



**ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2016/69**

TO: Mayor Avis & Members of Council
FROM: Laurie Witherspoon, Treasurer
DATE: July 5, 2016
SUBJECT: Request for Proposal for The Supply, Integration and Implementation of a Consolidated Municipal Financial System for the Corporation (RFP No. 16-AD-01)

BACKGROUND

The Corporation of the Town of Fort Frances advertised for requests for proposals to replace the municipality's financial system and to implement a more modern, comprehensive and flexible software system that takes advantage of new technologies and efficiencies. The request for proposals closed on Tuesday, June 14, 2016 at 2:00 p.m. (CST) local time. The Town anticipates expanding the system to incorporate additional modules for use throughout the municipality in a networked environment designed to allow for seamless integration and the ability to offer our ratepayers a one-stop shopping service.

The RFP stated that a fully integrated Municipal Financial System solution must include the following modules: property tax billing, utility billing (water & sewer), cash control & cash receipting, general ledger, budgeting and G/L reporting, accounts receivable, accounts payable & bank reconciliation, payroll, inventory, fixed assets and automatic bank withdrawal (ABW). Other applications of interest to the Town were animal control, business licensing, cemetery, municipal ticketing, recreation management, fleet management, land management, lottery licensing and building management. The Town received five (5) software system responses from four (4) suppliers. USTI Asyst Software, USTI Keystone Software with Asyst Payroll, Diamond Municipal Solutions comprised of Microsoft Dynamics GP, Vadim Software, and PROCOM Data Services Inc. TownSuite Municipal Software, ranging in price from \$61,840 to \$133,142 plus HST.

The USTI Asyst software solution and Keystone software solution with Asyst Payroll proposals were received by e-mail before the June 14, 2016 closing date and time, but the vendor failed to submit the original documents and enclosures within forty-eight (48) hours of the closing date and did not include references for either solution, nor an implementation plan. The original proposals and references were received after contact and request to do so. In accordance with the RFP, original proposals were received from Diamond, Vadim and TownSuite within the requested time. One other note, is that Diamond proposed two solutions, one with 35 concurrent users (10 full access, 25 limited access) and the other with 15 concurrent users (8 full access, limited access) and corresponding prices for each option. Both Diamond price options are summarized in the RFP 16-AD-01 Summary as attached. The Treasurer and Deputy Treasurer evaluated each proposal based on the software ability to address all of the key requirements outlined in the RFP as follows: functionality and flexibility of the proposed MFS to meet the specified requirements, functionality of specific municipal applications and full integration, supplier qualifications financial stability and references, knowledge and experience with

municipal government applications, scope and depth of support and help desk services, cost of the total offering in the proposal, annual support costs and license maintenance, scope of training options, ability to provide MAS data conversion services where required.

Following that, based on price range, Administration asked three (3) software suppliers being USTI – Asyst & Keystone software, Vadim and Diamond for a demonstration of their integrated software so that both Town staff and FFPC staff could further view the capability of each software solution. This gave staff the ability to ask specific questions, and to get a perspective of what future capabilities each proposed solution offered for the Town and FFPC. Some of the variations in the different software solutions include ease of use, drill down capabilities, reporting capabilities, storage of scanned documents, and storage of data. One very important component is ensuring that the software has the ability to provide appropriate security controls. Diamond has role based security built into its software, ensuring that each position/role has access to what they need for their position. An example is the Payroll Clerk will have access to everyone's payroll and private information, but other users of the system will not.

Administration has contacted references, as provided by the vendors USTI, Vadim and Diamond. Current users of Vadim are not particularly satisfied with the support services. USTI has provided us great service in the past and provides that same service for customers of Asyst and Keystone. As for Diamond, one municipal Treasurer which we spoke with had converted both Asyst and MAS to Diamond in two municipalities and was pleased with the results of both. She also stated that the support services continue to get better and Diamond is continually improving the product with input from user groups.

Diamond's Municipal Financial System can either be stored in the Cloud (ie. web base) or in-house on a Microsoft SQL server. This would be an additional cost estimated at \$5,000, but will provide quicker processing and no down time if the internet is down. Diamond better serves the needs of flexible reporting for FFPC, meets future module needs for full integration for the Town, and we received favourable references for MFS maintenance and support from Ontario municipalities.

The desired financial software implementation cost of \$100,479.86 is \$25,180 over the Capital budget of \$75,000 plus the cost of a Microsoft SQL server. FFPC has indicated that they have the financial ability to share in the cost of the financial system.

RECOMMENDATION

The Administration & Finance Executive Committee recommends that Council approve the proposal received from Diamond Software Inc. to supply and implement Diamond's comprehensive suite of municipal financial modules for 15 concurrent users and to purchase the recommended Microsoft SQL Server for the new municipal financial software system.

Council Approval of This Report Will approve the Administration & Finance Executive Committee recommendation to approve the proposal received from Diamond Software Inc. to supply and implement Diamond's comprehensive suite of municipal financial modules for 15 concurrent users in the amount of \$98,742.00 plus HST and to authorise the purchase the recommended Microsoft SQL Server for the new municipal financial software system.