

CITY OF NORTH LITTLE ROCK, ARKANSAS
COMMERCE DEPARTMENT
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NORTH LITTLE ROCK, AR 72119
501-975-8881 Telephone
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VITATION TO BID

Bid Number : 19-3575 Date Issued: February 7, 2019
Date & Time Bid Opening: Tuesday, February 26, 2019 at 10:00 a.m.

RFP for Customer Service Information System/Accounting Software for the North Little Rock Electric Department

Specifications are attached.

Any technical questions regarding this bid should directed to: Jill Ponder at jponder@nlr.ar.gov .

General bidding questions should be directed to the Commerce Department at 501-975-8881.

If you are obtaining this bid from our website, please be reminded that addendums may occur. It is therefore advisable that you review our listings for attachments including any changes to the bid.

The City of North Little Rock encourages participation of small, minority, and woman own business enterprises in the procurement of goods, services, professional services, and construction, either as a general contractor or sub-contractor. It is further requested that whenever possible, majority contractors who require sub-contractors, seek qualified small, minority, and woman businesses to partner with them

NOTE: FAILURE TO FILL OUT AND SIGN THE INVITATION TO BID SHEET WILL RESULT IN REJECTION OF THE BID.

EXECUTION OF BID

Upon signing this Bid, the bidder certifies that they have read and agree to the requirements set forth in this bid, including specifications, conditions and pertinent information regarding the articles being bid on, and agree to furnish these articles at the prices stated.

NAME OF FIRM: _____ DATE: _____

TAX ID NUMBER: _____ PHONE NUMBER: _____

BUSINESS ADDRESS: _____

SIGNATURE OF AUTHORIZED PERSON & TITLE: _____

EMAIL OF CONTACT PERSON: _____

UNSIGNED BIDS WILL BE REJECTED

CIS/Accounting RFP

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Background:

North Little Rock Electric (NLRED) is a department within the City of North Little Rock, Arkansas. North Little Rock, is home to approximately 68,000 citizens. It is governed by the North Little Rock City Council and Mayor. The City provides a full range of municipal services including public safety, streets, culture and recreation, planning and zoning, code enforcement, electric and sanitation utilities.

NLRED currently uses Harris NorthStar and Solomon to manage all its financial, procurement and utility billing functions. NLRED uses Milsoft/Partner for GIS and Outage IVR functions, Invoice Cloud for online and telephone payment processing, BS&A and Novatime for timekeeping and payroll. NLRED currently does not have an Outage Management System.

A number of critical functions are performed outside of these systems utilizing the Microsoft Suite of Products. In particular, NLRED staff uses these desktop tools to help with reporting, calculations, tracking and form generation.

North Little Rock Electric has implemented an AMI system for electric services using Sensus Meters. A Meter Data Management (MDM) system, MeterSense (SmartWorks) is in place for analyzing meter data. The meter readings for the electric services are imported into the Harris NorthStar on a monthly basis for billing. The MDM system is expected to stay in place through this conversion and will need to interface to the new Enterprise Resource Planning (ERP) customer management software.

North Little Rock Electric uses mCare, a NorthStar Harris product for mobile service orders, but uses does not have a software for work orders.

Project Objectives:

The objective of this project is to compare and possibly replace the Customer Information System and Accounting Software currently operating at NLRED.

The City seeks to purchase a commercial, off-the-shelf system to manage the following business functions.

- Finance/Accounting
- Budgeting
- Fixed Assets
- Purchasing
- Materials/Warehousing
- Work Orders
- Service Orders
- Employee Time Processing/Payroll/HR to be interfaced with City software

- Cash Register Payments
- Customer Information and Utility Billing
- Pre-Pay
- Utility Billing Customer Web Portal and Mobile Application
- Fleet Management Accounting
- Management Reporting
- Integrated Document Management

In addition to purchasing software, NLRED requires conversion of current and historical data from our existing system, integration with other business systems to a minimum at the level currently in production, end-user and administrative training and comprehensive startup support. Our goal is to successfully migrate to the new system without interruption to routine business operations or degradation of service to our customers.

NLRED requires the functionality be provided in a tightly integrated and robust system and highly values that all required functions come from the vendors' standard package. Custom applications to meet core functionality will be considered a drawback to the vendor's proposal.

As part of this project, NLRED expects to provide online and mobile tools for our customers that we do not currently have in place. We also expect to improve operational efficiency for routine tasks and expect to reduce the number of manual processes that our staff employs in their daily work. And lastly, we would like to maintain control and traceability with electronic approvals across a variety of functions. Proposals that help us to move forward quickly in these areas will be given high marks for functionality, particularly when they are part of the vendor's standard offering.

We will adjust work and business processes to implement a new system. During the project, we will look to the successful vendor to define the basic changes that are needed to implement the system while still complying with requirements of the City to include the FERC and GAAP accounting rules, City statutes, and approved utility rates and service policies. Business process redesign beyond the minimum necessary will be handled by NLRED, as needed, and is not part of this contract.

NLRED requires a test/training system to be in place through the duration of the training, data conversion and validation, startup, and on an ongoing basis after the project acceptance.

For your proposal to be considered responsive, you must address the core functions handled by NLRED's current enterprise systems (Solomon and NorthStar) since our intention is to compare and possibly replace those systems. Please provide information about pre-paid electric services and about optional modules for our consideration that may be of interest to us, based on your experience with like/similar customers, but are not specifically called for in this RFP. These should be identified as "optional" and their prices may be listed separately.

You are strongly encouraged to provide information about the strength of your company. In particular, we are interested in your customer base, your presence in Arkansas, the industry partnerships you have in place, and your developmental roadmap.

Special note: *We place high value on the ability to query data from the system and to bring the data into standard desktop tools for analysis and reporting. This requirement spans all software modules provided in your response. This function should be available to all users of the system and not depend upon special programming or knowledge of the database. In our evaluation, we will look at your advanced querying capability from within the system to see what can be accomplished without using a report writer since most of our users will not be familiar with that tool. We will also look at the standard features you have for using mail merge forms to simplify generating correspondence with our citizens and vendors, since we strongly desire to enter data once and use the system to populate the forms built with our desktop tools, i.e. Microsoft Word®.*

Information Technology Systems:

The table below consists of the systems are currently in place at NLRED. The table also indicates whether the system is to be replaced on this project, whether it is to be interfaced to the new ERP system or whether it is to remain in place with no interface.

For systems that will continue to operate, the City requires the integration to be at an equivalent, or higher, level than the current level they have in production. In your response, you should clearly specify whether you have a standard interface to this system, a custom interface to the system that is operating at another customer, or no implementations with this system. If you have your own module for the function, you may also include that information in your proposal as an option for our consideration on this or a subsequent project.

Software	Version	Currently Interfaced to ERP	To be Interfaced to New ERP	To be replaced with new ERP
Solomon	Fixed Assets General Ledger Misc. Receivables Purchasing/Inventory Payroll/Personnel Applicant Tracking Utility Billing	No	No	Yes
NorthStar CIS/Billing	V 6.4	Yes	No	Yes
NO WORK ORDER SYSTEM	NA	No	Yes	Yes

Sensus (AMI)		Yes	Yes	No
SmartWorks (MDM)		Yes	Yes	No
Partner (GIS)		No	Yes	No
OUTAGE MANAGEMENT SYSTEM	Future Project	No	Yes	NA
Milsoft Outage {IVR}		Yes	Yes	No
{CASH REGISTER OR POS APPLICATION}	NA	Yes	Yes	Yes

Other Service providers and Interfaces:

The table below contains 3rd party service providers that are used by the City and may have interfaces with our current ERP system. These functions or similar service will continue to be required after implementation of a new ERP and they should be integrated at an equivalent or higher level. If unable to integrate, provide solutions for the type of service.

Vendor	Function	Currently Interfaced to NorthStar	To be Interfaced to New ERP
Online Utility Solutions	Consumer Credit Checks	Yes	Yes
Invoice Cloud	Credit Card Processor	Yes	Maybe

Integration:

The City has implemented some integration between the NorthStar and other systems and service providers, as described in the sections above. As part of this project, we would like to further improve our integration by choosing a company and system that work smoothly with the vendors currently being used, or by choosing an integrated system that can replace all or part of the function. In the latter case, we request you include the integration information to our current system/provider, and also include the option for replacement, clearly identified as an “option”. We are particularly interested in areas where you already have the same or similar interfaces in place that can be immediately implemented with this project. These include not only the systems, but also the service providers such as credit card processing and export files for payroll.

In your response, **you must indicate whether you have successfully integrated with the system we have in place.** If not, please indicate which vendors or service providers with which you do have operating interfaces.

If a custom interface will be required, you should include this cost in your proposal.

Finally, in your response you should provide your own high-level integration diagram that shows your system and the integration pieces that are included in your proposal.

The City also plans to implement an Outage Management System (OMS), Interactive Voice (IVR) and a full ESRI-based GIS Server and web-based maps for the Utility Department. Please indicate which of these that you have integrated your customer information module with and provide several customers that are operating with this interface.

Format of Vendor Proposals:

Vendor proposals should contain the following sections in the order indicated below and complete the CIS-Accounting Matrix provided:

- 1) Executive Summary
- 2) Summary of Proposed Software Solution
- 3) Company Information: Provide us the following base statistics about your company:
 - Number of employees
 - Number of active installations of the proposed software; number of these installed at a municipal customer that includes electric services
 - Number of new customers acquired over the past 24 months
 - Number of customers lost over the past 24 months
 - Annual R&D budget
 - 5 Year Technology Roadmap for your Company
- 4) Response to Functional Requirements

- General
 - General Ledger
 - Accounts Payable
 - Accounts Receivable
 - Budgeting
 - Banking
 - Fixed Assets
 - Purchasing
 - Materials
 - Work Orders
 - Human Resources / Payroll/Time Keeping with Work Order Tracking
 - Electric, Sanitation and Recycle Billing
 - Utility Customer Portal and Mobile Applications
 - Mapping / Electric Services Staking
 - IVR
 - Pre-Pay
 - On-Payment Functionality
 - Test Environment
- 5) Project Support
- Project Management Methodology
 - Data Conversion and Migration Methodology
 - Training Plan
 - Go Live Support
- 6) Hardware/Software Specifications
- Server Hardware Specifications
 - Server Requirements
 - Workstation Specifications
 - Additional Software Requirements
- 7) Price – Provide a separate sheet for the core modules and project conversions costs to meet minimum requirements. Each optional module or service should be included in

its own section. For each product or separately priced module that you include in your proposal, you should include initial cost plus ongoing annual maintenance fee.

- 8) Outline of timing for a typical project from project kickoff through data conversion, training, integration with other systems, live start date. This typical project should include all modules included in your proposal. It should also stage implementation, as you would recommend for highest level of success.
- 9) Project Experience: Three (3) references from municipal customers that are using your platform. These customers should use your financial module and the utility billing module. Provide name and contact information.

Evaluation Process:

NLRED will use a two-step process to evaluate the respondents' proposals.

In the first step, we will review all proposals and select a short list of two to three vendors to evaluate in-depth. This selection will be based on a review of the proposal against our key criteria.

In the second step, we may invite the short list vendors to do a full demonstration of their system at NLRED offices. During this step, the vendor must have technical resources available to answer specific questions from our staff, and they must be prepared to actively demonstrate the functionality of the system.

The short list vendors should be prepared to provide an example of an implementation plan for a utility similar to NLRED. You should also be prepared to discuss a possible timing range for implementation should you be selected as the successful vendor.

As part of our final selection process, NLRED may request revised proposals from the final vendors to define the final complement of software, hardware and service options that should be included in our implementation project

GENERAL TERMS AND CONDITIONS FOR THE CITY OF NORTH LITTLE ROCK, AR

1. When submitting an "Invitation to Bid," the bidder warrants that the commodities covered by the bid shall be free from defects in material and workmanship under normal use and service. In addition, bidder must deliver new commodities of the latest design and model, unless otherwise specified in the "Invitation to Bid."
2. Prices quoted are to be net process, and when an error is made in extending total prices, the City may accept the bid for the lesser amount whether reflected by extension or by the correct multiple of the unit price.
3. Discounts offered will be taken when the City qualifies for such. The beginning date for computing discounts will be the date of invoice or the date of delivery and acceptance, whichever is later.
4. When bidding other than the brand and/or model specified in the "Invitation to Bid," the brand and/or model number must be stated by that item in the "Invitation to Bid," and descriptive literature be submitted with the bid.
5. The City reserves the right to reject any and all bids.
6. The Purchasing office reserves the right to award items, all or none, or by line item(s).
7. Quality, time and probability of performance may be factors in making an award.
8. Bid quotes submitted will remain firm for 30 calendar days from bid opening date; however, the prices may remain firm for a longer period of time if mutually agreeable between bidder and the Department of Commerce.
9. Bidder must submit a completed signed copy of the front page of the "Invitation to Bid" and must submit any other information required in the "Invitation to Bid."
10. In the event a contract is entered into pursuant to the "Invitation to Bid," the bidder shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, national origin or ancestry. The bidder must include in any and all subcontracts a provision similar to the above.
11. Sales or use tax is not to be included in the bid price, but is to be added by the vendor to the invoice billing to the City. Although use tax is not to be included in this bid, vendors are to register and pay tax direct to the Arkansas State Revenue Department.
12. Prices quoted shall be "Free on Board" (F.O.B.) to destination at designated facility in North Little Rock. Charges may not be added after the bid is opened.
13. In the event of two or more identical low bids, the contract may be awarded arbitrarily or for any reason to any of such bidders or split in any proportion between them at the discretion of the Department of Commerce..
14. Specifications furnished with this Invitation are intended to establish a desired quality or performance level, or other minimum dimensions and capacities, which will provide the best product available at the lowest possible price. Other than designated brands and/or models approved as equal to designated products shall receive an equal consideration.
15. Samples of items when required, must be furnished free, and, if not called for within 30 days from date of bid opening, will become property of the City.

16. Bids will not be considered if they are:
 1. Submitted after the bid's opening time.
 2. Submitted electronically or faxed (unless authorized by Purchasing Agent).
17. Guarantees and warranties should be submitted with the bid, as they may be a consideration in making an award.
18. **CONSTRUCTION**
 - A. Contractor is to supply the City with evidence of having and maintaining proper and complete insurance, specifically Workman's Compensation Insurance in accordance with the laws of the State of Arkansas, Public Liability and Property Damage. All premiums and cost shall be paid by the Contractor. In no way will the City be responsible in case of accident.
 - B. When noted, a Certified check or bid bond in the amount of 5% of total bid shall accompany bid.
 - C. A Performance Bond equaling the total amount of any bid exceeding \$35,000.00 must be provided for any contract for the repair, alteration or erection of any public building, public structure or public improvement (pursuant to Arkansas Code Annotated Section 22-9-203).
19. **LIQUIDATED DAMAGES** - Liquidated damages shall be assessed beginning on the first day following the maximum delivery or completion time entered on this bid form and/or provided for by the plans and specifications.
20. **AMBIGUITY IN BID** - Any ambiguity in any bid as the result of omission, error, lack of clarity or non-compliance by the bidder with specifications, instructions, and all conditions of bidding shall be construed in the light most favorable to the City.
21. The bid number should be stated on the face of the sealed bid envelope. If it is not, the envelope will have to be opened to identify.
22. Whenever a bid is sought seeking a source of supply for a specified period of time for materials and services, the quantities of usage shown are estimated ONLY. No guarantee or warranty is given or implied by the participants as to the total amount that may or may not be purchased from any resulting contracts. These quantities are for the bidders information ONLY and will be used for tabulation and presentation of bid and the participant reserves the right to increase or decrease quantities as required.
23. The City of North Little Rock reserves the right to reject any and all bids, to accept in whole or in part, to waive any informalities in bids received, to accept bids on materials or equipment with variations from specifications in those cases where efficiency of operation will not be impaired, and unless otherwise specified by the bidder, to accept any item in the bid. If unit prices and extensions thereof do not coincide, the City of North Little Rock may accept the bid for the lesser amount whether reflected by the extension or by the correct multiple of the unit price.
24. The City of North Little Rock will follow procedures to check bidder eligibility through the federal System for Award Management (S.A.M.) as outlined in 2 C.F.R. § 200. This will be completed prior to the award of any contract in which federal grant funds will be expended.

25. Additional information or bid forms may be obtained from:

COMMERCE DEPARTMENT, 120 Main Street, P.O. Box 5757, North Little Rock, Arkansas 72119
(501)975-8881 www.nlr.ar.gov

Bidding documents must be submitted on or before the bid's opening date and time. Unless noted, bids must be sealed and mailed or delivered to:

**Commerce Department
120 Main Street (P.O. Box 5757)
North Little Rock, AR 72119**