

**RFP 26-003FIN
UTILITY BILLING SYSTEM (UBS) SOFTWARE
AND IMPLEMENTATION SERVICES**

City of Dayton, Ohio



**ELECTRONIC PROPOSALS ARE DUE:
Monday, March 2, 2026,
No later than: 3:00 PM (EST)
Email proposals: bids@daytonohio.gov**

Table of Contents

Section 1: RFP Introduction	3
1.1 Purpose of the RFP	3
1.2 Schedule Summary	3
1.3 About the City	3
1.4 Project Background.....	5
1.5 Notice to Proposers.....	6
1.6 Conditions.....	7
1.7 City Rights Reserved	7
1.8 Communication Regarding the RFP.....	8
1.9 Inquiries and Requests for Clarification	8
Section 2: Project Scope	11
2.1 Functional Scope Overview	11
2.2 Project Goals.....	12
2.3 Project Timeline	12
2.4 Implementation Approach	12
2.5 Conversions	14
2.6 Project Staffing.....	14
Section 3: Detailed Submittal Requirements.....	15
3.1 Proposal Section 1.0 — Introduction.....	15
3.2 Proposal Section 2.0 — Proposer Team.....	15
3.3 Proposal Section 3.0 — Functional Requirements.....	16
3.4 Proposal Section 4.0 — Technology Deployment.....	17
3.5 Proposal Section 5.0 — Implementation Approach	17
3.6 Proposal Section 6.0 — Price Format	17
3.7 Proposal Section 7.0 — Implementation Terms and Conditions.....	18
Section 4 - Evaluation Process	18
4.1 Evaluation Criteria	18
4.2 Evaluation Process.....	20
Section 5 – Attachments	21

Section 1: RFP Introduction

1.1 Purpose of the RFP

Through this RFP, the City of Dayton, Ohio (the City) desires to purchase or otherwise acquire rights to use a Utility Billing System (UBS) for the City's water and wastewater, trash, storm, and other City billing needs, meeting the requirements identified in this RFP.

In addition, the City requires proposals for professional services necessary to implement the system and train City staff on the new software. The City prefers vendors that provide the proposed software via the cloud or SaaS.

Proposers may submit multi-vendor proposals. However, if doing so, the bidder should clearly describe the roles and responsibilities of each vendor, both as related to implementation activities and to post-implementation support.

1.2 Schedule Summary

Table 1.1
Major Project Milestones

Date and Time	Event
January 14, 2026	Publication Date
January 21, 2026	Pre-Proposal Conference Call
January 28, 2026, at 1:00 PM (EST)	Inquiry Deadline
March 2, 2026, 3:00 PM (MST)	Proposal Submittal Deadline

1.3 About the City

The City of Dayton operates under a Commission-Manager form of government, established by charter and designed to ensure effective municipal governance and service delivery. The City's governing structure consists of a five-member body (four Commissioners and a Mayor), who together form the Commission that serves as the City's legislative body.

Under this structure, the Commission appoints a City Manager who serves as the chief executive officer responsible for the day-to-day management of all City affairs. This professional management approach ensures that municipal operations are administered by qualified experts while maintaining democratic oversight through the elected Commission.

The City of Dayton possesses comprehensive municipal powers, including the authority to:

- Acquire, construct, own, lease, and operate public utilities
- Assess, levy, and collect taxes for municipal purposes
- Create and maintain public works and improvements
- License and regulate businesses and professional activities
- Establish and enforce local police, sanitary, and other regulations
- Manage municipal finances, including borrowing authority and budget appropriation

The City of Dayton is committed to maintaining high standards of governance, transparency, and accountability in all its operations. As a municipal corporation, Dayton has perpetual succession and full legal capacity to enter into contracts, acquire and manage property, and provide essential services to its residents.

Table 1.2
City of Dayton, Ohio

Utilities Provided	
Water	Sewer
Wellfield	Storm
Solid Waste/Trash (Service)	

Table 1.3
Background Summary

Background Statistics	
Employee Count (<i>Including Part-Time/Seasonal</i>) – <i>entire City</i>	2,000
Number of Utility Accounts	60,000
Budget (<i>Operating and Non-operating</i>)	\$990,056,800
<i>Operating</i>	\$528,893,000
<i>Non-operating Budget (Capital) – entire City</i>	\$461,163,800
City Population (Estimated)	137,644
Metric	Estimated
Number of meters	60,000
<i>Number of residential utility customers</i>	47,319
<i>Number of commercial utility customers</i>	4,253
<i>Number of industrial utility customers</i>	184
<i>Number of hospital utility customers</i>	8
<i>Number of government utility customers</i>	31
<i>Number of non-classified utility customers</i>	7,810
Number of meter readers	10

Table 1.4
Approximate User Count

The number of users currently accessing each primary application (s) is as follows (user counts include transaction entry and report-only users, and includes users who access one or more of the applications):

Application	Approximate User Count
UBS	138

1.4 Project Background

The City of Dayton is undertaking a comprehensive modernization of its Utility Billing System (UBS) to improve business processes, enhance the user experience, and replace aging technology that no longer meets operational needs. The current utility billing platform, developed in 1998 using Oracle technology, has required ongoing consultant support to maintain functionality and address usability and performance challenges. After nearly three decades of service, the City has determined that a modern, flexible, and fully integrated solution is essential to support long-term operational efficiency and align with industry best practices.

To initiate this effort, the City engaged the Government Finance Officers Association (GFOA) to help define the project scope, assess current business processes, and identify opportunities for improvement. Through extensive collaboration with City staff, GFOA facilitated current- and future-state process reviews and supported the development of detailed functional requirements. Staff participation across departments has been strong, and there is broad organizational support for moving forward with system selection and implementation.

The City of Dayton currently serves more than 60,000 utility customers as a regional provider of water and wastewater treatment services. The Utility Billing division manages billing for Water, Wastewater (Sewer), Solid Waste (Trash), Wellfield, and Storm services. Customer categories include Residential and Commercial accounts billed quarterly, and Government and Industrial accounts billed monthly. Certain customers are also subject to special surcharges. The City additionally provides bulk water and/or sewer services to Montgomery County, Greene County, the City of Brookville, and the City of Trotwood, as well as waste services for the City of Moraine and Jefferson Township.

The Utility Billing department processes approximately 43,200 quarterly accounts and 34 monthly accounts across 16 billing cycles. Residential and most commercial meters are currently read via radio-transmitted reads, with each quarterly cycle divided into roughly 67 routes ranging from 23 to 3,700 reads. Billing is calculated using a combination of usage, fixed charges, and imported data. A third-party vendor handles bill printing and distribution, and customers may pay through online portals, direct debit (ACH), retail cash payment providers, or in person using cash, check, or credit card.

In parallel with the UBS modernization, the City is in the process of selecting a new cloud-based Enterprise Resource Planning (ERP) system to replace the legacy Banner platform, with vendor selection anticipated in Q1 2026. The new Utility Billing solution must therefore integrate seamlessly with modern ERP systems using standard APIs and web services. While thirteen interfaces to the current UBS are

documented, the City anticipates that improved system design and cloud-based architecture will reduce interface complexity. Core integrations—such as financial posting (AR/GL), customer information (CRM), and payment processing—will remain essential.

The Department of Water is also preparing to implement a citywide Advanced Metering Infrastructure (AMI) replacement project affecting all 60,000 water accounts. Deployment will occur from 2026 through 2029. During this transition, the new Utility Billing system must support dual meter-reading inputs from both the existing Badger AMR drive-by system and the future fixed-network AMI system. Because the AMI vendor will not be selected until Q3 2026, the UBS must be vendor-agnostic and capable of integrating with multiple AMI platforms.

Together, these initiatives reflect the City’s commitment to modernizing its technology environment, improving customer service, and creating a more efficient, integrated, and future-ready utility operations framework.

**Table 1.5
Interfaces**

Current Utility Billing System Interfaces (13)	
Active Directory	Interactive Voice Response System (IVR) Vertical and Sub-Contractor SkySwitch
ArcGIS (Esri)	Level One / Doxim
Current ERP, Financial/ Accounting System	iPACS (Pre-treatment Permitting System) by Enfotech
Beacon /Trimble	SharePoint
Fifth Third Bank Lockbox Mailed Water payments	Treasury ERP system
PowerDialer	US Bank (lockbox for tax and water payments)
Infor Operations & Regulations (Hansen) assets, work orders, and service requests using Infor ION	

1.5 Notice to Proposers

Failure to carefully read and understand this RFP may cause the proposal to be out of compliance, rejected by the City, or legally obligate the Proposer to more than it may realize. Information obtained by the Proposer from any officer, agent or employee of the City shall not affect the risks or obligations assumed by the Proposer or relieve the Proposer from fulfilling any of the RFP conditions or any subsequent contract conditions. Attempts by or on behalf of a Proposer to contact or to influence any member of the selection committee, any member of the City Commission, or any employee of the City with regard to the acceptance of a proposal may lead to elimination of that Proposer from further consideration. Only the format described in the RFP and the attachments included with this RFP will be accepted as compliant for the submitted proposal.

1.6 Conditions

1.6.1 Joint Proposal

If all RFP requirements are not met with products and services provided by one firm, proposers are encouraged to partner with another firm to submit a joint proposal. Failure to meet all requirements will not disqualify a firm. However, the City will evaluate each proposal to determine if its overall fit is in the best interests of the organization.

1.6.2 Primary Firm

If multiple firms partner to submit a joint proposal, the proposal must identify one firm as the primary contact. This primary contact will be the primary point of contact throughout the procurement process and will be held responsible for the overall implementation of all partners included in the joint proposal.

1.6.3 Pricing

Pricing must be submitted on a fixed fee basis upon completion of pre-identified "milestones." For implementation services under a milestone arrangement, the vendor shall invoice the City when the City has accepted the services included as requirements for each milestone. The scope of the project, including the milestones, will be defined by the statement of work that describes both functional requirements of the software and business process expectations.

1.6.4 Proposal Validity

All proposals and any subsequent clarification or response to the City's questions shall be valid for a minimum of 180 days.

1.7 City Rights Reserved

1.7.1 Reservation of Rights

The City reserves the right to select the proposal(s) which, in its sole judgment, best meet the needs of the organization. The City has established an Evaluation Team for this selection purpose. The Evaluation Team will select the best solution for the best value, meaning the lowest proposed cost will not be the sole criterion for recommending the contract award.

1.7.2 Multiple Contracts

The City reserves the right to award multiple contracts from this RFP.

1.7.3 Right of Rejection

The City reserves the right to reject any or all proposals and to waive technicalities and informalities when such waiver is determined by the City to be in the organization's best interest.

1.7.4 Modification

The City may modify this RFP by issuance of one or more written addenda.

1.7.5 Additional Information and Scope

The City reserves the right to meet with select proposers at any time to gather additional information. Furthermore, the City reserves the right to remove or add functionality (i.e., modules, components, or services) until the final contract signing.

1.7.6 Committal

This RFP does not commit the City to award a contract.

1.7.7 Property

All proposals submitted in response to this RFP become the property of the City and public records, and as such, may be subject to public review. Proposers concerned with the release of proprietary or confidential information are encouraged not to include such information in the proposal.

1.7.8 Expenses

The City shall not be liable for any pre-contractual expenses incurred by prospective Proposers, including but not limited to costs incurred in the preparation or submission of proposals. The City shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.

1.8 Communication Regarding the RFP

All communication from prospective proposers regarding this RFP must be in writing by email to the address listed in Section 1.9 Inquiries and Requests for Clarification. Communication by telephone or in person will not be accepted.

Attempts by or on behalf of a prospective or existing Proposers to contact or to influence any member of the Evaluation Team, any member of the City Commission or any employee of the City regarding the acceptance of a proposal may lead to elimination of that Proposer from further consideration.

1.9 Inquiries and Requests for Clarification

1.9.1 Contact

To maintain fairness in the process, inquiries concerning this procurement, including questions related to technical issues, should be directed to the following contact via email:

Contact: Sandra Taylor
Title: Division Manager, Utility Revenue
Administration
Email: InnovateDayton@daytonohio.gov

Questions over the phone will not be accepted.

1.9.2 Clarifications

All questions concerning the RFP must reference the RFP section heading (Ex: Section 2.4.7 Go Live and Support). All communications/questions concerning this RFP must be submitted in writing, referencing the specific paragraph and page number. The deadline for questions is listed in Table 1.5 (Procurement Schedule). Written responses will be prepared by the City and posted on the City's website by the date listed in Table 1.5. Changes to this RFP will be made only by formal written correspondence issued by the City.

A copy of this RFP proposal and any additional documentation may be found on the City's website at:

<http://daytonohio.gov/bids.aspx>

Submitting a Proposal. Each Consultant seeking consideration for performance of services related to this RFP must submit a proposal. All proposals shall be submitted as a PDF via electronic submission to bids@daytonohio.gov. The City has a 20MB limit for incoming e-mail message sizes (20MB includes e-mail itself and any attachments total). Should your company's proposal document exceed this limit, your company will have to submit its document in multiple parts (emails). Should bid documents require multiple emails, please designate in the "Subject" line of each email sent: RFP No 26-003FIN Utility Billing System (UBS) and Implementation Services, Part 1, RFP No 26-003FIN Utility Billing System (UBS) and Implementation Services, Part 2, and so forth.

Join Zoom Meeting

<https://us02web.zoom.us/j/81280903473?pwd=GpK0gRojdBPh1NTBkKjBjNw6gTR9ae.1>

Meeting ID: 812 8090 3473

Passcode: 072090

Electronic proposals must be received in the Procurement bid email in-box (**BIDS@DAYTONOHIO.GOV**) by time/date as indicated in Section 1.10 (RFP Schedule Summary) and again, in Table 1.65 (RFP Procurement Schedule). Proposals received after the scheduled date/time will not be considered. All supporting materials and documentation must be included with the proposal. The responsibility of timely delivery lies solely with the proposer.

The City reserves the right to reject any and all proposals, to waive any irregularities in a proposal, or to accept the proposal(s) which in the judgment of proper officials, is in the best interest of the City. The City reserves the right to accept a part or parts of a proposal unless otherwise restricted in the RFP or issue subsequent RFPs. The City reserves the right to approve or reject any sub-Contractors proposed for work under this proposal or waive any minor irregularities

The City reserves the right to select the successful vendor once all proposals are received, without seeking further information for clarification from proposers. Upon review of proposals, the City may designate the most qualified proposals as finalists. These finalists may be invited to make oral presentations and participate in a question and answer session with the City. The City shall have the right to visit selected user sites, should this be deemed necessary.

All federal, state, and local laws regarding competitive bidding, anti-competitive practices, and conflict of interest shall be applicable to this RFP.

The City does not guarantee that any contract will be awarded because of this RFP. If a contract award is made but the contract is not executed, the City does not guarantee that the contract will be re-awarded.

1.9.3 Inquiries

Inquiries or requests for clarification submitted prior to the pre-proposal conference will be addressed at the pre-proposal vendor conference. Additional inquiries or requests for clarification will be accepted until the deadline established in Section 1.10 - Procurement Schedule.

1.9.4 Changes to Proposals

Proposals may be changed or withdrawn prior to the deadline for proposals. All such changes and withdrawals must be submitted in writing and received by the City prior to the deadline for proposals. After the deadline for proposals, no change in prices or other provisions prejudicial to the interest of the City or fair competition shall be permitted.

1.9.5 Non-Mandatory Pre-Proposal Conference

The City shall conduct a voluntary pre-proposal conference. Answers to questions submitted prior to the conference and answers to all questions asked at the pre-proposal conference will be officially answered by an addendum after the meeting. The date and location of the meeting is listed in Section 1.10 (Procurement Schedule). This will be a virtual option only to attend, via Microsoft Teams.

Microsoft Teams

Meeting Link: https://teams.microsoft.com/l/meetup-join/19%3ameeting_NmJhYTQwNDYtMTU4ZS00YTRmLWlxYmQtZDQ1YzhINDE0ZTg5%40thread.v2/0?context=%7b%22Tid%22%3a%22d3d20e3-2531-4b88-9c9d-7d5eb039533a%22%2c%22Oid%22%3a%2287c34945-a126-4d8b-8aa8-79e50f3f50d8%22%7d

Meeting ID: 276 899 504 461 68

Passcode: y2br2H7c

Dial in by phone

[+1 937-249-6960](tel:+19372496960),963737444# United States, Aberdeen

[Find a local number](#)

Phone conference ID: 977 753 366#

Microsoft Teams Help Link: <https://aka.ms/JoinTeamsMeeting?omkt=en-US>

1.10 Procurement Schedule

The City reserves the right to change the procurement schedule. If changes are made, proposers will be notified by the City in the form of an addendum to this RFP.

The expected procurement schedule is listed below:

**Table 1.6
Procurement Schedule**

Date and Time (EST)	Description
January 14, 2026	Publication Dates
January 21, 2026 1:00 PM	Pre-proposal Conference Call
January 28, 2026, 1:00 PM	Deadline for Questions About the RFP
February 13, 2025	Answers Provided to RFP Questions
March 2, 2026, 3:00 PM	Proposal Submittal Deadline
Week of April 13, 2026	Elevate for Demonstrations/Interviews <i>(Anticipated)</i>
Week of May 4, 2026	One-Day Software Demonstrations/Interviews <i>(Anticipated)</i>
Week of May 18, 2026	Elevate and Notify Semifinalist or Finalist Proposer(s) <i>(Anticipated)</i>
Week of June 1, 2026	Discovery Sessions Completed <i>(Anticipated)</i> (Half Days per Elevated Proposer if Necessary)
July 2026	Complete Contract Negotiations and Statement of Work (SOW) <i>(Anticipated)</i>
August/September 2026	Implementation Begins <i>(Anticipated)</i>

Section 2: Project Scope

2.1 Functional Scope Overview

The overall functional scope is defined in Sections 2.1 through 2.3 below. The scope includes software, implementation, project management, and other ongoing services.

Functions (Sandi/Rhonda/David)	Process/Activity
Customer Management	<ul style="list-style-type: none"> • Manage customer information • Manage property information • Customer self-service
Meter Information	<ul style="list-style-type: none"> • Meter inventory • Meter condition
Billing	<ul style="list-style-type: none"> • Rate tables • Billing process • Bill printing
Payments / Collections	<ul style="list-style-type: none"> • Electronic payments • Cash receiving • Managing delinquent accounts

Service Requests	<ul style="list-style-type: none"> • Work orders • For all services the City provides
Reporting	<ul style="list-style-type: none"> • Ad hoc reporting • Time-sensitive reports • End-user reporting tools
Workflow	<ul style="list-style-type: none"> • Notifications for new permits/certificates/meters/properties

2.2 Project Goals

The City has used a combination of requirements and process maps to determine the outcomes for the project.

Overall Goals:

The City is interested in installing a low-maintenance application, meaning a hosted application or cloud application, anticipated in 2027, depending on the implementation schedule. The application should be easily accessible by employees and relatively easy to use so that the City does not have to invest a substantial amount of time and effort in training. Finally, users are seeking an application where business users can generate reports without significant assistance from technology resources.

The City has made the strategic decision to modernize its software systems.

The goals for this project include:

- Full integration to the main ERP system
- Reduce manual data entry
- Reduce the number of interfaces between similar systems

2.3 Project Timeline

The City is open to various recommended timelines; however, the City anticipates starting the implementation around September 2026 with the goal of going live in 2027 at the latest. The City is prepared to have consultants complete work remotely if necessary. Assuming a September 2026 start, Proposers should communicate realistic timelines to successfully implement the proposed solution.

2.4 Implementation Approach

The City understands that each Proposer may take a different approach to implementation. However, to better compare different approaches and to ensure that essential components of the implementation are proposed, the City requires that all Proposers use the definitions below when describing implementation activities.

2.4.1 Project Management

The proposer will be responsible for providing overall coordination and management of the project including governance support, schedule management, risk mitigation, project communications, contract management, and quality assurance. Specific deliverables expected during this stage include:

- Project Plan
- Status Reports

2.4.2 Knowledge Transfer

Proposer will be responsible for ensuring that the City's core project team has sufficient knowledge and understanding of the software to properly participate in the project and subsequent system and business process design discussions. Knowledge transfer stage will include all core team training. Specific deliverables expected during this stage include:

- Project Team Training Plan
- End-User Training Materials

2.4.3 System Design

Proposer will be responsible for facilitating process to define how the system will be used to meet the City's process requirements and project goals. As part of the design, the City expects to engage in discussions around how to use the system most effectively, what changes in business process are required and to document configurations, interfaces, reports, workflows, and security roles. Specific deliverables expected during this stage include:

- Requirements Traceability Document

2.4.4 Build

After completing design and after the City has made decisions on both business process and system configurations, the City expects that the Proposer and the City staff will work collaboratively on building the system. All activities related to system configuration, interface development, report creation, or other build tasks should be included in this stage. Specific deliverables expected during this stage include:

- As-built Documentation

2.4.5 Conversion

Proposer will be expected to develop a data conversion strategy for the project and implement the recommendations. City staff will work with the Proposer Team to extract data from legacy applications and to map the data into the Proposer tools. The Proposer, in turn, will be responsible for loading the converted data and confirming the successful load of the data. Specific deliverables expected during this stage include:

- Conversion Plan
- Converted Data Acceptance

2.4.6 Testing

Throughout the process, the City expects to engage in execution of a formal test plan. The test plan will be developed during the project and include testing approach, roles and responsibilities for testing, and clear deadlines and expectations around testing effort. The City expects to engage in detailed conference room pilot testing, unit testing, regression testing, integration testing, parallel testing, and user acceptance testing. Specific deliverables expected during this stage include:

- Testing Plan
- Test Scripts
- Testing Acceptance

2.4.7 Go Live and Support

At time for go-live, the City expects that the Proposer will assist with end-user training, work to prepare a cutover plan, and assist with the transition to the new software. Included with go-live could also be assistance for after go-live with management of help-desk type functions. Specific deliverables expected during this stage include:

- Cutover Plan
- Final Acceptance Documentation

2.5 Conversions

Conversion requirements have been included as Attachment 9 – Conversion Requirements. Proposers should respond to each conversion requirement to identify the proposed scope.

2.6 Project Staffing

The City will make every effort to staff the project appropriately and understands that staffing a project is important to its success. The City has staffed the project with small teams of one to eight individuals that represent key stakeholder groups for each functional area. These process improvement teams have been working to establish project goals, discuss improvement opportunities, and prepare the City for implementation. It is expected that all will be involved as the “core” team moving forward with the project. Each core team will have a lead individual identified, but all are expected to participate in the project. The City has identified the following teams for the project:

- Utility Billing

The City expects project staff to include a Project Manager, Core Team Leads, Core Team Members (SME's), and Technical Resources. The anticipated participation for the Project Manager is a minimum of 0.5 FTE and a maximum of 1.0 FTE. The Core Team Leads are anticipated to participate at a rate of 0.5

FTE each, while the Core Team Members are anticipated to participate at a minimum of 0.25 FTE and a maximum of 0.5 FTE. Technical Resources staff will participate as needed.

2.7 Statement of Work

The City will require the development of a detailed statement of work, including a high-level project plan, prior to contract signing. The statement of work will include and describe at least the following and may include additional items the City deems necessary:

- Project Scope
- Project Milestones
- Project Deliverables
- High Level Project Schedule (Listing of Phases and Go Live Dates)
- Project Resources
- Project Roles and Responsibilities
- Quality Assurance and Testing Procedures
- Project Change Control Procedures
- Service Level Agreement (SLA)

Section 3: Detailed Submittal Requirements

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, relevance, and clarity of content. Proposals must address the following questions and contain the following sections.

3.1 Proposal Section 1.0 — Introduction

The introductory material should include a title page with the RFP name, name of the proposer, address, contact information, the date, a letter of transmittal, and a table of contents. The executive summary should be limited to a brief narrative summarizing the proposal.

- 1) Complete Attachment 1 — Signature Page
- 2) Complete Attachment 2 — Proposer Statement

3.2 Proposal Section 2.0 — Proposer Team

This section of the proposal should identify all firms included in the proposal and any necessary third-party products or firms required or recommended for the City.

- 1) Identify the proposed project team including the firms responsible for implementation, and any key consulting team members that will be providing services to the City.
 - How many staff will the Proposer have assigned to the project?
 - What is the approximate dedication to the project of each resource and approximate time work will be completed on-site vs. off-site?
 - What are the major roles and responsibilities for each resource?

- 2) Complete Attachment 3 — Professional Services Background for each firm involved with the project.
- 3) Complete Attachment 4 — Reference Form for each firm involved in the project.
- 4) Complete Attachment 8 — Staffing Sheet

3.3 Proposal Section 3.0 — Functional Requirements

This section describes the software and implementation scope of the overall project and the requirements for each functional area. Responses to the functional requirements should be completed to identify the capability of the software and the scope of the implementation.

**Table 3.1
Available Functional Requirements Responses**

Attachment 7 Functional Requirements Responses	
Column E: Available Responses	
Y	Requirement Met and Proposed (Standard features in the generally available product)
Y-ND	Requirement Met and Proposed (Features that are not offered as a generally available product or require custom development)
N	Requirement Not Met with Proposal
I	Need More Information/Discussion
Column F: Available Responses	
S	Requirement and Feature Supported by Software Developer
TPS	Requirement and Feature Supported by Third Party
NS	Requirement and Feature Not Supported

- 1) Complete Attachment 7 — Functional Requirements
 - Failure to provide some requirements or excluding some requirements from scope will not eliminate the proposer from contention. The City will evaluate the proposal as a whole, including price and value comparisons when evaluating proposals.
 - The requirements responses submitted will become part of the agreement. Proposers are expected to warrant the delivery, configuration, and implementation of all positive responses (every response except “N”).
 - For requirement responses other than “N” proposers must indicate the module or product that is required to meet the requirement.
 - For requirement responses other than “N” proposers must indicate the phase of the project that the functionality will be implemented.
 - All responses which are marked Y, or Y-ND will be considered to be included in the scope, and the cost proposal and all other information submitted in this proposal should reflect this.
 - For functionality that is not currently available and not available for viewing at a demo, but that will be in scope for the project either as generally available features in a future release or as a customization, modification, or enhancement specific for this project, Proposers should indicate a response code of Y-ND and provide more detail in the appropriate column.

3.4 Proposal Section 4.0 — Technology Deployment

This section of the proposal should identify any technical requirements for operating the system :

- 1) Complete Attachment 5 – Technology Deployment for the primary proposed solution.
- 2) Complete Attachment 5 – Technology Deployment for any additional third-party proposed products.

3.5 Proposal Section 5.0 — Implementation Approach

This section should describe the proposed implementation plan. Proposers should reference Section 2 – Project Scope for more information on the project scope, goals, and implementation effort.

- 1) Please provide a description of your methodology for this project, taking into account the environment, the scope, and the desired goal to improve business processes.
- 2) Complete Attachment 6 – Project Expectations
- 3) Complete Attachment 9 – Conversions

Proposers must provide responses to the conversion requirements (Attachment 9 – Conversions). If additional items to be converted are proposed, please add them to the spreadsheet. The following answer key shall be used when responding to the conversion requirements.

**Table 3.2
Available Responses for Data Conversions**

Item	Response	Response Description
Agree	Y/N	Respondents should identify whether or not your firm agrees that this item needs to be converted.
Included in Price	Y/N	If your firm agrees that this item needs to be converted, indicate with a Yes or No whether or not your firm's work effort to complete the conversion is included in the pricing schedule.
Estimated Consulting Hours	Number of Hours	Include the number of estimated consulting work hours to complete the conversion.
Comments	Text	Include any comments or assumptions relevant to the answers above.

3.6 Proposal Section 6.0 — Price Format

Proposers should submit price proposals using the format provided in Attachment 10 — Cost to this RFP.

- 1) Complete and submit Attachment 10 — Cost
 - o All pricing must be submitted as fixed by milestone. Costs listed as “to-be-determined” or “estimated” will not be considered.

- Identify major milestones as part of the project. It is required that costs will be invoiced upon completion of major milestones. Please provide a schedule of all payments necessary to complete the proposed scope.
- All service costs must be provided on a task or completion basis with costs assigned to each milestone, deliverable or task. Proposers are required to fill in deliverables and tasks under the provided headers. Additional detail may be provided to further explain deliverable or task costs.
- Proposers should include all software modules and state any limitations on module use. If no limitations are listed, the City will consider that pricing is based on full enterprise-wide access for the City.
- Proposers must submit implementation costs as fully loaded rates that include all necessary travel or other expenses. By submitting a proposal, all proposers acknowledge that all pricing (including travel) must be a fixed fee or included in the implementation milestones.

3.7 Proposal Section 7.0 — Implementation Terms and Conditions

This section asks for proposers to accept key terms and conditions for the project.

- 1) Complete Attachment 6 – Project Expectations
- 2) Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section, with a written explanation of the exception and an alternate proposal (if applicable). The City, at its sole discretion, may reject any exceptions or specifications within the proposal.

Section 4 - Evaluation Process

The City will review all proposals received as part of a documented evaluation process. For each decision point in the process, the City will evaluate proposals according to specific criteria and will then elevate a certain number of proposals to compete in the next level. Proposals not previously elevated may be elevated at a later date if the previously elevated proposals lead to an unsuccessful outcome.

4.1 Evaluation Criteria

The criteria that will be used to evaluate proposals may include, but are not limited to the following:

- Overall Understanding of the Utility
- Functionality
- Cost
- Software Demonstrations/Implementation Interviews
- Software and Implementation References
- Dayton Local Business*
- PEP-Certified Vendor**

The City reserves the right to determine the suitability of proposals on the basis of any or all of these criteria or other criteria not included in the above list.



*Dayton Local Business status will be determined by the address submitted in the proposal from the vendor, which is the same address that will be used for the Contract.

**PEP Certified Vendor status will be determined if the Prime vendor is a PEP-certified vendor with the City's Human Relations Council (HRC) as a Minority-Owned, Woman-Owned, or Small Business Enterprises.

4.2 Evaluation Process

The City will follow the evaluation steps summarized below:

- 1) **Proposal Opening:** Proposal submittals shall be received and publicly opened. Only the names of the respondents will be read at this time.
- 2) **Compliance:** A preliminary evaluation by the City shall determine whether each received proposal is complete and compliant with all instructions and/or submittal requirements in the RFP. Any proposals that are incomplete or that do not comply with the instructions and/or submittal terms and conditions may be rejected and excluded from further consideration. Vendor proposals, which are compliant, are advanced to the written evaluation stage.
- 3) **Written Evaluation:** The City will evaluate written proposals according to the criteria outlined above. The highest-ranked proposals will advance to the Software Demonstration/Interview Stage.
- 4) **Software Demonstrations/Interviews:** Vendors that are advanced to this stage will be required to complete software demonstrations and interviews with City Evaluators. The City will also interview key Vendor staff to be assigned to the project. Demonstrations and interviews will be evaluated by the City. Only products that have been proposed may be demonstrated. Proposers may be asked to provide clarification items after the demonstration/interviews.
- 5) **Discovery Sessions** will consist of an additional on-site meeting with select proposers to focus on implementation issues and development of a statement of work (SOW). After vendor demonstrations/interviews, the City will elevate either one (1) or two (2) proposers. Each elevated proposal team will receive a Request for Clarification (RFC) letter seeking any necessary clarification of the initial proposal or demonstrations. The RFC letter will also identify a schedule for the on-site Discovery session that will include a detailed discussion of implementation issues.
- 6) **Negotiations:** The City will select a finalist vendor to complete software and implementation negotiations. If third-party software is involved, the City may elect to negotiate with these vendors first. The primary vendor will be expected to assist with negotiations with the third-party vendors. The final contract award recommendation will be made to the City Manager and Commission.
- 7) **Contract Award:** The City Manager and Commission authorizes all contracts of this type.

Section 5 – Attachments

- Attachment 1 - Signature Page
- Attachment 2 - Proposer Statement
- Attachment 3 - Professional Services (Background)
- Attachment 4 - Professional Services (References)
- Attachment 5 - Technology Deployment
- Attachment 6 - Project Expectations

Response format must be Excel for the following:

- Attachment 7 - Functional Requirements
- Attachment 8 - Project Staffing
- Attachment 9 - Conversions
- Attachment 10 - Cost

For informational purposes only:

- Attachment 11 - Contract Boiler Plate
- Attachment 12 - Vision & Purpose