CITY OF HALLSVILLE, MISSOURI
REQUEST FOR PROPOSAL & QUALIFICATIONS
25-02

Utility Billing Software

<u>SUBMITTAL DEADLINE</u>

May 7, 2025 at 3:00p.m.

General Information

The City of Hallsville has been using gWorks software with the following modules: general ledger and utility billing.

The City's utility meter reading software is BEACON AMA solution from Badger Meter and serves approximately 540 customers monthly.

Proposal Guidelines

Overview

The City of Hallsville, Missouri (City) is requesting proposals for utility billing software, ongoing training, and technical support for the system for approximately 2 concurrent users on the system.

The City will retain ownership of the data. The City reserves the right to change the RFP schedule, issue amendments to the RFP, cancel, or reissue the RFP. The City also reserves the right to reject any or all proposals, or parts thereof, at any time with no penalty and to waive immaterial defects and minor irregularities in responses.

The City is not responsible to any vendor for proposal submission costs. In addition, the City of Hallsville is not obligated to accept the lowest submitted proposal and reserves the right to select any proposal that best meets its needs.

Proposal Format

All proposals shall be signed by an authorized officer or employee of the submitting organization. The name of the company, contract person, telephone number, and address shall be included. Proposals submitted should include the following information and in the following order:

- Title Page - The title page should include the company name, address, contact name, email address, and telephone number to call for information regarding the proposal.
- Executive Summary – Provide a brief narrative highlighting the proposal. Summary should contain as little technical jargon as possible and be oriented toward non-technical personnel. Include any relevant conditions or restrictions, including any highlights.
- Company Profile including References – Provide a profile of the company, including the number of employees and office location(s) of technical support team from 8:00 a.m. to 5:00 p.m. CST. Provide a list of Missouri local government clients running software in live operations that can be contacted as references.
- Vendor Qualifications – Provide responses to vendor qualification questions in *Appendix A*.
- Cost Summary – The cost summary shall provide the detailed price of each available module offered in the software package, anticipated number of hours for module installation, training, data conversion/migration, and annual maintenance costs. All anticipated costs to the City shall be identified and itemized. Solutions requiring additional third-party software or services should be indicated, as well as, related license and service information.
- Implementation Plan – The implementation plan shall include conversion/migration of financial data for a minimum of three (3) years, staff training offered onsite or offsite group courses, and ongoing telephone support, including response time, days/hours of operations, and critical issue response times.
- Implementation Schedule – The schedule shall provide tentative dates that correlate with the implementation plans.
- Additional Information – Protocol for data backup and disaster recovery and any alternate solutions

that meet or exceed the outlined requirements can be submitted for consideration. The City of Hallsville is interested in any and all details of other innovative and original ideas above and beyond those discussed in this Request for Proposal.

Anticipated Schedule
RFP distribution: March 10, 2025
RFP due date: May 7, 2025
Presentations/demonstrations: May & June 2025
Final evaluation/project award date: July 14, 2025
Product implementation   To be completed by November 2025

Proposal Questions
Any questions or clarifications regarding the RFP must be submitted in writing via mail or e-mail and received no later than seven (7) calendar days prior to the proposal due date. Answers will be returned by email. Send all written inquiries to:

City of Hallsville
Attn: Kenyetta Ridgway-Sample, City Administrator
202 Hwy 124-E
Hallsville, MO 65255
Email: kridgway@hallsvillemo.org

Clarification of Responses
The City reserves the right to obtain clarification of any point in a vendor's response or to obtain additional information necessary to evaluate a response. Failure of a vendor to respond to such a request for additional information or clarification within five (5) business days may result in rejection of the Proposal.

Incorporation of RFP Responses in Contract
The submitted RFP and the vendor's response, including all promises, warranties, commitments, and representations made by the selected vendor, shall be binding and incorporated by reference in the contract.

Selection Process
The sole purpose of the proposal evaluation process is to determine which solution best meets the City's needs. The criteria that will be used to evaluate proposals may include, but are not limited to the following:
- Conformance with RFP guidelines and submittal requirements.
- Compatibility with the City's desired functional and technical requirements.
- Compatibility with current and future technological infrastructure.
- Proposed implementation strategy and plan.
- Customer service and support response times.
- Conversion of transferable historical data.
- Cost – both initial and ongoing costs
- Public sector experience of vendor and staff.
- Software demonstrations and reference checks.

Proposal Submission and Due Date
One (1) copy of your proposal should be delivered or mailed in a sealed package clearly labeled **Municipal Software Proposal** and addressed to:

City of Hallsville
Attn: Kenyetta Ridgway-Sample, City Administrator
202 Hwy 124-E
Hallsville, MO 65255

Or emailed to: kridgway@hallsvillemo.org

Your proposal must be received **by** *3:00 p.m. CST on Wednesday, May 7, 2025.* Late submissions will not be accepted and will be returned to the sender. Oral or facsimile transmittals will not be accepted. Proposals must be honored for ninety (90) calendar days after proposal due date.

The City of Hallsville does not discriminate in its decisions on the basis of age, ancestry, color disability, gender, gender identity, marital status, national origin, race, religion, sexual orientation, or on any other basis that would be in violation of any applicable federal, state, or local law.

Appendix A
Vendor Qualifications

The following requirements and features have been identified by the City for inclusion in the desired software system. The responses should be in the following format:

Enter "Y" if the item is included as part of the standard software system package. Enter "N" if the item is not available.
Enter "M" if the software system can be modified to meet this specification. Please identify the estimated cost for modification.

If additional pages are necessary, please feel free to attach them to your proposal. You may also include pre-printed product literature regarding your software system.

	System Environment (For all Modules)	Y N M	Comments
1.	Is software system cloud based?		
2.	Are all modules integrated for single data entry?		
3.	Is the application Client/server based?		
4.	Is the operation environment Windows based? What version is supported?		
5.	Can the system generate custom reports, including City logo?		
6.	Can data and reports be exported? List exportable file formats. i.e. XML, CSV or other.		
7.	Can data be imported? List importable file formats.		
8.	Does the system employ drill-down capabilities for transaction detail?		
9.	Is the system capable of handling unlimited number of accounts?		
10.	Is an annual fee (maintenance/service) or license fee required to continue use of software?		
11.	Does your system use real-time processing? If not, describe.		
12.	Does system have on-line help function or user guides?		
13.	Does the system employ encrypted password protection for users and groups?		
14.	Can module access and transaction processing be restricted by user or group? Remote access?		

15.	Does the system generate an audit trail history?		
16.	Does system allow for "key word" searches?		
	General Ledger		
1.	Can accommodate account number format XX-XXXX-XXXX.		
2.	Allows for minimum of 13 periods.		
3.	Provides centralized account management and interfaces with other modules.		
4.	Allows unlimited years of detailed information.		
5.	Provides for general reports, i.e. trial balance, cash balance, transaction history, and custom reports by fund or type of account, etc.		
6.	Supports recurring journal entries and unlimited adjusting journal entries.		
7.	Any limits on number of funds or creation of accounts?		
8.	Information can be exported/imported with other software?		
9.	Allows for creation of new accounts throughout the year?		
10.	Allows online screen inquiry, including history?		
	Utility Billing		
1.	Unlimited number of accounts.		
2.	Supports multiple billing cycles.		
3.	Integrates with other modules, i.e. general ledger		
4.	Allows for multiple rates types, whether flat or tiered, and billing service codes.		
5.	Supports online bill payment/receipting that creates a daily cash receipts batch for utility billing integration.		
6.	System allows multiple meters per service address.		
7.	Supports multiple ways to access information, address, name, account number, etc.		
8.	Compatible with BEACON software for imports/exports.		
9.	Tracks meter history maintenance.		

10.	Generates prorated billings.		
11.	Generates aging reports and collection batches.		

12.	Allows multiple adjustment types for returned payments, bill adjustments, late fees, etc.		
13.	Allows customers to set up online accounts to receive ebills, set up automatic payment types (ACH, echeck, credit card), recurring payments, and due dates.		
14.	Allows unlimited number of notes per account.		
15.	Provides general and custom reports based on user parameters.		
16.	Data importing/exporting features.		