Request for Proposals

District of Lake Country
10150 Bottom Wood Lake Road
Lake Country, BC V4V 2M1
t: 250-766-5650 f: 250-766-2903
lakecountry.bc.ca

RFP Name: Integrated Property & Financial System Software

RFP Reference No: RFP-2015-02 RFP Submission Deadline: 4:00 PM, September 4, 2015

NAME OF PROPONENT /FIRM SUBMITTING PROPOSAL

Company Name:		
Address:	City:	Postal Code:
Representative/Contact Name:	Phone #:	Email:

THIS IS NOT A TENDER OR A PURCHASE ORDER

REQUESTS FOR PROPOSALS ARE SUBJECT TO THE DISTRICT'S TERMS AND CONDITIONS

A sealed envelope clearly marked with the RFP Name and Reference No. may be delivered to the reception counter up to 4:00 pm September 4, 2015 at:

District of Lake Country, Municipal Hall
Attention: Rose Bronswyk Kassa, Chief Financial Officer
10150 Bottom Wood Lake Road
Lake Country, B.C. V4V 2M1

The proponent must complete this form along with pricing in the format generally laid out in Appendix A - Request for Proposal Submission Form, Appendix B – Software Functions Worksheet by the due date.

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District of Lake Country

REQUEST FOR PROPOSALS – Integrated Property & Financial System Software

DEFINITIONS

"District"	shall mean the District of Lake Country;
"Contractor"	shall mean the successful Proponent as may be selected through this Request for Proposal process;
"Proponent"	shall mean any person or agency submitting a Proposal;
"Proposal"	shall mean the Proponent's response to the Request for Proposal, constituting an Offer:
"RFP"	shall mean the Request for Proposal:

1.0 INVITATION

The District invites proposals from interested persons or entities for the supply and implementation of an integrated Property & Financial System Software system, including services and support to facilitate data collection, analysis and reporting

This RFP is solely a request for expressions of interest and statements of qualification. It is not an invitation for tender, an offer to contract, or an invitation for offers capable of acceptance to create a contract. No contractual or other legal obligations or relations between the District of Lake Country and any other person can or will be created except in a written contract executed by two authorized signatories of the District of Lake Country under the authority of an express resolution of the Council of the District of Lake Country.

In considering any submissions delivered in response to this RFP, the District of Lake Country reserves the absolute and unfettered discretion to:

- accept or reject any proposal that fails to comply with the requirements set out in this RFP for the content of proposals;
- assess proposals as it sees fit, without in any way being obliged to select any proposal or Proponents;
- assess and select proposals as it sees fit without being obliged in any way to select the proposal that offers the lowest price or cost;
- determine whether any proposal or proposals satisfactorily meet the selection criteria set out in this RFP;
- require clarification after the dates and times set out above from any one or more of the Proponents in respect of proposals submitted;
- communicate with, meet with or negotiate with any one or more of the Proponents respecting their proposals or any aspects of the project;
- reject any or all proposals with or without cause, whether according to the selection criteria set out above or otherwise.

2.0 GENERAL CONDITIONS

2.1 Late Proposals:

Proposals received after the specified receiving date and time will not be considered.

2.2 Confidentiality:

Public Agencies and Crown Corporations are required to abide by the Provincial Government's "Freedom of Information and Protection of Privacy" legislation. This legislation considers information in our hands and under our control to be public information, with very few exceptions. If you have material in your proposal that you feel would be detrimental to your competitive position if that information were to become public, please indicate clearly on all such information that it is being offered in confidence.

2.3 Form of RFP:

In the event of a mistake in extension of prices, unit prices will govern.

2.4 Withdrawal:

Proposals may be withdrawn up to one hour prior to the time set for Proposal closing.

2.5 Negotiation

If the District of Lake Country selects a preferred Proponent, the District of Lake Country will enter into negotiations with the preferred Proponent in an attempt to reach an agreement necessary to acquire the equipment, goods or services, as generally described in this RFP. If the District of Lake Country considers that it is unlikely to reach an agreement with the preferred Proponent despite having negotiated with the preferred Proponent for at least seven (7) days after selection of the preferred Proponent, the District of Lake Country is entitled to cease negotiations with the preferred Proponent and to begin negotiations with another Proponent.

2.6 RFP Cancellation

The District of Lake Country reserves the right to cancel or reissue the RFP at its sole discretion without liability for any loss, damage, cost or expense incurred or suffered by any Proponent as a result of that cancellation.

2.7 Responsibilities and Risks

Each Proponent is solely responsible for the risk and cost of preparing and submitting its proposal in response to this RFP. Neither the District of Lake Country, nor its officials, employees nor consultants are liable for the cost of doing so or obliged to remunerate or reimburse any Proponent for that cost.

By submitting its proposal to the District of Lake Country, each Proponent represents and warrants to the District of Lake Country that the information in its proposal is accurate and complete.

The RFP does not impose on the District of Lake Country any duties of fairness or natural justice to any or all respondents with respect to this RFP or the process it creates. Unless the District of Lake Country is expressly permitted or required by this RFP to "act reasonably" the District of Lake Country is entitled to act in its sole, absolute and unfettered discretion.

While the District of Lake Country has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained herein is supplied solely as a guideline for Proponents. The information is not guaranteed to be accurate, nor is it necessarily comprehensive or exhaustive. The District of Lake Country will assume no responsibility for any oral information or suggestion(s).

2.8 Insurance and WCB

The successful proponent shall obtain and continuously hold for the term of the contract, insurance coverage with the District of Lake Country listed as "Additional Insured" the minimum limits of not less than those stated below

a. Commercial General Liability – not less than $2,000,000 per occurrence
b. Error and Omissions – not less than $500,000 per occurrence

The Proponent must comply with all applicable laws and bylaws within the jurisdiction of the work. The Proponent must further comply with all conditions and safety regulations of the Workers' Compensation Act of British Columbia and must be in good standing during the term of any contract entered into from this process. Within two working days after notice of award, a Letter of Good Standing must be provided.

2.9 No Claim for Compensation

Except as expressly and specifically permitted in these instructions to Proponents, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in the RFP and by submitting a Proposal each Proponent shall be deemed to have agreed that it has no claim.

2.10 Submission of Proposals:

Submissions clearly marked "**PROPOSAL FOR Integrated Property & Financial System Software**" in the form outlined provided in Appendix A and addressed to the attention of the Rose Bronswyk Kassa, Chief Financial Officer, District of Lake Country, will be received at: Lake Country Municipal Hall, 10150 Bottom Wood Lake Road, Lake Country BC V4V 2M1, by fax at 250-766-0116 or email to finance@lakecountry.bc.ca no later than **4:00 p.m. local time on September 4, 2015.** The District takes no responsibility for the successful receipt of faxed or emailed transmissions.

2.11 Enquiries:

Rose Bronswyk Kassa, CPA, CMA
Chief Financial Officer
District of Lake Country
10150 Bottom Wood Lake Road
Lake Country BC V4V 2M1

Tel: 250-766-5650 Extension 209
Fax: 250-766-0116
e-mail: rbk@lakecountry.bc.ca

3.0 PROPOSAL SPECIFICATIONS

3.1 Introduction

The District is seeking proposals from qualified software providers to supply and implement an Integrated Financial System Software System. Proponents' responses will be evaluated and ranked based on the criteria described in this Request for Proposal (RFP). If a system(s) is available that meets the District's needs, the District may then enter into contract discussions with the selected Proponent. In addition to soliciting written responses, this document provides information to assist Proponents in preparing their responses and facilitates the subsequent evaluation and comparison process.

This RFP and the selected proposal in response to this RFP will be incorporated into the contract resulting from this solicitation, provided, however, that the contract may contain terms different from or in addition to this RFP and the successful proposal. For purposes of this RFP, the term "Bidder" and "Proponent" are considered to have the same meaning.

3.2 Project Objectives

The District is planning to replace its legacy financial and information systems environment with a new one. In doing so some of the main goals are to extend financial information and functionality to non-finance people in the business, through visibility of real-time budget and committed cost information, and the deployment of online functionality for procurement, supply chain management, and costing of Capital Projects.

The District also seeks to address several challenges in the current environment, including but not limited to:

1) Limited integration among systems that results in duplicate data entry and redundant and/or irretrievable data (ActiveNet, ESRI).
2) Eliminate manual processes used to perform financial functions;
3) Limited ability to monitor program functions efficiently.
4) Improve user security controls.
5) Limited ability to track fleet costs and work orders;
6) Provide web based services for District citizens.
7) Data is not stored in an industry recognized database format such as SQL.
8) Inability to assign multiple civic addresses to one property folio.
9) No online customer portal;

In order to address these challenges and others, the District has initiated a project to adequately plan for, select, and implement an Integrated Financial System Software solution. The Project Scope section outlines the features and functionality desired in a future system as well as the professional services activities to be a part of implementation.

3.3 RFP Schedule of Events

The following RFP Schedule of Events represents the best estimate of the schedule the District will follow. The District expects to meet the dates described below. If a component of the schedule is delayed, it shall be anticipated that the remaining components will also be delayed by a similar number of days.

Event	Estimated Date
Request for Proposal Published	August 7, 2015
Deadline for Questions from Proponents	August 21, 2015
Deadline for Proposal Submissions / Close Date	September 4, 2015
Begin Contract Negotiations	September 18, 2015

The RFP timetable is tentative only, and may be changed by the District at any time.

3.4 Qualifications

The submitted proposal documents shall conform in all material respects to the software & requirements stated by the RFP. To be deemed responsive, Proponents shall document and validate the capability to perform in part or in whole the requirements as defined by the RFP.

1) List of proven and in use software integrations
2) Vendor Corporate Profile
3) Vendor References
4) Corporate Benefit
5) Project timeline
6) Proposed Personnel & Team Organization
7) Proposed Project Plan
8) Maintenance fees to be in effect following “go live” and the next four years.
9) Software support/response time frames
10) Training and learning opportunities (at implementation and ongoing)
11) Research and development statement/commitment
12) Software innovation (keeping current with technology)
13) Platform dependency (SQL, Oracle, Windows, UNIX)
14) Data Conversion Plan

Additional factors considered include but may not be limited to experience, integrity, reliability, capabilities and other factors required to provide the services defined by the RFP.

3.5 All Proponents Must

Provide detailed support Service Level Agreement (SLA) that meets the following minimum thresholds:

1) 24/7/365 Emergency Telephone (optionally also Email/Web) Support for Critical “System Down” Issues, with <2 hours response time.
2) 24/7/365 Telephone (optionally also Email/Web) Support for Critical “Work Stoppage” Issues, with <4 hour response time.
3) Same Business Day (8AM Pacific Time to 5PM Pacific Time; Monday – Friday) telephone/email/web-based support for other issues that may arise that interfere with work processes. Acknowledgement of issue/request should be same day, with 72 hour response window for solution or elevation. In all cases where an issue/request is not resolved within 72 hours, the Proponent should provide the District with a plan for resolution that outlines the steps that will be taken to resolve the problem (escalation, third-party support, onsite visit, etc.) and provide an estimated time until completion for that service.
4) Where software patches are required to resolve an application issue, the Proponent will provide the patches in a manner that allows them to be applied to the “Test” environment first, allowing comprehensive testing, before patches are applied to the “Production” system.

3.6 Partnership

Proponents may establish partnership relationships to fully provide all requirements defined by the RFP. Proponents engaged in a partnership relationship shall submit a single proposal in response to this RFP. Partnership relationships shall be clearly defined by proposal responses. Such definition shall identify the entity in the partnership relationship deemed to be the Prime Proponent. It is expected that any item in the proposal response guidelines that relates to an individual Proponents capabilities shall be responded to for each Proponent in the partnership relationship. In the event a partnership relationship cannot be established, vendors can propose their point solution in order to meet specific requirements. The District retains the right to use the Proponent response (in part or whole) and proceed with the implementation of a module or product on a schedule deemed to be most advantageous for the District.

4.0 PROJECT SCOPE

4.1 Functional Areas

The following table contains the list of functional areas in scope of the desired Integrated Financial System Software.

Replacement of Core Functional Components:

Number	Functional Area	
1	General Ledger and Financial Reporting	Required
2	Account Payable	Required
3	Accounts Receivable	Required
4	Budgeting – 1 year	Required
5	Utility Billing	Required
6	Ebilling – Utilities - New	Required – new
7	Cash Management	Required
8	Property Taxation	Required
9	Ebilling – Taxation - New	Required - new
10	Electronic Homeowner Grant	Required
11	Pre-Authorized Payment Program	Required
12	Business Licenses	Required
13	System Security	Required
14	Building Permits	Required
15	Payroll	Required
16	Online Customer portal	Required - new

New Functional Components to be considered in future.

1	Permitting & Inspections	Optional
2	Municipal Ticketing	Optional
3	Work Order Management	Required – Stage 2 implementation
4	Purchase Orders	Required – Stage 2 implementation
5	Multi-Year Budget 1 – 10 years	Optional – Stage 2 Implementation
6	Human Resources	Optional
7	Asset Management/Accounting Amortization	Optional – Integration Required
8	Interfaces / Integrations	Optional

It is recognized that one proponent may not be able to offer the software solutions and desired results for all 16 core functional components and or New Functional Components and may choose to either:

a. Propose only the components that they can provide directly or;
b. Partners with a vendor to provide a more complete solution as part of a consortium. In the case of a consortium, the District wishes to deal solely with the appointed prime of the consortium.

4.2 Number of Users

The user counts by module contained in the table are estimates and are provided for planning purposes only.

Number	Functional Area	Total Users	Concurrent Users
1	General Ledger and Financial Reporting	15	8
2	Account Payable	2	2
3	Accounts Receivable	1	1
4	Budgeting	1	5
5	Utility Billing	1	3
7	Cash Management	4	4
8	Property Taxation	2	3
10	Payroll	2	3
11	Pre-Authorized Payment Program	1	2
12	Business Licenses	2	4
14	Building Permits	4	4
New - 6	Human Resources	2	2

5.0 CURRENT DISTRICT APPLICATION ENVIRONMENT

5.1 Financial and Revenue Management

The District of Lake Country has a population base of approximately 13,000 citizens. The District currently uses the MAIS suite of accounting and financial reporting applications which is built on a progress database. MAIS provides the core financial functionality including General Ledger, Accounts Payable, Accounts Receivable, Property Taxation, Utility Billing, Cash Receipting, Business Licenses and Building Permits. The payroll system is a Sterling System Payroll fully integrated and part of the MAIS module by Temple Consulting Group.

Invoices per year	5,700
GL Accounts	1,300
Active Accounts Payable Vendors	1,980
Assessment Folios	5,670
Employees – Bi-weekly Salary	14
Employees – Bi-weekly Hourly	31
Employees – Bi-weekly Standard Time Card	26
Volunteer Fire Fighters – Quarterly Payroll	52
Number of Bank Accounts	1
Accounts Receivable Invoices	5,662
General Ledger Accounts	1,300
Business Licenses	582

5.2 Utility Billing

The District of Lake Country invoices customers on a semi-annual flat rate which often consists of up to 2 rates and also on metered basis. In 2014 agriculture meters were installed, in 2015 we are completing our install for residential customers. In 2016 we plan to move to a quarterly invoicing system and prepare "mock bills" for customers so that can see what their bill would be if they were being billed with the current consumption and also provide them with their flat rate bill for payment. Some properties will receive a bill for an agriculture meter and a domestic meter on one bill. Agriculture customers might receive a bill for a flat rate agriculture meter and a domestic meter for their home. The proponent is required to be able to produce "mock" bills for customers along with the regular invoices for payment. The District utilizes Neptune meters and reads the meters electronically and downloads the data to the financial software through a transfer file utilizing ***n_sight software R900***. The proponent's software must be able to download the meter readings to the utility billing software.

Water Utility Accounts	4,500

Both garbage and sewer utilities are billed within the property tax system, it is our intention to eventually to move these billings to the utility billing system.

Customers have multiple types of bins for their garbage service and are billed by the type of bins. One property folio may have more than one civic address and the garbage bins and other types of services need to be tracked by the civic addresses on the folios.

5.3 Asset Management

The Tangible Capital assets register is maintained using a series of MS Excel spreadsheets to satisfy public sector reporting requirements related to amortization. At this time the District does not have Asset Management Software but will be looking at vendors that can provide an integrated asset management/financial amortization solution or a partner that integrates with their solution. This is an optional module that will be considered at a second phase of implementation.

5.4 Building Permits

The District is currently setting up their building permits within the MAIS module. We have been using the Noratek City Reporter Mobile Inspection Software for Building Inspections. The District would like to implement a full service module that provides mobile building inspections and eliminate Noratek. There is no current integration to GIS but this would be desirable.

Building Permits Issued (average last 2 years)	300

5.5 Work Orders

The District does not have a work order management system but would like to explore the addition of this module. We would like to setup the vehicle fleet by work order and assign costs to the vehicles. In addition, the engineering department would like to track various road maintenance initiatives such as patching etc. by work order. We are looking to implement at a second stage depending on cost.

5.6 Human Resources

The District does not have a Human Resource Module but would like a module for this purpose. We are looking to implement at a second stage depending on cost.

5.7 Budgeting

The existing budgeting module has only one year, the remaining years are done in excel. It is desired that the budgeting module provide for multiple years from a minimum of 5 – 10 years. We are looking to implement at a second stage depending on cost.

5.8 Recreation

Recreation facilities utilize the ActiveNet suite of Canadian cloud-based applications for program enrollment, facility booking and Point-of-Sale. The District is seeking integration to the cash system.

5.9 Theatre Booking Software

The BOW program is currently being utilized for the theatre booking software. The District currently inputs the sale into cash receipting and is not looking for integration at this time. If there purveyor has a product that could provide theatre booking we would be interested in learning about it for the future.

5.10 Online Customer Portal

The District does not have an Online customer portal for customers to check their tax and utility balances or make payment. The desired software must have this capability.

5.10 Integrations

The legacy financial system is not integrated with the GIS system. Presently, the District GIS system (ESRI ArcGIS/ArcSDE) maintains a separate land/property database that is not integrated with any corporate systems. The database for the GIS system is offsite at the Central Okanagan Regional District and is served to us by the Regional District utilizing CITRIX.

Financial transactions are not integrated into the financial system from ActiveNet but are entered into the current financial system by journal entry.

5.11 Additional Applications

PMXpert for equipment maintenance tracking for water, sewer and roads.

6.0 <u>CURRENT TECHNICAL ENVIRONMENT</u>

6.1 Technical Requirements

The Proponent's application proposal must support:

1) 64-bit Windows.
2) Microsoft Hyper-V Virtualized Environment.
3) Microsoft Active Directory Integration for user authentication.
4) Industry standard database format preferably Microsoft SQL 2008 or later.
5) Any other hardware/software requirements will be specified by the Proponent in their response, in detail.

6.2 Environments Supported During Implementation

Provision of a live "production" environment and a "test" environment for the District. It should be possible for the District to, at any time, copy production data into the test environment in order to make configuration/system/program/workflow changes and test them with relevant, up-to-date data. Changes made to the test environment, and test environment data must not, under any circumstances affect the operation of the production environment.

Routine software updates will be applied by the District to the test environment and validated prior to application to the live "production" environment. The Proponent must facilitate this process with their update method.

7.0 IMPLEMENTATION PROJECT PLAN

As part of the Project Scope, the selected Proponent must develop and provide the District with a detailed Implementation Project Plan that, at a minimum, will include the components listed below.

1) **Project Objectives**: This section should include overall project objectives.
2) **Project Deliverables and Milestones:** This section should include a list of deliverables and milestones of the project, and with each deliverable or milestone this section should describe exactly how and what will be provided to meet the needs of the District.
3) **Project Schedule**: This section of the Project Plan should identify the dates associated with deliverables and milestones described in the Project Plan. In addition, the Project Plan should reflect project predecessors, successors, and dependencies.

a) **Resource Management**: This section of the Project Plan should describe District resources, Proponent resources, and the overall project team structure, and should include an organizational chart. Each role identified for the Proponent and any sub-Contractors and the District should also include a description of the responsibilities related to the identified project role as well as the communication process for each party.
b) **Scope Management**: This section of the Project Plan should describe the approach the Proponent will use in order to manage project scope and the process used to request changes to project scope. It is the District's desire to use the proposed system "as is" and as such any changes must be reviewed and approved by the District's Executive Project Team.
c) **Schedule Management**: This section of the Project Plan should describe the approach the Proponent will use in order to manage the project schedule and the process used to submit requested changes to the schedule. The Proponent must ensure that the project schedule is kept current and report any missed milestones to the District.
d) **Risk Management:** This section of the Project Plan should describe the approach the Proponent will use to document existing project risks, report them to the team, and provide recommendations for mitigating the risk.
e) **Quality Management:** This section of the Project Plan should describe the approach the Proponent will use to assure that all written deliverables have received appropriate reviews for quality before being submitted to the District.

4) **Bi-Weekly Status Reports:** This section of the Project Plan should describe the approach the Proponent will use to provide bi-weekly status reports throughout the course of the project. This section should describe the layout of the bi-weekly status report and the expected delivery mechanism that will be used to provide the report to the District and review it on a bi-weekly basis with the District's project manager and appropriate project staff.
5) **Project Roles and Responsibilities**. Each Proponent will submit a Resource Hours Worksheet showing the amount of resources by project phase that will be committed to the project in terms of number of hours. These numbers should include hours for the Proponent and District project teams. These amounts should be based on the functionality the District desires, included in the detailed Functional and Technical Requirements.

7.1 Training

As part of the implementation process, training will be required for the system administrator and the end users. Vendors will identify details regarding the training program, outline, manuals and length of time for each class and cost, including travel costs.

8.0 EVALUATION PROCESS

Proposals will be evaluated in two stages. The first stage will consist of a review of all proposals to ensure that each proposal was received on time and that the proposal is compliant with all other submission requirements. Proposals found to be non-compliant will be returned and given no further consideration.

The second stage will consist of the proposals being evaluated on the basis of the following criteria:

Criteria	**Weight given**
Software quality, functionality and features	30%
Vendor's technical support - Dedicated resources and technical support during data conversion and implementation process	25%
Cost of proposed system including conversion, implementation process and training	25%
Cost of annual support, software maintenance and training	20%
Total Criteria Weight	**100%**

The District, at its sole discretion, reserves the right to have system demonstrations with those Proponents on the shortlist, or any other Proponent. Demonstrations will be conducted at the District municipal office. Time limitations and demonstration requirements will be provided with the notification. The audience for the demonstration will include representatives from the project team and various District Departments.

A Pre-Demonstration Proponent Teleconference may take place for those Proponents that have been shortlisted. The demonstration schedule and agenda will be provided in advance of the Pre-Demonstration Proponent Teleconference and Proponents will have an opportunity to review the agenda of the demonstrations and ask questions related to procedure and specific demonstration scenarios.

The District may elect, at its sole option, not to conduct discussions or demonstrations with respondents. Demonstrations will involve a scripted demonstration and may involve a demonstration “lab” as well, where District staff can be shown more specific functionality if desired.

The demonstration will include an overview of the Proponent and the Proponent’s product solution functionality. Proponents are expected to provide system specific data; it will not be provided by the District. The District may request additional information or clarification of proposals and hereby reserves the right to select the particular response to this RFP that it believes will best serve its business and operational requirements, considering the evaluation criteria.

9.0 BEST AND FINAL OFFER

The District may choose to initiate a Best-and-Final-Offer process if it is determined to be in the best interest of the District. The Best-and-Final-Offer is a process whereby the District at its sole option may determine that there is benefit in having Proponents provide a final cost proposal. Such a process may be initiated following the establishment of the Short Listed Proponents or at any other evaluation process step. Additional processes of scope and cost clarification may be employed as part of the evaluation process.

10.0 NEGOTIATION AND NOTICE OF INTENT TO AWARD

Based on submissions and demonstrations, the District may commence negotiations with the highest ranked Proponent.

If contract negotiations are held in person, the Proponent negotiating with the District shall be responsible for all resulting costs including travel and per diem expenses.

Negotiations may include, without limitation, changes to the scope of the project, types of materials, specifications or any conditions, without having any duty or obligation to advise any other Proponent or to allow a Proponent to vary its proposal prices as a result of such changes and the District shall have no liability to any other Proponent as a result of such negotiations or modifications.

Final award is contingent upon the successful negotiation of final contract terms. Negotiations shall be confidential and not subject to disclosure to competing Bidders. If contract negotiations cannot be concluded successfully, as determined by the District in its sole discretion, the District may negotiate a contract with the next highest ranked Proponent or withdraw the RFP.

11.0 SUBMISSION FORMAT

Your Proposal should include the following information:

1) **Firm identification and contact**: the full legal corporate name of each corporate identity involved in the proposal, and the name, title, address, telephone number, facsimile number, URL website address, and email address of the individual to be contacted with respect to the submission.
2) **Firm background**: a company background including history, goals and objectives, number of customers using the proposed software and experience in servicing local government clients in British Columbia and Canada.
3) **Firm contact**: for all questions and clarifications arising from the proposal. The contact information should include the person's title, address including email, telephone and facsimile number;
4) **Authorized signatory**: the name, title and telephone number of the person authorized to negotiate and to ratify an agreement for this service;
5) **Team members**: a listing of all proposed team members and their role in the project. For each proposed member state:
a) Name and role in the project
b) A brief description of their qualifications and experience
c) A list of relevant previous assignments and their role in those assignments
6) **Project roles and responsibilities**: identification of the proposed resource levels for the District and the Proponent project teams
7) **Project approach and software solution**: details of each standard module proposed and any optional modules.
8) **Technical response**: minimum hardware requirements for workstation and server and software requirements including versions of operation system and database.
9) **Accessibility**: the identity of the client/server based model.
10) **Staff training**: training for staff to both administer the software and for end users.
11) **Data conversion process**: details of the data conversion process, timing and hours required by vendor and/or District staff. How many years of conversion are included in price.

12) **Quality assurance plan**: details of the approach that will be used to achieve quality assurance
13) **Timelines**: details of the implementation process including the following:
    a) Overall timeframe to complete project
    b) Estimate of hours required by vendor and/or District staff
    c) Milestones
    d) Approvals
    e) Timeline specifying when information or material from the District will be required.
14) **Schedule of costs**: detailed pricing for the municipal accounting software system including the following (indicate GST separately as applicable) in the format in Appendix A.
    a) Required software/modules and licensing – pricing broken out by module if available
    b) Optional software/modules
    c) Implementation / integration
    d) Training (both prior to and following implementation)
    e) Additional consulting fees beyond the scope of this project
    f) Travel and related costs
    g) Yearly and ongoing maintenance, upgrades, and continued support.
15) **References**: a minimum of three references from at least three (3) municipalities for which the vendor has provided services that are similar in scope and complexity to the services described in this RFP. References must include the name of the municipality and official contact person and should include a street address, email address and telephone number. The District may contact these or others without prior notice to the vendor

    Note: The District reserves the right to negotiate changes to the scope or any other aspect of the Offer with any or all proponents after the offers have been evaluated.