



Town of Hillsborough

California

Request for Proposals For Professional Consulting Services for the Town of Hillsborough Financial Software Selection

Submit Proposal to:

Town of Hillsborough
Attention: Rich Santiago, Assistant Finance Director
1600 Floribunda Avenue
Hillsborough, CA 94010

Email: rsantiago@hillsborough.net
Phone: (650) 375-7406

Due Date:

Wednesday, February 27, 2019
Time: 5:00 p.m. PST

**Town of Hillsborough
Request for Proposals
Consulting Services for Financial Software Selection**

i. Introduction

The Town of Hillsborough intends to retain a Consultant for services described in the Scope of Services outlined below. The Consultant is expected to provide complete, professional, high-quality services and products; consult with city personnel and others who are involved in the project; and to provide the expertise, guidance, advice and assistance in accomplishing the work.

The Town of Hillsborough (Town) is requesting proposals from qualified consultants to evaluate and assist in the selection of a financial software application. The initial work to be performed is an analysis of the Town's software needs and determining an approach to select the best system that fits our operations. The consultant will then assist the Town by researching suitable software vendors, writing an RFP in conjunction with staff and IT services, facilitating and scripting demos, evaluating vendor materials, developing selection criteria, and preparing an implementation plan, including milestones and target dates. Firms interested in being considered for this engagement are invited to submit proposals.

ii. Background

The Town of Hillsborough is an entirely residential city located in San Mateo County, California approximately 15 miles south of San Francisco. Incorporated on May 5, 1910 after a popular vote of 60-1 held on April 25, 1910, the current population is approximately 11,000 residents and the Town is approximately 6 square miles. The Town of Hillsborough provides a full range of services, including police and fire protection, building permitting and inspection, land use management, maintenance of streets, public facilities, water, sewer and storm drain infrastructure. The Town contracts for recreation and library services. The Town is in a fire services JPA with the City of Burlingame and provides fire services to the City of Millbrae on a contractual basis. Please visit <https://www.hillsborough.net/> to find out more about the Town.

iii. Current Technology Description

The Town has a Microsoft Windows 2012 Active Directory domain environment, which consists of a root domain and subdomain in a single forest topology. It has 3 separate VMWare virtual environments (Townhall, Corpyard and PD), with each running 3 ESXi hosts version 6.5 in a vSAN hyper-converged infrastructure. Also ran are application, MS SQL 2008 R2 database and Exchange 2010 Mail servers. Microsoft Office application including Word, Excel, PowerPoint and Outlook are used by the end-users. Backup is performed nightly using Veeam Backup and Recovery software. Desktop, Server and Network support is provided by the City of South San Francisco IT Department.

Town financial software system use is for general ledger, accounts payable and utility billing. The software also handles the cash receipting of building permits, business licenses, utility billing and other various transactions at the Town that are from other software outside the financial system. The Town's finance department currently uses Tyler Technology Fund Balance for financial and accounting software. All accounting transactions are submitted to the finance department for processing. There are many transactions in the general ledger that are not automated and required manual entry from finance staff. Fund Balance software was initially implemented prior to 1999. The Town's payroll financial system is Kronos and is not expected at this time to be within the scope of the new software system. As the software of the Town is aging, it is vital that the Town identify the next software platform to transition and implement. The goal of the Town is to replace

its aging financial system with a new system that utilizes best practices, automated work flow and applications suitable for its organization.

iv. General RFP Information

The Town’s designated team will evaluate the proposals. During the review process, the Town reserves the right to clarify information and allow for corrections or errors or omissions. All proposals are due no later than 5:00 p.m. PDT on February 27th, 2019.

Please mail or deliver seven (7) hard copies and one electronic copy of your proposal. Mail or deliver hard copy proposals in a sealed envelope with the name of your company and the title – RFP- FINANCIAL SOFTWARE CONSULTANT to: Town of Hillsborough, Attention: Rich Santiago, Assistant Finance Director, 1600 Floribunda Avenue, Hillsborough, CA 94010. Email electronic proposals to rsantiago@hillsborough.net

v. RFP Questions

Rich Santiago, Assistant Finance Director, will be the Town’s project manager and will have overall responsibility and accountability for the project. Jan Cooke, Finance Director, will also work with the consultant during the process.

Please submit questions by email to rsantiago@hillsborough.net by February 20, 2019.

Contact information for questions:

Rich Santiago
Tel No. 650-375-7406
Email: rsantiago@hillsborough.net

Jan Cooke
Tel. No. 650-375-7408
Email: jcooke@hillsborough.net

IV. Schedule

The Town of Hillsborough reserves the right to make changes to the below schedule, but plans for the RFP process is as follows:

February 20	Deadline for submitting questions
February 22	Questions will be answered and sent
February 27	Deadline for submitting RFP
March 19 & 20	Interviews
March 28	Notify successful consultants and draft agreement
April 8	City Council approves agreement

V. Proposal Format

The proposal will contain the following:

Technical Proposal

- a. **Approach to the Project.** Describe your firm’s approach to this project and any special ideas or suggestions that you think might make the project proceed smoothly.

- b. **Qualifications and Experience.** Describe the experience of the firm and of the individuals assigned with related projects of a similar nature
- c. **Schedule.** Describe your plan/schedule for completing the work.
- d. **References.** Provide at least eight (8) recent references for projects of a similar nature to this project. Please provide name, address, telephone number and email address.

Cost Proposal - A separate cost proposal shall include an estimate of hours and costs to complete the services as described in this Request for Proposal. The estimate should be an itemized staffing breakdown in spreadsheet form, indicating personnel classification, hours and costs for each Consultant team member for each work task, and indicating the hourly rate for each personnel category used.

VI. Evaluation of Proposals

Proposals are evaluated using the criteria outlined in this document. Contract award is based on price and a combination of factors that are in the best interest of the Town. The Town reserves the right to make investigations, as it deems necessary to determine the ability of the proposer to provide the services meeting a satisfactory level of performance in accordance with the Town's requirements. The adequacy, depth, and clarity of the written proposal will influence the evaluation. The Town of Hillsborough reserves the right to reject any and all proposals for any reason deemed appropriate by the Town.

VII. Services Required

A. Scope of Work

The following are the types of services that the consultant may need to perform; however, if additional services are needed, the consultant needs to indicate them in the proposal. The Consultant will be expected to manage a software selection process and position the Town to implement a new systems application initiative. Specific requirements include the following:

1. **Work Plan.** Develop a work plan which includes milestones and a timeline. The timeline should be driven by the Town's need to implement a software solution by February 2021 for the transition to Fiscal Year 2020/2021.
2. **Needs Assessment.** Work with Town staff and management to determine requirements for the financial system. This should include an evaluation of all features and function requirements for the software. The Town prefers "off the shelf" application where practicable. Consultant will be expected to review related documentation, interview Town staff, managers and IT staff, and utilize information gathered to develop a written plan, specification document and Request for Proposal to be used by software vendors. The consultant will also be expected to include functional recommendations aimed at improving financial office automation, project management tools and tools for reporting and budgeting.
3. **Vendor Research.** Evaluate software vendors and conduct research to identify software providers best suitable for Town's objectives. The deliverables from this effort would need to include a matrix and other information which describes key elements of each software vendor and present this information to Town staff for consideration.
4. **Software Demos.** Prepare demo scripts representing Town business processes. The purpose of the demos is to assist Town staff in understanding and evaluating the functionality of each software vendor. The consultant will facilitate the demos and post demo discussions with Town staff. If there are cities that went through the same implementation, a possible interview could be conducted as well.

5. **Software Selection.** Provide materials useful in evaluating all aspects of the software vendors, including the Town's needs requirements, implementation needs and post implementation support. Although the selection decision on the software will be made by the Town, it is expected that the consultant will present the software recommendation to the executive staff and the City Council.
6. **Software Contract.** Support the Town in reviewing the software contract, including licenses, maintenance, training and implementation services. Assistance may be required with contract negotiations.

B. Project Requirements Delivered by the Consultant

The project proposal should be prepared to include the following information:

1. **Transmittal Letter.** A letter signed by an authorized representative clearly stating the firm's understanding of the work to be performed and its capabilities to meet the Town's objectives. The letter should include an affirmative statement that the firm is independent of software vendors and in no way profits from the selection of one firm over another. Mention recent certifications, recognitions or awards the firm has received.
2. **Qualifications and Experience.** Describe the qualifications of the firm, focusing particularly on experience in completing similar engagements for public agencies of similar scale and objectives. A minimum of three specific examples is preferred.
3. **Project Manager.** Provide a professionally oriented bio of the principal project manager to be assigned throughout this engagement. The bio should highlight experience most relevant to this engagement.
4. **Approach.** Describe the general approach if your firm is selected for this engagement, including key tasks, deliverables, anticipated level of effort and timelines consistent with the Scope of Services.
5. **References.** Provide eight (8) comparable references, including name and contact information.
6. **Fee Information.** Describe the fee terms to perform the scope of services.

C. Services to be Provided by the Town of Hillsborough

The services to be provided by the Town of Hillsborough include, but are not necessarily limited to the following:

1. Furnish all reasonably available information, including financial software information and reports, IT related information and any budget related plans.
2. Provide staff available to conduct the needs assessment across all the various aspects of the current software needs.
3. Provide staff support and assistance as required.

D. Town Requirements

The consultant must comply with all relevant Town requirements, such as obtaining a business license, providing proof of insurance for at least the minimum required amounts, and executing

the Town professional services agreement. Business license requirements can be found on the Town's website at <http://www.hillsborough.net/181/Business-Licensing>. The minimum required insurance is outlined in the Town professional services agreement (Attachment A)

TOWN OF HILLSBOROUGH'S STANDARD CONSULTING AGREEMENT AND REQUIREMENT TO OBTAIN TOWN'S BUSINESS LICENSE

The selected firm will be required to enter into a Professional Services Agreement (PSA) for Consulting Services with the Town of Hillsborough (Attached). The Consultant should comment in the Proposal Cover Letter on any issues that may be of concern with the Town's PSA. Evidence of Insurance must be received and Town's business license procured, prior to agreement implementation.

Attachment A: Town of Hillsborough Professional Services Agreement