



# Town of Mount Airy

P O Box 257 · 1231 Dicks Hill Pkwy. · Mt. Airy, GA 30563  
Phone: 706-778-6990 · Fax: 706-776-6792

## Request for Proposal Municipal Software

**1/26/2024**

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***Proposal Deadline:***  
***2/26/2024***

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## Introduction

The Town of Mount Airy, Georgia is soliciting proposals for a Municipal administrative data processing software system (the system) to serve the current and projected needs of the Town. The cloud-based application software should comply with the minimum specifications as outlined in this RFP.

The Town requests that responding vendors propose the following minimum applications and services.

1. Municipal Budgetary and Fund Accounting
2. Payroll/Personnel
3. Utility Billing
4. Business Licensing
5. Citizen Engagement including Electronic Billing/Payment
6. Secure Document Storage

Proposals may be submitted in person at 1231 Dicks Hill parkway, Mount Airy, Georgia 30563 or by mail at PO Box 257 Mount Airy, GA 30563 or by email to [clerk@townofmtairy.com](mailto:clerk@townofmtairy.com); in any case, **submissions must be received by February 26, 2024 at 10:00 a.m. EST, in order to be considered.** Any proposals not received by the Town's deadline will be returned, after receipt, as rejected and unopened to the vendor.

Vendors must submit one (1) hard copy and a digital version via email to the primary contact identified below at [clerk@townofmtairy.com](mailto:clerk@townofmtairy.com). Proposals submitted must be binding for at least 90 days after the date received. The Town will select the proposal that, in its opinion, is in the best interest of the Town. The Town reserves the right to reject any or all proposals or portions of a proposal. The Town also reserves the right to waive minor technicalities in the proposal. The Town not only reserves the right at the sole discretion of the Town to reject any or all proposals and to waive technicalities but also reserves the right of evaluation and the right to determine the methodology for evaluation of the proposals to determine which is the best proposal. In addition, to accept the proposal deemed to be in the best interest of the Town, i.e., the most qualified proposal will not necessarily be the proposal with the lowest cost. Further, the Town reserves the right to accept a proposal for any or all items separately or together.

All communication on the proposal and formal submissions should be made to the primary contact. The proposal's primary contact is:

Sheri Berrong, Town Clerk [clerk@townofmtairy.com](mailto:clerk@townofmtairy.com)  
706-778-6990

Award of Contract - The final award of the proposal or contract will be made by Town of Mount Airy Council.

Contract - In addition to the completed proposal, a resulting contract may be required by the Town, including but not limited to, written correspondence between the Town and the vendor after the proposal submission, facsimiles, and product literature.

Confidentiality of Documents - All proposals that have been submitted shall be open for public inspection after the contract award. Trade secrets and confidential information, as specified by the vendor, contained in the proposals shall not be open for public inspection.

Contact with Town Employees. In order to ensure fair and objective evaluation, all questions related to this RFP should be addressed only to the proposal's primary contact person as named in this RFP. Contact with any other Town employee, except at the vendor's demonstration meeting, is expressly prohibited without the prior consent of the person so named herein. Vendors directly contacting other Town employees will risk the elimination of their proposal from further consideration.

## Town Overview and Current Environment

The Town has an estimated population of 1,400 residents. The Town's 2024 Adopted Budget is \$1,157,056 and provides traditional municipal services including public works, public safety, parks & recreation, as well as waterworks, garbage and fire protection. The Town budgets 8 FTEs and numerous part-time employees.

The Town has used a variety of software applications as the core administration. The Town is seeking a proposal that includes a software system that will provide opportunities to consolidate department applications into a more cohesive digital system.

Specifically, the Town hopes to implement a comprehensive solution that will provide:

- Citizen Engagement
  - Online Payments
  - Email and Text Notifications
  - Online Forms
- Business licenses
  - Online Forms
- Utility Billing
  - Centralized customer accounts
  - No more than 5-step billing process
  - Meter Management
  - Payment integrated with Citizen Engagement services
  - Customizable reporting
- Human Resources
  - Payroll management
  - Direct deposit
  - Comprehensive payroll reporting
  - Online time tracking
- Fund Accounting
  - General Ledger
  - Bank reconciliation
  - Budget management
  - Accounts receivable / payable management
  - Customizable reporting
- In addition, all modules must include:
  - Transactions that are processed in real-time and immediately available for inquiry and reporting
  - A fully integrated web-based cloud system of administrative applications, where shared data is entered only once
  - Reporting that is intuitive and user-friendly yet robust, allowing staff to create and/or obtain standard reports and can create analytical reports for decision-making capabilities.

- Audit trail with user, date, and time stamp throughout all modules.

Include specifications and costs for list above. **The Town is seeking a highly integrated web-based cloud system that can serve as many of the Town's processes as possible.**

## Response Format

All of the following information in this order must be included as part of a firm's response to this request:

**Letter of Interest:** A cover letter indicating interest in the project and identifying the company's ability to provide the software applications and services needed.

**1.0 Introduction:** A brief description of the company background including, but not limited to:

- Company Headquarter Information
- Complete list of products provided by the vendor
- Percentage of Public Sector Cities
- Company Awards and Merits
- Number of Years in the Public Sector Software
- Total number of Cities

**2.0 References:** The vendor must supply at least three (3) municipalities that are currently using a similar system requested by the Town; include the total population served by the municipality's governing body.

**3.0 Specifications and Cost:** The Proposal must include specifications to the functional outline included along with cost. Vendors are encouraged to provide details include screen captures of interface. If a vendor is unable to provide the feature set, that should be noted. Pricing amounts should contain no taxes and include all transportation, delivery, and FOB. All costs shall be in actual dollar-and- cent amounts, a **"Time and Material" quotation is unacceptable.** Please provide the best estimate for travel costs and other miscellaneous items. Software applications that are missing a significant number of required features and are not web-based and cloud native may be eliminated from consideration.

**4.0 Implementation Methodology:** The vendor's implementation section should include information on all facets of the implementation process. Please provide thorough information about the following:

- Project Approach
  - Is the Implementation done in Phases? If so, how many? What do they consist of?
- Project Management
  - Methodology
  - Milestones/Deliverables
  - Project Management Selection
  - Implementation Team Experience
- Vendor/Town Responsibilities
  - Differentiate between Town and vendor responsibilities during implementation
- Timelines
  - Provide a sample Implementation Chart
- Data Conversion (Utility billing only)
  - Conversion Methods
  - Conversion process
  - Data Extraction

- Scheduling
- Data Validation
- Training
  - Training Methodology
  - Training Options
  - Training Requirements

**5.0 Support and Maintenance:** The vendor should provide the following Support and Maintenance information:

- Support Options
  - Does the vendor provide a toll-free support number?
  - Does the vendor provide Online Support?
  - Other options for support?
- Support Goals
  - Please provide Response Times and Resolution Times for the following incident levels:
    - Emergency – process(es) of a workflow is(are) at a standstill
    - Critical – process(es) within a workflow is(are) not currently at a standstill but will be in the future until support is resolved
    - Standard Help Call -the support required does not interfere with the workflow, but there are questions or clarity needed to define the workflow or process(es).
- System Updates
  - How are updates managed?
  - How often are updates released?
  - What is the typical downtime during an update?

**6.0 Pricing:** All proposals must identify and itemize all costs associated and required to complete a successful implementation and Go-Live including:

- Subscription
- Project Management
- Implementation, Installation, Configuration and Testing
- Data Conversion & Migration
- Required hardware necessary
- Ongoing Support and Maintenance services
- Training and Documentation
- Travel

## Selection Process & Evaluation Criteria

Proposals received will be evaluated. Based on the materials submitted, the Town may invite any or all firms for a demonstration of their prospective product.

All proposals received will be evaluated based on the following criteria:

- Quality, clarity, and responsiveness to the requirements of this RFP within the proposal.
- Ability to support the desired needs of the Town, including installation, conversion, cloud hosting, training, and support.
- The general approach to the project with the proven technical ability to design, install and support the proposed system based on the Company's background and performance on contracts with other governmental agencies, including such factors as quality of work, cost control, and

demonstrated ability to meet scheduled deadlines.

- Results of live demonstrations.
- Commitment to continually evolving the system to remain current with evolving best practices in a cloud environment.

## Timeline

- **RFP Release** – 1/26/2024
- **Deadline to Submit Questions** – 2/16/2024
- **Deadline for Submittal of RFP** – 2/26/2024
- **Initial vendor Proposals Review by the** – 3/1/2024
- **Conduct vendor Software Demonstrations** – by 3/22/2024
- **Final Review by the Town** – 3/29/2024
- **Recommendation of Contract to Town Commission** – 4/1/2024
- **Expected Contract Award** – 4/1/2024

\*Dates are subject to change

## RFP Terms & Conditions

1. The Town of Mount Airy reserves the right to reject any or all proposals.
2. Certificates of insurance shall be provided to the Town. All insurance shall be in effect during the term of the contract. Please provide a copy of your current insurance coverage.
3. Questions regarding the RFP shall be submitted in writing to Town Clerk, Sheri Berrong [clerk@townofmtairy.com](mailto:clerk@townofmtairy.com) by 2/16/2024.
4. Although cost is an important consideration, the Town of Mount Airy shall not be obligated to accept the lowest cost proposal but will base its decision on the criteria noted.
5. All data, documents, and other information provided to the Town of Mount Airy by the consultant because of the RFP shall become the property of the Town of Mount Airy.
6. Expenses incurred in the preparation and submittal of proposals are solely the responsibility of the respondent and not the Town of Mount Airy. No costs are chargeable for work under the proposed contract that may be incurred before receipt of either a fully executed contract with the Town or specific written authorization from the Town of Mount Airy.