



*101 South River Street
Aurora, IL 60506
630-264-4100*

REQUEST FOR PROPOSALS – CLOUD BASED ACCOUNTING AND PAYROLL SOFTWARE

Aurora Public Library District
101 S. River St.
Aurora, IL 60506

Submission Due Date/Time:
October 8, 2020 at 10:00 a.m.

RFP OVERVIEW

The Aurora Public Library District is issuing a Request for Proposals for cloud-based accounting and payroll software. The RFP seeks software solutions to serve the district staff at three locations.

Timeline

Date	Subject
September 8, 2020	Date of Issue
September 17, 2020	Last Day to Submit Questions
September 25, 2020	Questions and Answers Published on Library Website
October 8, 2020	Submissions Due by 10:00 a.m.
October 8, 2020	Bids opened via ZOOM Meeting at 2:00 p.m.
October 12-16, 2020	Vendor software demonstrations
October 28, 2020	Bid awarded at the Aurora Public Library District Board Meeting

Instructions

This RFP and addenda are available on our website: www.aurorapubliclibrary.org/RFP-RFQ.

Any changes to the RFP or addenda will be posted no later than September 25, 2020. Vendors are responsible for ensuring that they have the most current information regarding the RFP.

All questions pertaining to the solicitation must be in writing and received by September 17, 2020. Questions can be sent via email to rfpinquiries@aurorapubliclibrary.org. All emails should be marked "Software Bid".

The district is not liable for any costs incurred by any vendor in connection with this RFP. Expenses incurred by the responding vendors are the sole responsibility of the vendor and may not be charged to the library.

Vendors may submit more than one proposal or a proposal that includes select software modules.

All proposals submitted shall be binding for 90 calendar days following due dates.

Bid Submission

Bids must be received no later than 10:00 a.m. on October 8, 2020. Bids must be submitted electronically in PDF, Microsoft Word or Excel format. Files may not be password-protected or copy-protected. Print copies of the bid may be submitted in addition to the electronic version, but this is optional. Submit electronic copy of bid to rfpinquiries@aurorapubliclibrary.org with the subject line "Software Bid". Optional printed bids must be mailed to Aurora Public Library District, Attention: Administration Office, 101 South River Street, Aurora, IL 60506 and clearly marked RFP-Software on the envelope.

Bid Opening

In accordance with the Government Emergency Administration Act (PA 101-0640) the Aurora Public Library District finds that an in-person meeting is not practical or prudent and will hold a virtual meeting to perform essential business. Below is the link to register for the meeting:

When: October 8, 2020 2:00 PM Central Time (US and Canada)

https://aurorapubliclibrary-org.zoom.us/meeting/register/tJcldeiqgjMuGtEF0Rwn7_U2xGGwI6ielsR3

After registering, you will receive a confirmation email containing information about joining the meeting.

Bid Disclosures

All information submitted is subject to the Illinois Freedom of Information Act (5 ILCS 140) and other applicable laws and rules. Vendors claiming exemption from disclosure of certain portions of the offer must do so in a separate section of the offer clearly labeled "Confidential Information." The District cannot guarantee confidentiality where Illinois law demands disclosure.

Sales Tax Exemption

The Aurora Public Library District is a tax-exempt body. Taxes should not be reflected in the bid price.

Insurance

During the term of the contract, the vendor shall provide the following types of insurance in not less than the specified amounts:

1. Commercial General Liability - \$1,000,000 per occurrence, \$2,000,000 aggregate;
2. Auto Liability – Combined Single Limit Amount of \$1,000,000 on any contractor owned, and/or hires, and/or non-owned motor vehicles engaged in operating within the scope of this contract;
3. Professional Liability - \$2,000,000
4. Worker's Compensation – Statutory; Employers Liability \$1,000,000; and
5. Umbrella Coverage - \$2,000,000

The insurance requirements shall be fulfilled by the vendor by maintaining insurance policies which name the Aurora Public Library District, its officers, agents, employees, representatives and assigns as additional insured's (except on policies for professional liability and workers compensation). Such insurance shall be primary and non-contributory with respect to any insurance of self-insurance programs covering the District, it's officers, agents, employees, representations and assigns. The vendor shall furnish to the District satisfactory proof of coverage by a reliable company or companies, before commencing any work. Such proof shall consist of certificate executed by the respective insurance companies and filed with the District together with executed copies of an Additional Insured Endorsement.

AURORA PUBLIC LIBRARY DISTRICT: WHO WE ARE

With a population of 197,899, Aurora is the second largest city in Illinois, sitting just 41 miles west of Chicago. Aurora is accessible by rail on the BNSF Metra commuter line and by five interchanges on

the Interstate 88 east/west tollway corridor. The city is bisected by the Fox River accompanied by the Fox River Trail, which intertwines with the more local Virgil Gilman Trail.

The Aurora Public Library District is made up of the Richard and Gina Santori Public Library in the heart of downtown, the Eola Road Branch co-located with the Fox Valley Park District serving the east side, and the West Branch situated adjacent to Washington Middle School on the west side of Aurora. In addition, our active Outreach Services Department reaches students in six school districts and various community centers across four counties, including Kane, Kendall, DuPage, and Will. The Outreach Services Department includes our Bookmobile, and the District has been serving our community with bookmobiles since 1953. Aurora is also home to the Illinois Math and Science Academy (IMSA), a residential high school serving grades 10-12. Institutions of higher education include Aurora University and Waubensee Community College.

Aurora is diverse, with 42.9% of the population identifying as Hispanic or Latino, 37.1% non-Hispanic white, 10.3% African American, and 8.1% Asian. Similarly, languages besides English are common in Aurora, with nearly 70,000 Spanish-speakers, 1,900 Tagalog, and a significant Urdu speaking population of 1,318.

Median household income is \$66,540 in 2016, above the \$60,960 average household income across Illinois. The non-profit community and social services sector in Aurora actively support those experiencing challenging circumstances, economic or otherwise. Hased House assists those struggling with homelessness, while Mutual Ground serves victims of domestic violence and sexual assault. Likewise, the Aurora Public Library District operates as a warming and cooling center for severe weather situations, and collaborates with local agencies, such as the Fox Valley Habitat for Humanity, to provide programming and collection services that meet the complex information needs of our diverse population.

The district's strategic plan outlines goals related to school success, supporting immigrant communities, sparking creativity, and responding to the reading and programming interests of the community. Find our vision and strategic plan at www.aurorapubliclibrary.org/visionstrategicplan.

RFP PURPOSE

The purpose of the project is to provide cloud-based accounting and payroll software for the newly formed Aurora Public Library District.

RFP SCOPE OF WORK

Provide cloud-based software package. Firms will provide design, account set up, conversion of current data from the City of Aurora's Central Square Technologies, Superion application software, implementation, training and ongoing maintenance of accounting and payroll software systems.

System Design

- The System would be a long-term, stable, scalable solution that will integrate, interface with future process or systems.
- The System will provide standard and custom reports.
- The System will provide each end-user a dashboard with pertinent reports, graphs, charts and analytical tools are available.
- The System will be flexible.

- The System will provide easy access to information across modules. Modules shall be integrated in a way where shared or like data can be modified in one place and updated in one or more places.
- The System will maximize the efficiency of business operations through automated and customizable workflows, notifications and flagging.
- The System will be able to support 170+ employees in the Scheduling/Timekeeping and Employee Self Service portal
- The System will be able to support 20 super users

The RFP Seeks the following software modules

- Asset Management
- Financial
 - Accounts Payable
 - Accounts Receivable/Miscellaneous Billing
 - Budgeting/Check Reconciliation
 - General Ledger
 - Cashiering/On-line Payments
 - Project Accounting
 - Customized Reporting
 - CAFR Builder
- Human Resources
 - Applicant Tracking
 - Benefits
 - Employee Event Tracking
 - Employee Position Control
 - Personnel Management
 - Payroll
 - Scheduling and Timekeeping
 - Employee Self Service
- Purchasing/Inventory

Hardware and Equipment Requirements:

If hardware or equipment is included in, or required by, the proposal, then the vendor must describe:

- a. Required hardware and equipment, including minimum and recommended specifications of each.
- b. Warranties and any terms and conditions associated with the hardware and equipment.
- c. Options for server and association applications to run within Hyper-V environment, specifying supported versions of the Microsoft Server OS (Server 2019 preferred) on standard x86-64 based traditional rack mounted server architecture utilizing SAN based disk for critical data storage.

Network Requirements:

The vendor must describe all network requirements associated with the proposal including:

- a. Utilized network protocols
- b. Encryption standards used
- c. Firewall ports allowed which are necessary for regular operation and for vendor support
- d. Vendor remote support processes and applications used to provide support

Integration Services:

Vendor must detail support capabilities for:

- a. Options for either on-Premise Active Directory integration
- b. Options for either Cloud Based Azure SSO integration
- c. Support for 2 Factor Authentication

Maintenance:

Vendor should provide:

- a. Detailed options for maintenance and support both during and outside APLD regular business hours, inclusive of Software Assurance and server upgrades.
- b. Detailed plans to resolve software defects that affect client operations within a Service Level Agreement that specify acceptable timeframes for resolution.
- c. Detailed plans to implement modifications required due to updated mandates in state/federal requirements and within acceptable timeframes as such governing bodies may prescribe.

Software Customization:

Vendor should provide:

- a. Process and any potential costs for generation of customized reporting
- b. Enhancement requests to client software interface
- c. Options for customized branding, including logos and alert messages, especially if time-keeping software / kiosks are involved.

Time Tracking Software:

Vendor should provide:

- a. Cloud and On-Premise options for timekeeping
- b. Details on options for Geofencing / location identification

EVALUATION CRITERIA

The selected vendor will be chosen based on its ability to meet the overall expectations of the district. The following criteria will be applied in the selection process:

- Responsiveness and completeness of the proposal
- Experience and qualifications of firm and management team including demonstrated knowledge of software systems.
- References from other non-profit and government agencies

SELECTION PROCESS

The district will review and evaluate the written responses to the RFP. Vendors may be asked to clarify proposals, answer more specific questions and/or provide a software demonstration after RFPs have been received. The district reserves the right to reject any and all proposals at its sole discretion, accept a proposal based on considerations other than cost, and waive or modify any provisions of this request for proposals. District staff will then make a recommendation to the Aurora Public Library District Board of Directors.

The award will be made to the most qualified company whose proposal is deemed most advantageous to the District and is subject to the approval of the Aurora Public Library District Board of Directors.

RFP SUBMISSIONS

Submit an electronic copy to rfpinquiries@aurorapubliclibrary.org no later than October 8, 2020 by 10 a.m. Late submissions will not be accepted. Submissions will be opened in a public ZOOM meeting.

The submission must include the following information in the stated order.

1. The name, title, address and telephone number of individuals with authority to contractually bind the vendor.
2. A designated person(s) who can be contacted by the Aurora Public Library District during the evaluation period. This information shall include the person's name, title, address telephone number, FAX number and E-mail address.
3. Cover letter: provide a cover letter that reference the RFP and confirms that all elements of the RFP have been read and understood. The cover letter should briefly state why the vendor would be best qualified to deliver the services described in this RFP.
4. List any terms and conditions, which may apply to an Agreement and are not included in the RFP.
5. Execution of the District's provided Vendor Acknowledgments form
6. Project Experience and References – Describe in detail public or private projects which your company has provided services of similar scope to the services described herein. Include a minimum of three (3) written references from similar type service models, which you believe support the Proposal. Provide information on the projects which best demonstrate the Vendor's ability to complete the Services. The description of the project should include:
 - a. A general project description
 - b. A narrative of the work produced
 - c. Provide reference information for the client or the client's representative, and that individual's roles and responsibilities and everyday interaction with your project team. Reference should include point-of-contact, direct phone line and email.
 - d. Provide the timelines for start-up and how long the Vendor has been with the project.
7. Organization, Personnel Experience and Qualifications: a statement of qualifications, including a description of the Vendors experience should be included. Provide information for the organization of the project staff that will be used to successfully deliver the services. Include an overview of the organization and support capabilities. Define the key personnel of each term component and how the team will be managed, the decision-making ability in the process, and the qualifications of the key personnel.
8. Project Approach: the vendor is to demonstrate the project work plan process indicating a clear understanding of the objectives of the project. The project approach should include but not limited to the proposed project methodologies and the proposed project timeline including planning, implementation and go-live.
9. Cost Proposal Summary: breakdown of cost to include the following elements:
 - a. Software Licensing Cost – show breakdown by module or by user type, detail all server, client, and processor licensing costs, inclusive of initial per seat and/or per device costs, as well as all related software assurance costs, all subscription costs and all database licensing both initial and ongoing.
 - b. Maintenance and Support Costs– include initial implementation costs as well as ongoing support costs for both on premise and cloud platforms where applicable.
 - c. Data Conversion Costs
 - d. Training Costs – for all staff, for train-the-trainer, and training costs for IT to support on premise or cloud solutions.
 - e. Implementation Costs
 - f. Hardware Costs – vendor should provide details on hardware costs both for hardware client may procure from the vendor and for hardware that the vendor expects the client to provide
 - g. Timeline of Anticipated Costs
 - h. Ongoing Costs

CLOUD BASED ACCOUNTING AND PAYROLL SOFTWARE
FOR
AURORA PUBLIC LIBRARY DISTRICT

Date: October __, 2020

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VENDOR'S ACKNOWLEDGEMENTS

By submitting a response to the RFP ("Response"), the Vendor:

- a) Acknowledges he/she has received, reviewed, and understood the Specifications.
- b) Acknowledges that all prices and delivery dates stated are firm.
- c) Acknowledges that the District is not subject to state or local sales, use or excise taxes and no such taxes are included in the prices submitted.
- d) Acknowledges that all other taxes are included in the prices submitted.
- e) Acknowledges that the Vendor's Response shall be considered accepted only when the District executes a contract.
- f) Acknowledges that the contract with the District will incorporate all terms and conditions contained in the Specifications.
- g) Acknowledges the Response is binding for 90 calendar days.
- h) Is aware that comparison of Responses is a subjective process requiring evaluation of multiple factors including price, references, recommendations, and input from third parties. This process requires subjective assessment of Bidders by the Library Trustees as to overall suitability of the Vendor.
- i) Acknowledges the Trustees have substantial discretion in accepting a Response based on the Trustee's evaluation of multiple variables, only one of which is price.

Vendor's printed name and signature