

Gulf Bend Mental Health Mental Retardation Center – DBA Gulf Bend Center Request for Proposal – Accounting Software System

Gulf Bend Center (GBC or the Center) is requesting a proposal for an Accounting software system and related implementation services.

I. BACKGROUND INFORMATION

GBC is a community center in the State of Texas formed as the result of legislation passed in 1965. GBC is a 501(c)(3) non-profit agency governed by a nine-member Board of Trustees. It has grown from a small organization offering limited services to a major behavioral health provider, serving over 8000 individuals annually in a comprehensive array of mental health, and intellectual developmental disabilities services. GBC provides services in a seven-county region that includes: Victoria, Jackson, Calhoun, Refugio, Goliad, DeWitt, and Lavaca Counties.

A. Purpose of Accounting Software System

The purpose of this Request for Proposal is to obtain the services of a vendor that understands our industry and has a proven track record for exemplary customer satisfaction and service. The selected system must be user friendly and provide strong workflow features. The new system is anticipated to operate over web-based technologies and include the following modules:

- **Purchasing**
- **Accounts Payable**
- **Accounts Receivable**
- **Fixed Asset Management**
- **Cash Management**
- **Budgeting**
- **General Ledger Accounting**
- **Financial Reporting**
- **Expense Management**
- **Debit/Credit Purchasing Card**

B. Terms of the Contract

The contract, based upon the Board of Trustees' approval of the proposal, will be for the following term:

- Implementation invoicing plus a five-year period which will begin following the selection of vendor and final approval of GBC's Board of Trustees.
- The agreement can be terminated for cause.

C. Dispute Resolution

Disputes concerning the terms of contracted services that cannot be resolved will be brought before an independent mediation center, whose decision will be binding upon both parties.

II. TECHNICAL PROPOSAL CONTENT

NOTE: There should be no dollar units or total costs included in the Technical Proposal of the document.

A. Cover Letter

See Conditions for Submission of Proposal in Section IV.

B. Technical Component

To clearly describe the vendor's ability to meet the Centers' expectations, the proposer will answer the questions included in *Attachment A-Vendor Questionnaire*.

D. Evaluation

Criteria used to evaluate the proposer's methodologies, products and services are included as *Attachment A*.

III. DOLLAR COST PROPOSAL

A. Pricing

The dollar cost bid should contain all pricing information relative to providing software described in this request for proposal. GBC will not be responsible for expenses incurred in preparing and submitting the technical proposal or the sealed dollar cost bid. Such costs should not be included in the proposal. The dollar cost bid should include the following information:

- Name of vendor and software,
- The cost structure for the duration of the contract including detail of all costs Gulf Bend Center would likely incur. These costs may include:
 - Software license fees
 - Hosting fees
 - Transaction fees
 - Implementation fees
 - Training fees
 - Documentation fees
 - Hardware costs
- Please provide a sample of a contract and standard Service Level Agreement (SLA)

B. Manner of Payment

Payments will be made in accordance with the contract.

IV. CONDITIONS FOR SUBMISSIONS OF PROPOSAL

A. Proposals must include:

- A cover letter clearly stating the name of the vendor and the name, address, and telephone number of the proposer's representative.
- Proposal must address each of the requirements as stated in this Request for Proposal.

B. Acceptance/Rejection of Submittal

GBC may reject any and/or all proposals, and to negotiate portions thereof, including the following:

- Proposals that address only part of the requirements contained in this Request for Proposal with not be considered.
- Select any proposal, considering the quoted estimated fee and other factors.
- Request any additional information from the proposer that GBC may reasonably require.
- Reject proposals that have been modified.

C. Preparation Costs

- GBC shall not be responsible for proposal preparation costs, nor for the cost, including attorney fees associated with any administrative, judicial or other type of challenge to the determination of the selected proposer and/or award of the contract and/or rejection of the proposal.
- By submitting a proposal, each respondent agrees to be bound in the respect and waives all claims to such costs and fees.
- *Attachment B* must be completed and signed by authorized signatory.

D. Oral Interviews and Other Communications Prior to Submission

- GBC may ask proposers to send a representative for an oral interview prior to approval of a proposal.
- GBC is aware of the time and effort you expend in preparing and submitting bids.
 - Let us know of any bid requirements, which are causing you difficulty in responding to the Center's RFP.
 - We encourage you to meet with the Center's Executive Management Committee to address any questions and/or concerns.
 - We want to make this process as smooth and easy as possible so that all vendors can compete for Gulf Bend Center's business.
- GBC will not be liable for the costs incurred by the proposer for such interview.

E. Late Submissions

- Proposals not received prior to the date and time specified will not be considered and will be returned to the proposer unopened.

F. Confidentiality – Open Records Act

- The content of all proposals will be kept confidential throughout the selection process.
- Once the selection process has ended and a selection has been made, copies of any proposal will be available for other respondents to review.

G. Disposition of Proposals

- All materials submitted in response to the RFP shall become the property of the Center.

H. Non-Participation

- If you do not wish to participate in the current proposal process, but wish to participate in the future, all procurement 'Request for Proposals' will be provided on the public website for Gulf Bend Center at <https://www.gulfbend.org/>. The link will be found on the home page by clicking on the green tab that says 'RFP/Contracts'.
- If you will provide your vendors future interest in bidding for products and/or services, please submit a "No Bid" by the same time that the proposal is due and at the same location as stated for bidding.

I. Awarded Proposal Withdrawal

- An awarded proposal that has been accepted by GBC, may not be withdrawn, or canceled by the proposer without permission of GBC.

J. GBC Provisions

- **FUNDING:** Funds for payment have been provided through GBC budget approved by the Board of Trustees annually for each fiscal year. State of Texas statues prohibit the obligation and expenditure of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated orders or obligations that may arise past the end of the current GBC fiscal year shall be subject to budget approval.
- **SALES TAX:** GBC is exempt by law from payment of Texas Sales Tax and Federal Excise Tax.
- **EXCEPTIONS/SUBSTITUTIONS:** All bids meeting the intent of this request for proposal will be considered for award. Bidders taking exception to the specifications, or offering substitutions, shall state these exceptions in the 'Exceptions/Comments' section provided below, 'Attachment E', or by attachment as part of the proposal. The absence of such a list shall indicate that the bidder has not taken exceptions and that GBC shall hold the bidder responsible to perform in strict accordance with the specifications of the proposal. See **Attachment A**. GBC reserves the right to accept all or none of the exception(s)/substitutions(s) deemed to be in the best interest of GBC.
- **PROPOSAL MUST COMPLY** with all federal, state, county and local laws concerning these types of service.
- **INVOICES:** When applicable, invoices will show all information as stated above and will provide a monthly invoice. Invoicing will be mailed directly to Gulf Bend Center Accounts Payable Department, 6502 Nursery Dr., Ste 100, Victoria, Texas 77904, or emailed to payables@gulfbend.org.
- **REMEDIES:** The successful bidder and GBC agree that both parties have all rights, duties, and remedies available as stated in the Uniform Commercial Code.
- **VENUE:** This agreement will be governed and construed according to the laws of the State of Texas. This agreement is performable in Victoria, Texas.
- **ASSIGNMENT:** The successful proposer will not sell, assign, transfer or convey this contract, in whole or part, without the prior written consent of GBC.
- **SILENCE OF SPECIFICATION:** The apparent silence of these specifications as to any detail or to the apparent omission from it of a detailed description concerning any point will be regarded as meaning that only the best commercial practices are to prevail. All interpretations of these specifications will be made based on this statement.

V. PROCEDURES FOR SUBMITTING PROPOSALS

A. Delivery of responses to the Request for Proposal, whether email, mail, or hand-delivery, should be addressed to:

Anna Arage, CFO
 Gulf Bend Center
 6502 Nursery Drive, Ste 100
 Victoria, TX 77904
anna1685@gulfbend.org
 361-582-2339

(Hand Deliver to First Floor front desk, Attn: Anna Arage)

- Proposal must be received no later than **April 30, 2021** by EOB.

B. Number of Copies of Proposal

- Submit one copy of the Technical Proposal and one copy of the Dollar Cost Bid. Each copy must be clearly marked as "Technical Proposal" or "Dollar Cost Bid."

VI. ASSISTANCE TO PROPOSERS

Any person wishing to obtain additional information about the Request for Proposal or about the operations of GBC:

- May contact Anna Arage, CFO, by phone at 361-582-2339. If there is no answer, please leave a message.
- You may also contact the Center by emailing the CFO at anna1685@gulfbend.org. Please put 'Request for Proposal – Accounting Software System' in the subject line of email.

VII. STATEMENT OF REQUIREMENTS

A. Proposal Guidelines

Please respond as outlined in this request for proposal and observe the following guidelines:

- Respond to questions as directly as possible along with any supporting information you feel will be pertinent to these questions.
- Written proposals must be received at our offices no later than **04/30/2021** – Electronic proposal must be emailed to anna1685@gulfbend.org or karen5391@gulfbend.org no later than **5:00 pm on 04/30/2021**.
- Our final contractor selection will be made based on our evaluation of the criteria outlined in *Attachment A* of this Request for Proposal.
- Submission of a proposal will be construed to imply agreement in advance to the services outlined in the enclosed materials.
- Brochures, photos, annual reports, or any other appropriate printed material may be included in your proposal.
- The proposal package should be kept as brief as possible, however, with the subject areas clearly defined.

B. Vendor Questionnaire

➤ See *Attachment A*.

C. Confidentiality of Records of Individuals Served by this Agreement.

- Contractor agrees to keep all protected health information (PHI) of employees confidential in accordance with all applicable state and federal laws, statutes, and regulations protecting the confidentiality of such information, including the following: Code of Federal Regulations, Title 45, Parts 160 and 164, Federal Standards for Privacy of Individually Identifiable Health Information (e.g. Federal Privacy Rule); 42 C.F.R. Part 2; Code of Federal Regulations, Title 42, Part 2, Confidentiality of Alcohol and Drug Abuse Patient Records; and the Texas Health and Safety Code, Chapter 81, Chapter F (confidentiality of information related to HIV/AIDS test results).

D. Key Dates Required for the RFP

The following table outlines Gulf Bend Center's key dates and events for RFP process.

04/5/2021	RFP is available at https://www.gulfbend.org
04/6 - 04/29/2021	Initial questions submitted via email; submit proposals
04/30/2021	Deadline for receipt of Proposals to Our Company's office EOB.
05/3 – 5/18/2021	Center's Executive Management Committee proposal review time.
05/25/2021	Board approved required
05/26/2021	Notification of Awarded Proposal

- Proposals shall be received no later than **Friday, April 30, 2021 EOB (5pm)**.
- Proposers must sign and date the proposal on the appropriate page provided below.
- Proposals which are not signed and dated in this manner may be rejected.
- Initial meetings may be scheduled with the Center's Executive Management Committee to go over questions and/or concerns.
- The Committee will be available to meet with interested financial institutions as to clarification of needs during the initial open RFP period from April 06, 2021 through April 29, 2021.
- To schedule meeting(s) during the initial open ITB period, please call Anna Arage, Chief Financial Officer, at 361-582-2339 or email anna1685@gulfbend.org.
- Bids received after the deadline, **Friday, April 30, 2021, EOB (5pm)**, will not be considered for the award of the contract and will be considered void and unacceptable.
- Accepted bids will be reviewed May 03-18, 2021. A decision will be made, and notification of the awarded proposal will be made after the May 25th board meeting.
- We will contact all vendors who turned in proposals following the reviewing.
- GBC reserves the right to extend the submission deadline or any other deadline or date indicated in the RFP if an extension would be in the best interest of Gulf Bend Center.
- The signed RFP will act as a bidding contract which must include all other necessary agreements.

ATTACHMENT A EVALUATION WORKSHEET

This worksheet is to be used to document GBC's evaluation of the proposers' qualifications. Points within the ranges specified are to be assigned to the below-listed criteria as a means for quantifying the relative strengths and weaknesses of the various proposals. If oral interviews are necessary to break a tie or for making final clarification in the evaluation process, additional points may be awarded. While the total score is a significant factor, the requester of the services reserves the right to consider other factors in making a final selection.

PROFESSIONAL QUALIFICATIONS

The evaluation of professional qualifications of the proposers will be based on the following criteria:

I. MANDATORY CRITERIA

Proposals will not be considered for further evaluation unless there is compliance with the following criteria. The proposer:

- A. Must have proper credentials to perform required services.**
- B. Must adhere to Gulf Bend Center's policies and procedures.**
- C. Must not have a record of substandard work.**
- D. Must submit a proposal meeting all the requirements of the Request for Proposal.**

II. TECHNICAL CRITERIA

The following Vendor Questionnaire acts as a measure of the proposer's ability to meet the Centers' needs. Please respond in a matter that will give us a clear understanding of what the software will and will not be able to do.

Vendor Questionnaire

Company Overview

1. Identify your company name and headquarters, along with the name and headquarters of your parent corporation, if applicable. Provide address, main phone number, and website URL.
2. Provide a brief overview of your company and history of your organization, including your mission statement.
3. What is the core product of your business?
4. What separates your product from your competition?
5. What are your major industry market areas?
6. What is the projected growth and development of your company?
7. Please identify the solution(s) you are proposing.
8. How do you sell your proposed solution (e.g. ASP, Vendor-hosted, customer-hosted, etc.)?
9. Is the proposed solution cloud-based?
10. What is the total number of active clients that use the proposed solution?

11. What is the average size of your customers?

Product Functionality

Solution Requirement	Vendor Response	Comments
	1= Product Fully Meets Requirement 2= Product Meets Requirement with Customization 3= Product Does Not Meet Requirement	
1. General Functionality and Services		
<ul style="list-style-type: none"> • Cloud based system with unlimited storage capacity and 24/7 remote access (Detail where you host your SaaS platform) 		
<ul style="list-style-type: none"> • Aggregate data from multiple sources in a single database and reporting platform (Detail which database platform you utilize and how you manage/segregate customer data) 		
<ul style="list-style-type: none"> • Maintain, manage, link, etc. supporting documents stored within the system 		
<ul style="list-style-type: none"> • User-friendly reporting platform with unlimited number of data attributions and drill-down capabilities 		
<ul style="list-style-type: none"> • Single sign-on (SSO) using SAML 		
<ul style="list-style-type: none"> • Multi-factor authentication for end-users (Describe how you provide user security and user segmentation) 		
<ul style="list-style-type: none"> • Field-level auditing for changes & views 		
<ul style="list-style-type: none"> • Multi-tenant technology capability 		
<ul style="list-style-type: none"> • Ability to support multiple databases/sets of books, including testing environments. 		
<ul style="list-style-type: none"> • Multiple browser support (Itemize supported browsers) 		
<ul style="list-style-type: none"> • API technology to integrate with other ERP applications (Describe API technology) 		

<ul style="list-style-type: none"> • Integration with document storage providers (Box, Dropbox, EHR systems, etc.) 		
<ul style="list-style-type: none"> • Robust, Google-esque search functionality 		
<ul style="list-style-type: none"> • Mobile ready or setup for responsive design 		
<ul style="list-style-type: none"> • Regular frequency of updates and enhancements (Describe frequency of release updates, change management process, and customer production testing process) 		
<ul style="list-style-type: none"> • Structured training programs (Support new hires; screen new hires) 		
<ul style="list-style-type: none"> • Robust support system with SLA sufficient to meet application needs (Describe your post-go live support model) 		
<ul style="list-style-type: none"> • Business continuity policy, Cyber insurance, Risk mitigation strategy 		
2. General Ledger Account Structure		
<ul style="list-style-type: none"> • Manage accounts on a fund accounting basis 		
<ul style="list-style-type: none"> • Allow reporting for projects with multiple funders. 		
<ul style="list-style-type: none"> • Assign specific attributes to funds or groups of funds 		
<ul style="list-style-type: none"> • Distribute the amount of a single transaction across multiple funds, budget centers, etc. 		
<ul style="list-style-type: none"> • Allow users to view each fund's balance sheet and income statement online for any given period 		
<ul style="list-style-type: none"> • Support a budgeting system with controls that prevent overspending. 		
3. Journal Entries		
<ul style="list-style-type: none"> • Assign a default journal entry description for all line items of the entry 		
<ul style="list-style-type: none"> • Allow individual descriptions for each line item of the entry 		
<ul style="list-style-type: none"> • Allow editing of journal entry by originator up and until the journal entry is approved and posted 		
<ul style="list-style-type: none"> • Store journal entries electronically for ease of retrieval within system 		

<ul style="list-style-type: none"> • Attach supporting documentation to journal entries stored in the system, including media attachments to justify the entries 		
<ul style="list-style-type: none"> • Provide an audit trail indicating the origination, review and approval with the journal entry record 		
4. Other Cash Receipts		
<ul style="list-style-type: none"> • Cash receipts are automatically posted to applicable sub ledgers, such as Accounts Receivable and Notes Receivable via journal entry 		
5. Accounts Receivable		
<ul style="list-style-type: none"> • Invoice third parties and post transactions in the Accounts Receivable subledger 		
<ul style="list-style-type: none"> • Manage and report on Accounts Receivable balances for any period 		
<ul style="list-style-type: none"> • Accept donor pledge and grant funding information through open API with fundraising platform and post transactions to Accounts Receivable subledger. 		
<ul style="list-style-type: none"> • Accept information for payments on pledges and funding through open API with fundraising platform and post transactions to Accounts Receivable subledger. 		
<ul style="list-style-type: none"> • Post payments on other receivables from Cash Receipts module into Accounts Receivable subledger 		
<ul style="list-style-type: none"> • Produce an Accounts Receivable aging report for any period 		
6. Fixed Assets		
<ul style="list-style-type: none"> • Capability to manage fixed assets. 		
<ul style="list-style-type: none"> • Capability to calculate depreciation and generate a journal entry for depreciation for specified time period 		
<ul style="list-style-type: none"> • Capability to print bar code labels for automated inventory 		
<ul style="list-style-type: none"> • Direct integration with purchasing, accounts payable, and general ledger 		
<ul style="list-style-type: none"> • Tracking for non-depreciable assets in inventory and reporting. 		
7. Accounts Payable		
<ul style="list-style-type: none"> • Manage Accounts Payable including invoices with multi-payment schedules 		

<ul style="list-style-type: none"> • Integrate with banks to upload payments (ACH, wire, positive pay) and download reconciliation data (multiple formats including CSV, XML, and BAI2) 		
<ul style="list-style-type: none"> • Manage payment methods by bank (e.g., unique check number, positive pay format) 		
<ul style="list-style-type: none"> • Print checks on blank stock, pre-printed stock, with varying MICR, etc. 		
<ul style="list-style-type: none"> • Track and report 1099 amounts for multiple internal entities 		
<ul style="list-style-type: none"> • Distinguish vendors by use - especially grants versus AP - and restricts user access accordingly 		
<ul style="list-style-type: none"> • Provide electronic copies of W9 and signed vendor agreements to AP personnel 		
<ul style="list-style-type: none"> • Attach W9, vendor agreements and other documentation to the vendor record 		
<ul style="list-style-type: none"> • Allow vendors to select payment by ACH or check, which is noted in their vendor record 		
<ul style="list-style-type: none"> • Allow vendors can enter account information into secured site, not accessible to staff 		
<ul style="list-style-type: none"> • AP personnel reviews submitted invoices and forwards them to authorized client personnel for coding, reviewing and approval 		
<ul style="list-style-type: none"> • Allow notes to the invoice record and attached supporting information 		
<ul style="list-style-type: none"> • Allow authorized client staff to review and authorize payments and review list of approved invoices and authorize payment 		
<ul style="list-style-type: none"> • Flag authorized payments over \$10,000, requiring secondary authorization 		
<ul style="list-style-type: none"> • Authorized invoice payments paid via ACH 		
<ul style="list-style-type: none"> • If checks are issued, the system can automatically add multiple authorized signatures 		
<ul style="list-style-type: none"> • Request payment of invoices from pre-designated client bank account, regardless if paid via ACH or check 		
<ul style="list-style-type: none"> • Show the date of approval, and date of payment, and copies of the cleared check or the ACH transaction details on the invoice record 		
8. Employee Expense Reimbursements		

<ul style="list-style-type: none"> • Financial ERP has an employee expense reimbursement module that allows uploading of receipts, online expense reports submission and approval and migration to the AP module 		
<ul style="list-style-type: none"> • Alternatively, accept approved expense reports for payment through open API with Concur or similar expense reporting systems to Accounts Payable module 		
<ul style="list-style-type: none"> • Provide options to employees to select payments by ACH or check, which is noted in the employee vendor record 		
<ul style="list-style-type: none"> • Provide secure site for employees to enter and update account information for ACH payment, with no access by other client staff 		
<ul style="list-style-type: none"> • Issue expense reimbursement checks through Accounts Payable module, as necessary 		
<ul style="list-style-type: none"> • Authorize withdrawal of funds for ACH expense reimbursement payments from client bank account and crediting cash balance in general ledger, as necessary 		
<ul style="list-style-type: none"> • Allow staff outside of the accounting office to submit purchase requests that can be routed through management for approvals. 		
<ul style="list-style-type: none"> • Provision access to the purchasing and expense system with user licenses specific to non-financial users, preventing access to restricted accounting functions. 		
<ul style="list-style-type: none"> • Direct integration with purchasing, expensing, accounts payable, and fixed assets. 		
<ul style="list-style-type: none"> • Ability to read online credit card statements and route them to the appropriate user for expense reporting. 		
<ul style="list-style-type: none"> • Purchase card program offering for companies that need spending controls by cardholder, no personal guarantor, etc. 		
9. Investment Revenue and Expense Allocations by Funds		
<ul style="list-style-type: none"> • Allocate investment revenues and expenses into discrete investment pools 		
<ul style="list-style-type: none"> • Automatically assign funds to investment pools at the time they are created, as directed by client staff 		
<ul style="list-style-type: none"> • Automatically update investment pools for changes made in fund records 		

<ul style="list-style-type: none"> • Allocate investment activity to pooled funds based on daily average balance on a monthly basis 		
<ul style="list-style-type: none"> • Automatically generate allocation journal entries when allocation is finalized on monthly basis 		
10. Microsoft Office Product Integration (Excel)		
<ul style="list-style-type: none"> • Easily export/import data to/from Microsoft Suite products and other common software with little or no user intervention 		
11. Fund Fees Administration		
<ul style="list-style-type: none"> • Calculate fund fees based on fund records setup 		
<ul style="list-style-type: none"> • Provide flexibility to allow for variations on the negotiated fee structures 		
<ul style="list-style-type: none"> • Track fund activity to allow for maximum fee calculations while preventing duplicate fees on deposits within the last 12 months 		
<ul style="list-style-type: none"> • Alternatively, the Financial ERP is fully compatible with a separate Qlikview or an alternative fee software, allowing seamless integration of information with minimum user intervention 		
12. Budgeting Processing and Reporting		
<ul style="list-style-type: none"> • Fully functional budgeting module for reporting at various levels of budget management 		
<ul style="list-style-type: none"> • Allow budget managers to provide multiple notes and detail to support their budget request for each account (department-account code) combination 		
<ul style="list-style-type: none"> • Customize budget timing for each budget request 		
<ul style="list-style-type: none"> • Consolidate all the budget requests and to generate the consolidated budget 		
<ul style="list-style-type: none"> • Original budget plus adjusted budgets and estimates can be stored simultaneously in the system 		
<ul style="list-style-type: none"> • Generate variance budget reports would be published online allowing multiple users individual access 		
<ul style="list-style-type: none"> • Provide variance reporting from the general ledger or the budget module, relating actual transactions to the detailed budget requests 		

<ul style="list-style-type: none"> • Provide drilldown capabilities on online budget variance reports to the transaction level to facilitate efficient variance analysis 		
13. Programmatic Operations and Grantmaking Budgets/Reports		
<ul style="list-style-type: none"> • Allow users to view each project's balance sheet and income statement online with drill-down functionality to the transaction level 		
<ul style="list-style-type: none"> • The fund accounting system has a budgeting system with controls that prevent overspending 		
14. Report Writer		
<ul style="list-style-type: none"> • Provide user-friendly reporting platform (native) with unlimited number of data attributions and drill-down capabilities 		
<ul style="list-style-type: none"> • Queue reports for later review 		
<ul style="list-style-type: none"> • Generate reports quickly (please provide standard report generation time) 		
<ul style="list-style-type: none"> • Queries' setup is user-friendly and can be generated as needed 		
<ul style="list-style-type: none"> • Produce custom/ad hoc reports accurately and with reasonable ease 		
<ul style="list-style-type: none"> • Create and maintain templated reports with integrated calculations 		
<ul style="list-style-type: none"> • Publish online reports and statements as necessary 		
<ul style="list-style-type: none"> • Allow users to drill down to the transaction source and scanned supporting documents 		
<ul style="list-style-type: none"> • Provide option to generate reports with time option with the column date function relative to the chosen runtime date 		
<ul style="list-style-type: none"> • Provide self-service dashboards accessible from any device with an internet connection that can be viewed by users with view-only access 		
<ul style="list-style-type: none"> • Generate reports with multiple time periods regardless of fiscal years 		
15. Standard Financial Reporting		
<ul style="list-style-type: none"> • Account Reports: Account Profile reports, Chart of Accounts, Trial Balances and General Ledger Reports 		
<ul style="list-style-type: none"> • Allocation Reports: Allocations, Investment Pools and Fee Schedules 		

• Budget Reports: Budget reports by scenario, adjustments or distribution		
• Financial Statements: Balance Sheet, Income Statement, Statement of Activities, Statement of Cash Flow, Statement of Functional Expenses		
• Individual fund and project reports that are run within and across fiscal and calendar years		
• Additional Reports: Custom Reports, Grant reports, Journal and Batch reports		

Training & Support

1. Describe the proposed approach to training, the type of personnel to be trained, and the location.
2. Is training required or at the discretion of GBC?
3. Do you provide this training directly or through a third-party?
4. Do you provide support for multiple browsers? (IE, Chrome, Firefox)
5. How are changes made in the system? Is the system configured or customized?
6. How can we configure the system to match our workflows? Can we make the changes ourselves or will we need to put in a request and wait for completion?
7. Describe any limits to the proposed systems scalability.
8. Is your proposed software solution “version-less”?
9. Will upgrades be instantaneous?
10. How are the various pieces of your software connected? If your product’s features and functions were created from different acquisitions, how well do they work together?
11. Does the software offer a consistent user experience and interface, or does it change from module to module?
12. Do separate products or functions require different support teams?
13. Can consistent reports be generated by every part of the system? Are reporting tools standardized across the system?
14. How are product upgrades and enhancements impacted if the system is pieced together? How are these different versions standardized and unified throughout the software suite?
15. If the solution is pieced together, how does this affect administrators or in-house IT support teams?
16. How do you determine and prioritize changes in your system?

Implementation

1. Provide a high-level project timeline that describes how you see Gulf Bend Center’s implementation of your solution proceeding. Include major milestones and key deliverables that will be generated during the project.
2. Describe the type of resources that would be assigned to this project.
3. Describe the type of Gulf Bend Center resources you would expect to be assigned to the implementation project.
4. Are your implementation resources employees of your company or contract resources?
5. Does your solution support data from Gulf Bend Center’s HRIS? How will the data be migrated?

6. During the implementation process, do your consultants assist with process improvement and/or best practices? Please explain and provide examples.
7. What is your process from moving from implementation to customer support?

Solution Technical Requirements

1. Is your solution developed internally, leased, or purchased from another provider?
2. If hosted by a 3rd party provider, who is the vendor?
3. How often is the solution upgraded?
4. Describe the system enhancements you have planned over the next year.
5. Describe your documented disaster recovery plan.
6. Describe your maintenance and backup procedures including daily backups, retention timetable, and off-site backup storage approach. Where are your off-site backup facilities located?
7. Describe your hardware/software requirements, including operating systems, databases, and browsers.
8. Does your solution use role-based access? If yes, please describe the roles and permissions.
9. What is the process for data breach notification?
10. Describe the audit trail and historical activity tracking functionality.
11. Does your solution have a password complexity policy?
12. Does your solution provide an audit trail that includes date, time, and user?
13. Does your solution comply with SAS Type II requirements?
14. Does your system ensure redundancy for the solution?
15. What is the backup retention period?

**ATTACHMENT B
RFP – ACCOUNTING SOFTWARE SYSTEM
ACKNOWLEDGEMENT
TO BE COMPLETED BY BIDDER**

GULF BEND CENTER IN ITS SOLE AND ABSOLUTE DISCRETION SHALL HAVE THE RIGHT TO AWARD CONTRACTS FOR ANY OR ALL MATERIALS LISTED IN EACH PROPOSAL, SHALL HAVE THE RIGHT TO REJECT ANY AND ALL PROPOSALS, AND SHALL NOT BE BOUND TO ACCEPT THE LOWEST PROPOSAL AND SHALL BE ALLOWED TO ACCEPT THE TOTAL PROPOSAL OF ANY ONE VENDOR, OR AS OTHERWISE STATED IN THIS PROPOSAL.

THIS SUBMISSION IS GUARANTEED AS AN IRREVOCABLE OFFER VALID THROUGH APRIL 30, 2021 AFTER THE PROPOSAL OPENING DATE.

BY RETURNING THIS BID PROPOSAL COMPLETED, THE BIDDER CERTIFIES THAT THE PROPOSAL SPECIFICATIONS ARE UNDERSTOOD AND COMPLIED WITH. PROPOSAL MAY BE CONSIDERED INVALID IF NOT RETURNED.

Name and Address of Company:

Authorized Representative:

Company Name

Authorized Signature

Number/Street Address

Typed or Printed Name

City, State, Zip Code

Title

Telephone Number

Fax Number

Email address

BIDDER MAY ATTACH SUPPORTING DOCUMENTATION AS DEEMED NECESSARY. PLEASE REFERENCE DETAILS ON ‘ATTACHMENT D’.

**ATTACHMENT C
NOTICE 'NO BID' FORM**

Dear Vendor,

Please check the appropriate box below, complete the remainder of this form and return it **BY THE SCHEDULE DUE DATE OF THE BID**:

- Our Company cannot provide the services requested.
- We have chosen **NOT** to submit a Proposal at this time. We did not submit a Proposal because:

Reason(s) _____

- Please REMOVE our name from future requests until further notice.

Reason(s) _____

Company Name: _____

Representative (Print Name): _____

Address: _____

Email: _____

Phone Number: (____) _____ Fax Number: (____) _____

PLEASE RETURN THIS FORM ONLY TO:

**ANNA ARAGE, CFO
GULF BEND CENTER
NOTICE 'NO BID' RFP – Accounting Software System
6502 NURSERY DRIVE STE 100
VICTORIA TEXAS 77904
OR EMAIL AT: anna1685@gulfbend.org**

Authorized Signature: _____

Title: _____ Date _____

**ATTACHMENT E
EXCEPTIONS/COMMENTS**

EXCEPTIONS/COMMENTS:

Bidder's exceptions and or comments provided: _____

a) _____

b) _____

c) _____

d) _____

e) _____

f) _____

g) _____

h) _____

i) _____