



Libraries

REQUEST FOR PROPOSALS (RFP)

Accounting Software
NCW Libraries

Proposals Due: December 6, 2024

NCW Libraries
16 N. Columbia Street
Wenatchee, WA 98801

Attention: Michael Arciga
Finance Manager

BACKGROUND

Connecting the people of North Central Washington to vital resources and opportunities that foster individual growth and strengthen communities.

NCW Libraries* is proud to serve the residents of Chelan, Douglas, Ferry, Grant, and Okanogan Counties since 1960. Our 14,497 square-mile service area is roughly the size of Massachusetts and Connecticut combined – making us geographically the largest library district in Washington State.

We operate [30 community libraries](#), and provide service to our most rural residents through our popular [Mail Order Library](#) and a bookmobile. The library's website provides library cardholders with free access to eBooks and digital audiobooks as well as a large number of online resources, including LinkedIn Learning, the New York Times, Consumer Reports, Rosetta Stone, and more. We also provide outreach services to Head Start programs, preschools, nursing homes, senior retirement centers, youth detention facilities, jails, farmers markets, and more.

We are able to expand our reach through partnerships with school districts, community colleges, healthcare providers, local businesses, and community resource providers.

**In 2020 North Central Regional Library changed its name to NCW Libraries to better reflect the communities we serve and this place we call home*

PURPOSE

NCW Libraries currently relies on the [Chelan County Auditor's Office](#) for its daily accounting needs. However, as the organization continues to grow, the need for an internal accounting system has become increasingly essential to better serve both employees and patrons.

To address this, NCW Libraries is looking to partner with an accounting software provider that can offer comprehensive modules and support to streamline and automate key financial processes. The ideal solution should provide seamless functionality across all core financial operations, including accounts payable, accounts receivable, cash receipting, general ledger, reporting, and budget management. Additionally, the software must ensure compliance with local, state, and federal financial regulations, safeguarding the integrity of financial data and reporting.

The provider should offer strong customer support, thorough training for staff at all levels, regular software updates, and integration capabilities with existing systems to ensure a smooth implementation process with minimal disruption. Beyond technical functionality, NCW Libraries is also seeking a solution that offers customizable reporting tools, enhanced security features, and scalability to accommodate future growth.

The software must also be user-friendly, scalable, and adaptable to the library's evolving financial demands, enabling the organization to efficiently manage its resources while focusing on delivering excellent service to the community.

SCOPE OF SERVICES

NCW Libraries seeks to implement an accounting software solution that will replace its current reliance on the Chelan County Auditor's Office for financial management. The chosen solution should support the full spectrum of financial activities and integrate seamlessly into our existing systems. Below are the key components that the software must address.

1. Accounts Payable (AP)

- Provide a fully automated AP process for tracking and managing invoices, vendor information, and payments.
- Support electronic invoice approval workflows with multi-level approvals.
- Enable automated payment generation through various methods (ACH, EFT, checks) with secure audit trails.
- Support 1099-NEC reporting capabilities, including the ability to track and report payments to vendors and contractors, ensuring compliance with IRS regulations.
- Allow for the automatic generation of 1099-NEC forms and submission to the IRS, streamlining year-end tax reporting.
- Integrate with the General Ledger to ensure accurate categorization and tracking of contracted service payments.
- Provide comprehensive audit trails for all transactions, including contracted services, to ensure compliance with internal and external reporting requirements.
- Include importing capabilities to seamlessly upload invoice data, vendor details, and payment records from external systems or files, ensuring accurate and efficient data integration.
- Provide a refund module to manage and process vendor or customer refunds, ensuring the accurate tracking and recording of refund transactions within the system.

2. Accounts Receivable (AR)

- Facilitate the generation and tracking of invoices for payments owed to NCW Libraries, including fines, fees, and other revenue sources.
- Automate the AR process, including payment application and customer account reconciliation.
- Provide tools for tracking overdue payments, issuing reminders, and managing collections.

3. Cash Receipting

- Enable the secure handling of cash receipts from fines, fees, donations, property taxes, grants, and other revenue sources.
- Provide real-time tracking of all cash receipts with integration into the General Ledger for immediate reconciliation.
- Support multiple receipt methods, including cash, checks, credit cards, and electronic payments.

4. Voucher Processing

- Streamline the creation, approval, and processing of vouchers, ensuring transparency and accountability.
- Enable the processing of manual checks, allowing staff to issue and record checks outside the automated payment system when needed. This functionality should ensure proper tracking, reconciliation, and integration with the financial records.
- Integrate seamlessly with the Accounts Payable module, ensuring that all voucher payments, whether through electronic methods (ACH, EFT, etc.) or manual checks, are accurately reflected in real-time.

5. General Ledger (GL)

- Maintain a flexible, multi-fund General Ledger system capable of tracking financial activities across departments and branch locations.
- Allow for detailed journal entries, fund transfers, and financial adjustments with complete audit trails.
- Provide real-time access to financial data with the ability to run multi-year reports.

6. Project Accounting

- Offer tools for tracking and managing specific projects, such as building renovations, grant-funded programs, and special initiatives.
- Enable budgeting and cost tracking for individual projects, ensuring alignment with overall financial goals.
- Allow for detailed reporting on project progress, costs, and financial outcomes.

7. Purchase Orders (PO)

- Provide a Purchase Order module to manage procurement activities, including creating, approving, and tracking PO's.
- Enable a fully automated PO process with customizable approval workflows.
- Allow for integration with Accounts Payable to streamline vendor payments once goods or services are received.

8. EFT Payments

- Support Electronic Funds Transfer (EFT) for faster and more secure payment processing.
- Ensure compliance with banking regulations and provide audit trails for all EFT transactions.
- Integrate EFT payments with Accounts Payable for seamless tracking and reconciliation.

9. Budget Management

- Enable comprehensive budget planning and tracking tools for managing both departmental and branch budgets.
- Provide real-time budget-to-actual tracking with variance analysis to facilitate better decision-making.

- Support multi-year budgeting for ongoing projects, grants, and other long-term financial planning.

10. Chart of Accounts

- Offer a customizable Chart of Accounts to meet the unique financial reporting needs of NCW Libraries.
- Allow for easy reconfiguration and expansion of the COA as the library grows or changes its structure.

11. Financial Reporting

- Include built-in tools for generating standard financial reports such as balance sheets, income statements, and cash flow statements.
- Offer custom report generation for specialized needs, such as grant tracking or fund-based accounting.
- Provide dashboard capabilities for real-time visualizations of key financial metrics, offering at-a-glance insights into financial performance.
- Provide export options (PDF, Excel, CSV) for sharing and analyzing reports.

12. Integration

- Ensure integration with existing systems, including BambooHR and other library-specific software platforms.
- Provide API access to allow for future integrations as NCW Libraries expands its digital ecosystem.

13. Compliance and Security

- Ensure compliance with applicable accounting standards (e.g., GASB) and all relevant local, state, and federal regulations.
- Offer comprehensive data security features, such as encryption, role-based access controls, and multi-factor authentication.
- Provide regular security updates to address vulnerabilities and ensure continued compliance.

14. Cybersecurity Requirements

➤ Data Encryption

All sensitive data, including financial records and personal information, must be encrypted both at rest and in transit using industry-standard encryption protocols.

➤ User Authentication and Access Control

- The system must support Single Sign-On (SSO) integration, enabling seamless and secure authentication using NCW Libraries' existing Active Directory (AD) infrastructure.
- The solution must offer role-based access controls (RBAC) to ensure that users have access only to the functions and data necessary for their roles.

- Multi-Factor Authentication (MFA) should be available for an additional layer of security.
- **Data Backup and Disaster Recovery**
 - The vendor must provide regular automated data backups, with options for secure off-site storage.
 - A comprehensive disaster recovery plan should be in place, ensuring minimal downtime and quick recovery in the event of a data breach or system failure.
- **Audit Logs**
 - The software should include detailed audit logs to track user activities, changes to financial data, and system access. These logs must be tamper-proof and available for audit and compliance reviews.
- **Compliance with Security Standards**
 - The software must comply with recognized security standards and frameworks, such as NIST Cybersecurity Framework or ISO/IEC 27001, to ensure a high level of protection against cyber threats.
 - The solution should also comply with relevant data protection regulations, such as GDPR and CIPA (Children’s Internet Protection Act), where applicable.
- **Security Patches and Updates**
 - The vendor must provide regular security updates and patches to address vulnerabilities as they are discovered.
 - A dedicated process should be in place for communicating and applying critical security updates with minimal disruption to operations.
- **Incident Response**
 - The vendor must have a defined incident response plan to handle any cybersecurity breaches or suspicious activities. This plan should include immediate notifications to NCW Libraries and steps to mitigate potential damage.
- **Vendor Security Assessments**
 - The District reserves the right to request third-party security assessments and certifications of the vendor’s software environment to ensure compliance with the required cybersecurity standards.

15. Training and Support

- Offer comprehensive training resources, including on-site or virtual training for NCW Libraries’ staff.
- Provide ongoing support through various channels (phone, email, live chat) with rapid response times for issue resolution.

- Include detailed documentation and video tutorials for reference.
- Facilitate opportunities for user engagement, including forums and events where users can share insights, collaborate, and discuss solutions to common issues.

16. Implementation Services

- Provide a comprehensive implementation plan that includes system setup, data migration, testing, and go-live support, ensuring a structured approach for successful deployment.
- Perform data migration from existing systems, ensuring data integrity, accuracy, and completeness while minimizing downtime to maintain operational continuity.
- Conduct thorough testing phases, including user acceptance testing (UAT), to validate the system's performance and functionality before going live.
- Offer post-implementation support to address any issues promptly and ensure a smooth transition, including regular check-ins to monitor system performance and user satisfaction.
- Develop a feedback loop to gather insights from users post-implementation, allowing for continuous improvements and enhancements based on real-world usage and evolving needs.
- Provide ongoing training sessions and resources to help staff adapt to the new system and maintain higher standards of performance and efficiency over time.

17. Scalability and Future-Proofing

- Ensure that the software can scale to accommodate future growth, including additional branches and expanded services.
- Provide options for cloud-based deployment and scalability, ensuring the software can evolve as the library's needs change.

18. Customization

- Offer customizable workflows, approval processes, and reports to meet the specific needs of NCW Libraries.
- Allow for user-configurable dashboards to enhance staff productivity.

19. Data Backup and Recovery

- Ensure that the system includes a robust data backup and disaster recovery plan to protect against data loss.
- Provide regular data backups and quick recovery options in case of system failure.

20. Ongoing Maintenance and Enhancements

- Provide regular updates and patches to ensure the software remains up-to-date with the latest features, security enhancements, and compliance requirements.
- Offer options for expanding system functionality through modules or upgrades as NCW Libraries' needs evolve.
- Ensure proactive system monitoring and maintenance to minimize downtime and enhance performance.

The accounting software solution proposed must meet the outlined requirements, specifically adhering to cash basis accounting principles to ensure accurate financial reporting. Under cash basis accounting, revenues and expenses are recorded when cash is received or paid, rather than when earned or incurred, offering a straightforward approach to financial management. The solution must support NCW Libraries' goal of improving financial operations by accurately reflecting cash flow, increasing transparency, and enhancing accountability. Additionally, the software should streamline processes related to cash receipts and disbursements, bolster reporting capabilities based on actual cash transactions, and integrate smoothly with existing systems. It must also provide the flexibility to accommodate future growth while maintaining simplicity and accuracy in financial tracking.

Vendors should propose a robust implementation plan, training, and ongoing support to ensure successful deployment and long-term functionality. NCW Libraries is committed to selecting a provider that delivers not only a comprehensive software solution but also exceptional customer service and support to ensure continued compliance with evolving accounting standards and effective financial management for the library and its stakeholders.

EVALUATION CRITERIA

The District will have sole authority in evaluating which proposal best meets its needs and requirements. This Request for Proposals (RFP) is part of a competitive bidding process designed to identify the most suitable provider for the service. While cost is an important factor, as specified in [RCW 39.04.270](#), the District is not obligated to select the lowest bid. Instead, the decision to award the contract will be based on a comprehensive assessment of the following criteria:

Factor	Points
Technical Consideration	10
Integration	15
General Features	5
Accounting Considerations	40
Price	30
Subtotal	100

Technical Considerations (10 Points): This evaluates the technical capabilities of the proposed solution, including how well it meets the District’s specified technical requirements and its overall reliability.

Integration (15 Points): This assesses the ease with which the proposed system can integrate with the District’s existing systems and processes, ensuring smooth data flow and minimal disruption.

General Features (5 Points): This includes an evaluation of the system’s general features and functionalities, such as user interface design, accessibility, and overall usability.

Accounting Considerations (40 Points): This is a critical factor that evaluates how well the proposed solution addresses specific accounting needs, including compliance with accounting standards, reporting capabilities, and financial management features.

Price (30 Points): This assesses the cost of the proposed solution, including initial purchase price, ongoing maintenance costs, and any additional fees.

The District reserves the right to accept or reject any or all proposals, either in part or in full, based on this evaluation process. The decisions made by the District regarding the selection of a proposal will be final and binding.

Please note that proposers will not be reimbursed for any costs incurred in preparing and submitting their RFP responses.

As a public agency, the District is subject to the Public Records Act. Consequently, any information submitted in response to this RFP may be subject to public disclosure.

SUBMISSION CRITERIA

Proposals must be submitted in accordance with the following criteria to be considered for evaluation:

1. Submission Deadline

- Proposals must be submitted by **December 6, 2024**. Late submissions will not be considered.

2. Format and Delivery

- Proposals should be submitted in PDF or Word document and must be delivered electronically via email or in hard copy.
- If submitting electronically, send proposals to bids@ncwlibraries.org. For hard copy submissions, deliver to:

NCW Libraries
16 N Columbia Ave.
Wenatchee, WA 98801

3. Proposal Content

Proposals must include the following components:

- **Cover Letter**
 - A cover letter signed by an authorized representative of the vendor, indicating the intent to submit a proposal, and summarizing key points.

- **Executive Summary**
 - A brief overview of the proposal, including how the vendor's solution meets the District's needs.

- **Vendor Qualifications**
 - Information about the vendor's experience and qualifications, including relevant past projects and client references.

- **Technical Proposal**
 - A detailed description of the proposed solution, including how it addresses the technical and functional requirements specified in the RFP.
 - Include information on system architecture, features, and any innovative aspects of the solution.

- **Integration Plan**
 - Details on how the proposed solution will integrate with the District's existing systems and workflows.

- **Implementation Plan**
 - A comprehensive plan for implementation, including timelines, milestones, and deliverables.
 - Outline the process for data migration, system setup, testing, and go-live support.

- **Training and Support**
 - Information on the training provided for District staff and the support services available post-implementation.
 - Include details on customer service availability and support options.

- **Accounting Considerations**
 - A detailed explanation of how the proposed solution addresses accounting-specific requirements, including:
 - ❖ Compliance with GASB 34 and GASB 35 standards.
 - ❖ Features for managing accounts payable, accounts receivable, general ledger, budget management, and project accounting.
 - ❖ Capabilities for reporting, financial analysis, and maintaining accurate financial records.
 - ❖ Methods for ensuring data accuracy, audit trails, and financial compliance.

➤ **Pricing Proposal**

- A detailed breakdown of costs, including software licenses, implementation fees, training, and ongoing support.
- Provide any available options for cost savings or alternative pricing structures.

➤ **Compliance**

Confirm that the proposed solution complies with cash accounting standards and relevant regulations. It should support accurate financial reporting, ensure transparency, and adapt to future regulatory updates.

➤ **References**

- Contact information for at least three references from previous clients who have used the vendor's solution in similar settings.

4. Questions and Clarifications

- Any **questions** regarding this RFP should be directed to Michael Arciga, Finance Manager, marciga@ncwlibraries.org. All questions must be submitted by **November 15, 2024**, and responses will be provided to all vendors by **November 22, 2024**.

5. Proposal Evaluation

- Proposals will be evaluated based on the criteria outlined in the RFP, including technical capabilities, integration, features, accounting considerations, and pricing. The District reserves the right to request additional information or clarifications from vendors as needed.

6. Confidentiality

- All proposals will be treated as confidential until the evaluation process is complete. The District will manage all submitted information in accordance with the Public Records Act and other applicable regulations.

SELECTION PROCESS

The selection process for awarding the contract will be conducted in a systematic and transparent manner. The following outlines the steps involved:

1. Proposal Receipt

- Proposals will be received and logged by the District until the submission deadline of **December 6, 2024 5:00 PM PT**. Late proposals will not be considered.

2. Initial Screening

- An initial screening will be conducted to ensure that all submitted proposals meet the minimum requirements and submission criteria specified in the RFP. Proposals that do not meet these criteria will be disqualified from further evaluation.

3. Election Committee Representatives (ECR) Review

- The Election Committee Representatives of the District will review and evaluate the proposals based on the criteria outlined in the RFP. The committee will thoroughly assess each proposal, focusing on the following aspects:
 - **Technical Considerations:** Evaluation of the technical capabilities and how well the solution meets the specified requirements.
 - **Integration:** Assessment of how the solution integrates with existing systems.
 - **General Features:** Review of additional features and usability.
 - **Accounting Considerations:** Analysis of how well the solution meets accounting standards and requirements.
 - **Price:** Evaluation of the cost and pricing structure.

4. Scoring and Ranking

- Each proposal will be scored according to the point system provided in the RFP. The ECR of the District will rank the proposals based on their total scores, which are determined by how well each proposal meets the outlined criteria.

5. Shortlisting

- Based on the scores and rankings, the ECR of the District will create a shortlist of the top proposals for further consideration. Shortlisted vendors may be invited for presentations or demonstrations to provide more detailed information about their solutions.

6. Vendor Presentations/Demonstrations

- Shortlisted vendors may be asked to participate in presentations or demonstrations of their proposed solutions. This will provide the District with an opportunity to see the solution in action and ask questions.

7. Reference Checks

- The District may conduct reference checks for the top-ranked vendors to verify their performance and satisfaction levels with previous clients.

8. Final Evaluation and Decision

- After considering the presentations, demonstrations, and reference checks, the Board of Commissioners will perform a final review of the top proposals. The Board will then make a recommendation for the contract award based on the overall best value for the District.

9. Notification of Award

- The District will notify the selected vendor(s) of the contract award decision by **February 20, 2024**. Unsuccessful vendors will also be informed of the outcome.

10. Contract Negotiation and Finalization

- Following the award notification, the District will enter into contract negotiations with the selected vendor(s) to finalize the terms and conditions. The contract will be executed once both parties have agreed on the terms.

11. Debriefing

- Upon request, the District will provide debriefing sessions to unsuccessful vendors to explain the reasons for their proposal not being selected and provide feedback for future submission

SUBMITTAL DEADLINES

To ensure a smooth and timely evaluation process, please adhere to the following deadlines:

RFP Posted:	October 22, 2024
Deadline for Questions:	November 15, 2024
Responses to Questions:	November 22, 2024
RFP Submissions Deadline:	December 6, 2024
Evaluation Period:	December 7, 2024 – February 19, 2025
Contract Award:	February 20, 2025