



Request for Proposals
Financial Management Software

Date Issued: January 7th, 2022

Date Due: January 28th, 2022 at 5:00 PM local time

City of Riverside

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1) Introduction

The City of Riverside (City) is located in Montgomery County, Ohio, adjacent to Wright Patterson Air Force Base, and contains approximately 9 square miles with a population of approximately 25,000 residents. Riverside is a Charter City operating under the Council-Manager form of government, consisting of six Councilmembers and a Mayor. The Council appoints a City Manager responsible for overseeing core functions, services, and day-to-day operations of City Departments including Administration, Community Development, Finance, Fire, Police, Law, and Public Services. The City employs approximately 74 regular full time and 20 regular part time employees.

The City uses fund accounting to maintain its financial records during the year. Approximately 42 individual funds are currently maintained by the City; of these, five comprise the organization's major governmental funds, including:

- General Fund
- Fire Fund
- Street/Public Service Fund
- Police Fund
- Police and Fire Income Tax Fund

During the year, the City operates on a cash basis in its existing financial systems. The City utilizes a third-party consultant each year to prepare accruals and basic financial statements in accordance with generally accepted accounting principles (GAAP) and the Government Accounting Standards Board (GASB). The City's FY2022 combined budget is approximately \$33 million.

Project Overview

The City is requesting proposals for a replacement Municipal Financial Management Software System. The City prefers a cloud-based, turn-key application for its municipal financial software package. The proposal will include information regarding backup (cloud, server, redundancy, continuous imaging and/or encrypted hard media), data retention, disaster recovery, and security. The City must have the ability to access and use its data in the event of a power outage, hacking attack, interruption to internet and/or Wi-Fi service, a disaster that impacts City offices, and a plan which would allow City staff to continue to fully function as well as a secure plan to work remotely.

Current Software Environment

The City currently uses **Civica Finance (FINX) Client Server version 16.7.0** with the following modules:

- General Ledger
- Accounts Payable (Vendor Maintenance, Voucher Input, Check Process, End of Month)

- Budget Control (Account Maintenance/Reporting, Receipts Processing, Budget Transactions & Reporting)
- Purchasing (POs)

The City also uses **Payroll & Personnel (PAYX) Client Server version 18.6.2** with the following modules:

- Employee File Maintenance
- Reporting (including State/Fed/W2)
- Payroll Processing
- Check Printing
- Check Reconciliation
- Direct Deposit

The City currently maintains three (3) concurrent user licenses to access Civica FINX and PAYX. Two of these licenses are in active daily use.

Other relevant data systems used by the City include:

- Windows 10 operating system environment
- Microsoft Exchange Server 2016
- Microsoft Office 2019
- ESRI/ArcGIS
- iWorQ Systems (plan review, permitting, code enforcement)
- PlanIt (Police scheduling/timekeeping)
- When to Work (Fire scheduling/timekeeping)

The City's current finance-related workflows are largely paper-based and involve a significant amount of manual review and data entry. The City's primary interest is in moving toward a digital system which automates service delivery to the greatest extent practical, while ensuring compliance with Ohio laws, auditing requirements, and best practices.

2) System Requirements

This section includes the vendor, technical, and functional requirements to be evaluated in this RFP, and should become Section 3 of each vendor’s RFP response. This is not a comprehensive list of all of the City’s requirements, but includes the key requirements that will be used to evaluate the RFPs.

The City expects vendors to respond in a factual manner, clearly identifying functions and features that are fully released, in testing, or slated for future release for each functional requirement. **Vendors must provide a rating for every section.** If the requirement does not pertain to the proposal being submitted, enter “N/A”. If a submitted RFP includes blank responses, the document may be considered in violation and rejected. Use the following rating system to complete the RFP and evaluate the requirements.

Rating	Definition
4	Standard and available in the current release. Software fully supports this requirement. No customization or modification is required.
3	Meets requirement with minor configuration or modification. Vendor configuration is required, vendor maintains the application on upgrade paths. Testing and production of modifications will be completed by implementation date. Show any costs for the modification.
2	Available with 3rd party software application. Indicate name of the application recommended and number of installs jointly completed.
1	Does not meet requirement and requires substantial system modification. Indicate timing required and estimated cost of modification.
F	Future Release. Requirement will be available in future release. Indicate anticipated release month and year.
N/A	Not Applicable or Not Available

General System and Data Requirements

The following requirements apply to the proposed software solution in its entirety, across all modules and services.

The proposed software should support:	Rating
Complete online help functions, including help with common errors/corrections.	
Multiple users working in the same module simultaneously.	
Multiple users generating reports against the same data at the same time.	
“Drilling down” from reports, queries, or screens from summary to transactional detail.	
Receiving credit card payments while meeting PCI (Payment Card Industry) requirements.	

The proposed software should support:	Rating
Full integration between modules, including single entry of information (i.e. using information across multiple modules rather than requiring duplicate entry).	
Real-time data processing in every module – no batch processing.	
Support for unlimited number of City funds, policies, purchase orders, requisitions, payments, journal entries, etc.	
User-defined account number structure.	
Unlimited user-defined fields that can be accessed through queries and reports.	
Structuring data by fiscal year, calendar year, month, or any user-defined period.	
No proprietary databases.	
Ability to convert a minimum of three years of legacy data (including chart of accounts and vendor files) in current software to proposed solution.	
Easy import/export of data (timesheets, banking, general ledger, budget transactions, other types of data) in formats compatible with Microsoft Office and ArcGIS.	
Audit Trail/Tracking – ability to view history of which users have accessed, created, modified data entry items.	

General Ledger

The General Ledger is considered to be the core or foundation upon which all other modules are built.

The proposed software should support:	Rating
Consistency with General Accounting Standards Board (GASB) standards.	
Fund accounting capabilities.	
Maintaining multiple years of budget/accounting history, by year (i.e. changes to current year GL account structures will not impact prior year accounts/amounts).	
Ability to lock the previous year after year-end closure to avoid inadvertent changes.	
Ability to lock the previous month after month-end closure to avoid inadvertent changes.	
At least 13 periods per year with open periods.	
Posting manual journal entries.	
Automatic journal entry reversals.	
Automatic year-end closing without loss of detail.	
Adding accounts in years other than the current fiscal year.	

Budgeting

The City currently prepares an annual budget. The City desires a fully-integrated budget module including: the ability to generate baseline budgets based on prior year budget (less one-time expenditures and adjusted for inflation); ability to track changes, generate overhead calculations, what-if scenarios, and other

forecasting methods; and support for capital asset and capital project budgeting. The City prepares the budget at a detail (object) level, but desires the ability to summarize budgets at multiple levels.

The proposed software should support:	Rating
Generating annual operating and capital budgets.	
Budget preparation at the detail (object) level.	
Summarizing annual budgets at a variety of levels, including object, account, category, fund, department, etc.	
Support for multiple budget versions (i.e. original, amended, adopted, etc.).	
Ability for departments to create and monitor their own budgets.	
User evaluation of current and historical data budget data on-demand and in real time.	
Budget-to-actual reports by month, year, or any user-defined time period.	
Forecasting revenues/expenses at a variety of levels (e.g. object, category, account, fund) under a variety of methods such as historical averages, percentages, fixed amounts, and by a user defined formula.	
Ability to save budget forecast scenarios.	
Integration with Payroll/Human Resource modules to support salary and benefit budgeting.	
Separating fund balances into multiple subaccounts.	

Procurement/Purchase Orders

The Procurement/Purchase Order module should provide information regarding the City’s encumbered obligations. The City currently processes ~450 physical/paper POs per year.

The proposed software should support:	Rating
Encumbrance accounting.	
Fully electronic requisition/PO process including workflows and approvals.	
Customizable purchase thresholds based on users/departments.	
Creating custom purchase order templates and associated database fields/elements.	
Assigning a unique number to each PO.	
Creating PO letters, with ability to email POs from the form.	
Attaching digital signature files.	
Vendor maintenance, including tracking an unlimited number of vendors and modifying vendor contact info.	
Tracking purchases against City account codes and showing remaining budget balance.	
Verification of budget status prior to accepting a transaction.	
Tracking invoice numbers separate from order numbers.	
Tracking quantity purchased and quantity received on different order numbers.	
Adding scanned invoices and electronic documents to PO records.	

The proposed software should support:	Rating
Quick selection of vendors from a pull-down box, search field, etc.	
Searching previous purchases based on the item, vendor, date searches and PO numbers.	
Supporting multiple departments each with their own views and ranges of numbers.	
Tracking purchased items as assets with a user-defined asset number.	
Electronic routing of requisitions/POs for approval.	

Accounts Payable

Currently, manual requests for payment of goods and services are generated by the various departments and submitted to the Finance Department for entry into the existing system. Purchase orders are manually generated and entered when it is time to process the payment. Invoices are physically presented to the City Manager for authorization. Once approved, checks are issued for payment. The City currently processes ~1,750 paper checks per year.

The proposed software should support:	Rating
Tracking aging items and other exceptions.	
Supporting one-time vendor override payments.	
Recurring payables processing.	
Vendor discount management.	
Accessing vendor history by name, number, invoice date, check date, account code, and other criteria.	
Vendor retainage.	
Blocking duplicate invoice processing.	
Laser check printing.	
Allowing users to cancel invoices.	
Allowing users to cancel/void checks.	
Tracking whether vendors require 1099s.	
1099 reporting capabilities at the invoice line item level, not simply the vendor or the invoice.	
1099 printing capabilities for vendors that require them.	
Check reconciliation system.	
Electronic payment to vendors (ACH, wire, debit).	
Positive pay file output.	
Bank reconciliation for multiple accounts.	
Purchase card transaction processing with ability to include invoice information for vendor purchases.	

Accounts Receivable and Cash Receipting

The City handles a limited amount of cash primarily at City Hall in conjunction with permit fees. The City has accepted credit card payments in the past and is interested in doing so again, provided fees are reasonable and the ability to process and post credit card transactions can occur on a timely basis.

The proposed software should support:	Rating
Decentralized input of accounts receivable data and either centralized or decentralized printing of receipts.	
Single centralized AR Master record for all receivables.	
Acceptance of online payments.	
Acceptance of credit card payments.	
A daily activity printout showing City account codes and system user names.	
Invoice generation by Finance or other departments.	
Calculation of late fees and penalties based on user-defined rates.	
Posting transactions without predefined account codes.	
Providing single transactions or receiving multiple payments for an invoice.	
Providing the ability to define payment mode.	
A daily deposit cash/checks/electronic/credit card composition.	
Options to accept cash, check, and/or credit card for one transaction.	
Supporting multiple electronic cash drawers.	
Providing security and reporting for each defined cashier.	
Generating customer receipts for each transaction.	
Batch listing of transactions and codes used.	
Allowing more than one user in cash receipts and general ledger at one time.	

Payroll/Human Resource

The City currently pays wages through the Finance Department using a manual system. Payroll timekeeping is decentralized, with various departments using a variety of software and processes to calculate overtime, pay types, leave types, and benefits. The City would like to automate its payroll system and allow electronic submission of related payroll benefits and deductions.

The proposed software should support:	Rating
Integrated electronic timekeeping system; or ability to integrate/import from an electronic timekeeping system (such as PlanIt and When to Work).	
Web or network-based time sheets that compile information into main payroll module.	
Ability for the City to customize time sheet entry and formatting.	
Direct deposit to multiple bank accounts.	

The proposed software should support:	Rating
Generating an electronic ACH file for employees.	
Calculating multiple rules-based leave accruals based on length of service, employee group, or other factors.	
Pay by hourly, salary, and other user defined special pay types.	
Part-time and hourly employees with prorated benefits.	
Employees with unusual shifts (e.g. 12-hours for Police, 24/48 for Fire).	
Ability to “equalize” or pay average hours worked per week, particularly for Fire service. - e.g. Firefighters work 120 hours one week, 96 the following week, 120 hours the third week, but are currently paid at the weekly average of 112 hours per week.	
Automatic calculation of overtime pay in accordance with the Fair Labor Standards Act (FLSA).	
Use of Earned Days Off (EDOs)/Kelly Days in the fire service.	
Calculating overtime rates using built-in rates.	
Allocating payroll costs through multiple account codes by either a fixed amount or percentage.	
Unlimited user defined payroll deduction fields.	
Support for multiple payroll dates (weekly, bi- weekly, monthly).	
Support for multiple versions of user-defined salary and rate tables.	
Mid-period hiring/termination payroll process.	
Automatic generation of W-2s and linkage of required fields with required IRS coding.	
Automatic calculation of retroactive pay related to delayed union contract settlements or delayed merit pay adjustments relative to employee anniversary dates.	
Tickler file to notify user of employee anniversary dates.	
Automatic generation of annual comp time and sick leave liability for the City.	
Automatic increases to accruals based on anniversary date.	
Automatic updates for holidays and other user defined fields.	
Automatic updates of comp time, sick leave, vacation, etc. with reporting on employee pay slip and time sheet.	
Electronic leave requests and approvals.	
Ability for staff to access leave balances in real time, and for supervisors to see available leave for their staff.	
Employee self-service portal for paycheck, benefit, and other information.	
Automatic calculation of final pay-out amounts related to accruals and benefits.	

Fixed Assets

Fixed assets are items of tangible property, both real and personal, having a value of \$1,000 or more and an estimated useful life of two years or more. The City seeks to achieve uniform capitalization that complies

with Federal and State GASB financial reporting requirements.

The proposed software should support:	Rating
Alphanumeric number assignments for each asset.	
Integration with Accounts Payable system to facilitate additions to the fixed assets inventory.	
Assigning fixed assets to one or more funds, users, and/or locations.	
Defining classes and categories of fixed assets.	
Tracking acquisition methods for each fixed asset.	
Bar coding assets for physical inventory.	
System generated depreciation postings which post automatically to the general ledger.	
Allowing the separate entry of acquired dates & dates assets are placed into service for accurate depreciation calculations.	
Tracking the following information for each asset: <ul style="list-style-type: none"> • Description of the asset • A serial number or other ID number • Source of funding (i.e. Federal Award Identification Number – FAIN) • Who holds title • Acquisition date • Cost of the asset (including multiple funding sources – i.e. federal grants and local match) • Location • Use and condition of the asset 	

Contract Management

The City seeks a Contract Management module to provide information regarding contract terms and conditions to include amounts, contract expirations, payment arrangements, and other deliverables.

The proposed software should support:	Rating
Processing and tracking contract balances.	
Calculating contract retainage.	
Maintaining contract beginning and expiration dates, contract approval routing queues, insurance requirement information.	
Automatically updating any grant or capital project that references a contract.	

Project Accounting

The City has the need to track and separate revenues and expenditures for a variety of municipal projects including grant and construction project accounting. Projects may be construction, program grants, cost centers or other related tasks.

The proposed software should support:	Rating
Ability to maintain independent hierarchies to support reporting across funds, cost centers, object code, project, grant, or task.	
Integration with payroll supporting both direct and indirect cost allocation by employee.	
Integration with GL and accounts payable modules.	
Integration with the GL at the transaction level such that accounts in both systems remain in balance at all times.	
Historical reporting for up to five years of prior financial data.	
User-defined project numbers.	

Reporting

The following reporting functions are essential to enable the City to properly evaluate its finances, prepare budgets, and adapt to changing financial circumstances. Reporting functions should be straightforward, user-friendly, and involve no additional coding or use of proprietary databases to retrieve information.

The proposed software should support:	Rating
User customization of fields, reports, and budget forecasts.	
Standardized reporting templates accessible to all users.	
Custom reports accessible to individual users or all users.	
Scheduling reports to run at specific intervals/dates.	
Managing “canned” and custom reports efficiently among all users.	
Conducting searches, posting transactions, and generating reports at all levels of the account structure by fiscal year, month, calendar years, or any user defined date.	
Performing keyword, wild card, and multiple field queries.	
Saving queries and making saved queries available to other users.	

User Accounts/Security

The proposed software should support:	Rating
Use of credentials and passwords to assign permissions.	
Role-based security and ability to assign users to multiple roles.	
Modify, view, or restrict access controls.	
Reports regarding unauthorized access to sensitive data (e.g. personal info, social security, etc.)	
Access for all City departments (~10 unique users will need regular access).	

Additional Questions

In addition to the system requirements above, please **briefly** address the following questions:

1. How are modules integrated in the proposed system? How is information shared between them?
2. How does the system handle adjustments to prior periods in terms of data transactions and reporting?
3. Please provide a listing of existing “canned” reports.
4. How are system updates managed? How often are they released? What is the typical downtime during an update?
5. If the system is not cloud-based, what are the technical requirements for installation?
6. Describe system backup capabilities, redundancy, and the City’s ability to continue accessing/using data in the event of a power outage, hacking attack, interruption to internet and/or Wi-Fi service, a disaster that impacts City offices, etc. What mechanisms would be in place to enable City staff to continue to fully function/work remotely?
7. Describe the system’s data retention schedule/capabilities.

3) Vendor Submittal Requirements

The City must receive responses to this RFP no later than the date and time specified on the cover of this RFP. Proposals received after the due date will not be accepted. No additional time will be granted to any vendor unless by addendum to this RFP. **Vendors must submit proposals digitally in PDF format, with the email subject “City Financial Management Software” to the following address: citymanager@riversideoh.gov.**

It is the responsibility of the vendor to deliver the proposal in accordance with the instructions contained in this RFP. Proposals dispatched, but not received by the City by proposal closing time, will not be considered.

Response Format

RFP responses should be organized in the following order:

1. Cover Letter
2. Company Profile and References
3. System Information
4. Approach and Implementation
5. Other Information

Vendors that deviate from this format may be deemed unresponsive. Proposals should be prepared simply, providing a straightforward, concise description of how the vendor will satisfy the requirements of this RFP. **Elaborate promotional materials should not be submitted.** Emphasis in the proposals should be on completeness, clarity of content, and adherence to the presentation structure required by this RFP and not on volume. Costs for developing proposals in response to the RFP are the obligation of the vendor and are not chargeable to the City. All proposals and accompanying documentation will become the property of the City and will not be returned.

The following sections provide additional detail on the major sections of each proposal and required content for each section.

Cover Letter

The Cover Letter should include a brief overview of the proposal, and should be prepared in a manner that is easily understood by individuals not familiar with technical jargon. **Include the following elements:**

- Company name, address, and telephone number(s) of the firm submitting the proposal.
- Name, title, address, e-mail address, and telephone number of the person(s) to contact who are authorized to represent the firm and to whom correspondence should be directed.

- Federal and state taxpayer identification numbers of the firm.
- Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
- The letter must be signed by a corporate officer or another individual who is legally authorized to bind the applicant to both its proposal and cost schedule.
- A statement which indicates: "Proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the City."
- A cost summary including:
 - One price quote for the entire system, including implementation
 - A separate, itemized price quote for each module, including implementation
 - Please break out data migration and training costs where applicable as part of the itemization
 - The cost of any enhancements/customizations required due to the scope of this RFP
 - Annual maintenance/licensing fees
 - The cost of typical software upgrades, if upgrades are not provided free of charge
 - Available financing arrangements (e.g. spreading costs over 5 years)

Company Profile and References

The Company Profile should provide an overview of the vendor. **Include the following elements:**

- Provide a brief overview of your company:
 - List your company's board of directors and corporate officers (CEO, CFO, COO, CIO, etc.). Include a short bio for each officer and board member. If your organization is a division of a larger organization, please also provide a listing of your division's officers and a short bio for each.
 - Provide a short history of your organization, including how long have you been in the financial software business and major milestones associated with your company's growth and development.
 - Describe your organization's corporate structure and organization. Is your public sector financial software division a subsidiary of another organization, a licensed vendor, or another type of organization?
- Provide resumes for the designated Principal in Charge/Project Manager and staff that will work directly on this project. Include position in the company, years of service, comparable projects, and current office location.
- Specify the number of years that your organization has been operating in public sector software development and how many years you have been working with other local governments.
- For the software solution being proposed, how long has the software been in service? When might

the City anticipate the next version upgrade?

- Provide examples of at least three (3) comparable local government projects, including timeframe, budget, and a reference/key contact.
- If your company has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the vendor's nonperformance or poor performance, and the issue was either (a) not litigated or (b) litigated and such litigation determined the vendor to be in default.
 - If default occurred, list complete name, address and telephone number of the party.
 - If NO such determinations for default have been experienced by the vendor in the past five years, declare that.

System Information

The System Information section should contain a detailed summary of how the proposed software solution meets the requirements identified in this RFP. **Include responses to the “System Requirements” listed in Section 2 of this RFP.**

Approach and Implementation

The Approach and Implementation section should describe how your firm plans to more fully understand the City's operating environment and financial context, prepare for transitioning software, implement the transition, test results, and train employees. **Include the following elements:**

- Describe your plan for backing up and converting the City's existing data for import into the proposed system, including the methodology, tools, and processes that will be utilized in mapping, standardizing, converting, and validating legacy data to the proposed system.
- Describe the configuration/adaptation methodology that will be utilized in implementing the proposed system, in sufficient detail for the City to understand how this methodology works and why it is well suited to the City's needs.
- Is the implementation done in phases? If so, how many? What do they comprise?
- What are the responsibilities of the Vendor and the City during implementation?
- Do you assist in the development of the detailed implementation plan? Do both the vendor and the City provide approval of the plan and time deadlines in writing?
- Describe your methods for ensuring a complete “knowledge transfer” such that City will become fully capable of managing the system while it is being implemented and beyond.
 - Discuss the typical recommended training curriculum, options for providing training, and the expected timeline for training staff.
- Please describe technical support options and processes. Is there a toll-free support number? What are the regular/emergency hours for support services? What are typical response times for

regular/emergency support calls?

4) Evaluation Criteria, Timeline, Disclaimers

Evaluation Criteria

The City’s objective is to choose a vendor capable of providing a reliable and integrated solution within a reasonable budget. All proposals will be evaluated using the same criteria, as follows:

Criteria	Weight
Responsiveness of the written proposal to this RFP.	15%
Software quality and features, including the vendor’s ability to meet requirements specified in this RFP.	30%
Vendor experience, references, and commitment to successful data conversion, implementation, ongoing maintenance, and technical support.	15%
System cost, including but not limited to initial purchase price, installation, data conversion, training, licensing, annual maintenance, and available financing.	40%
Total	100%

Based on evaluation of RFPs, the City will select a short list of two to four vendors and invite them to participate in functional demonstrations of their software. These demos will be scheduled on an as-needed basis with the short-listed vendors. The City reserves the right to request additional demos as needed to more accurately compare vendors and products.

Following demos, Per Chapter 139.07 of the Riverside Municipal Code, the City Manager will select a bid for award based upon the lowest, responsive and best qualified bidder, and recommend that bid to the City Council for approval. The City Council shall select that bid which it determines to be the lowest, responsive and best qualified bidder for award.

Timeline

The City intends to complete the selection process using the following schedule, but reserves the right to adjust project timing and milestones as necessary. Any changes to the schedule will be posted on the City’s website. **There will be no pre-bidders conference.** Questions regarding the RFP may be submitted to citymanager@riversideoh.gov by January 14, 2022 at 5:00 PM local time. The list of submitted questions with their respective answers will be posted to the City’s website by January 21, 2022 at 5:00 PM local time.

Date	Project Milestone
January 7, 2022	RFP released
January 14, 2022	Vendor questions due by 5:00 PM local time
January 21, 2022	City response to vendor questions posted by 5:00 PM local time
January 28, 2022	VENDOR PROPOSALS DUE BY 5:00 PM LOCAL TIME
February 4, 2022	Finalists notified/vendor short list released
February 14-18, 2022	Vendor demonstrations
February 25, 2022	Final selection
March 3, 2022 OR March 10, 2022	Council review/Confirmation of recommended vendor
March 4, 2022 OR Mach 11, 2022	Contract awarded
March 21, 2022	Implementation begins
June 30, 2022	Production to go live

Disclaimers

1. The City reserves the right to reject any and all proposals for failure to meet the requirements contained herein, to waive any technicalities, and to select the proposal which, in the City's sole judgment, best meets the requirements of the project.
2. The City reserves the right to make an award without further discussion of the proposal submitted. **Vendors should not rely upon the opportunity to alter their qualifications during discussions.** The City shall not be bound or in any way obligated until both parties have executed a vendor contract. The City also reserves the right to delay contract award and/or not to make a contract award.
3. The City further reserves the right to make such investigation as it deems necessary to determine the ability of vendors to furnish the required services, and vendors shall furnish all such information for this purpose as the City may request.
4. The City is seeking a turn-key implementation of the software contemplated by this RFP. The selected vendor shall provide all labor, equipment, materials, supplies, transportation and services necessary for, or reasonably incidental to, the complete performance of any agreement resulting from this RFP. The vendor must include in its price all design, engineering, system and application database development (including in-depth user interviews for user feature configurations), integration, delivery, installation, testing, training and warranty costs associated with all elements of the proposed system.
5. Vendors must specifically identify any portions of their submittals deemed to contain confidential/proprietary information or trade secrets. Those portions must be readily separable from the balance of the proposal. Vendors may be required to justify why the City of Riverside should not, upon written request, disclose such materials.