

# City of Rhome

REQUEST FOR PROPOSAL (RFP)

FINANCIAL & UTILITY BILLING SOFTWARE

City of Rhome  
P.O. Box 228  
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**Date: January 8, 2018**

REQUEST FOR PROPOSAL  
FINANCIAL & UTILITY BILLING SOFTWARE  
Rhome - Texas

**SUBMISSION DEADLINE:** February 8, 2018, 10:00 AM

**QUESTION SUBMISSION DEADLINE:** February 5, 2018

Questions may be submitted in written form no later than February 5, 2018 to:

**RFP Contact Name:** Michelle Pittman Di Credico

**Contact Address:** P.O. Box 228  
Rhome, Texas 76078

**Telephone Number:** 817-636-2462

**Email Address:** [mayor.cityofrhome.texas@gmail.com](mailto:mayor.cityofrhome.texas@gmail.com)

## INTRODUCTION

City of Rhome invites and welcomes proposals for their Financial & Utility Billing Software project. Based on your previous work experience, your firm has been selected to receive this RFP and is invited to submit a proposal. Please take the time to carefully read and become familiar with the proposal requirements. All proposals submitted for consideration must be received by the time as specified above under the "SUBMISSION DEADLINE."

BIDDERS SHOULD NOTE THAT ANY AND ALL WORK INTENDED TO BE SUBCONTRACTED AS PART OF THE BID SUBMITTAL MUST BE ACCOMPANIED BY BACKGROUND MATERIALS AND REFERENCES FOR PROPOSED SUBCONTRACTOR(S) – NO EXCEPTIONS.

## PROJECT AND LOCATION

The bid proposal is being requested for Financial & Utility Billing Software which is or shall be located at 501 S Main St, Rhome, Texas 76078.

## PROJECT MANAGER CONTACT INFORMATION

The following individuals are assigned contacts:

For questions or information regarding Utility Billing & AMR Integration, contact:

**Name:** Lance Petty  
**Title:** Public Works Director  
**Phone:** 940-210-6501  
**Fax:** 817-636-2465  
**Email:** [rhomepublicworks@earthlink.net](mailto:rhomepublicworks@earthlink.net)

For questions or information regarding Submission and Deadlines, contact:

**Name:** Shannon Montgomery  
**Title:** City Secretary  
**Phone:** 817-636-2462  
**Fax:** 817-636-2465  
**Email:** [cityofrhome@earthlink.net](mailto:cityofrhome@earthlink.net)

## **PROJECT OBJECTIVE**

The objective and goal for this project is upgrade from current software for utility billing and financial software to software that is integrated and that provides online capabilities for customer inquiries and payments while streamlining back-end financial functions and integrates with automatic meter readers (AMRs) that will be installed simultaneously with new software.

## **PROJECT SCOPE AND SPECIFICATIONS**

The Project Scope and Specification are:

The City of Rhome is looking for an integrated software solution for its utility billing and financial software. The solution should offer ease of use for staff and online customers. The solution should include modules for financial applications which include options for general ledger, budgeting, accounts payable, payroll processing as well as cash receipts. The utility billing solution should include options for online customer tracking and payments. The solution should accommodate approximately 600 current customer accounts with ability to accommodate annual growth of 100 accounts per year. The utility billing solution should also be integrated with automatic meter readers (AMRs) to be installed in conjunction with the software solution.

## **SCHEDULED TIMELINE**

The following timeline has been established to ensure that our project objective is achieved; however, the following project timeline shall be subject to change when deemed necessary by management.

## **MILESTONE DATE**

**Start of Project Implementation:** March 1, 2018

## **PROPOSAL BIDDING REQUIREMENTS**

### **PROJECT PROPOSAL EXPECTATIONS**

City of Rhome shall award the contract to the proposal that best accommodates the various project requirements. City of Rhome reserves the right to award any contract prior to the proposal deadline stated within the "Scheduled Timeline" or prior to the receipt of all proposals, award the contract to more than one Bidder, and refuse any proposal or contract without obligation to either City of Rhome or to any Bidder offering or submitting a proposal.

### **DEADLINE TO SUBMIT PROPOSAL**

All proposals must be received by City of Rhome no later than 10:00 AM on February 8, 2018 for consideration in the project proposal selection process.

### **PROPOSAL SELECTION CRITERIA**

Only those proposals received by the stated deadline will be considered. All proposals, submitted by the deadline, will be reviewed and evaluated based upon information provided in the submitted proposal. In addition, consideration will be given to cost and performance projections.

Furthermore, the following criteria will be given considerable weight in the proposal selection process:

- Proposals received by the stipulated deadline must be in the correct format.
- Bidder's alleged performance effectiveness of their proposal's solution regarding the Project Objective of City of Rhome.
- Bidder's performance history and alleged ability to timely deliver proposed services.
- Bidder's ability to provide and deliver qualified personnel having the knowledge and skills required to effectively and efficiently execute proposed services.
- Overall cost effectiveness of the proposal.

City of Rhome shall reserve the right to cancel, suspend, and/or discontinue any proposal at any time they deem necessary without obligation or notice to the proposing bidder/contractor.

## **PROPOSAL SUBMISSION FORMAT**

The following is a list of information that the Bidder should include in their proposal submission:

### **Summary of Bidder Background**

- Bidder's Name(s)
- Bidder's Address
- Bidder's Contact Information (and preferred method of communication)
- Legal Form of Bidder (e.g. sole proprietor, partnership, corporation)
- Date Bidder's Company Formed
- Description of Bidder's company in terms of size, range and types of services offered and clientele.
- Bidder's principal officers (e.g. President, Chairman, Vice President(s), Secretary, Chief Operating Officer, Chief Financial Officer, and General Managers) and length of time each officer has performed in his/her field of expertise.
- Bidder's Federal Employee Identification Number (FEIN)
- Evidence of legal authority to conduct business in Texas (e.g. business license number).
- Evidence of established track record for providing services and/or deliverables that are the subject of this proposal.
- Organization chart showing key personnel that would provide services to City of Rhome

### **Financial Information**

- State whether the Bidder or its parent company (if any) has ever filed for bankruptcy or any form of Reorganization under the Bankruptcy Code.
- State whether the Bidder or its parent company (if any) has ever received any sanctions or is currently under investigation by any regulatory or governmental body.

### **Proposed Outcome**

- Summary of timeline and work to be completed.

### **Equipment or Service**

- List all equipment or services required for this proposed project and the number of each.
- Detailed estimated cost for each piece of equipment or service.

- List any or equipment or services required of a subcontractor, along with a brief explanation.
- List any accommodation, services, or space required from City of Rhome, along with a brief explanation.

### **Cost Proposal Summary and Breakdown**

- A detailed list of all expected costs or expenses related to the proposed project.
- Summary and explanation of any other contributing expenses to the total cost.
- Summary of the total cost of the proposal.

### **Licensing and Bonding**

- Provide details of licenses and bonds (if any) for any proposed services that the bidder/contractor may plan on providing for this project.

### **Insurance**

- Details of any liability or other insurance provided regarding the staff or project.

### **References**

- Provide 5 references

Bidder agrees that City of Rhome may contact all submitted references to obtain all information regarding Bidder's performance.

### **Submission Copies**

- Provide three (3) hard copy submissions and one (1) single PDF file on thumb drive.