

DEPARTMENT OF ADMINISTRATION
DIRECTOR'S OFFICE



STEVE BULLOCK, GOVERNOR

SHEILA HOGAN, DIRECTOR

STATE OF MONTANA

(406) 444-2032
FAX (406) 444-6194

MITCHELL BUILDING
125 N. ROBERTS, RM 155
PO BOX 200101
HELENA, MONTANA 59620-0101

7/26/2013

To: All Interested Vendors

Re: Request for Information

The State of Montana, State Accounting Division, Local Government Services Bureau (LGS) is requesting information regarding vendor hosted software and services (cloud or SaaS) to provide administrative tracking of LGS business information and process automation. Depending on the market response, LGS may opt to use multiple software/systems if a single solution cannot meet all of its needs. The solution would replace a current proprietary system that is approaching end of life. LGS seeks to incorporate more automation and workflow in a replacement system and look at expanded capabilities such enabling more on-line interaction with the bureau's customers and providing easier public access to information the bureau collects.

All local government entities in the State of Montana are required to submit annual financial reports, audits and budgets to LGS. These entities range from cities, counties, towns, school districts, water districts and other entities authorized to collect or spend public funds. There are approximately 1500 entities currently required to report information to LGS. In addition, LGS tracks, manages and publishes an "authorized auditors" list that entities must use.

The State of Montana invites all interested parties to submit a written response to this Request for Information (RFI).

This RFI is being sought strictly for the purpose of gaining knowledge of services and products available with an estimate of their corresponding costs and should not be construed as intent, commitment, or promise to acquire services, products, or solutions offered. **No contract will result from any response to this RFI.**

Information submitted in response to this RFI will become the property of the State of Montana.

The State of Montana will not pay for any information herein requested nor is it liable for any cost incurred by the vendor.

DEPARTMENT OF ADMINISTRATION
DIRECTOR'S OFFICE



STEVE BULLOCK, GOVERNOR

SHEILA HOGAN, DIRECTOR

STATE OF MONTANA

(406) 444-2032
FAX (406) 444-6194

MITCHELL BUILDING
125 N. ROBERTS, RM 155
PO BOX 200101
HELENA, MONTANA 59620-0101

RFI responses must be received prior to COB on **8/30/2013** to:

Linda Glatz
Department of Administration
Telephone Number: (406) 444-2446
E-mail Address: lglatz@mt.gov

We appreciate your response to this request.

DEPARTMENT OF ADMINISTRATION
DIRECTOR'S OFFICE



STEVE BULLOCK, GOVERNOR

SHEILA HOGAN, DIRECTOR

STATE OF MONTANA

(406) 444-2032
FAX (406) 444-6194

MITCHELL BUILDING
125 N. ROBERTS, RM 155
PO BOX 200101
HELENA, MONTANA 59620-0101

1.0 PURPOSE AND OBJECTIVES

The State of Montana, State Accounting Division, Local Government Services Bureau (LGS) is requesting information regarding vendor hosted software and services (cloud or SaaS) to provide administrative tracking of LGS business information and process automation. This solution would replace a current proprietary system that is approaching end of life. LGS seeks to incorporate more automation and workflow in a replacement system and look at expanded capabilities such as enabling more on-line interaction with the bureau's customers and providing easier public access to information the bureau collects.

2.0 Information Requested

2.1 General Requirements

The state of Montana is asking all interested parties to submit a response containing the following information:

- A copy of your descriptive literature and other available literature via web links.
- A proposed timeframe during which webinars or web-based demonstration can be presented, and include recommendations for appropriate participants.
 - The scope of the presentation is for feature and functionality demonstration only and for purposes of gathering market information as stated above. This is not a sales presentation.
- A description of your pricing and licensing structure.
- A description of your customer support services.
- A budgetary estimate that includes:
 - License and/or services fees
 - Hardware and Software requirements
 - Training- mandatory and recommended
 - Installation and implementation fees
 - Data migration services
 - Annual maintenance and support costs
- Information on your standard estimated installation and implementation timeline.
- A description of the software and systems that will integrate with your solution.
- Experience with governmental software solutions.
- Describe your process for adding custom configuration to your core product.

DEPARTMENT OF ADMINISTRATION
DIRECTOR'S OFFICE



STEVE BULLOCK, GOVERNOR

SHEILA HOGAN, DIRECTOR

STATE OF MONTANA

(406) 444-2032
FAX (406) 444-6194

MITCHELL BUILDING
125 N. ROBERTS, RM 155
PO BOX 200101
HELENA, MONTANA 59620-0101

2.2 Ease of Implementation

LGS requires a system that is intuitive and easy to use. Training should be documented on-line and easy to find within the system. Please describe a typical timeline of implementing your system. Please also describe how you manage data conversion as part of implementation.

2.3 Configuration Ability

The solution must provide the capability of capturing and tracking required data associated with a local government entity, annual financial report (AFR) information, contracts for required audits, entity contacts, budget tracking, and audit firm tracking. Please explain how your solution can be configured or is flexible enough to accommodate these requirements.

2.4 Document Management, Scanning and Retrieval

The solution must receive, store and retrieve scanned documents as an integrated function of the system. Please describe how your solution handles document management from an internal user's perspective and provides for an external portal for Local Government Entities to interact with the bureau as well as having the documents available for public review.

2.5 Workflow

Please describe how your solution can be configured to meet unique workflows and business processes. Also describe how the solution will maintain a history of all processes and/or actions associated with an entity. Describe or demonstrate how your solution would present the total workflow history of an entity, and also how your solution can handle and log workflow exceptions, manage bottlenecks, reroute work, and override of workflow rules.

Possible Workflow:

- Local Governments (entities) upload their AFR to an external web portal and are notified that the bureau has received it
- Staff would be notified that the document has arrived via email and the system can log the receive date
- Checklist items on completeness are processed based on entity type
- Any calls or emails back and forth to the entity can be logged as communication within the workflow for completeness issues
- An audit requirement notification to the local government would occur if revenue is > \$500,000.00 and triggers either emails or letters generated by the system.
- In addition, a general area for notes would be provided for remote local government employees to comment on any training efforts or issues.

DEPARTMENT OF ADMINISTRATION
DIRECTOR'S OFFICE



STEVE BULLOCK, GOVERNOR

SHEILA HOGAN, DIRECTOR

STATE OF MONTANA

(406) 444-2032
FAX (406) 444-6194

MITCHELL BUILDING
125 N. ROBERTS, RM 155
PO BOX 200101
HELENA, MONTANA 59620-0101

2.6 Reporting

Please describe how your solution handles reporting and what methods and technologies are used.

- What report writer will be utilized? Indicate whether it is embedded in the application or a separate piece of software such as crystal reports?

Describe how the system provides for ad-hoc queries and how results can be saved and manipulated outside of the system by programs such as Microsoft Excel.

2.7 Integration with Microsoft products

Please describe the ability of the system to use Microsoft office software such as excel and word in regards to importing, exporting data as well as automated form or letter creation.

2.7 Interfaces

Please describe the system's ability for interfaces to other systems. The system would need the potential to take imports as well as exports in specified formats.

2.8 Contact information

Maintaining the contact information of local government entities is critical. Please describe how your system manages contact information and how this information integrates with a correspondence management function. Items such as keeping current contact information as well as history and storing more than one type of contact per entity are important.

2.9 Correspondence management

The current business process is highly reliant on communicating with local entities through letters delivered via postal mail. LGS desires to automate and have the option of communicating electronically with its customers, such as through email. Describe how your system can automate the process of customer correspondence, especially those triggered by business process events associated with workflow. Batch processing and one at a time processing is needed as well.

Example:

- An entity has annual revenue of \$500,000.00 which will trigger workflow to enable the audit requirement, followed by a letter or email generated to notify the entity.
- A batch process starts with a query of entities by their fiscal year end resulting in sending letters, filing fee forms, and annual financial forms in the mail. Today currently processed with mail merges from the database.

DEPARTMENT OF ADMINISTRATION
DIRECTOR'S OFFICE



STEVE BULLOCK, GOVERNOR

SHEILA HOGAN, DIRECTOR

STATE OF MONTANA

(406) 444-2032
FAX (406) 444-6194

MITCHELL BUILDING
125 N. ROBERTS, RM 155
PO BOX 200101
HELENA, MONTANA 59620-0101

2.10 Fee management

At the minimum the system should be able to store a fee schedule. This functionality would trigger how much an entity owes. The schedule would need to be configurable for future fee changes. Please describe how your solution stores fees information and if your system includes Accounts Receivable tracking.

2.11 Web User Interface

The LGS bureau has employees across the state. A web based solution is required. Please describe the overall interface design to your system. Please also describe the security precautions, encryption, etc. around any such interface.

2.12 Data Validation

Describe how your system will validate data, for example:

- Date formats
- Address; validating against US Postal Service
- Telephone numbers
- Emails

2.13 Potential Future Phases

Implementation of a solution may be conducted in a phased approach. Depending on complexity, LGS would like the ability to add future functionality.

Phase 1- Replace LGS administrative functions; tracking financial reports, budgets, contracts, audits, contacts, fees and fines

Phase 2- Implement an external web portal where local governments can upload documents and receive confirmation, as well as auditor's ability to upload audits. This should interface with the phase 1 system

Phase 3- Create annual financial forms on-line for direct data entry as an added feature to an external portal.

Phase 4- Provide views of local government statistical data that has been collected by the bureau with the option for download.

DEPARTMENT OF ADMINISTRATION
DIRECTOR'S OFFICE



STEVE BULLOCK, GOVERNOR

SHEILA HOGAN, DIRECTOR

STATE OF MONTANA

(406) 444-2032
FAX (406) 444-6194

MITCHELL BUILDING
125 N. ROBERTS, RM 155
PO BOX 200101
HELENA, MONTANA 59620-0101

3.0 RFI RESPONSE INSTRUCTIONS

In addition to responding to the items under section 2.0, the Local Government Services Bureau is asking all interested parties to submit a response containing the following information:

- ✓ Your interest in providing the services/supplies.
- ✓ Brief description of past experience providing similar services/supplies.
- ✓ From your past experience, has the State identified all the major components necessary to complete this project? If not, please provide information on other necessary components.
- ✓ Please provide a list of potential problems/risks that the State may encounter during this project. Please provide any ideas or suggestions about how such problems/risks should be addressed in a solicitation.
- ✓ Your best estimated time frame for completing the project.

We appreciate your response to this request.