	IMPORT WEX FUEL CARD - Ability to import a J/E import as a text file for fuel costs by GL account number.
Fleet	BARCODE SCANNER - Ability to integrate with barcode scanners for issuing of inventory parts to fleet work orders.
Fleet	FLEET MAINTENANCE - Ability to upload an Excel file from 3rd party fleet maintenance software as a J/E import file for costs by GL account number.
Fleet	IMPORT WEX FUEL CARD INTO FLEET RECORDS: Ability to import fuel usage (e.g., quantity of gallons) by vehicle number, mileage by vehicle number, fuel type, etc.
Fleet	IMPORT PHOENIX FUEL DATA INTO FLEET RECORDS: Ability to import fuel usage (e.g., quantity of gallons) by vehicle number, mileage by vehicle number, fuel type, etc.
Fleet	GPS SYSTEM - Ability to integrate to Vehicle GPS System (e.g., Synovia Solutions).
Gen Sys & Security	ERROR REPORT SUBMISSIONS - Ability to directly submit system generated error reports and messages to software support.
Gen Sys & Security	EMAIL - Sending emails from system utilizing standard SMTP protocols.
Gen Sys & Security	SINGLE SIGN-ON - ACTIVE DIRECTORY - Support of Single Sign-on and Active Directory.
General Ledger Budgeting Project/Grant Accounting Requisitions & Purchasing Expense Reimbursements Contracts Management Accounts Payable Accounts Receivable Cashiering Fixed Assets Human Resources Time Entry Payroll Work Orders Inventory Management Fleet Management	System must integrate with eDocs Electronic Content Management System. If your solution offers standard integration with any other ECMS solutions, please list them and describe the integration capabilities.

RFP for Enterprise Information Management System

Buncombe County, NC



Below are specific integrations the County currently utilizes and would like to have created:

ERP Module Requiring Interface/Integration	Third-Party Software (Software Name and Version)	Interface Direction(s)	Frequency / Real Time Active	Description
Accounts Payable - AP	eDocs (DM)	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	Will not be needed if we are using the new ERP integrated DM solution. Lawson's 3 rd party software that generates AP Checks also creates a pdf which is imported into our EDMS system.
Purchase Orders - PO	eDocs (DM)	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input checked="" type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	Will not be needed if we are using the new ERP integrated DM solution. Lawson's 3 rd party software that generates Purchase Orders creates a pdf which is imported into our EDMS system.

ERP Module Requiring Interface/Integration	Third-Party Software (Software Name and Version)	Interface Direction(s)	Frequency / Real Time Active	Description
General Ledger - GL	NCPTS	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input checked="" type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	Integration Services (SSIS) Package pulling daily deposit data from the County's Tax system. Data is formatted to conform to Lawson's table layout and a job is manually ran to import file into Lawson CB module.
General Ledger - GL	Accela (Permits)	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input checked="" type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	SSIS package pulling daily deposit data from the County's Permit system. Data is formatted to conform to Lawson's table layout and a job is manually ran to import file into Lawson CB module.

ERP Module Requiring Interface/Integration	Third-Party Software (Software Name and Version)	Interface Direction(s)	Frequency / Real Time Active	Description
General Ledger - GL	WasteWorks (Landfill)	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input checked="" type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	Vendor custom file is generated with daily deposit data from the County's landfill software and saved on the Lawson server matching Lawson's table layout and a job is manually ran to import file into Lawson CB module.
General Ledger - GL	Occupancy Tax (web application)	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input checked="" type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	A file is exported from the County's Occupancy Tax (custom app) meeting Lawson's table layout and a job is manually ran to import file into Lawson CB module.

ERP Module Requiring Interface/Integration	Third-Party Software (Software Name and Version)	Interface Direction(s)	Frequency / Real Time Active	Description
General Ledger - GL	ISSI (Health/DSS/BCSF)	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input checked="" type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	SSIS package pulling daily deposit data from the County's HHS custom system ISSI. Data is formatted to conform to Lawson's table layout and a job is manually ran to import file into Lawson CB module.
General Ledger - GL	NCPTS	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input checked="" type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	SSIS package pulling daily GL entries from the County's Tax system. Creates a csv file of the JV records to be imported to the GL. A job is manually ran to import into Lawson GL.

ERP Module Requiring Interface/Integration	Third-Party Software (Software Name and Version)	Interface Direction(s)	Frequency / Real Time Active	Description
General Ledger - GL	OSSI	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	The Detention Center (Jail) writes various checks. These are uploaded into the GL periodically. A file is produced from OSSI which is emailed to Finance. Finance saves the file to the Lawson server and then runs an import job
General Ledger - GL	Bank of America (P-Card)	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	Finance exports data from the Bank of America P-card application and imports into an Access database. Access summarizes data per GL account. Finance then exports summary records into a csv file (in Lawson's file format) and saves to the Lawson server. A job is manually ran to import into Lawson GL. This is done 3 x per month.

RFP for Enterprise Information Management System

Buncombe County, NC



ERP Module Requiring Interface/Integration	Third-Party Software (Software Name and Version)	Interface Direction(s)	Frequency / Real Time Active	Description
General Ledger - GL	DSS Finance Trustee app (bank service charges)	One Way <input checked="" type="checkbox"/> Two Way <input checked="" type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	DSS custom app has stored procedures that creates a csv file meeting Lawson's table layout and saves to the Lawson server. A job is manually ran to import the invoices into GL.
Accounts Payable - AP	DSS AFP (Trust Payments)	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	DSS custom app has stored procedures that creates a csv file meeting Lawson's table layout and saves to the Lawson server. A job is manually ran to import the invoices into AP.

ERP Module Requiring Interface/Integration	Third-Party Software (Software Name and Version)	Interface Direction(s)	Frequency / Real Time Active	Description
Accounts Payable - AP	ISSI (Authority for Payments)	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input checked="" type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	DSS custom app has stored procedures that creates a csv file meeting Lawson's table layout and saves to the Lawson server. A job is manually ran to import the invoices into AP.
Accounts Payable - AP	ISSI (DSS Boardsheet Payments (1 st Monday of month) and CPA Boardsheet Payments (3 rd Monday of month))	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	ISSI custom app has stored procedures that creates a csv file meeting Lawson's table layout and saves to the Lawson server. A job is manually ran to import the invoices into AP.

RFP for Enterprise Information Management System

Buncombe County, NC



ERP Module Requiring Interface/Integration	Third-Party Software (Software Name and Version)	Interface Direction(s)	Frequency / Real Time Active	Description
Accounts Payable - AP	NCPTS/NCVTS (Access database)	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	Tax overpayments from both NCPTS and NCVTS are imported into an Access database. Weekly these are exported to a csv file and saved on the Lawson server. A job is manually ran to import these into Lawson AP.
Human Resources	Job Applicants (Web application)	One Way <input type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input checked="" type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	A csv file from the applicant web app is saved on the Lawson server. We have a recurring batch job that formats this file to Lawson's table layout and then imports the applicants into the Lawson HR system.

ERP Module Requiring Interface/Integration	Third-Party Software (Software Name and Version)	Interface Direction(s)	Frequency / Real Time Active	Description
Payroll	NA	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input checked="" type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	Need ability to generate export files to send to various agencies for payroll data. These include Prudential 401k, 457, NC State Retirement ORBIT, Premier Credit Union and the quarterly required files for Unemployment and 941.
Payroll and Accounts Payable	NA	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	Need ability to import files from Wells Fargo to automatically reconcile cleared AP and Payroll payments.

ERP Module Requiring Interface/Integration	Third-Party Software (Software Name and Version)	Interface Direction(s)	Frequency / Real Time Active	Description
Payroll and Accounts Payable	NA	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	Need ability to generate export positive pay files to send to Wells Fargo for AP (weekly) and Payroll (bi-weekly) payments.
Accounts Receivable	NA	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	Need ability to generate AR ACH tape file to draft customers bank accounts for payments

RFP for Enterprise Information Management System

Buncombe County, NC



ERP Module Requiring Interface/Integration	Third-Party Software (Software Name and Version)	Interface Direction(s)	Frequency / Real Time Active	Description
Accounts Payable	NA	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	Need ability to generate AP EFT tape files to send electronic payments
Payroll	NA	One Way <input checked="" type="checkbox"/> Two Way <input type="checkbox"/>	Hourly <input type="checkbox"/> Once Per Day <input type="checkbox"/> Weekly <input checked="" type="checkbox"/> Monthly <input type="checkbox"/> Nightly (off-hours) <input type="checkbox"/> Real Time Interactive (Live) <input type="checkbox"/>	Need ability to generate PR ACH tape file to send electronic payments

COST CONSIDERATIONS

Initial one-time costs for hardware (if applicable), implementation, training, software licensing, travel and related costs, etc., must be included with the price proposal. See electronic price proposal form ***Section 5 (Appendices G and H)***.

Recurring annual costs should be described in the proposal, clearly stating what is included (e.g., application upgrades, state and/or federal reporting requirements, hours of support, etc.), ***Section 5 (Appendices G and H)***. Proposal must also specify the stage of the project at which annual recurring costs are due and to which time period the specified costs apply.

The County prefers unlimited support. If 24/7 telephone support is available, price proposals should clearly indicate total recurring costs for that support option. If after-hours support is only available at an hourly rate, this should clearly be indicated.

The objective is to have **no hidden or unexpected costs**.

SUPPORT

Please describe all support services available from your company in ***Section 5 (Appendix B)***. Specifically address the following issues:

- Normal hours of availability
- Website support information
- Online chat
- Remote system access capabilities
- Access via toll-free 800 number
- Online Knowledge Base
- Costs
- Quality Assurance program(s)
- Other support services
- Service-Level Agreements (SLA) – response time (by priority or severity levels), escalation processes, and other metrics

IMPLEMENTATION

- Please describe your **pre-implementation methodology** with milestones and timeframe. The pre-implementation methodology should define the key phases and activities that will be performed prior to implementation. Example activities may include, but not be limited to, stakeholder interviews/working groups, process documentation review, process development and redesign, and/or data mining/cleanup.
- Please describe your **implementation and training methodology**, with milestones and timeframe. **Include a sample preliminary implementation schedule** for all applications, including the required time for system and application training, program testing, and conversion. Please include how you expect to sequence the installation of the various applications or application groupings.
- Please describe your **post-implementation support services and activities**. Example services may include, but not be limited to, on-site support, virtual support, and training. Additionally, please describe the process for managing and responding to system change requests after implementation.
- The County anticipates electronic data conversions. Please include estimated range of costs for data conversions for each application, if available, and a description of data that would be typically converted. Costs for proposed data conversion are to be included (**Section 5, Appendix I**).

TRAINING AND EDUCATION

Please provide your consulting and training options, including classroom (on-site and off-site), online (group and self-paced), training videos, and manuals. Include training for all required staff and users. Include ongoing training and user support group training options. Please provide an example training schedule indicating the types of training, number of users and timing of training in relation to the project implementation timeline.

PROJECT MANAGEMENT

The County will provide a designated project manager, and expects the vendor to do the same. The County values an experienced Project Manager and requests that the vendor submit the Project Manager as "Key Personnel". If the Vendor is unable to submit a "Key" Project Manager please provide a representative Project Manager resume. The County anticipates that a Project Manager will have at a minimum, 10 years of experience with system implementations, experience with Government projects, and certification as a PMP or other related certification (e.g., CPA, ITIL). The County reserves the right to approve the Project Manager upon contract award.

Please include recommended vendor project management costs (**Section 5, Appendix G**) in the proposal and **describe, in detail, services to be provided**. The County reserves the right to approve vendor project management, and changes, personnel at any point during the project.

Please describe the vendor's project management methodology. The methodology should provide an overview of key deliverables (e.g., project plan, status report), activities (e.g.,

stakeholder engagement, decision support) and communication methods (e.g., status meeting). Please provide an overview of the vendor's approach to engaging County users and supporting change management activities.

SUBCONTRACTOR AND THIRD-PARTY RELATIONSHIPS

Please describe any subcontractor relationships and/or third-party providers that will be used for this implementation. If using subcontractors and/or third-party providers, please provide the prime vendor's approach for managing subcontractor and/or third-party provider performance. The approach should define how the prime will manage the vendor, identify performance gaps, and replace subcontract staff, if needed.

Note: If a vendor chooses to partner with a third-party vendor to address some requirements, this must be clearly stated in the response. Be specific when describing applications and the third-party vendor solution provider. Third-party vendors will be required to demonstrate their portion of the application solution along with all other required information being provided by the prime vendor. Please indicate in the Project Management Plan which activities and phases will be performed by subcontractors or third party vendors.

CUSTOMER IMPLEMENTATION RESPONSIBILITIES

Please describe and/or provide a list of the typical customers' implementation responsibilities.

SAMPLE USER AND TECHNICAL MANUALS & OTHER DOCUMENTATION

Please provide the following:

- Sample Application User Manual
- Sample Application User Online Documentation
- Sample Technical User Manual
- Sample Technical User Online Documentation
- Sample Training Syllabus
- Sample Section of a Detailed Implementation Project Schedule
- Sample Statement of Work from a similarly sized project

VENDOR/RESELLER INFORMATION

Please provide all information related to your company as requested in RFP **Section 5 (Appendices)**. In addition, specifically address the following issues:

- Describe your research-and-development approach and process
- If you are a software reseller/partner, please provide the same company, customer demographics, and reference information for your specific company in addition to the software vendor's information (see **Section 5, Appendices B, C, D, and E**)
- If your proposed solution belongs to a parent/consolidation company only provide customer base figures and references for the proposed solution. (see **Section 5, Appendices D, E,F**)
- Technology direction
- Please describe short-, medium-, and long-term direction regarding major changes in architecture, database, platforms, languages, etc.

CORPORATE STRUCTURE CHANGES

Please explain whether there are any known circumstances, such as major organizational restructuring, mergers, and/or acquisition plans, which are under consideration.

VENDOR FINANCIAL INFORMATION

Short-listed vendors may be required to provide copies of your organization's last three (3) years of audited financial statements, including any pending litigation, in a confidential manner to the County Finance Director. Please **do not** send financial statements with your proposal.

USER GROUPS

Provide information regarding organized user groups, including frequency and location of user group meetings. Also, indicate who conducts the meetings, and who is responsible for establishing meeting agendas. Please also describe local (State or regional) user groups or meetings.

REFERENCES AND USER BASE

Please provide references for a minimum of ten (10) completed projects of similar scope and nature to the County, **preferably within the same region** and within the last three (3) years.

A reference worksheet is provided in ***Section 5 (Appendix E)***.

Please provide total number of customers (software provider and reseller, if applicable) for the applications according to demographic request worksheet provided in ***Section 5 (Appendix D)***.

If your proposed solution belongs to a parent/consolidation company only provide customer base figures and references for the proposed solution. (See **Section 5, Appendices D, E, F**)

Additionally, please provide an organization name list of all active customers within the state of North Carolina. Contact information is not necessary.

Lastly, please provide the **number** of new customers (original go-lives) implementing the proposed applications in **each of the last three (3) years**.

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VOLUMES AND CONVERSIONS

The tables below summarize the estimated volumes of transactions and records associated with the application processing requirements and preliminary conversion requirements.

GENERAL INFORMATION

Description	Value or Quantity
County Population	253,178
County Annual General Fund operating budget	\$ 308,360,000
Number of County Employees	1,565

USER INFORMATION

Description ¹	Value or Quantity
Number of County Users	
Concurrent Users	60
Unique Full-User ID Licenses	119
Unique Inquiry-Only User ID Licenses	8

¹See the table under the "User Access Requirements by Module" of section 3 Specific Response Requirements for user access requirements by individual module

VOLUMES INFORMATION

Volume Description	Quantity	Estimated Annual Transactions
FINANCIAL MANAGEMENT		
General Ledger		
G/L - Number of funds	35	
G/L – Account numbers	13,204	
Bank Accounts	12	
Journal Vouchers		7,574
Journal Entry Uploads for Cash Receipts		1,050
Journal Voucher Uploads		354
Reconciled Bank Transactions		120/Day
Projects & Grants (Project Accounting)		
Projects (Capital) / Programs	16 / 20	
Grants	84	
Requisitions & Purchase Orders		
Bids		10

Volume Description	Quantity	Estimated Annual Transactions
Purchase Orders		1,525
Average Number of Line Items Per PO/Req	5	
Contracts (active)	270	
Accounts Payable		
A/P Checks		36,431
Employee Expense Reimbursements		4,575
Check Run Cycles (per week)	7	
County Issued Employee-use Credit Cards	298	
Vendors (active)	25,001	
Accounts Receivable		
Retiree Health		240
Leases		120
Loans		1
Shared Services Bill		4
Rental Vehicles		540
IT Fire Agency		12
Persons/Entities Invoiced		unknown
Invoices		unknown
Average Number of Line Items Per Invoice	1	
Other Cash Receipts		
Total Cash Receipt Transactions (est.)		13,580
Cashiering Locations (counters)	31	
Cashiering Terminals	50	
Fixed Assets		
Fixed Assets	1,266	
Assets Retired		100
Asset Additions		150
PEOPLE MANAGEMENT		
New Hire Applications		7,611
Full Time Employees	1,460	
Temporary Employees	249	
Part Time Employees	40	
Seasonal Employees	5	
Claims Processed		83
MAINTENANCE/ASSET MANAGEMENT		
Fleet Vehicles	406	
Surplus Vehicles		30
Bays	6	
Fleet Maintained Equipment	unknown	
Inventory Items	unknown	
Work Orders (Facilities / Fleet)		4,720 / 5,640

CONVERSION INFORMATION

Application/Information	Existing Software Product			Number Records to Convert (Approximate)	Data Conversion E= Electronic M = Manual N/A = Not Applicable
	Software Application Name	Version	Database		
Financial Management					
General Ledger Accounts	Lawson	10.0.6	SQL08	13,200	E
Fixed Assets	Lawson	10.0.6	SQL08	3,200	E
Budgeting (budget 3 = approved)	Lawson	10.0.6	SQL08	2,715	E
Budgeting (budget 4 = adopted)	Lawson	10.0.6	SQL08	2,200	E
Project and Grant Accounting	Lawson	10.0.6	SQL08	845	E
Purchasing (header and detail)	Lawson	10.0.6	SQL08	14,865 / 29,243	E
Requisitions (header and detail)	Lawson	10.0.6	SQL08	17,860 / 29,666	E
Bids Management	Lawson	10.1.0.2	SQL08		E
Contract Management (header/detail)	Lawson	10.1.0.2	SQL08	1,955 / 1,874	E
Customer Master Records (A/R)	Lawson	10.0.6	SQL08	361	E
Vendor Master Records (A/P) (3 Yr)	Lawson	10.0.6	SQL08	13,147	E
Vendor Address Records (A/P) (3 Yr)	Lawson	10.0.6	SQL08	14,275	E
AP Check History (3 Yr)	Lawson	10.0.6	SQL08	95,694	E
AP Invoices (3 Yr)	Lawson	10.0.6	SQL08	95,651	E
Cashiering (header/detail)	Lawson	10.0.6	SQL08	184,292 / 403,414	E
People Management					
Employee Master Records (HR) - all	Lawson	10.0.6	SQL08	8,619	E
Applicant Tracking (applied >= 1/1/15)	Lawson	10.0.6	SQL08	5,677	E
Employee Deductions (active/no end date)	Lawson	10.0.6	SQL08	76,344	E
Emp Payment History (3 Yrs)	Lawson	10.0.6	SQL08	142,018	E
Emp Earnings & Deduction Hist (3 Yrs)	Lawson	10.0.6	SQL08	2,154,664	E
Personnel Action History (all)	Lawson	10.0.6	SQL08	97,780	E
Position Master Records (current/active)	Lawson	10.0.6	SQL08	1,751	E
Job Codes (active)	Lawson	10.0.6	SQL08	442	E
PR– Emp Leave Accrual Master Rec	Lawson	10.0.6	SQL08	9,720	E

Application/Information	Existing Software Product			Number Records to Convert (Approximate)	Data Conversion E = Electronic M = Manual N/A = Not Applicable
	Software Application Name	Version	Database		
Time and Attendance – Summary Time Entry (timecard history – 3 Yrs)	Lawson	10.0.6	SQL08	1,284,851	E
Employee Self Service (direct deposit, dependents, emergency contacts)	Lawson	10.0.6	SQL08	11,881	E
HR Employee Benefits	Lawson	10.0.6	SQL08	17,997	E
HR Dependent Benefits	Lawson	10.0.6	SQL08	4,833	E
HR Cobra/Retiree Benefits	Lawson	10.0.6	SQL08	150	E
Work Order/Maintenance Management					
Work orders - open	FacilityDude	hosted	hosted	352	M
Inventory Items	Faster			400	M
Fleet Maintenance – open work orders	Faster			50	M

5 PROPOSAL FORMS & SUPPORTING INFORMATION

This section of the RFP explains the required proposal forms and other supporting information designed to assist the vendors in their response.

VENDOR ELECTRONIC RESPONSE FILES

The multi-tab Excel spreadsheet files contain all appendices listed below. *Appendices* must be filled-in and submitted using these electronic forms (multi-tab Excel files), and must also be printed and included in your proposal.

Buncombe County EIMS RFP Appendix A (the following .xls files)

Appendix A1 – Financial Management Feature/Function Worksheet Tabs

Appendix A2 – People Management Feature/Function Worksheet Tabs

Appendix A3 – Maintenance Management Feature/Function Worksheet Tabs

Appendix A4 – Other Feature/Function Worksheet Tabs

Buncombe County EIMS RFP Appendices B-J.xls

Appendix B Vendor Profile

Appendix C Vendor Financial Information

Appendix D Vendor Customer Base

Appendix E Vendor References

Appendix F Vendor General System

Appendix G Project Costs

Appendix H Interface Costs

Appendix I Conversion Costs

Appendix J Modification Costs

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PROPOSAL INSTRUCTIONS

This section outlines the information that is requested to be included in your proposal. Please include a table of contents at the beginning of your proposal clearly outlining the contents of each section.

GENERAL PROPOSAL INSTRUCTIONS

Software features, functions, and capability information should also be submitted electronically using the forms and instructions contained in the RFP.

- Response instructions are contained in **Sections 3, 4, 5, and 6** of the *Request for Proposal* (RFP) document.
- **Section 5** of the RFP contains vendor information worksheets. Please complete these worksheets using the electronic forms (Excel format) and as directed in the RFP instructions.
- The proposal should include all costs associated with training, implementation, hardware specifications, interface estimates, file conversion assistance, custom modification estimates, annual maintenance, and support.

- ♦ **Intent to propose notification is to be directed by email to bsip@buncombecounty.org, ATTN: Eric Hardy, no later than April 27, 2016**
- ♦ **Questions** related to this RFP are to be directed, in writing, to Eric T. Hardy, Business Solutions Manager by e-mail at bsip@buncombecounty.org, ATTN: Eric Hardy, no later than **May 9, 2016**
- ♦ Only written questions submitted by email by the above stated date will be accepted.
- ♦ Please **submit your proposal** by **4:00pm EST on May 27, 2016** electronically and in hard copy, as follows:

Electronic: In .pdf and Excel format emailed to these two addresses:
bsip@buncombecounty.org, ATTN: Eric Hardy
amercado@clientfirstcg.com

Printed: Three (3) copies sent to:
Eric T. Hardy
Business Solutions Manager
 Buncombe County
 200 College Street
 Asheville, NC 28801

Requests for extension of the submission date will not be granted. Vendors submitting proposals should allow for normal mail or delivery time to ensure timely receipt of their proposal.

Responses to the *Specific Proposal Requirements* identified in **Section 3** **MUST** be completed and indexed appropriately. In addition, all forms and checklists identified in **Section 5** must also

be included in your hard copy response. Failure to include any of the requested information within your proposal may result in rejection/disqualification.

PROPOSAL FORMAT

Proposals should be made in accordance with the RFP format provided herein, with all blank spaces in the Appendices properly filled in. Numbers shall be stated in whole dollars.

Please provide the following sections, as a minimum:

- **Executive Summary**
- **Understanding of Project Objectives**
- **Specific Proposal Requirements (see Section 3)**
- **Detailed Proposal and Contractual Requirements (including exceptions taken to any RFP requirement) (see Section 5)**
- **Sample contracts for hardware (if applicable), systems software, application software, hardware maintenance (if applicable), and software support**
- **Remaining Appendices not included in another section**

Proposals shall be addressed as indicated. A duly authorized official representing the vendor must sign all proposals. Proposals that contain omissions, erasures, alterations, or additions not called for, conditional or alternate proposals unless called for, or irregularities of any kind, may be rejected or disqualified.

Modification of proposals will be acceptable only if delivered in writing to the place of the proposal prior to the proposal due date and time. Should the vendor find discrepancies in, detect omissions from the RFP, or be in doubt as to the meaning of any point, they shall at once notify bsip@buncombecounty.org, **ATTN: Eric Hardy**. The County will then provide written instructions/clarifications to all vendors. If the proposal and specifications are found to disagree after the contract is awarded, the County shall be the judge as to which was intended. **Vendors are prohibited from contacting any of the County officials or employees regarding this Request for Proposal.** All questions must be directed, in writing, to bsip@buncombecounty.org, **ATTN: Eric Hardy**. Failure to comply with this provision may result in rejection/disqualification of your proposal.

No negotiations, decisions, or actions shall be executed by the vendor as a result of any discussions with any of the County officials, employees, and/or consultant. Only those transactions provided in written form from the County may be considered binding. In addition, the County will only honor transactions from vendors which are written and signed.

The County reserves the right to terminate the selection process at any time and to reject any or all proposals. The contract will be awarded to the vendor whose overall qualifications best meet the requirements of the County.

The County shall not be liable for any pre-contract costs incurred by interested vendors participating in the selection process.

The contents of each vendor's proposal to the County—including technical specifications for hardware and software, purchase and lease prices, and hardware and software maintenance fees—shall remain valid for a minimum of 150 calendar days from the proposal due date.

All proposals must include copies of all sample contracts for hardware (if applicable), systems software, application software, hardware maintenance (if applicable), and software support.

Please note that all contracts will be subject to negotiation between the County and the selected vendor.

Please note that the final contract may not include all the applications or all the equipment listed in this *Request for Proposal*.

This *Request for Proposal* and the selected vendor's Proposal, including all representations, warranties and commitments contained in the proposal and related correspondence shall be contractual obligations included in the written final contract for services, equipment and software.

The County will be awarding a contract to a single vendor for all core applications. Vendors are allowed to provide a proposal that includes subcontractors, but the County will be entering into a single agreement with one vendor acting as a prime contractor. The prime contractor will be responsible for the timeliness, quality, and deliverables provided by any subcontractors under the prime contractor's agreement.

7 DISCLOSURES & CONTRACTUAL REQUIREMENTS

Please note that any exceptions to the following requirements, as well as other sections of this *Request for Proposal* should be addressed in a separate section of the vendor's proposal.

BULLETINS AND ADDENDA

Any bulletins or addenda to the specifications contained in this RFP issued during the period between issuance of the RFP and receipt of proposals are to be considered covered in the proposal, and in awarding a contract, they will become a part thereof. The vendors shall acknowledge receipt of bulletins or addenda in their proposal cover letter.

REJECTION OF PROPOSALS

Proposals that are not prepared in accordance with these instructions to vendors may be rejected or disqualified.

ACCEPTANCE OF A PROPOSAL

Proposals submitted are offers only, and the decision to accept or reject will be based on the quality, reliability, capability, reputation, and expertise of the proposing vendors.

In accordance with NCGS 143-129.8, the County reserves the right to accept the proposal that is, in its judgment, the best and most favorable to the interests of the County; to reject the lowest price proposal; to accept any item of any proposal; to reject any and all proposals; and to waive irregularities and informalities in any proposal submitted or in the *Request for Proposal* process, provided, however, that the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality. Proposing vendors should not rely upon, or anticipate, such waivers in submitting their proposal.

INSURANCE

Proposing vendors agree that if their proposal is accepted, that they shall provide insurance endorsements evidencing the minimum insurance coverage and limits set forth below prior to the County's signing of a final contract. Such policies shall be in a form and from companies acceptable to the County and be qualified to do business in the State of North Carolina. The insurance coverage and limits set forth below shall be deemed minimum coverage and limits, and shall not be construed in any way as a limitation on the proposing vendor's duty to carry adequate insurance or on the proposing vendor's liability for losses or damages under this RFP.

The minimum insurance coverage and limits that shall be maintained at all times while providing, performing, or completing the work are as follows:

- **Worker's Compensation** – at the statutory limits in compliance with applicable State and Federal laws. The Provider shall ensure that any subcontractors also have workers compensation coverage at the statutory limits.

- **Employer's Liability** - with minimum limits of \$1,000,000 each accident/\$1,000,000 disease each employee/\$1,000,000 disease policy limit.
- **Commercial General Liability** - covering all operations performed by the Provider with a minimum limit of \$1,000,000 per occurrence with a \$2,000,000 aggregate.
- **Professional Liability** - covering the Provider's acts, errors, or omissions in performance of the contract with a minimum limit of \$1,000,000 per claim with a \$2,000,000 aggregate
- **Business Automobile Liability** - covering all owned, non-owned, and hired vehicles used in performance of the contract. The minimum combined single limit per occurrence shall be \$1,000,000 and shall include uninsured/underinsured motorist coverage per NCGS 20-279.21.
- **Cyber Liability** – first party and third party coverage to include security, privacy, regulatory action, event management for all affected persons whose confidential information was compromised or was reasonably likely to have been compromised, cyber extortion , and crisis fund insurance. This claims made policy shall carry a minimum limit of \$1,000,000.

Contractual Liability coverage shall specifically include the indemnification set forth below.

ADDITIONAL INSURANCE PROVISIONS

If the Provider maintains higher limits than the minimums shown above, the County requires and shall be entitled to coverage for the higher limits maintained by the Provider. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the County.

The Provider shall provide the County with certificates of insurance evidencing the above amounts. Buncombe County shall be named as additional insured under the commercial general liability policy. Before commencing work, the Provider shall furnish the County with certificates of insurance on an approved form. Each insurance policy required above shall state that coverage shall not be canceled, except with notice to the County. All insurance shall be procured from reputable insurers authorized to do business in North Carolina. Provider shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and Provider shall ensure that County is an additional insured on insurance required from subcontractors.

Waiver of Subrogation: Provider hereby grants to County a waiver of any right to subrogation which any insurer of said Provider may acquire against the County by virtue of payment of any loss under such insurance. Provider agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation.

The limits of coverage under each insurance policy maintained by the Provider shall not be interpreted as limiting the contractor's liability and obligations under the contract.

INDEMNIFICATION

Indemnity. The Provider agrees to defend, indemnify and hold harmless the County from all loss, liability, claims or expense, including attorney's fees, arising out of or related to the Project and arising from bodily injury including death or property damage to any person or persons caused in whole or in part by the negligence or misconduct of the Provider except to the extent

same are caused by the negligence or willful misconduct of the County. It is the intent of this provision to require the Provider to indemnify the County to the fullest extent permitted under North Carolina law.

RIGHTS TO SOURCE CODE

Should the selected program contractor or vendor cease to exist or their organization become financially insolvent, rights to use the source code (for County use only) shall be granted to the County.

RIGHTS TO SUBMITTED MATERIALS

All proposals, responses, inquiries, or correspondences relating to or in reference to this RFP, and all reports, charts, displays and other documentation submitted by the vendor shall become the property of the County when received. The County reserves the right to use (for County use only) the material or any ideas submitted in any proposal in response to the RFP.

ASSIGNMENT

It is mutually understood and agreed that the Proposal and any final contract will be binding upon the vendor and its successors. Neither this RFP, any final contract nor any part of either or any monies due or to become due under them, may be assigned by vendor without the prior written consent of the County.

VENDOR REPRESENTATIONS AND WARRANTIES

In order for the County to accept a Proposal, each vendor, by submitting a proposal, thereby represents and warrants as follows:

Status of vendor. Vendor will perform the Work in vendor's own way and pursuant to any final contract as an independent contractor and in pursuit of vendor's independent calling, and not as an employee of the County. The persons used by vendor to provide the Work under any final contract will not be considered employees of the County for any purposes.

The payment made to vendor pursuant to any final contract, whether made in a single payment or in installments, will be the full and complete compensation to which vendor is entitled. The County will not make any federal or state tax withholdings on behalf of vendor or its officials, officers, agents, employees, or volunteers. The County will not pay any Workers' Compensation insurance, retirement contributions, or unemployment contributions on behalf of vendor or its employees or subcontractors. Vendor agrees to indemnify and pay the County within thirty (30) days for any tax, retirement contribution, social security, overtime payment, unemployment payment or Workers' Compensation payment which the County may be required to make on behalf of vendor or any agent, employee, or contractor of vendor for work done under any final contract. At the County's election, the County may deduct the amounts paid pursuant to this section, from any balance owing to vendor.

Vendor understands that its professional responsibility is solely to the County. Vendor warrants that it presently has no interest, present or contemplated, and will not acquire any direct or indirect interest that would conflict with its performance of any final contract. Vendor further

warrants that neither vendor, nor vendor's agents, employees, subcontractors, and vendors, have any ancillary real property, business interests, or income that will be affected by this RFP or final contract or, alternatively, that vendor will file with the County an affidavit disclosing this interest. Vendor will not knowingly, and will take reasonable steps to ensure that it does not, employ a person having such an interest in the performance of a final contract. If, after employment of a person, vendor discovers that it has employed a person with a direct or indirect interest that would conflict with its performance of a final contract, vendor will promptly disclose the relationship to the County and take such action as the County may direct to remedy the conflict.

Jurisdiction, Venue, and Governing Law. Any action at law or in equity brought for the purpose of enforcing a right or rights provided for by this RFP or final contract will be tried in a court of competent jurisdiction in Buncombe County, State of North Carolina, and vendor and the County will waive all provisions of law providing for a change of venue in these proceedings to any other county. The laws of the State of North Carolina will govern this RFP and any final contract.

Waivers. The waiver by either the County or vendor of any breach or violation of any term, covenant, or condition of this RFP or any final contract or of any provisions of any ordinance or law will not be deemed a waiver of such term, covenant, condition, ordinance or law. The subsequent acceptance by either party of any fee or other money that may become due hereunder will not be deemed to be a waiver of any preceding breach or violation by the other party of any term, covenant, or condition of the agreement or any applicable law.

Authority. The individuals executing this RFP and the instruments referenced in it on behalf of vendor each represent and warrant that they have the legal power, right and actual authority to bind vendor to the terms and conditions of this RFP.

COMPLIANCE WITH LAWS

Vendor will keep fully informed of federal, state, and local laws, ordinances, and regulations which in any manner affect those employed by vendor, or in any way affect the performance of the Work by vendor. Vendor will at all times observe and comply with these laws, ordinances, and regulations and will be responsible for the compliance of the Work with all applicable laws, ordinances, and regulations.

Contractor and any subcontractors shall have to comply with Article 2 of Chapter 64 of the North Carolina General Statutes (E-verify).

QUALIFICATIONS

It is expected that the proposing vendor has the requisite experience, ability, capital, facilities, organization, and staff to enable the proposing vendor to perform the work successfully and promptly, and to commence and complete the work within the proposed price and time frame.

ACKNOWLEDGMENTS

By submitting a proposal, a proposing vendor acknowledges and agrees to each of the following:

Reliance. The County is relying on all warranties, representations, and statements made by the vendors in their proposals.

Reservations of Rights. The County reserves the right to reject any and all Proposals, reserves the right to reject the lowest priced Proposal, and reserves such other rights as are set forth in the instructions to proposing vendors.

Acceptance. If a vendor's proposal is accepted by the County, the vendor shall be bound by each and every term, condition and provision contained in the final contract to be negotiated between the selected vendor and the County.

Remedies. Each of the rights and remedies reserved to the County in this *Request for Proposal* shall be cumulative and additional to any other or further remedies provided in law or equity.

Severability. The provisions of this *Request for Proposal* shall be interpreted when possible to sustain their legality and enforceability as a whole. In the event any provision of this *Request for Proposal* shall be held invalid, illegal, or unenforceable by a court of competent jurisdiction, in whole or in part, neither the validity of the remaining part of such provision, nor the validity of any other provisions of this *Request for Proposal* shall be in any way affected thereby.

Amendments. No modification, addition, deletion, revision, alteration, or other change in this *Request for Proposal* shall be effective unless and until such change is reduced to writing and executed and delivered by the County to the prospective vendors.

Iran Divestment Act. Vendor hereby certifies that it is not on the Iran Final Divestment List ("List") created by the North Carolina State Treasurer pursuant to N.C. Gen. Stat. §147-86.58. Vendor shall not utilize any subcontractor that is identified on the List.