



August 22, 2023

County of Newberry

Purchasing Department

Request for Proposal # 2023-17

Financial Software System for General Ledger

Proposals are due September 21, no later than 3:00 PM, Local Time

**PLEASE NOTE THE VENDOR IS ULTIMATELY RESPONSIBLE FOR VERIFYING THEY HAVE RECEIVED
ANY/ALL ADDENDA PRIOR TO THE PROPOSAL OPENING**

NEWBERRY COUNTY, SOUTH CAROLINA	 Mail to: Newberry County Purchasing Attn: Crystal Waldrop, CPPB Post Office Box 156 Newberry, SC 29108 Hand Carry to: Newberry County Courthouse Annex Conference Room Attn: Crystal Waldrop, CPPB 1309 College Street Newberry, SC 29108
REQUEST FOR PROPOSAL PROPOSAL NUMBER: 2023-17 Financial Software System for General Ledger	
Proposals will be accepted until 3:00 PM, Thursday, September 21, 2023	TELEPHONE NO. (803) 321-1420

Proposal Submittal Form

VENDOR NAME: _____

VENDOR ADDRESS: _____

CITY-STATE-ZIP: _____

TELEPHONE NO. (____) _____ Email Address: _____

FEDERAL ID NO. _____

I certify that this proposal is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a proposal for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this proposal and verify that I am authorized to sign this proposal for the proposer. I further stat that the company affiliated with this proposal currently complies with all applicable federal and state laws and directives relative to non-discriminatory practices in employment.

SIGNATURE

PRINTED NAME/TITLE

DATE

Background

The County of Newberry is seeking sealed proposals from qualified vendors to provide a comprehensive, fully integrated, public-sector financial software system.

This Request for Proposal (RFP) requires a written response that states the overall scope of products and services desired, specific software functionality, technology foundation, as well as desired vendor qualifications. Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations.

The County of Newberry has been using PublicQ (Smith Data) since 2004. The County is interested in cloud-based integrated solution that will facilitate more efficient data exchange, improve operational efficiency, and enhance transparency.

SECTION I: GOALS & OBJECTIVES

The County's goals include:

- Increase customer service levels and responsiveness
- Implement Best Practices through process review and re-design
- Increase departments access to information and documentation
- Implement features that allow for greater staff efficiency and return on effort
- Decentralize business processes where appropriate
- Enter data once in a fully integrated solution to guard against clerical errors and data redundancy
- Select and implement a system that is intuitive and flexible to ensure high utilization
- Deliver a system on-time and within budget that will serve the County for ten or more years

1.1 Timeline/Procurement Schedule:

Listed below are projected dates and times of actions related to this RFP. There may or may not be a formal notification issued for changes in the estimated dates and times.

The County may request demonstrations from selected vendors.

RFP Issuance	August 22, 2023
Deadline for Questions	September 12, 2023, by 5:00 p.m., local time
Vendor Proposals Due	September 21, 2023, by 3:00 p.m.
Vendor Interview/Presentation	October 9-12, 2023, tentatively
Selection of Vendor	County Council, October 18, 2023, tentatively

1.2 Response Instructions:

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Each proposal will be prepared according to the required format described in Section 4 and be submitted in a sealed envelope bearing the solicitation number "RFP #2022-14" and title "Financial Software System for General Ledger".

Vendors must provide one (1) original signed copy and four (4) printed copies of the proposal.

Each vendor shall be responsible for all costs incurred in order to prepare and submit their response to this RFP. To ensure a fair and objective evaluation of all proposals, vendors are required to submit all inquiries regarding this RFP to the contact on the cover page of this solicitation.

1.3 Delivery of Proposals:

RFPs must be delivered by the date/time specified and to the place stipulated within this solicitation. It is the sole responsibility of the Vendor to see that their RFP is received in the proper time. Any proposal received after the proposal due date and time shall be eliminated from consideration.

1.3.1 Partial Response:

The County of Newberry feels strongly that it is in their best interest to select a fully integrated suite of applications from one vendor. Vendors submitting partial responses may or may not be considered.

1.3.2 Questions and Communications:

Vendors are hereby notified not to contact any member of the Evaluation Committee, or any member of the County staff and its elected officials, except as provided herein regarding this proposal until such time as a contract has been awarded. Questions concerning any portion of this RFP shall be directed, in writing, via email to the named individual who shall be the official point of contact for this RFP. All questions must be submitted prior to the deadline for questions as stated in Section 1.1 above.

Contact Information for this RFP:

Crystal Waldrop, CPPB

Purchasing Director

cwaldrop@newberrycounty.net

1309 College Street/PO Box 156

Newberry SC 29108

SECTION II: SCOPE OF WORK

The County has listed in separate sections the requirements of each module it would like to implement in the new software system.

2.1 Software:

There are ten (10) sections in the Appendix portion of this RFP that shall be addressed in vendor responses as it relates to the software requirements.

The following modules are required for the new system:

Section I: Functional Requirements General

Section II: General Ledger

Section III: Accounts Payable

Section IV: Budget

Section V: Purchasing

Section VI: Project Grant Accounting

Section VII: Content Management

Section VIII: Cash Management
 Section IX: Capital Assets
 Section X: ACFR (Annual Comprehensive Financial Reporting)

2.2 Services:

- Project Management
- Software installation
- Data Conversion
- Integration & interface development
- Training
- Ongoing support & maintenance services

2.3 Organization Demographics and Statistics

TRANSACTION AND OPERATING VOLUMES	CURRENT
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ORGANIZATION

Newberry County operating budget FY '23-'24	\$32,907,171
Total number of County locations	3, including Finance, Treasurer and Auditor
Total number of computer system users	15
Number of concurrent financial system users	15
Number of asset maintenance users	1

GENERAL LEDGER

Fiscal year starts	July 1
Number of funds	General operating and special revenue
Number of departments	Approximately 25, not including sub-departments

PROJECT/GRANT ACCOUNTING

Number of project/grant accounts	Approximately 15+
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CAPITAL ASSETS

Number of Fixed Assets	Approximately 750
Fixed asset tagging capitalization threshold	>\$5,000

PURCHASING

Number of regular purchase orders (monthly)	Approximately 100-150
Number of purchasing/AP vendors	Approximately 3,600

ACCOUNTS PAYABLE

Number of accounts payable checks (monthly)	Approximately 250-300
Frequency of accounts payable check runs (monthly)	Approximately 5-7 (vendor checks are processed weekly, but on occasion others are necessary)

2.4 Pricing Eligibility Period

All Vendor proposals are required to be offered for a term of not less than 180 calendar days in duration. A proposal may not be modified, withdrawn, or cancelled by the vendor during the 180-day time period following the time and date designated for the receipt of proposals. All prices are assumed to be Best and Final.

2.5 Evaluation & Reserved Rights

Evaluation of the proposals is expected to be completed within sixty (60) days from the submittal deadline. An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. It is the County's intentions to procure the most functionally complete and cost-effective solution from a growing, viable and financially stable company that will meet both current and future needs. The lowest price proposal will not necessarily be selected. The County may award based on initial proposals received, without discussion of such proposals. Selected vendors may be invited to make oral presentations or product demonstrations to the evaluation committee. The County reserves the right to a) reject any or all proposals, or to make no award, b) require modifications to initial proposals, or c) to make partial or multiple awards. The County further reserves the right to excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to the County. Inability to score as one of the top three vendors (Initial Proposal Evaluation) will eliminate vendor from further consideration. Failure to include in the proposal all information outlined herein may be cause for rejection of the proposal. Information and/or factors gathered during interviews, negotiations and any reference checks, and any other information or factors deemed relevant by the County shall be utilized in the final award. The final award of a contract is subject to the approval by the County Council and the County Administrator.

SECTION III: PROPOSAL EVALUATION CRITERIA

The County intends to engage in a long-term relationship with a well-established vendor whose products, features, design philosophy, and support policies come closest to meeting the County's needs. The selected vendor must be a well-established, financially stable firm committed to providing financial/ledger software solutions to the public sector. The ideal vendor shall have a significant installed base of public sector clients using the proposed financial management applications, detailed in the Appendix, and a proven track record of delivering products and services on-time and within budget. The vendor evaluation process will utilize the following approach:

3.1 Proposal Evaluation (information for Vendor, completed by County)

Initial Proposal Evaluation: The initial evaluation will be based strictly on the vendor's proposal response. Formal demonstrations may occur, at the County's discretion; however, reference checking will be conducted prior to the final evaluation of the responses.

CRITERIA	WEIGHT
CORPORATE STRENGTH, VIABILITY AND DIRECTION	15 Total Points
Financial stability	
Organizational structure	
New client growth	
Length of time company has been in business	
Length of time product has been in the marketplace	

• Commitment to public sector	
• Quality of references	
• Quality of resources	
• Comparable size of installations	
• Conformance with proposal response format	
• Strategic vision and ability to execute	

CRITERIA	WEIGHT
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APPLICATION FUNCTIONALITY**25 Total Points**

• Module functional requirements	
• General system functions	
• Level of system complexity	
• Reporting	
• Security	
• Overall ease of use (system navigation, menu/screen)	
• Ease of customization and configuration	
• Product direction	

TECHNICAL INFRASTRUCTURE, ARCHITECTURE AND DESIGN PRINCIPLES**15 Total Points**

• Current, technology	
• Multiple client configuration options	
• Configuration management	
• Stability of product	
• Ease of integration with other 3 rd party products	
• User centric design	
• Extent of native data/systems integration (excludes use of 3 rd party products)	
• Ease of migration	
• Compatibility with existing infrastructure	
• Overall support complexity (effort, skill-sets)	
• System reliability	
• System performance	

IMPLEMENTATION & SUPPORT SERVICES**25 Total Points**

• Strategic relationships	
• Ability to provide timely mandate changes as part of support	
• On-going support procedures (prioritization, escalation)	
• Implementation approach (including amount and type of support)	
• Data migration approach	
• Vendor staffing provided on the project	

• Ownership of problems (scope of problem-solving responsibility)	
• Delivery of training (comprehensiveness, quality)	
• Additional services such as change management and business process redesign	
• Overall satisfaction with vendor solution (support, success, training, flexibility, functionality, future direction)	
• Project management approach	
CRITERIA	WEIGHT

COSTS**20 Total Points**

• Initial	
• Annual release/upgrades	
• Optional or third-party products	

TOTAL SCORE:**100 Total Points**

Section IV: DETAILED SUBMITTAL REQUIREMENTS

Vendors shall submit all the information and documentation requested in this section. Most subsections require a narrative description and then also have question listed in a table format for ease of evaluation.

All responses shall be submitted in the format in this solicitation.

4.1 Required Format and Content

Please provide the following information in the order listed:

PROPOSAL SUMMARY FORM (to be completed and returned by Vendor)

Name of Company	
Software Brand Name Proposed	
Name of Primary Contact for Follow-Up Questions	

Contact Phone Number	
Fax Number	
E-mail Address	

TRANSMITTAL LETTER

Please acknowledge that you have received, read, and understand all aspects of the RFP and any addendum that may have been released in conjunction with the RFP. Please provide contact information of those that are authorized to participate in contract negotiations on behalf of your company.

(Section 1) SOLUTION SUMMARY

Please describe your solution and how it addresses the stated goals of the County. This should be limited to how your proposed solution will directly benefit the County of Newberry and your unique value that you add.

(Section 2) CORPORATE OVERVIEW

Vendors must provide information about their company so that the County of Newberry can evaluate the Vendor's stability and ability to support the commitments set for in response to the RFP. The County, at its option, may require the vendor to provide additional documentation to support and/or clarify requested information.

The Vendor should outline the company's background including a brief description (past history, present status, future plans, company size, etc.)

The Vendor shall also submit (attach) an Annual report or audited financial information for the past two (2) completed fiscal years, which includes income statements, balance sheets, and statement of cash flows.

Vendor is required to provide a response to the following questions:

1. Please state the year the Vendor started in the business of selling public sector general ledger system solutions.
2. How many new public sector general ledger/financial software contracts do you average annually?
3. Please list and briefly describe any strategic partnerships you have.
4. Please list the total revenue in the previous four years: 2022, 2021, 2020, and 2019.
5. How many total employees does your company have in each of the following categories:
 - Sales & marketing
 - Research & Development
 - Help Desk & Support Staff

- Application Development Staff
- Implementation Staff
- Other

6. Specify the number of public sectors versus private sector clients

7. Indicate whether the business is publicly or privately held.

(Section 3) GENERAL APPLICATION ARCHITECTURE

Vendors are required to provide a general description of the application program product and how it will meet the requirements of this RFP. Describe opportunities for making local customizations or development of interfaces without compromising the integrity of the base system. Also include in the description the following: content management capabilities and web-based e-Gov solutions (including what is available for employee access and credit card processing).

Vendor is required to provide a response to the following questions

1. Are all proposed applications owned and developed by your company? If not, please list the modules, 3rd party owners or developers and describe their relationship with your company.
2. Describe the application architecture of the proposed solution.
3. Describe how proposed applications are integrated with each other, including how data entry and retrieval is minimized throughout the system.
4. Describe all end-user device requirements. Include reference to supported software, and any functionality not available in a browser.
5. Describe the solutions integrated content management capabilities.
6. How does the system integrate with office productivity applications such as Microsoft Word and Excel?
7. Describe the ability to exchange data with third-party solutions using file-based imports and exports. Provide details on technical skills required to setup and manage interfaces and whether file integrations can be scheduled.
8. Describe the ability to exchange data with third-party solutions using industry standard APIs. Provide details on included documentation.
9. Describe how the system can be customized to extend and tailor functionality specific to an organization (e.g., customized field names, user-defined fields, customized screens) with limited technical expertise. How are customizations impacted by application upgrades?
10. Describe application workflow capabilities. Provide details on the technical skills required to manage application workflow.
11. Describe integrated reporting and analytic capabilities.
12. Does the vendor provide a library of customizable reports?
13. What reporting services and support does the vendor offer?
14. Describe the ability to use third-party reporting tools with the solution.

(Section 4) SECURITY

Vendor is required to provide a response to the following questions concerning security and access controls.

1. Does the solution support integration with identity providers for authentication? If so, which ones?

2. Can the application provide access to users not in the organization's identity provider? If so, how is this accomplished?
3. Describe how clients can define and control login policies, including password complexity, expiration, and multi-factor authentication.
4. Describe the use of role-based security to manage application access.
5. What auditing capabilities are included in the solution?
6. Describe how data is encrypted in-transit and at-rest to keep data secured.
7. Describe in detail any additional security controls employed by the vendor and application.

(Section 5) CLOUD HOSTING

Vendor is required to provide a response to the following questions regarding their software hosting platform proposed for the County of Newberry. The County prefers cloud-based applications.

1. Is the application available as subscription-based cloud deployment? If no, please explain.
2. Describe the vendor's cloud offering.
3. How many years has the vendor provided cloud solutions and how many clients are using the vendors cloud solutions today?
4. What type of disaster recovery and business continuity practices are employed?
5. Are multiple application environments supported (e.g., production, train, test) ?
6. Describe how data is segregated between hosted clients.
7. How often is the solution updated?
8. Can individual client's control when new versions are applied? Or are updates applied to all clients at the same time as determined by the vendor?
9. Can clients test a new version in pre-production? If so, explain how this is possible.
10. How long do clients have to test new versions before it's applied to production?
11. Can clients refresh production data to non-production environments? If so, can this be accomplished by the client directly without vendor interaction?

(Section 5) IMPLEMENTATION SERVICES

1. Please describe the vendor's implementation methodology.
2. Does the vendor utilize 3rd parties or sub-contractors?
3. How many certified Project Managers does the vendor currently have on staff?
4. How many new client implementations did the vendor perform in the past three years, and how many are currently ongoing?
5. What level of guarantee does the vendor offer to ensure the quality of implementation services delivered?

Please describe your approach and define your deliverables for the following implementation services. It is expected that your proposal includes these services at a minimum.

1. Project Scope Agreement
2. Project Assumptions
3. Vendor Personnel
4. Technical Support Offerings

5. Operational & Knowledge Transfer
6. Data Conversion Process Steps and Activities
7. Change Management Approach
8. Communication Plan
9. Quality Management and Testing
10. Project Risk Management
11. Schedule Management
12. Resource Management
13. Training Plan
14. Sample Implementation Plan

(Section 6) ONGOING SUPPORT AND MAINTENANCE

The Vendor must specify the nature, costs and conditions of any post-implementation support options including:

1. Operational/Functional Support
2. Technical Support
3. Release/Upgrade Assistance
4. Availability of user groups
5. Escalation options and procedures

Identify the party or business unit that is responsible for the support options provided above. Additionally, it is requested that the Vendor submit their Support "prioritization" and "escalation procedures."

Vendor is required to provide a response to the following questions:

1. Does the vendor have a toll-free support line?
2. Does the vendor have regional and national user groups?
3. Does the vendor have an annual training class?
4. What are the support hours of operation?
5. Does the vendor assign one individual to take ownership of any support issues the County may have?
6. Will the vendor provide unlimited telephone support as part of their annual support agreement?
7. Does the vendor provide and maintain a searchable knowledgebase of product support materials made available to its client base?
8. Does the vendor provide a customer only website complete with documentation and software downloads?
9. Does the vendor provide an electronic forum for clients to communicate with each other and exchange information?

(Section 7) SOFTWARE FUNCTIONAL REQUIREMENTS (APPENDIX ATTACHMENTS)

Responses to the Software Functional Requirements should be completed to identify the capability of the software. Software Functional Requirements should be submitted on the attached Appendices. Vendors are instructed to complete Software Capabilities by placing the correct code in the vendor response column for each requirement below:

CODING KEY

Y=YES	Indicates that the vendor's standard software meets and/or exceeds the requirement and the stated functionality is in the current General Release of the software.
N=NOT PLANNED	Indicates that the vendor's software does not or cannot meet this requirement.
C=CUSTOM QUOTE	Indicates that a software modification is required to meet and/or exceed this requirement. If there is a cost associated with this modification, list the dollar amount in the comment's section.
NR=NEXT RELEASE	Indicates the vendor will satisfy the requirement in a future release for no additional cost. Such future functionality must be in the General Release of the product within 12 months of a contract date.
TP=3RD PARTY PRODUCT	Indicates that the functional requirement can be met with a third-party product. Please indicated the name of third-party in the comments section and include all associated costs in the investment summary.

(Section 8) VENDOR REFERENCE INFORMATION

Provide five (5) recent client references of similar size and scope. These clients must be live on all modules of the software for a minimum of one year. Please include the following for each reference:

- Client Name
- Contact Name
- Contact Title
- Contact Phone Number
- Contact e-mail address
- Contract Date
- Software Modules Purchased
- Annual Budget
- Population

(Section 9) COST PROPOSAL

Costs should include the complete costs for the proposed solution. Use additional pages as needed to provide additional cost detail.

The following costs must be included in all responses:

- Application software license fees
- Data Conversion costs
- Modification costs if denoted to satisfy a re
- Implementation, Training & Consulting Services costs
- Annual software maintenance cost for five years
- Estimated travel costs
- 3rd party software
- System software
- Hardware (if required)

No additional charges, other than those listed on the price breakdown sheets, shall be made. All shipping and insurance costs to and from the site shall be included in this proposal. All payments to shipping agents for insurance fees shall be made directly by the Vendor. Vendor shall be responsible for all arrangements for the shipment of equipment/software to the County's prepared site. Specific payment terms will be negotiated as part of the final contract.

The County may during the implementation period or thereafter require modifications, interfaces, conversion, or other services from selected vendor. The vendor agrees to provide a written change order describing the work to be performed and estimating the costs, including expenses, for the County's approval before any work is initiated by the vendor. Vendor will not exceed the costs set forth in the mutually agreed to change orders without justification, in writing, that is acceptable to the County.

(Section 10) Insurance Requirements

The awarded vendor for this contract shall provide the County with proof of the following insurance:

- General liability with not less than \$1,000,000.00 of coverage
- Worker's compensation insurance, regardless of the number of employees
- Newberry County must be listed as an additional insured on the general liability coverage

Any portion of the requirements that cannot be met in this solicitation shall be documented and explained in the vendor's response.

(Section 11) NON-DISCRIMINATION STATEMENT (Return with response)

The proposer certifies that:

- (1) No person shall be excluded from participation in, denied the benefit of, or otherwise discriminated against on the basis of race, color, national origin, or gender in connection with any submission to Newberry County or the performance of any contract resulting there from;
- (2) That it is and shall be the policy of this Company to provide equal opportunity to all businesspersons seeking to contract or otherwise interested in contracting with this Company, including those companies owned and controlled by racial minorities, cultural minorities, and women;
- (3) In connection herewith, we acknowledge and warrant that this Company has been made aware of, understands and agrees to take affirmative action to provide such companies the maximum practicable opportunities to do business with this Company;
- (4) That the promise of non-discrimination as made and set forth herein shall be continuing in nature and shall remain in full force and effect without interruption;
- (5) That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made as part of and incorporated by reference into any contract or portion thereof which this Company may hereafter obtain and;
- (6) That the failure of this Company to satisfactorily discharge any of the promises of non-discrimination as made and set forth herein shall constitute a material breach of contract entitling the County of Newberry to declare the contract in default and to exercise any and all applicable rights and remedies including, but not limited to, cancellation of the contract, termination of the contract, suspension and debarment from future contracting opportunities, and withholding and or forfeiture of compensation due and owing on a contract.

Signature

Title

(Section 11) PROPOSAL SIGNATURE FORM

The undersigned, as proposal responder, declares that he/she has carefully examined all the items of this RFP herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified in responder’s proposal.

Proposals shall include installation services, training, and implementation of the responses. Awarded vendor shall obtain all required permits and fees required all agencies, local and state.

Firm Name: _____

Date: _____

Address: _____

Telephone Number: _____

Signature: _____

(Authorized representative for company & official capacity)