|  |
| --- |
| **Background** |
| The Silver Lake Water and Sewer District (SLWSD), established in 1934, provides reliable water and sewer services to more than 19,000 accounts (60,000 residents). Water is sourced from the Spada Lake Reservoir, which is treated at the City of Everett Water Filtration Plant. The Sewer is split into two basins, with services flowing either to the City of Everett or King County Department of Natural Resources for treatment. SLWSD is currently in the process of replacing its existing ERP system – an older on-premises version of emGovPower (HMS) Software - with an integrated enterprise solution to modernize technology, unify workflows, and improve processes.**District Facts and Figures:**

|  |  |
| --- | --- |
|  |  |
| Number of Employees | 40 FTEs |
| Number of Customers | 19,000 water accounts/18,000 sewer accounts serving approximately 60,000 people |
| Customer Types | Residential, Multi-family, Commercial |
| Water Product Types | Water and Sewer |
| Water Main Pipe | 207 Miles |
| Hydrants | 1,800 |
| Sewer Pipe | 173 Miles |
| Lift Stations | 25 |
| Sewer Customers | 18,000 |
| Backflow Devices | 2,700 |
| Annual Operating Budget | Approximately $16 million |
| Current Financial System | emGovPower (On-Premises) |
| Current HR/Payroll System | None (Outsourced to PayNorthwest) |
| Current EAM System | CentralSquare Enterprise Asset Management (EAM - formerly Lucity, On-Premises) |
| Current Utility Billing System | emGovPower (On-Premises/Cloud Hybrid) |
| Meter Reads | Xylem Sensus/Moving to Badger (Beacon Cellular) |
| Utility Billing Printing and Lockbox | Outsourced to AFTS |
| Online Payment Portal | Invoice Cloud |
| GIS System | ESRI ArcGIS Enterprise 11.3 (On-Premise/Cloud Hybrid) |
| Backflow Inspection Tracking | TokaySQL (On-Premises) |
| Miscellaneous Accounts Receivable | Quickbooks (On-Premises) |
| Document Management | Laserfiche (On-Premises) |
| Assets | 4,000 – including 25 lift stations, 70 vehicles/equipment, 3 reservoirs |

The District is replacing the current systems with an integrated enterprise solution that would encompass much, if not all of the functionality outlined in this document. The goals of this project are to:* **Modernize technology both internally and with utility customers**
* **Utilize a single source of data as much as possible**
* **Reduce the number of best of breed solutions**
* **Enhance both internal and external access to data**
* **Improve internal processes**
* **Reduce/eliminate customizations, work arounds, manual processes, and off system data**
* **Unify workflow and processes wherever possible**
 |

|  |  |  |
| --- | --- | --- |
|  | **Vendor Information** |  |
|  | **Contact Information**  | **Vendor Response** |
|  | Company name |  |
|  | Contact: name, title, phone, email  |  |
|  | Company website |  |
|  | **Company Information** | **Vendor Response** |
|  | Year founded |  |
|  | Parent company (if separate) |  |
|  | Software vendor(s) represented (if a reseller) |  |
|  | Company genealogy (name changes, acquisitions, mergers) |  |
|  | Revenue  |  |
|  | **Vendor Employees** | **Vendor Response** |
|  | Number of employees |  |
|  | Number of employees dedicated to proposed software |  |
|  | **Vendor Customer Information** | **Vendor Response** |
|  | Total customers |  |
|  | Total in Washington |  |
|  | Number of water and/or sewer utility customers  |  |
|  | List sample customers similar to SLWSD |  |
|  | Implementation model: Specify direct or partner |  |
|  | **Deployment Model** | **Vendor Response** |
|  | Discuss your on-premises strategy |  |
|  | Discuss your SaaS deployment strategy – (Multi-tenant, single tenant/hosted, hybrid, etc.) |  |
|  | Describe the upgrade process |  |
|  | Estimated Cloud/SaaS Cost | Vendor Response |
|  | Provide an overview of your pricing methodology/metrics for a SaaS implementation. (Per user and total cost as well as basis for cost.) |  |
|  | Annual subscription 17 ERP users (40 employees – HR/Payroll) |  |
|  | Software implementation |  |
|  | Other (e.g. 3rd parties, required hardware, etc.). |  |
|  | Total Year 1 |  |
|  | Total Year 2 |  |
|  | Total Year 3 |  |
|  | Total Year 4 |  |
|  | Total Year 5 |  |
|  | Grand Total 5 Years |  |
|  | Estimated On-Premises Cost | Vendor Response |
|  | Provide an overview of your pricing methodology/metrics for an on-premises implementation. (Per user and total cost as well as basis for cost.) |  |
|  | Software License or annual subscription 17 ERP users (40 employees – HR/Payroll) |  |
|  | Software implementation |  |
|  | Other (e.g. 3rd parties, required hardware, etc.) |  |
|  | Total Year 1 |  |
|  | Total Year 2 |  |
|  | Total Year 3 |  |
|  | Total Year 4 |  |
|  | Total Year 5 |  |
|  | Grand Total 5 Years |  |

|  |  |  |
| --- | --- | --- |
|  | **Functional Requirements** | **3rd Party** |
|  | **Modules/General Functionality** | Identify if 3rd Party solution is required for functionality |
| **R** | 1. General Ledger
 |  |
| **R** | 1. Accounts Payable
 |  |
| **R** | 1. Project Accounting
 |  |
| **R** | 1. Fixed Assets
 |  |
| **R** | 1. Misc. Accounts Receivable
 |  |
| **R** | 1. Utility Billing
 |  |
| **R** | 1. Human Resources
 |  |
| **R** | 1. Timekeeping
 |  |
| **R** | 1. Payroll
 |  |
| **R** | 1. Reporting
 |  |
|  | **Technology** | **Vendor Response** |
| **R** | 1. On-Premises or Cloud deployment and hosting provider.
 |  |
| **R** | 1. Documented disaster recovery (data redundancy) and business continuity plans.
 |  |
| **I** | 1. If Web-deployed, discuss the number of environments or tenants available , e.g. test, development, and production.
 |  |
| **R** | 1. Fully web-based product, partial web based (remote access/Citrix-type connectivity required), or thin client; list web browsers supported.
 |  |
| **R** | 1. Multi-Factor Authentication.
 |  |
| **R** | 1. Single Sign On; Microsoft Entra/Azure AD compatible.
 |  |
| **R** | 1. User and role-based security.
 |  |
| **R** | 1. End user configurable menus, screens, and dashboards.
 |  |
| **R** | 1. User defined fields fully searchable and included in all reporting functionality.
 |  |
| **R** | 1. Integration with Microsoft 365/Exchange, including bi-directional import/export to Excel.
 |  |
| **R** | 1. List system tools used for interfacing/integrating to other systems (RESTful APIs, SOAP, flat file, etc.).
 |  |
| **R** | 1. Major systems for interface, integration or replacement. Do you have a built-in integration?
 |  |
| **I** | 1. AFTS (Utility Bill Printing/Lockbox)
 |  |
| **R** | 1. CentralSquare Lucity (Asset Management)
 |  |
| **R** | 1. ESRI ArcGIS (Geographic Information System)
 |  |
| **R** | 1. Xylem/Sensus (Legacy AMI System)
 |  |
| **R** | 1. Badger (New AMI System)
 |  |
| **R** | 1. Tokay (Backflow Management)
 |  |
| **R** | 1. Umpqua Bank (Bank Transactions)
 |  |
| **R** | 1. Invoice Cloud (Online Payment Processing)
 |  |
| **R** | 1. InfoSend (ACH)
 |  |
| **I** | 1. Mobile devices – handhelds and tablets. (Android and iOS) – identify if downloaded app or web responsive design.
 |  |
| **R** | 1. Audit trail with date, time, user stamp and historical values.
 |  |
|  | **General Requirements** | **Vendor Response** |
| **R** | 1. User definable rules-based electronic workflow routing with triggers and alerts.
 |  |
| **R** | 1. Drill-down to source transactions throughout all modules.
 |  |
| **R** | 1. Wild card/key word searches and queries throughout all modules.
 |  |
| **R** | 1. Attach documents to transactions and records throughout the solution (journal entry, invoices, customer master file, etc.).
 |  |
| **N** | 1. Customer web portal functionality.
 |  |
| **R** | 1. Training – virtual/onsite training, video tutorials, documentation.
 |  |
| **R** | 1. Support – knowledge base, online training, phone, user group.
 |  |
| **R** | **General Ledger** | **Vendor Response** |
| **R** | 1. Support fund accounting – one fund.
 |  |
| **R** | 1. Washington State BARS chart of accounts – describe chart of accounts structure.
 |  |
| **R** | 1. Ability to reference BARS object codes.
 |  |
| **N** | 1. Support Cash Basis accounting
 |  |
| **R** | 1. Bulk upload journal entry from Excel.
 |  |
| **R** | 1. Journal entry workflow approval process.
 |  |
| **R** | 1. Recurring journal entries.
 |  |
| **R** | 1. Support 13 Periods.
 |  |
| **R** | 1. Allocations based on percentages – currently water (53%) and sewer (47%).
 |  |
| **R** | 1. Electronic bank reconciliation.
 |  |
| **N** | 1. Track investments (US Treasuries).
 |  |
| **N** | 1. Basic budgeting functionality.
 |  |
| **R** | **Accounts Payable** | **Vendor Response** |
| **E** | 1. Support RFP/RFQ bid process.
 |  |
| **R** | 1. Vendor master file: Long vendor name field, attachments, contracts, segregate active and inactive vendors.
 |  |
| **R** | 1. Ability to change vendor name/DBA while preserving history.
 |  |
| **I** | 1. Basic vendor contract management functionality.
 |  |
| **R** | 1. Support one-time vendors.
 |  |
| **R** | 1. Invoice intake via email.
 |  |
| **R** | 1. Invoice approval workflow process based on type of invoice, value, department, GL code with attachments and e-signature.
 |  |
| **R** | 1. 2-way match (receiver, invoice).
 |  |
| **R** | 1. Positive Pay (support ACH payments).
 |  |
| **N** | 1. Discuss employee expense management functionality.
 |  |
| **I** | 1. Clothing/Footwear allowance reimbursement.
 |  |
| **R** | 1. 1099 management.
 |  |
| **R** | 1. Manage P-cards (future).
 |  |
| **R** | 1. P-card reconciliation.
 |  |
| **N** | **Project Accounting** | **Vendor Response** |
| **R** | 1. Define multiple project types – CIP, Development, Special Projects, etc.
 |  |
| **N** | 1. Capital Project Budgeting (future).
 |  |
| **N** | 1. Multi-level project hierarchy.
 |  |
| **R** | 1. Project accounting (track labor, equipment, material, and service cost to projects).
 |  |
| **N** | 1. Project budgeting – budget to actual tracking and alerts.
 |  |
| **R** | 1. CIP Project conversion to Fixed Assets.
 |  |
| **N** | 1. Describe any project management capabilities in the system (project tracking, GANTT charts, etc.).
 |  |
| **R** | **Fixed Assets** | **Vendor Response** |
| **R** | 1. Track 4,000 assets (vehicles, facilities, equipment, land, pipe, etc.).
 |  |
| **R** | 1. Straight line depreciation.
 |  |
| **R** | **Misc. Accounts Receivable** | **Vendor Response** |
| **R** | 1. Generate miscellaneous invoices – claims, chargebacks, deposits, inspections, credit memos, development projects, interagency billing, etc.
 |  |
| **R** | 1. Sewer payment agreements – annual or monthly payments (up to 10-year term) with loan amortization.
 |  |
| **R** | 1. Cash receipting.
 |  |
| **R** | **Utility Billing** | **Vendor Response** |
| **R** | 1. Utility customer types – residential, single family, fire combo, fire meter, commercial, industrial, irrigation, etc.
 |  |
| **R** | 1. Multiple rate tiers depending on season.
 |  |
| **R** | 1. Inclining and declining block rates (future).
 |  |
| **I** | 1. Automatic proration calculations.
 |  |
| **R** | 1. Support bimonthly billing cycles (50% billings each month) – future monthly billing cycles.
 |  |
| **R** | 1. Transfers - effective date based on when property will be transferred with prorated bill. Generate final bills for property transfers and account stops and prorate changes.
 |  |
| **I** | 1. High water usage variance tracking and alerts.
 |  |
| **I** | 1. Flag consumption on accounts that should have zero use (fire service, shut off, etc.)
 |  |
| **R** | 1. Ability to make manual bill adjustments – e.g. credits for leaks.
 |  |
| **I** | 1. Generate permits.
 |  |
| **R** | 1. Support multiple payment options and processing, including credit card, ACH/online bill pay, checks, cash.
 |  |
| **R** | 1. Set up and process autopay.
 |  |
| **R** | 1. Support billing and tracking of past due payments.
 |  |
| **R** | 1. Ability to create and manage payment plans.
 |  |
| **R** | 1. Mark an account as cash or guaranteed funds only.
 |  |
| **I** | 1. Dunning cycle – Workflow enabled process that triggers IVR reminders, and shutoff with real time monitoring.
 |  |
| **I** | 1. Online customer portal with secure account access including visibility of current bill, meter reading/consumption, online bill payment, service requests, complaints, etc.
 |  |
| **I** | 1. Service Requests - notifications text/email to customers regarding service request status, leaks, past due balances, etc.
 |  |
| **R** | 1. Meter inventory – track meter type, meter ID, manufacturer ID, location, etc.
 |  |
| **R** | 1. Support multiple owners on a single account.
 |  |
| **I** | 1. Add miscellaneous fees to a bill, e.g. backflow testing charges.
 |  |
| **R** | 1. Configurable payment application hierarchy.
 |  |
| **R** | 1. No shutoff flag by account.
 |  |
| **R** | 1. Ability to segregate by customer geographic location to facilitate revenue reporting to various taxing jurisdictions.
 |  |
| **N** | 1. Mobile service order capability.
 |  |
| **R** | **Human Resources** | **Vendor Response** |
| **R** | 1. Employee Master File including name, current title, department, hire date, current salary rate, ID photo, employment history, contact info, etc.
 |  |
| **N** | 1. Recruiting – applicant tracking system, candidate applications, interview scheduling applicant tracking.
 |  |
| **R** | 1. Onboarding/offboarding electronic workflow process. New-hire paperwork, equipment issuance, benefits enrollment, training.
 |  |
| **I** | 1. Electronic HR forms library.
 |  |
| **I** | 1. Track issued equipment.
 |  |
| **R** | 1. Ability to upload and store all employee documents electronically and attach to the employee record.
 |  |
| **N** | 1. Track employee certifications and expirations. Alert for upcoming certification expiration. Attach documentation.
 |  |
| **R** | 1. Compensation Management – COLA increases and merit increases.
 |  |
| **R** | 1. Benefits Management (medical, dental, vision, life, basic life, LTD, PERS, HRA, deferred comp, car allowances, etc.).
 |  |
| **R** | 1. Leave Management (multiple leave banks) – PTO, sick, floating holidays for 9/80s FMLA tracking, workers comp, etc.
 |  |
| **R** | 1. Performance Reviews - probation period and annual reviews: online creation/completion of reviews, set performance goals, provide feedback to employees.
 |  |
| **N** | 1. Personnel Action Form – Create/track verbal/written warnings, employee status changes, etc. with workflow capabilities.
 |  |
| **N** | 1. Learning/Training Management - Training mgt – create/assign courses, track completion; manage employee certifications, etc.
 |  |
| **R** | 1. Employee Self Service - update general information, personnel forms, enroll/manage employee benefits, etc.
 |  |
| **R** | 1. Manager Self Service – approvals, time-off, etc.
 |  |
| **R** | **Timekeeping** | **Vendor Response** |
| **R** | 1. Support 9/80, 5/40, 4/10, flex schedules, etc.
 |  |
| **R** | 1. Electronic timesheets with pre-populated hours and employee drop downs for valid coding.
 |  |
| **R** | 1. Exempt timesheets by exception only.
 |  |
| **R** | 1. Remote timesheet entry.
 |  |
| **R** | 1. Timesheet/payroll approval workflow with manager delegation and escalation.
 |  |
| **R** | 1. Time off requests with visibility to leave balances with manager approval alerts.
 |  |
| **R** | 1. PTO requests and approvals via Employee and Manager Self Service portals.
 |  |
| **N** | 1. Flag when PTO balances are low.
 |  |
| **N** | 1. Workload/PTO calendar.
 |  |
| **R** | **Payroll** | **Vendor Response** |
| **R** | 1. Annual COLA and merit pay increases.
 |  |
| **R** | 1. Calculate/generate pay changes for taxes, benefits.
 |  |
| **R** | 1. Support overtime calculations based on 168 hours/month with 15-minute intervals.
 |  |
| **R** | 1. Support retroactive pay calculations including Washington PERS.
 |  |
| **R** | 1. Standby pay plus 1.5x or 2x hourly rate (based on when) if called.
 |  |
| **R** | 1. Deductions – calculate percentage deductions.
 |  |
| **R** | 1. Garnishments.
 |  |
| **R** | 1. Direct Deposit with electronic paystub.
 |  |
| **N** | 1. FLSA tracking and reporting.
 |  |
| **R** | **Reporting** | **Vendor Response** |
| **R** | 1. Discuss reporting tools available including user query reports.
 |  |
| **R** | 1. Ability to generate standard reports (financials, payroll, other).
 |  |
| **R** | 1. User level security flows through to queries and reports.
 |  |
| **R** | 1. User-definable executive dashboard components with drilldown to monitor key metrics.
 |  |
| **R** | 1. Drill down to source transactions from reports.
 |  |
| **R** | 1. Create variance reports/exceptions.
 |  |
| **E** | 1. Ability to report on data using AI.
 |  |
| **N** | 1. Ability to produce GASB 101 (Compensated Balances) report
 |  |