REQUEST FOR PROPOSAL
RFP-F-2016-01

Financial Information System

ISSUED:	**July 25, 2016**
CLOSING:	**August 26, 2016 at 2:00 p.m.**
LOCATION:	**Township of West Lincoln**
	City of Thorold
	City of Port Colborne

Note: There will not be a public opening of proposals

**** LATE PROPOSALS WILL NOT BE ACCEPTED ****

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REQUEST FOR PROPOSAL

1. INTRODUCTION

1.1 Invitation to Proponents

The following three municipalities: The Township of West Lincoln, the City of Thorold and the City of Port Colborne, lower-tier municipalities located in Niagara Region, are inviting proposals from proponents who have the necessary experience to supply an integrated financial suite of applications, training, data conversion services and on-going support as detailed in this request for proposal (RFP). Proposals should be submitted individually to each municipality. Please state any discounts that may available to the municipalities should any combination of the 3 select the same Proponent.

The primary reason for this RFP is the need to replace the existing financial systems of each municipality and implement a more modern, comprehensive, and flexible financial information system that takes advantage of new technology and efficiencies (such as a flexible report writer, capable of e-commerce and electronic transactions). In addition we anticipate expanding the system in varying degrees, to incorporate additional modules for use throughout each municipality which are in a networked environment which is designed in such a way as to allow for seamless integration and the ability to offer our taxpayers a "one-stop shopping" service alternative. Proposals should provide a solution that centralizes all the functions identified above into one software application. The solution should provide efficiencies and effective work processes, offer exceptional customer service tools to internal and external customers, and the software must be progressive in adapting new technologies.

1.2 Type of Contract for Services

This RFP is not a call for tender. However, each proposal is expected to contain sufficient detail concerning all terms and conditions to permit the drafting of a contract. The selected Proponent will be required to enter into an agreement with the Municipality for the provision of software, training and conversion of existing data. Each Municipality intends to award the contract based on proposal that offers the best Financial Management System that responds to the overall objectives of Municipal Staff and Council.

1.3 Compliance with Applicable Laws

A condition of the Agreement is the requirement that the successful Proponent comply with all applicable laws of Ontario and Canada, including the Occupational Health and Safety Act (Ontario), the Ontario Human Rights Code, the Pay Equity Act (Ontario) and the privacy statutes applicable in the province of Ontario.

1.4 RFP Documentation

This RFP consists of the following documents:

       Appendix A – Mandatory Requirements Checklist
       Appendix B – Form of Offer

2. THE SERVICES

2.1 Background

The three lower-tier municipalities issuing this RFP are located within the Niagara Region. There is no commitment being made that each municipality will choose the same vendor. The decision will be based on the needs of each individual municipality. However, it is anticipated that discounts will be provided if 2 or 3 of the municipalities select the same vendor.

West Lincoln

The **Township of West Lincoln** with a population of **13,837** employs 46 full-time staff and 62 part-time and seasonal employees. The Township also has a volunteer fire service consisting of approximately 47 volunteers. The 2016 annual operating budget is $8.3 million, and the Capital budget is $3.7 million. An integrated financial system is used for all financial transactions and processes, including payroll and water billing. Bellemy is the current financial software used. Neptune software is used for water meter reading . CGIS is our GIS provider and is also used for Building Permits. In addition, Citywide software is used for Tangible Capital Asset inventory and reporting. MaxGalaxy software is used for facility use and recreational programming booking. West Lincoln will consider either an on-premise or hosted solution.

All current client systems are fully patched Windows 7 and Windows 8.1 workstations with MS Office 2010 or 2013. The configuration for any machine that would be using the system would be a minimum Intel i3 with 4GB RAM. Appendix C provides some current transaction statistics.

Thorold

The **City of Thorold** with a population of just over 18,000 residents employs 95 full-time staff and 82 part time and seasonal employees. The City also has a volunteer fire service consisting of approximately 100 volunteers. The budget for 2016 estimates gross operating expenditures of $26 Million, and capital expenditures of $8.7 Million Municipal services provided include, but are not limited to: Public Works, Planning, Building, Parks and Recreation, Cemetery, Fire, Finance.   Thorold will only consider an on-premise solution

The City of Thorold's primary objectives of this RFP are:

- To replace the current USTI MAS financial software with a municipally focused financial application programmed to include taxation and utility billing.
- To acquire a core financial system designed to manage the City's financial information efficiently and effectively.
- To acquire software that has been programmed and designed to work on Microsoft Windows Operating System client machines with a Graphical User Interface (GUI)
- To acquire software that provides an integrated solution for managing and sharing financial data with other departments

- To replace Cemetery/Mausoleum (currently custom MS Access DB)
- To acquire software that provides a reporting tool designed to extract financial data which includes built-in reports and the ability to easily create custom reports.

Thorold has one main City Hall and several satellite sites. All sites will share the centralized financial management system through the network server located at City Hall. This proposal must provide a solution that provides ease of use throughout the various sites.

The City of Thorold also makes use of several other software packages and would like integration where possible. Sensus water billing, Citywide software for Tangible Capital Assets and Building Permits, ActiveNet recreation registration, and Paymentus for online credit card transactions.

All City of Thorold user workstations will have a minimum of Intel Core i3 (4th gen) CPU with 4GB ram running Windows 7 SP1 and MS Office 2010 Standard edition.

Port Colborne
The City of Port Colborne has a population of just over 18,000 residents and employs 120 full time staff and 80 part time and seasonal staff. The City's general annual operating expenditures budget for 2016 amounted to $21.3 Million and capital expenditures of $3.3 Million. The City's Water and Wastewater annual budget expenditures amount to $8.4 Million for operations and $1.8 Million in capital. The above does not include capital projects being funded through debentures. The Financial System supports the services for Finance, Community Services, Engineering, Public Works, Fire, Planning, Building, Museum and Library and provides for managing and sharing of financial information with the departments.

The City of Port Colborne requires an integrated financial system of all software programs required to account for all financial activity to the General Ledger. This would include property tax and water (utility) billing, along with the normal accounting functions for payroll, cash receipts, inventory, budgeting, accounts receivable/payable, purchase orders, human resources and financial reporting. Providing the ability to do eBilling for property tax and water (utility) is essential. Other software programs may be of interest to add to the main essential programs described above.

The City of Port Colborne will be replacing the current USTI MAS financial software and will only consider an on premise server system with appropriate backup solutions.   Other software that is currently used and must be integrated with any new financial system includes: ActiveNet for registration and payments, InfoHR for human resources, Neptune for water meter readings, Citywide (Public Sector Digest) software for Tangible Capital Assets, Paymaster for on line banking, CIBC banking software for electronic funds transfers and Canada savings bonds transfers and RAC Software for the Financial Information Return. The City also requires compatibility to integrate with OPTA for loading capping for property taxation.

Port Colborne's main site will be housed at City Hall and must accommodate other site locations for user access to the financial information system through the network server located at City

Hall. All user workstations have a minimum of Intel Core i5 (4th gen) CPU with 8GB RAM running Windows 7 SP1 and Windows 10 with MS Office 2016.

2.2   Purpose and Objectives

The objectives of this RFP are:

- to replace the current financial software with a system that offers seamless linkages to Microsoft Office software applications and our current GIS software applications;
- to provide an integrated solution for managing and sharing data with other departments and other third party products;
- to provide a scalable platform that will allow the Municipality to continue to grow in its business processes and in its ability to enhance service levels;
- to provide a flexible reporting tool that will assist in the effective management of the data and systems as well as providing user departments with access to the information they require in the manner most appropriate;
- to have an opportunity to review our current processes and re-engineer where required;
- to have an efficient and effective financial system provided at the least net cost to the Municipality; and,
- to offer improved services to our customers.

To meet these objectives, the following goals have been identified for a complete financial management system:

- timely access to appropriate information
- advanced reporting capabilities
- modelling techniques (i.e. what if scenarios)
- access to real time data
- "off-the-shelf" product that requires little customization
- a true and working partnership with the vendor
- empower clients (primarily other departments) with access to relevant data and the ability to create, save, share their own reports
- intuitive reporting
- quick and easy export and other data management tools
- able to generate the FIR reports from the financial system in accordance with Provincial standards
- greater security control enabling user-defined specific access to more people on an as required basis
- capacity for seamless interface with other Municipal applications, including GIS and meter reading software.
- a consistent look and feel across all modules
- on-line help

2.3   Description of Services

The Municipality expects that staff assigned to this project is knowledgeable about municipal operations, are committed to understanding how the Municipality operates and fully understands the software in order to provide excellent customer service to staff at the Municipality. The Municipality expects a single point Project Manager will be assigned to the project to resolve issues as they arise in an efficient and timely manner.

The chosen solution will provide an integrated suite of business applications that address the needs of our core financial processes. All applications will provide a consistent look and feel with drill down capabilities both within the module and across all modules. Specific activities, or functional requirements, that need to be supported are attached in **Appendix D.** This appendix forms an integral part of the RFP and must be completed as part of the submission.

The proposal should describe the key elements of the approach that would be employed by the proponent in undertaking this project. The methodology must contain enough information to indicate a sound understanding of the needs of the project and provide the evaluators with step by step procedures and a schedule of activities which indicates how it proposes to meet these needs. A specific timetable and work plan should be included.

The project will include:

(i)   **Project Planning Services**:

- Vendor must prepare a detailed Project Plan The Proponent is expected to outline in the proposal to the City a detailed "Roll-Out" plan that would be employed by the Proponent in undertaking this project. The proposal should state clear and concise steps detailing how the project is expected to be rolled out. This plan should include the following key elements:

- Initial Orientation & Discovery

- Server Preparation, Database & Program Installation, Testing & Optimization

- Data Conversion & Data Importation

- Software Training on Test Database

- Implementation – Shadowing using both Finance software packages

- Go Live- Stand Alone

Each key element of the plan should incorporate the methodologies that will be utilized to each successful completion of each plan phase. It is expected that a Gantt chart, work detail, and training plan will be created by the Proponent Project Manager after the initial orientation to be used as a project guide.

If additional (optional) modules are chosen with the Base Modules, it will be the responsibility of the Proponent to provide the same level of detail for the

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implementation of each module with a detailed accounting of any, and all associated costs.

(ii) **A fully integrated MIS system**, which is comprehensive and includes all modules outlined in the attached appendices for each municipality.

Please note in **APPENDIX E** vendors will be asked to quote upon any and all additional software modules that they currently offer not specifically listed above. The quoted price shall be held firm for a period of 90 days.

These applications are the ones that involve direct service contact with the public. Since there appears to be some direction to providing government services via the Internet, the Participants are interested in positioning themselves for this in the future; any features or planned development with regard to web-based applications should be highlighted.

While these applications have been specifically identified for responses, information is sought on other municipal application modules also available, for background information purposes only, and to show what other future options are available. This may assist the Participants' decision all other factors being equal. Consideration will be given to vendors who can offer complete solutions under one software system rather than having other software vendors involved.

(iii) **Cost**

West Lincoln will consider both a hosted solution and an on-premise solution options. Thorold and Port Colborne will only consider an on-premise solution. The proposal must include the following breakdown for both a hosted solution for West Lincoln only and an on premise solution for all three municipalities

- Cost of software components

- On-site training costs for users

- Full implementation costs including installation, data conversion , configuration, supplier-provided hardware, and software costs

- Costs for travel and expenses

- Customization costs

- Yearly software support and maintenance costs

- First year software support and maintenance must be included in implementation costs

- Discounts available if 2 municipalities select the same vendor

- Discounts available if all 3 municipalities select the same vendor

All costs identified in the proposal shall be before HST is applied.

(iv) **Installation Services**

The Vendor will be responsible for the delivery, installation and preparation of the application software. Any required hardware will be purchased and installed to the Vendors specifications by the municipality's IT department in accordance with internal policies.

(v) **Data Conversion Services**

A recommended approach to data conversion should be specified, along with any data conversion utilities available. The data conversion should include testing and verification of conversion results. The municipality will require historical conversion of a number of year's data, which may vary from application to application.

(vi) **Interface Creation Services**

The Vendor will identify the cost and the recommended approach for the custom programs, if any, that will need to be written to provide interfaces between the proposed solution and our existing applications (i.e. our GIS Software Application, etc.)

(vii) **Implementation Services**

Proposals should include an implementation plan based on a desired MIS operational date as follows:
Township of West Lincoln: Phased approach: December 31, 2016 for some modules with full Implementation completion by: March 1, 2017

City of Thorold: Phased approach: December 31, 2016 for some modules with full Implementation completion by: March 1, 2017

City of Port Colborne: Phased approach over a six month period to be arranged with the successful proponent and completed in 2017

It is the intent of the municipalities to make a decision by September 30, 2016. Therefore implementation plans should be based on an October 1, 2016 start date but will be subject to finalization with each individual municipality.

The vendors will assign a project manager to co-ordinate their activities.   The project manager is expected to be well versed in all aspects of the software and have a strong understanding of Municipal Operations and Functions within the Province of Ontario. The Project Manager is expected to have already had a minimum of one year managing similar software installations in other municipalities.

The proposed implementation plan should detail the logical sequence of steps that will be required and their duration and the makeup of the supplier's proposed implementation team.

(viii) **Training Services**

The Vendor is responsible to complete a training plan including:
- A training strategy, including one-on-one training with critical users
- The training methodology to ensure smooth implementation
- Training requirements by job function

(ix) **Documentation Services**

The successful Vendor must provide all necessary documentation required to operate and maintain the system and/or service, confirm what of the following, including the number of copies, is delivered as part of the package and what would be delivered for an additional cost:

- Technical documentation
- Operating procedures
- User procedures
- Documentation of all system modifications or customizations
- Technical newsletters
- Training manuals
- Other

(x) **Ongoing Program Support and Technical Support**

The support network must be able to assist Municipal Staff in a timely and efficient manner in order to ensure that downtime is negated.

The Vendor shall provide immediate, person-to-person, "hot-line" support for technical and end-user staff during business hours from 8:00 am to 5:00 p.m. local time for standard business. It is expected that extended service may be required during special processing times. Major critical issues must be resolved within 2 hrs from time of call and all other issues should be resolved within 24 hrs.

The first year of maintenance and upgrade support is to be included in the vendor's final price. Subsequent years' maintenance and support costs and details are to be provided. In addition, the bid should include the following:

- Provide rates for services that would be available on a per diem or project basis as a result of agreed upon changes to the contracted implementation plan.
- Provide rates on services that would be available on a per diem or project basis for post-implementation system modifications or enhancements.
- Provide description of how new ideas from clients are handled and when clients would expect to see these implemented in a new release.

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- Provide normal new release dates during the year.
- Please identify your policy regarding software updates and enhancements as a result of ongoing system improvement and development as well as your policies regarding updates to the system as they pertain to legislative changes.
- Provide any and all sample annual support agreements and clearly identify all policies regarding support.
- The vendor is to clearly identify the location of the support team, and their hours support can be obtained in Eastern Standard Time.

(xi)   **Hardware**

Vendors will be responsible for all hardware and software specifications and implementation identified in their proposal except where such hardware and software is to be made available by the Municipality. The proposal must specify the additional minimum hardware and software requirements for the effective utilization of the proposed system to be provided by the Municipality. Hardware shall include the primary server, operating system, and user workstations. The vendor shall review the hardware description as provided by the municipality in **Section 2.1** and clearly identify any deficiencies to what is required by the vendor to operate their solution(s), as well as propose what hardware and operating systems will need to be in place to support the proposed solution(s).

(xii)   **Subcontracting**

Sub-contracting of the services outlined in the specifications will not be permitted without the prior written consent of the municipality. Any work undertaken by sub-contractors shall in no way relieve the Bidder of his/her responsibilities to the municipality under the terms and conditions of this Contract. The primary bidding supplier may combine multiple application suppliers in a joint proposal being submitted, but must take the overall responsibility for the integration and implementation of any proposed solution options.

(xiii)   **Other Value-Added Services Proposals**

Any services offered by bidders which will assist in the successful implementation of the MIS, and which have not been specified in the previous requirements, can be proposed.

This might include technical hardware and network specialists, accounting services, documentation specialists, business process consultants, etc. which is available and could assist in a successful implementation.

Short-listed bidders may be requested to provide additional detailed quotations for some of these services.

3.   **EVALUATION OF PROPOSALS**

The evaluation of Proposals will be conducted by the Municipality in the following stages. A Proposal must meet the requirements of each stage in order to proceed to the next stage. Note

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that the evaluation of Proposals by the Evaluation Team will be conducted on the basis of the members of the evaluation committee arriving at a consensus.

3.1   Stages Of Proposal Evaluation

The Municipality will conduct the evaluation of Proposals as follows:

Stage 1 will consist of a review by the municipality to determine which Proposals comply with all of the Mandatory Requirements. Proposals that do not comply with all of the Mandatory Requirements will be disqualified.

Stage 2 will consist of a scoring by the Evaluation Team of each qualified Proposal on the basis of the Technical Rated Criteria. Each proposal will be scored in accordance with a prescribed guideline using a minimum and maximum scoring guide.

Stage 3 will consist of a scoring of the Pricing of the eligible Proposals.

Stage 4 will consist of a rating from the Evaluation Team after each proponent has provided a demonstration and question and answer session of the software solution available. This date for this demonstration will be determined after the RFPs have been received.   Any further oral presentations required will be for clarification purposes only and can be conducted as Internet demonstrations or conference calls.

Final Selection - The totals from Stages 2 to 4 will be added together to arrive at a final total score for each Proposal. The highest scored Proposal, representing best overall value to the Municipality, will be recommended for selection by the Evaluation Team to the Executive Committee.

In the event that the municipality is unable to successfully execute an Agreement with the first-ranked Proponent in a timely manner, the municipality may invite the next ranked Proponent to finalize an Agreement with the municipality.

The Evaluation Team may, in addition to municipal representatives, include external consultants and advisors.

3.2   Stage I - Mandatory Requirements

Each Proposal must include:

3.2.1   Mandatory Requirements Checklist (Appendix A), completed by the Proponent according to the instructions contained in Appendix A.

3.2.2   Form of Offer (Appendix B), completed by the Proponent according to the instructions contained in that form as well as those instructions set out below:

(i)   Conflict of Interest:
Each Proponent must include in its Proposal confirmation that the Proponent does not and will not have any conflict of interest (actual or potential) in

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submitting its Proposal, or if selected, with its contractual obligations under the Agreement. Where applicable, the Proponent must disclose in its Proposal, in the manner set out in the Form of Offer, information pertaining to any situation which may be a conflict of interest in submitting a Proposal or, if selected, with the contractual obligations of the Proponent under the Agreement. Furthermore, each Proponent must confirm that the Proponent neither has nor had access to any Confidential Information as defined in the Form of Offer.

The Proposal of any Proponent may be disqualified where that Proponent fails to provide confirmation of the foregoing or makes misrepresentations regarding any of the above. Further, the Town, in addition to any other remedies it may have in law or in equity, shall have the right to rescind any contract awarded to a Proponent if the Municipality, in its sole discretion, determines that the Proponent made a misrepresentation regarding any of the above.

(ii) Proof of Insurance
By signing the Form of Offer, each Proponent acknowledges its willingness, if selected, to provide proof of insurance coverage as required in the Form of Offer. If selected, the selected Proponent must provide proof of insurance coverage in the form of a valid certificate of insurance prior to the execution of the Agreement by the Municipality.

3.2.3 Pricing Form (Appendix E). Proponents are asked to complete Appendix E which is an integral part of this RFP. The prices quoted are to be:

(i)   stated in Canadian dollars;
(ii) inclusive of duty and custom charges, where applicable;
(iii) FOB destination, delivery charges included where applicable;
(iv) Harmonized Sales Tax (HST) should be listed separately.

3.3   **Stages 2, 3 and 4 Rated Criteria**

The Rated Criteria to be used by the Evaluation Team in the scoring of each eligible Proposal are as follows:

1) Software Capabilities

a) Graphical User interface, Ease of Use, Layout of Menus, Accessibility to information

b) Core financial competencies, structure and organization of data

c) Software features, functions, innovations, and reports

d) Quality, strength, speed, programming language and architecture

e) Full integration of modules

2) Hardware Compatibility

    a) Compatibility with Windows Server Environment

    b) Compatibility with Standard Intel 64 bit X86 Servers

    c) Compatibility with minimum Windows 7-10 Client Workstation Environment

    d) Interoperability with other Windows Office Products

3) Corporate Capabilities and Experience

    a) Length of time, and breadth of experience with Municipal Accounting Software

    b) Customer base and Client Referrals

    c) Ongoing Support & Product Improvements

4) **Guaranteed Response Times**

5) Project

    a) Project Plan, quality and completeness of information submitted

    b) Project Manager and the overall effort given or made to the success of the project as a whole

The lowest bidder who provides the Financial Management System that BEST meets the needs of the Municipality will be the successful proponent. And onsite presentation of submission may be requested. The Best system may not necessarily be the lowest bid but responds to all of the objectives.

4. TERMS AND CONDITIONS OF THE RFP PROCESS

4.1 General Information and Instructions

There will not be a public opening of the RFPs. This will be conducted by administration members of the Municipality and at a time subsequent to the closing.

Proposals must be sealed, and submitted to:

Township of West Lincoln
Carolyn Langley, Clerk
318 Canborough Street
P.O. Box 400
Smithville, Ontario
L0R 2A0
RE: RFP F-2016-01

City of Thorold
Donna Delvecchio, City Clerk
3540 Schmon Parkway
P.O. Box 1044
Thorold, ON
L2V 4A7
RE: RFP F-2016-01

City of Port Colborne
Ashley Grigg, City Clerk
66 Charlotte Street
Port Colborne, ON
L3K 3C8
RE: RFP F-2016-01
Deadline – August 19, 2016, 2:00pm

4.1.1 Timetable

The following is the schedule for this RFP:

Issue Date of RFP	July 25, 2016
Proponent's Deadline for Questions	August 15, 2016
Deadline for the Municipality to issue Addenda	August 19, 2016
Proposal Submission Deadline	August 26, 2016 by 2:00PM EST
Proponent's Demonstrations	August 29th to September 9th, 2016
Period for which Proposals are Irrevocable after Proposal Submission Deadline	90 days
Selection of Proponent, Council approval and award contract	Expected completion by September 30th, 2016

4.1.2 Proponents Instructions/Proposal Format

Proponents should structure their Proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a Proposal should reference the applicable section numbers of the RFP where that request is made.

Evaluation of proposals is made easier when Proponents respond in a similar manner. The following format and sequence should be followed in order to provide consistency in Proponent response and ensure each proposal receives full consideration. All pages should be consecutively numbered and include:

- Title Page, showing Request for Proposal number, Proponent's name and address, telephone number, and a contact person.
- Table of contents including page numbers.
- The Proponent should identify all proposed team members and their role in the project. For each proposed member indicate:
  - Name and role in the project
  - A brief description of their qualifications and experience
  - A list of relevant previous assignments and their role in those assignments
- A statement of understanding of the scope and complexity of the project. Indicate the problems and issues likely to be encountered and answer the question "Why should the Municipality select your firm over other qualified Proponents?"
- The body of the proposal should include:
  - A description of the overall approach that will be used to implement the project and the sequence in which the work will be carried out.
  - A project plan outlining the implementation milestones and the details of a training plan on a module by module basis.
  - A preliminary indication on what service enhancements may be offered including date of the next planned release of your software, significant enhancements planned in the next release.
  - A description of ongoing support processes, user groups, annual conferences, etc.
- You should include a description of your municipal expertise and references from three (3) municipal clients.
- You should provide evidence of registration and good standing with the Workplace Safety and Insurance Board; evidence of your Health and Safety Policy and the measures taken to ensure its effective implementation within the work environment (Note: this may take the form of your program mission statement).
- Attach all contract templates that would be required to be negotiated prior to contract execution.
- Any additional information.

4.2 Communication After Issuance of RFP

4.2.1 Proponents to Review RFP

Proponents shall promptly examine all of the documents comprising this RFP and:

(i)   shall report any errors, omissions or ambiguities; and
(ii)   may direct questions or seek additional information

by email on or before the Deadline for Questions by Proponents to the Municipal Contact. No such communications are to be directed to anyone other than the Municipal Contact. The Municipality is under no obligation to provide additional information but may do so at its sole discretion. It is hereby understood and acknowledged that the Municipality shall not be held liable or responsible for verbal instructions or explanations. Only written Addenda issued by the Municipality during the bidding period shall become part of these conditions and instructions.

Questions relating to this document and the Municipality's requirements should be directed to all municipalities simultaneously unless the question pertain strictly to an individual Municipality's requirements

Township of West Lincoln
Donna DeFilippis, Director of Finance/Treasurer
ddefilippis@westlincoln.ca

City of Thorold
Matt Watson, IT Manager
mwatson@thorold.com

City of Port Colborne
Peter Senese, Director of Community and Corporate Services
dccs@portcolborne.ca

The Municipality and its advisors do not make any representation, warranty or guarantee as to the accuracy of the information contained in the RFP or issued by way of addenda.

It is the Proponent's responsibility to avail itself of all the necessary information to prepare a Proposal in response to this RFP.

4.2.2   All New Information to Proponents by way of Addenda

This RFP may only be amended by an addendum in accordance with this section. Proponents should notify the Municipalities listed above via email of their intention to participate in the RFP process. This will ensure that the proponents will be made aware of any addendums issued .If the Municipality, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all Proponents by addenda. Each addendum shall form an integral part of this RFP.

Such addenda may contain important information including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the Municipality. In the space

provided in the Form of Offer, Proponents shall confirm their receipt of all addenda by setting out the number of each addendum in the space provided in the Form of Offer.

4.2.3   Post-Deadline Addenda and Extension of Proposal Submission Deadline

If any addendum is issued after the Deadline for Issuing Addenda, the Municipality may at its discretion extend the Proposal Submission Deadline for a reasonable amount of time.

5.   Submission Of Proposals

5.1   Proposals Submitted Only in Prescribed Manner

The name and title of one individual to be contacted, in the event that further clarification of your proposal is required, should be included in your proposal.

A Proponent must submit:

Four (4) original copies of its "Proposal" including the Proposal, completed Appendices A, B and D. The Proponent's completed Appendix E "Pricing Form" is to be stapled separately.

The outside of the sealed Proposal package must be prominently marked with the RFP title and number (RFP-F-2016-01, Financial Information System), with the full legal name and return address of the Proponent, with the Proposal Submission Deadline date and time.

Proposals must be submitted individually to each respective municipality at the following addresses and must reference RFP F-2016-01

> Township of West Lincoln
> Carolyn Langley, Clerk
> 318 Canborough Street
> P.O. Box 400
> Smithville, Ontario
> L0R 2A0

> City of Thorold
> Donna Delvecchio, City Clerk
> 3540 Schmon Parkway
> P.O. Box 1044
> Thorold, ON
> L2V 4A7

> City of Port Colborne
> Ashley Grigg, City Clerk
> 66 Charlotte Street
> Port Colborne, ON
> L3K 3C8

The postal code is to help in identifying the building only. The onus remains solely with Proponents to instruct courier/delivery personnel to deliver Proposal Submissions to the exact floor location specified before the Closing Date and Time. Proponents assume sole responsibility for late deliveries if these instructions are not strictly adhered to.

Catalogues, brochures, and bulky documents will be submitted under separate cover and must be clearly identified as being supplementary documents for this Request for Proposal.

Proposals submitted in any other manner will be disqualified.

5.1.1 Proposals Must Be Submitted On Time at Prescribed Location

Proposals must be submitted at the locations set out above on or before the Proposal Submission Deadline. Proposals submitted after the Proposal Submission Deadline will be disqualified. Late Proposals will be returned unopened to the Proponent.

Please also note that in the event of any question regarding the timely receipt of any submission, the time on the clock designated by the Clerk's Department will absolutely prevail over any other time piece, regardless of any discrepancies between the time on the Clerk's designated clock and the actual time.

5.1.2 Amending or Withdrawing Proposals Prior to Proposal Submission Deadline

At any time **prior** to the Proposal Submission Deadline, a Proponent may amend or withdraw a submitted Proposal. The right of a Proponent to amend or withdraw a Proposal includes amendments or withdrawals wholly initiated by the Proponent and amendments or withdrawals in response to subsequent information provided by the Municipality.

Any amendment should clearly indicate what part of the Proposal the amendment is intending to replace.

Any amendment or notice of withdrawal must be submitted in the same manner as prescribed in this RFP for the submission of Proposals. Any amendment or notice of withdrawal submitted by any other method will not be accepted.

5.1.3 Proposal Irrevocable after Proposal Submission Deadline

Proposals shall remain irrevocable in the form submitted by the Proponent for a period of 90 days from the Proposal Submission Deadline.

5.1.4 Municipality May Seek Clarification and Incorporate Response into Proposal

The Municipality reserves the right to seek clarification and supplementary information from Proponents after the Proposal Submission Deadline. Any response received by the Municipality from a Proponent shall, if accepted by the Municipality, form an integral part of that Proponent's Proposal.

5.1.5 RFP Incorporated into Proposal

All of the provisions of this RFP are deemed to be accepted by each Proponent and incorporated into each Proponent's Proposal.

5.1.6   Proposal Property of the Municipality

Except where expressly set out to the contrary in this RFP, the Proposal and any accompanying documentation submitted by a Proponent shall become the property of the Municipality and shall not be returned.

5.1.7   Conflict of Interest

The Proponent shall disclose to the three municipalities prior to award of the agreement, any potential conflict of interest. If such a conflict of interest does exist, the Municipality may, at its discretion, withhold the award until the matter is resolved or refuse to award.

6.   Execution Of Agreement

6.1.1   Selection of Proponent

The Municipality anticipates that a Proponent will be selected by the Municipality by September 30th, 2016 Notice of selection by the Municipality to the selected Proponent will be in writing.

6.1.2   Failure to Enter Agreement

In addition to the Municipality's other remedies, if a selected Proponent fails to execute the Agreement or satisfy any other applicable condition within 30 days of notice of selection, the Municipality may, in its sole and absolute discretion and without incurring any liability, rescind the selection of that Proponent.

6.1.3   Notification to Other Proponents of Award and Debriefing

Once an Agreement is executed between the successful Proponent and the Municipality, the other Proponents will be notified by the Municipality in writing of the award of the Agreement to the successful Proponent. If requested in writing by a Proponent, the Municipality will provide a debriefing of the Municipality's evaluation of that Proponent's Proposal in accordance with the terms of the Municipality's Procurement By-law.

7.   Prohibited Communications & Confidential Information

7.1.1   Prohibited Proponent Communications

Any attempt on the part of any Proponent or any of its employees, agents, contractors or representatives to contact any person other than the Municipal Contact with respect to this RFP,

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will be grounds for disqualification. For clarification and without limiting the generality of the foregoing, no attempt will be made to contact any member of the Municipality's Evaluation Team, Executive Team, elected officials or any expert or other adviser assisting the Municipality's Evaluation Team, or any staff of the Municipality.

In such event, and without any liability, the Municipality may, in its sole and absolute discretion, in addition to any other remedies available at law, disqualify the Proposal submitted by the Proponent.

7.1.2 Announcement

No announcement concerning the successful proposal will be made until a complete report is prepared and approved by each municipality's Council.

7.1.3 Confidential Information of the Municipality

All information provided by or obtained from the Municipality in any form in connection with this RFP either before or after the issuance of this RFP:

> (i)   is the sole property of the Municipality and must be treated as confidential;
> (ii)   is not to be used for any purpose other than replying to this RFP and the performance of any subsequent Agreement;
> (iii)   must not be disclosed without prior written authorization from the Municipality; and
> (iv)   shall be returned by the Proponents to the Municipality immediately upon the request of the Municipality.

7.1.4 Access to Information/Confidentiality of Information

All information supplied to the Municipality in this document becomes the property of the Municipality and is subject to the provisions of the Municipal Freedom of Information and Protection of Privacy Act.

The names of all Proponents and the Proposal amount of the successful Proponent may be disclosed publicly.

The parties agree as follows:

> a)   Each party agrees to maintain the Confidential Information of the other in confidence, using at least the same degree of care as it uses in maintaining its own trade secrets, confidential and proprietary information, which in any event shall not be less than a reasonable degree of care.

> b)   Each party agrees that it will not disclose any portion of the Confidential Information belonging to the other party to any person except those having a need to know such portion in order to assist in fulfilling its obligations under the Contract or as otherwise expressly agreed by the Disclosing Party. In addition, Confidential Information provided under the Contract shall not be disclosed to any third parties unless:.

(i) such disclosure is in accordance with the obligations arising under the Contract or

(ii) the Disclosing Party consents to the third party disclosure and the third party agrees in writing to protect the Confidential Information from unauthorized use or disclosure in compliance with the provisions of this Section.

c) A Receiving Party will not reproduce in whole or in part any Confidential Information received from a Disclosing Party, other than strictly as required to fulfil its obligations under the Contract without the prior express written consent of the Disclosing Party.

8. Rights of the Municipality

Notwithstanding anything else contained herein, the Municipality may at any time, in its sole discretion:

a. cancel this Process, in whole or in part, at any time and for any reason whatsoever, without prior notice;
b. elect not to proceed with all or any part of the Process;
c. adopt varying timetables for the completion of the Process;
d. amend the Process or any related document in any way;
e. initiate a new request for proposal process;
f. decline to evaluate a Bid which, in the Municipality's sole discretion, does not contain sufficient information to allow the Municipality to carry out a reasonable evaluation;
g. select or consider any of the Bids;
h. include or exclude individual modules;
i. if the Process does not, in the Municipality's view, result in a sufficient number of Bids, to request additional Bids through an amended, extended or additional process and/or to reconsider the evaluation of any and all of the Bids to the original Process; and
j. waive any irregularity, non-conformance or non-compliance in or of any Bids which if waived will not give any Proponent a material, unfair advantage.

9. Governing Law of RFP Process

This RFP process shall be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein.

10. WSIB

The Contractor shall submit to the Municipality at the time of entering into the Contract, and every sixty (60) days thereafter a satisfactory Certificate of Clearance from the Ontario WSIB. Ontario WSIB Clearance Certificates and updates will continue to be retained by the Municipality. Such clearance certificates shall indicate that the Contractor and any prior

approved Sub-Contractor(s) have complied with the requirements of the Ontario WSIB and is (are) in good standing on the books of the Ontario WSIB. The Board may, at any time during the performance or upon completion of the Contract, require a further declaration that all such assessments or compensations have been paid.

11.   INVOICING AND PAYMENT

The Proponent acknowledges and agrees that after the delivery of the goods and/or services and in accordance with the terms and conditions herein and of the written purchase orders, payment of such shall be made by the Municipality within thirty (30) days after receipt of invoices. Invoices and payment shall be provided based on Work Completed

12.   DEFAULT NOTICE & CANCELLATION

12.1   The Municipality reserves the right to cancel the Contract without notice if a successful Bidder is in breach of its Contract, or if inferior quality of services are provided, or in the event of non-fulfillment of service.   Should this occur, no payment will be made for such

12.2   If the Contractor should be deemed bankrupt, or makes a general assignment for the benefit of creditors because of the Contractor's insolvency, or if a receiver is appointed because of the Contractor's insolvency, the Municipality may, without prejudice to any other right or remedy by giving the Contractor or receiver or trustee in bankruptcy notice in writing, terminate the Contract.

12.3   If the Contractor should neglect to execute the work properly or otherwise fails to comply with the requirements of the Contract to a substantial degree and if the Contractor has given a written statement to the Municipality that sufficient cause exists to justify such action, the Municipality may, without prejudice to any other right or remedy, notify the Contractor in writing that the Contractor is in default of the Contractor's contractual obligations and instruct the Contractor to correct the default in the 5 working days immediately following the receipt of such notice.

12.4   If the default cannot be corrected in the 5 working days specified, the Contractor shall be in compliance with the Municipality's instructions if the Contractor:

(A)   *Commences the correction of the default within the specified time, and*

(B)   Provides the Municipality with an acceptable schedule for such correction, and

(C)   Corrects the default in accordance with such schedule.

12.5   If the Contractor fails to correct the default in the time specified or subsequently agreed upon, without prejudice to any other right or remedy the Municipality may:

(A)   *Correct such default and deduct the cost thereof from any payment then or thereafter due, or*

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(B)   Terminate the Contractor's right to continue with the work in whole or in part or terminate the Contract `

12.6   The Municipality reserves the right to terminate the Contract upon giving thirty (30) days written notice for just cause without cost or penalty to the Municipality and without liquidation damages. Examples of just cause include, but are not limited to:

(A)   Curtailment or reduction of funding

(B)   Unanticipated cancellation of a program

(C)   Closing of a location

APPENDIX A

MANDATORY REQUIREMENTS CHECKLIST

This Appendix is part of Stage 1 of the evaluation of your proposal. Please ensure that it is completed and included in your Proposal.

Instructions:

This Appendix includes Mandatory Requirements which the Proponent must address.
All responses must be identified by the Mandatory Requirement number designated in this Appendix.

The Proponent must indicate by placing a check mark (√) and initialling in the appropriate column (Comply or Yes/No) beside each Mandatory Requirement to indicate compliance or non-compliance.

The Proponent must provide evidence for each Mandatory Requirement where evidence is requested.

The Mandatory Requirements should be addressed as follows: 1) "Yes" indicates compliance and 2) "No" indicates non-compliance. **Note:** Responding "**No**" to any mandatory requirement will make the Proposal non-compliant and may be disqualified from further evaluation.

Mandatory Requirements		**Comply Yes/No**
Item		
M 1	Proposal received on the date and time indicated in the Proposal	
M 2	Four (4) copies of the proposal received	
M 3	Completed Appendix A submitted	
M 4	Completed Appendix B submitted	
M 5	Completed Appendix D submitted	
M 6	Completed Appendix E submitted	
M 7	Signed proposal by authorized personnel	
M 8	Written in English	

TO: **THE CORPORATION OF THE TOWNSHIP OF WEST LINCOLN**

RE: **IN THE MATTER OF** our proposal dated _____, 2016 to which this Form of Offer forms an integral part (the "Proposal") prepared by _____ (the "Proponent"), and submitted in response to a request for proposals issued by The Corporation of the Township of West Lincoln dated July 25, 2016, as amended, regarding the supply of an integrated municipal financial package and implementation services. I am duly authorized by the Proponent to execute this Form of Offer. I solemnly declare and promise as follows:

Proposal Validity and Security

All statements, specifications, data, confirmations, and information that have been set out in the Proposal are complete and accurate in all material respects.

I consent pursuant to subsection 17(3) of the *Municipal Freedom of Information and Protection of Privacy Act* R.S.O. 1990, c.F.31, as amended, to the disclosure, on a confidential basis, of the Proposal by the Municipality to the Evaluation Team and the Municipality's other advisers retained for the purpose of evaluating or participating in the evaluation of the Proposal.

I have received and reviewed the RFP, together with any and all addenda thereto. I have received and reviewed the Agreement and agree to be bound by its terms.

Mandatory Requirements Checklist

I enclose herewith as part of our Proposal responses to all submission requirements, as set out below:

Document	Yes
Appendix A Mandatory Requirements Checklist	
Appendix B Form of Offer	
Appendix D Functional Requirements Checklist	
Appendix E Pricing Summary	

References

I have included the number and type of references required by the RFP and consent to having the Municipality perform checks with those references and with any other relevant references.

Bid Irrevocable

I understand that the terms of the Proposal will remain irrevocable within ninety (90) days of the Proposal Submission Deadline.

Conflict of Interest

I hereby confirm that there is not now, nor was there in the past any actual or potential Conflict of Interest (the definition for which is set out in the definition provision of the RFP) relating to the preparation of our Proposal nor do I foresee any actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Proof of Insurance

By signing this Form of Offer, I acknowledge the Proponent's willingness, if successful on this RFP, to provide insurance on the terms set out below, and our Proposal includes the cost of such insurance and their fee estimate:

i) Commercial General Liability Insurance, written on IBC Form 2100 or its equivalent, including but not limited to bodily and personal injury liability, property damage, products liability, completed operations liability, owners & contractors, protective liability, blanket contractual liability, premises liability, and contingent employer's liability coverage,

ii) Having an inclusive limit of not less than $2,000,000 per occurrence and in the aggregate

iii) Standard Form Automobile Liability Insurance that complies with all requirements of the current legislation of the Province of Ontario, having an inclusive limit of not less than $2,000,000 per occurrence; for Third Party Liability, in respect of the use or operation of vehicles owned, operated or leased by the Contractor for the provision of services;

iv) Non-Owned Automobile Liability Insurance in standard form having an inclusive limit of not less than $1,000,000 per occurrence , in respect of vehicles not owned by the Contractor, that are used or operated on its behalf for the provision of services under the Contract

v) Professional Liability insurance in an amount of not less than $2,000,000 per occurrence and in the aggregate insuring against audit and related services for any errors or omissions.

All Policies of insurance referred to above shall contain provisions or endorsements respecting completed operations coverage, such coverage shall be expressed to be in effect continuously for a period of at least one year after the acceptance by the Township of West Lincoln of the completed services; be placed with Ontario licensed insurers; include the Township of West Lincoln as additional insured (exceptions are the automobile and professional liability insurance policies) A Certificate of Insurance to that effect must be issued.

Any policy applicable to this Project must not contain a deductible amount that is not satisfactory to the Township of West Lincoln.

Any insurance called for under this Project shall be endorsed in such a manner that coverage will not be altered or amended in any material way nor cancelled or terminated without 30 days prior written notice being given to the Township of West Lincoln.

Execution of Agreement

I understand that in the event that our Proposal is selected by the Municipality, I agree to sign the Agreement presented to the Proponent by the Municipality.

_____	_____
Signature of Witness:	Signature of Proponent Representative:

_____	_____
Name of Witness:	Name and Title:

_____

Date of Signature:

I have authority to bind the Proponent

<div align="center">

Acknowledgement of Receipt of Addenda

</div>

This will acknowledge receipt of the following addenda and, that the pricing quoted includes the provision set out in such addenda.

Addendum #   **Date Received**

 # _____   **_____**

 # _____   **_____**

TO: THE CORPORATION OF THE CITY OF THOROLD

RE: IN THE MATTER OF our proposal dated _____, 2016 to which this Form of Offer forms an integral part (the "Proposal") prepared by _____ (the "Proponent"), and submitted in response to a request for proposals issued by The Corporation of the City of Thorold dated July 25, 2016, as amended, regarding the supply of an integrated municipal financial package and implementation services. I am duly authorized by the Proponent to execute this Form of Offer. I solemnly declare and promise as follows:

Proposal Validity and Security

All statements, specifications, data, confirmations, and information that have been set out in the Proposal are complete and accurate in all material respects.

I consent pursuant to subsection 17(3) of the *Municipal Freedom of Information and Protection of Privacy Act* R.S.O. 1990, c.F.31, as amended, to the disclosure, on a confidential basis, of the Proposal by the Municipality to the Evaluation Team and the Municipality's other advisers retained for the purpose of evaluating or participating in the evaluation of the Proposal.

I have received and reviewed the RFP, together with any and all addenda thereto. I have received and reviewed the Agreement and agree to be bound by its terms.

Mandatory Requirements Checklist

I enclose herewith as part of our Proposal responses to all submission requirements, as set out below:

Document	Yes
Appendix A Mandatory Requirements Checklist	
Appendix B Form of Offer	
Appendix D Functional Requirements Checklist	
Appendix E Pricing Summary	

References

I have included the number and type of references required by the RFP and consent to having the Municipality perform checks with those references and with any other relevant references.

Bid Irrevocable

I understand that the terms of the Proposal will remain irrevocable within ninety (90) days of the Proposal Submission Deadline.

Conflict of Interest

I hereby confirm that there is not now, nor was there in the past any actual or potential Conflict of Interest (the definition for which is set out in the definition provision of the RFP) relating to the preparation of our Proposal nor do I foresee any actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Proof of Insurance

By signing this Form of Offer, I acknowledge the Proponent's willingness, if successful on this RFP, to provide insurance on the terms set out below, and our Proposal includes the cost of such insurance and their fee estimate:

i)   Commercial General Liability Insurance, written on IBC Form 2100 or its equivalent, including but not limited to bodily and personal injury liability, property damage, products liability, completed operations liability, owners & contractors, protective liability, blanket contractual liability, premises liability, and contingent employer's liability coverage,

ii)   Having an inclusive limit of not less than $2,000,000 per occurrence and in the aggregate

iii)   Standard Form Automobile Liability Insurance that complies with all requirements of the current legislation of the Province of Ontario, having an inclusive limit of not less than $2,000,000 per occurrence; for Third Party Liability, in respect of the use or operation of vehicles owned, operated or leased by the Contractor for the provision of services;

iv)   Non-Owned Automobile Liability Insurance in standard form having an inclusive limit of not less than $1,000,000 per occurrence , in respect of vehicles not owned by the Contractor, that are used or operated on its behalf for the provision of services under the Contract

v)   Professional Liability insurance in an amount of not less than $2,000,000 per occurrence and in the aggregate insuring against audit and related services for any errors or omissions.

All Policies of insurance referred to above shall contain provisions or endorsements respecting completed operations coverage, such coverage shall be expressed to be in effect continuously for a period of at least one year after the acceptance by the City of Thorold of the completed services; be placed with Ontario licensed insurers; include the City of Thorold as additional insured (exceptions are the automobile and professional liability insurance policies) A Certificate of Insurance to that effect must be issued. Any policy applicable to this Project must not contain a deductible amount that is not satisfactory to the City of Thorold.

Any insurance called for under this Project shall be endorsed in such a manner that coverage will not be altered or amended in any material way nor cancelled or terminated without 30 days prior written notice being given to the City of Thorold.

Execution of Agreement

I understand that in the event that our Proposal is selected by the Municipality, I agree to sign the Agreement presented to the Proponent by the Municipality.

_____   _____
Signature of Witness: Signature of Proponent Representative:

_____   _____
Name of Witness: Name and Title:

                                          _____
                                          Date of Signature:

                                          I have authority to bind the Proponent

Acknowledgement of Receipt of Addenda

This will acknowledge receipt of the following addenda and, that the pricing quoted includes the provision set out in such addenda.

Addendum #   **Date Received**

 # _____   _____

 # _____   _____

TO: THE CORPORATION OF THE CITY OF PORT COLBORNE

RE: IN THE MATTER OF our proposal dated _____, 2016 to which this Form of Offer forms an integral part (the "Proposal") prepared by _____ (the "Proponent"), and submitted in response to a request for proposals issued by The Corporation of the Port Colborne dated July 18, 2016, as amended, regarding the supply of an integrated municipal financial package and implementation services. I am duly authorized by the Proponent to execute this Form of Offer. I solemnly declare and promise as follows:

Proposal Validity and Security

All statements, specifications, data, confirmations, and information that have been set out in the Proposal are complete and accurate in all material respects.

I consent pursuant to subsection 17(3) of the *Municipal Freedom of Information and Protection of Privacy Act* R.S.O. 1990, c.F.31, as amended, to the disclosure, on a confidential basis, of the Proposal by the Municipality to the Evaluation Team and the Municipality's other advisers retained for the purpose of evaluating or participating in the evaluation of the Proposal.

I have received and reviewed the RFP, together with any and all addenda thereto. I have received and reviewed the Agreement and agree to be bound by its terms.

Mandatory Requirements Checklist

I enclose herewith as part of our Proposal responses to all submission requirements, as set out below:

Document	Yes
Appendix A Mandatory Requirements Checklist	
Appendix B Form of Offer	
Appendix D Functional Requirements Checklist	
Appendix E Pricing Summary	

References

I have included the number and type of references required by the RFP and consent to having the Municipality perform checks with those references and with any other relevant references.

Bid Irrevocable

I understand that the terms of the Proposal will remain irrevocable within ninety (90) days of the Proposal Submission Deadline.

Conflict of Interest

I hereby confirm that there is not now, nor was there in the past any actual or potential Conflict of Interest (the definition for which is set out in the definition provision of the RFP) relating to the preparation of our Proposal nor do I foresee any actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Proof of Insurance

By signing this Form of Offer, I acknowledge the Proponent's willingness, if successful on this RFP, to provide insurance on the terms set out below, and our Proposal includes the cost of such insurance and their fee estimate:

i)   Commercial General Liability Insurance, written on IBC Form 2100 or its equivalent, including but not limited to bodily and personal injury liability, property damage, products liability, completed operations liability, owners & contractors, protective liability, blanket contractual liability, premises liability, and contingent employer's liability coverage,

ii)   Having an inclusive limit of not less than $2,000,000 per occurrence and in the aggregate

iii)   Standard Form Automobile Liability Insurance that complies with all requirements of the current legislation of the Province of Ontario, having an inclusive limit of not less than $2,000,000 per occurrence; for Third Party Liability, in respect of the use or operation of vehicles owned, operated or leased by the Contractor for the provision of services;

iv)   Non-Owned Automobile Liability Insurance in standard form having an inclusive limit of not less than $1,000,000 per occurrence , in respect of vehicles not owned by the Contractor, that are used or operated on its behalf for the provision of services under the Contract

v)   Professional Liability insurance in an amount of not less than $2,000,000 per occurrence and in the aggregate insuring against audit and related services for any errors or omissions.

All Policies of insurance referred to above shall contain provisions or endorsements respecting completed operations coverage, such coverage shall be expressed to be in effect continuously for a period of at least one year after the acceptance by the City of Port Colborne of the completed services; be placed with Ontario licensed insurers; include the City of Port Colborne as additional insured (exceptions are the automobile and professional liability insurance policies) A Certificate of Insurance to that effect must be issued.

Any policy applicable to this Project must not contain a deductible amount that is not satisfactory to the City of Port Colborne.

Any insurance called for under this Project shall be endorsed in such a manner that coverage will not be altered or amended in any material way nor cancelled or terminated without 30 days prior written notice being given to the City of Port Colborne.

Execution of Agreement

I understand that in the event that our Proposal is selected by the Municipality, I agree to sign the Agreement presented to the Proponent by the Municipality.

Signature of Witness:	Signature of Proponent Representative:

Name of Witness:	Name and Title:

Date of Signature:

I have authority to bind the Proponent

Acknowledgement of Receipt of Addenda

This will acknowledge receipt of the following addenda and, that the pricing quoted includes the provision set out in such addenda.

Addendum #   **Date Received**

 # _____   **_____**

 # _____   **_____**

APPENDIX C-1A
TOWNSHIP OF WEST LINCOLN
MODULE REQUIREMENTS

BASE MODULES

- Ontario Based Property Taxation
- Ontario Based Utility Billing-
  - Import/Export Capabilities with Neptune Metering System
- General Ledger
- Payroll
- Human Resource Management
- Purchase Order/Encumbrance
- Accounts Payable
- Accounts Receivable
- Cash Receipting
- Advanced Report Writing

OPTIONAL MODULES

- Service Requests/Complaint Tracking
- Pet Tags & Licensing
- Building Permits
- Cemetery
- Municipal Ticketing
- Budgeting
- Tangible Capital Assets Management

General Accounting Transactions	
Metric	
Number of Accounts in Chart of Accounts	**1,078**
Number of Departments (Cost Centres) – expenditure	**21**
Number of Journal Entries per Month	**18-20 manual JE per month**
Number of Current Bank Accounts	**3**
Property Tax Transactions	
Metric	
Number of Tax Accounts	**5,932**
Number of PAP Transactions	**740 monthly, 215 installment**
Number of Delinquent Accounts (Monthly Average)	**2,700**
Number of Name/Address Changes (Monthly Average)	**31**
AP Payment Transactions	
Metric	
Number of Vendors on File (Total)	**3174**
Number of Payments Issued per Month	**135**
AR Transactions	
Metric	
Number of Customers on File	**871**
Number of Invoices per Month	**50**
Payroll Transactions	
Metric	
Number of Full-time Salaried/Hourly Staff	**46**
Number of Part-time Salaried/Hourly Staff	**73**
Number of Seasonal Staff	**36**
Water Billing Transactions	
Number of Water Accounts	**2174**
Number of PAP Transactions per Quarter	**825**
Number of Meter Changes per month	**15**

Expected number of Primary Users for Initial Modules: Treasury – 6; Payroll/HR – 3

Potential Users for other than Treasury for Inquiry / Reporting: 10

Potential (non-concurrent) Users for Purchase Orders: 20

Existing General Ledger Chart of Accounts: X-X-X-XX-XX, Fund-Type-Dept-Function-Object

APPENDIX C-2a
CITY OF THOROLD
MODULE REQUIREMENTS

BASE MODULES:

- Ontario Based Property Taxation
  - Includes Bar Coding of Bills
- Ontario Based Utility Billing-
  - Import/Export Capabilities with Sensus Metering System
  - Includes Bar Coding of Bills
- General Ledger
- Payroll
  - Must include capability to input hours to specific GL Accounts, with system automatically costing and distributing related wages and benefits costs, i.e. Labour Distribution of Wages & Benefits.
- Human Resource Management
- Purchasing/Purchase Order
- Accounts Payable (ability to export to Citywide Tangible Capital Asset, should integrated TCA module not be purchased)
- Bank Reconciliation
- HST Reporting
- Accounts Receivable
- Cashiering
  - Must include ability to import data files from Banks
  - Bar Coding Read and Input Capabilities
- Electronic Payment Processing
- Pre-authorized Payments/Electronic Payment
- E-Commerce – emailing of bills, etc.
- Direct Deposits
- Budgeting
- Import/Export Utility
- Security and User Level Administration
- Financial Reporting
- Report Writing
- Cemetery Administration Database
- Citizen Portal
- Inventory management with Bar Code Entry
- System Activity Audit Trail

The Bid must clearly identify which mandatory modules are not included in the Bid.

OPTIONAL MODULES:

- Business or Rental Housing Licensing
- Service Requests/Complaint Tracking
- Web Based Interface
- Pet Tags & Licensing
- Marriage Licensing
- Building Permits

- Fixed Assets Management/Asset Tracking
- Other as Available through Provider

APPENDIX C-2b
CITY OF THOROLD
CURRENT ESTIMATED TRANSACTION VOLUMES & MODULE REQUIREMENTS

General Accounting Transactions	
Number of Accounts in Chart of Accounts	**9,300 (some obsolete)**
Number of Departments (Cost Centres) – expenditure	**70**
Number of Journal Entries per Month	**20 average+ 350 at year end**
Number of Current Bank Accounts	**11**
Property Tax Transactions	
Number of Tax Accounts	**8000**
Number of PAP Transactions	**1871**
Number of Delinquent Accounts (Monthly Average)	**2000**
Number of Name/Address Changes (Monthly Average)	**35**
AP Payment Transactions	
Number of Vendors on File (Total)	**8030**
Number of Payments Issued per Month	**285**
AR Transactions	
Number of Customers on File	**1535**
Number of Invoices per Month	**60**
Payroll Transactions	
Number of Full-time Salaried/Hourly Staff	**95**
Number of Part-time Salaried/Hourly Staff	**72**
Number of Seasonal Staff	**140**
Water Billing Transactions	
Number of Water Accounts	**6,610**
Number of PAP Transactions per Quarter	**1400**
Number of Meter Changes per month	**2**

Expected number of Primary Users for Mandatory Modules: 16

Potential Other Users:26

Existing General Ledger Chart of Accounts: X-Xx-Xxxx-Xxxx

    Example: G-122-011-3250
- G = Fund
- 122 = Department
- 0111 = Activity
- 3250 = Tag

Other Notes: The City of Thorold will only consider an on-premise solution at this time.

APPENDIX C-3A
CITY OF PORT COLBORNE
MODULE REQUIREMENTS

BASE MODULES

- Ontario Based Property Taxation
- Ontario Based Utility Billing for Water/Wastewater
  - Import/Export Capabilities with Neptune Metering System
- General Ledger (including budgets)
- Budgeting
- Payroll (Time Entry and approval on line)
  - Must include capability to allocate labour hours to specific GL Accounts, with system automatically costing and distributing related wages and benefits costs, i.e. Labour Distribution of Wages & Benefits.
- Purchasing/Purchase Order/Encumbrance
- Accounts Payable (including bank reconciliation)
- Accounts Receivable
- Cash Receipting
- Advanced Report Writing
- HST Reporting
- Electronic Payment Processing
- Pre-authorized Payments/Electronic Payment
- E-Billing – Property Tax and Utility Billing
- Direct Deposits
- Import/Export Utility
- Security and User Level Administration
- Financial Reporting
- Inventory management
- System Activity Audit Trail

The Bid must clearly identify which mandatory modules are not included in the Bid.

OPTIONAL MODULES

- Service Requests/Complaint Tracking
- Building Permits
- Cemetery
- Municipal Ticketing
- Tangible Capital Assets Management
- Marriage Licensing
- Web Based Interface for staff, citizens and customers
- Human Resource Management
- Business License

APPENDIX C-3B
CITY OF PORT COLBORNE
CURRENT ESTIMATED TRANSACTION VOLUMES

General Accounting Transactions	
Metric	
Number of Accounts in Chart of Accounts	**8,064 (some inactive)**
Number of Departments (Cost Centres) – expenditure	**43**
Number of Journal Entries per Month	**58 per month plus 475 at year end**
Number of Current Bank Accounts	**10**
Property Tax Transactions	
Metric	
Number of Tax Accounts	**8,970**
Number of PAP Transactions	**2,022**
Number of Delinquent Accounts (Monthly Average)	**525**
Number of Name/Address Changes (Monthly Average)	**40**
AP Payment Transactions	
Metric	
Number of Vendors on File (Total)	**6,045**
Number of Payments Issued per Month	**100 per week**
AR Transactions	
Metric	
Number of Customers on File	**1,680**
Number of Invoices per Month	**30 plus seasonal**
Payroll Transactions	
Metric	
Number of Full-time Salaried/Hourly Staff	**120**
Number of Part-time Salaried/Hourly Staff	**40**
Number of Seasonal Staff	**40**
Water Billing Transactions	
Number of Water Accounts	**6,000**
Number of PAP Transactions per Quarter	**1,190**
Number of Meter Changes per month	**All new meters installed in 2016**

Expected number of Primary Users for Initial Modules: 14 Treasury

Potential Users for other than Treasury for Inquiry / Reporting / Purchase Orders: 6 to 11 Other Dept

Existing General Ledger Chart of Accounts: X-Xxx-Xxxxx-Xxxx
      Example: 0-100-22222-9999
              0 = Fund
              100 = Department
              22222 = Activity
              9999 = Object

APPENDIX E – PRICING SUMMARY

APPENDIX E – PRICING SUMMARY

Mandatory Items – On Premise Solution

Please identify if you use your own developed software or software from another manufacturer

MODULES	CONCURRENT USERS**	LICENSE FEE (IDENTIFY FOR ADDITIONAL USERS)	IMPLEMENTATION COSTS	TRAINING DAYS	TRAINING TOTAL COST	ADDITIONAL TRAINING DAYS	ANNUAL MAINTENANCE (SUPPORT ENHANCEMENTS)	DATA CONVERSION	OTHER	COST FOR SYSTEM	COMMENTS
General Ledger										$	
Budgeting										$	
Accounts Payable										$	
Accounts Receivable										$	
Payroll										$	
Cash Receipting										$	
Property Taxation										$	
Utility Billing										$	
Purchase Order/Encumbrance										$	
Advanced Report Writing										$	
Hardware Required										$	
Server Configuration (detail required)										$	
Workstation Configuration (detail required)										$	
Network Configuration										$	
Backup Specification										$	
Other Third Party Licenses										$	
Other Hardware										$	
Sub-TOTAL										$	
GST										$	
PST										$	
TOTAL										$	

** Include incremental increases for additional users in increments of five

APPENDIX E – PRICING SUMMARY

4.2   Optional Items – On Premise Solution

Please identify if you use your own developed software or software from another manufacturer

| MODULES | CONCURRENT USERS** | LICENSE FEE (IDENTIFY FOR ADDITIONAL USERS) | IMPLEMENTATION COSTS | TRAINING | | ADDITIONAL TRAINING DAYS | ANNUAL MAINTENANCE (SUPPORT ENHANCEMENTS) | DATA CONVERSION | OTHER | COST FOR SYSTEM | COMMENTS |
				DAYS	TOTAL COST						
Human Resources										$	
Cemetery										$	
Building Permits										$	
Pet Licenses/Animal Control										$	
Municipal Ticketing										$	
Tangible Capital Asset Management										$	
Stores/Inventory											
Marriage Licenses											
Sub-TOTAL										$	
Other Modules Available:											
GST										$	
PST										$	
TOTAL										$	

** Include incremental increases for additional users in increments of five

APPENDIX E – PRICING SUMMARY

4.1 Mandatory Items – Hosted Solution –West Lincoln Only

Please identify if you use your own developed software or software from another manufacturer

MODULES	CONCURRENT USERS**	LICENSE FEE (IDENTIFY FOR ADDITIONAL USERS)	IMPLEMENTATION COSTS	TRAINING DAYS	TRAINING TOTAL COST	ADDITIONAL TRAINING DAYS	ANNUAL MAINTENANCE (SUPPORT ENHANCEMENTS)	DATA CONVERSION	OTHER	COST FOR SYSTEM	COMMENTS
General Ledger										$	
Budgeting										$	
Accounts Payable										$	
Accounts Receivable										$	
Payroll										$	
Cash Receipting										$	
Property Taxation										$	
Utility Billing										$	
Purchase Order/Encumbrance										$	
Advanced Report Writing										$	
Hardware Required										$	
Server Configuration (detail required)										$	
Workstation Configuration (detail required)										$	
Network Configuration										$	
Backup Specification										$	
Other Third Party Licenses										$	
Other Hardware										$	
Sub-TOTAL										$	
GST										$	
PST										$	
TOTAL										$	

** Include incremental increases for additional users in increments of five

APPENDIX E – PRICING SUMMARY

4.2   Optional Items – Hosted Solution- West Lincoln Only

Please identify if you use your own developed software or software from another manufacturer

MODULES	CONCURRENT USERS**	LICENSE FEE (IDENTIFY FOR ADDITIONAL USERS)	IMPLEMENTATION COSTS	TRAINING		ADDITIONAL TRAINING DAYS	ANNUAL MAINTENANCE (SUPPORT ENHANCEMENTS)	DATA CONVERSION	OTHER	COST FOR SYSTEM	COMMENTS
				DAYS	TOTAL COST						
Human Resources										$	
Cemetery										$	
Building Permits										$	
Pet Licenses/Animal Control										$	
Municipal Ticketing										$	
Tangible Capital Asset Management										$	
Stores/Inventory											
Marriage Licenses											
Other Modules Available:											
Sub-TOTAL										$	
GST										$	
PST										$	
TOTAL										$	

** Include incremental increases for additional users in increments of five

APPENDIX E PRICING SUMMARY

Discounts Available:

Option 1: If 2 municipalities select same proponent

Discount to be provided: _____

Option 2: If all 3 municipalities select same proponent

Discount to be provided: _____

APPENDIX F-1
FORM OF AGREEMENT

THIS AGREEMENT made this _____ day of _____ 20_____.

BETWEEN

The Corporation of the Township of West Lincoln hereinafter called the "Owner",

AND

_____

hereinafter called the "Proponent"

WHEREAS the Owner has awarded to the Proponent the Proposal for:

RFP-F-2016-01

Financial Information System

According to the terms and conditions herein referred to, the Proponent having put in a Proposal therefore, a copy of which is hereto annexed, which Proposal was accepted by the "Owner" on the;

_____ day of _____ 20_____.

THE Proponent covenants and agrees with the Owner to provide, as more specifically set out in the Proposal Documents and provide such goods/services, labour of all kinds whatsoever as may be necessary for Supplying the said services, as hereinafter specified and in accordance with the conditions and requirements prepared therefore and attached hereto and which are expressly acknowledged and made part of this Proposal.

IN witness where of the parties hereto have hereunto set their hand and seals on the above date.

PROPONENT

SIGNED, SEALED AND   )
DELIVERED   )   _____
)   Name & Title
)
)   _____
)   Signature   (I have authority to bind the Company)
)
)
)   _____
)   Witness Name   (If not under Seal)
)
)   _____
)   Witness Signature   (If not under Seal)
)
)
)   **THE CORPORATION OF THE TOWNSHIP OF**
)   **WEST LINCOLN**
)
)
)   _____

APPENDIX F-2
FORM OF AGREEMENT

THIS AGREEMENT made this _____ day of _____ 20_____.

BETWEEN

The Corporation of the City of Thorold hereinafter called the "Owner",

AND

_____

hereinafter called the "Proponent"

WHEREAS the Owner has awarded to the Proponent the Proposal for:

RFP-F-2016-01

<u>**Financial Information System**</u>

According to the terms and conditions herein referred to, the Proponent having put in a Proposal therefore, a copy of which is hereto annexed, which Proposal was accepted by the "Owner" on the;

_____ day of _____ 20_____.

THE Proponent covenants and agrees with the Owner to provide, as more specifically set out in the Proposal Documents and provide such goods/services, labour of all kinds whatsoever as may be necessary for Supplying the said services, as hereinafter specified and in accordance with the conditions and requirements prepared therefore and attached hereto and which are expressly acknowledged and made part of this Proposal.

IN witness where of the parties hereto have hereunto set their hand and seals on the above date.

PROPONENT

SIGNED, SEALED AND	)	
DELIVERED	)	_____
	)	Name & Title
	)	
	)	_____
	)	Signature (I have authority to bind the Company)
	)	
	)	
	)	_____
	)	Witness Name (If not under Seal)
	)	
	)	_____
	)	Witness Signature (If not under Seal)
	)	
	)	
	)	**THE CORPORATION OF THE CITY OF**
	)	**THOROLD**
	)	
	)	
	)	_____

THIS AGREEMENT made this _____ day of _____ 20_____.

BETWEEN

The Corporation of the City of Port Colborne hereinafter called the "Owner",

AND

_____

hereinafter called the "Proponent"

WHEREAS the Owner has awarded to the Proponent the Proposal for:

RFP-F-2016-01

<u>**Financial Information System**</u>

According to the terms and conditions herein referred to, the Proponent having put in a Proposal therefore, a copy of which is hereto annexed, which Proposal was accepted by the "Owner" on the;

_____ day of _____ 20_____.

THE Proponent covenants and agrees with the Owner to provide, as more specifically set out in the Proposal Documents and provide such goods/services, labour of all kinds whatsoever as may be necessary for Supplying the said services, as hereinafter specified and in accordance with the conditions and requirements prepared therefore and attached hereto and which are expressly acknowledged and made part of this Proposal.

IN witness where of the parties hereto have hereunto set their hand and seals on the above date.

PROPONENT

SIGNED, SEALED AND)
DELIVERED)   _____
)   Name & Title
)
)   _____
)   Signature   (I have authority to bind the Company)
)
)
)   _____
)   Witness Name   (If not under Seal)
)
)   _____
)   Witness Signature   (If not under Seal)
)
)
)   **THE CORPORATION OF THE CITY OF**
)   **PORT COLBORNE**
)
)
)   _____