



# ALABAMA DEPARTMENT OF HUMAN RESOURCES REQUEST FOR INFORMATION

PROCUREMENT INFORMATION	
<b>RFI Number:</b> 2020-120-01	<b>RFI Title:</b> <i>Enterprise Accounting System (EAS)</i>
<b>Response Due Date and Time:</b> <i>Thursday, February 27, 2020</i> 12:00 p.m., Central Time	<b>Number of Pages:</b> 10
<b>Procurement Officer:</b> Vicki Cooper-Robinson, Procurement Manager Phone: (334) 353-2471 E-mail Address: vicki.robinson@dhr.alabama.gov Website: <a href="http://www.dhr.alabama.gov">http://www.dhr.alabama.gov</a>	<b>Issue Date:</b> <i>Friday, January 24, 2020</i>
	<b>Issuing Division:</b> <i>Finance Division</i>
INSTRUCTIONS TO VENDORS	
<b>Submit Response to:</b> Starr Stewart, Director Office of Procurement Alabama Department of Human Resources Gordon Persons Building, Room Q3-019 50 Ripley Street Montgomery, AL 36130-4000	<b>Label Email/Envelope/Package:</b> <b>Title/Number:</b> <i>Enterprise Accounting System RFI 2020-120-01</i> <b>Response Due Date:</b> <i>Thursday, February 27, 2020</i>
	<b>Special Instructions:</b>
VENDOR INFORMATION	
(Fill in the information fields below and return this form with RFI response)	
<b>Vendor Name/Address:</b>	<b>Authorized Vendor Signatory:</b>  (Please print name and sign in ink)
<b>Vendor Phone Number:</b> ( )	<b>Vendor FAX Number:</b> ( )
	<b>Vendor E-mail Address:</b>
Indicate whether this response is an original or a copy. <input type="checkbox"/> Original <input type="checkbox"/> Copy	
<b>Total number of Responses pages:</b> _____	
<b>Trade Secret Declarations:</b> ( <u>reference section/page(s) of trade secret declarations</u> )	

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**SCHEDULE OF EVENTS**

*The following RFI Schedule of Events represents the Department's best estimate of the schedule that will be followed. Unless otherwise specified, the time of day for the following events shall be between 9:00 a.m. and 12:00 p.m., Central Time. The Department reserves the right, at its sole discretion, to adjust this schedule, as it deems necessary. Notification of any adjustment to the Schedule of Events shall be posted on the Department's website at [www.dhr.alabama.gov](http://www.dhr.alabama.gov). Vendors should refer to the website periodically for changes to the RFI.*

<b>EVENT</b>	<b>DATE</b>
<b>RFI Issue Date</b> .....	<b>January 24, 2020</b>
<b>Deadline for Receipt of Written Questions</b> .....	<b>February 06, 2020</b>
<b>Deadline for Posting of Written Responses to Questions</b> .....	<b>February 13, 2020</b>
<b>Response Due Date</b> .....	<b>February 27, 2020</b>
<b>Selected Vendors Notified Re: Demonstration</b> .....	<b>March 26, 2020</b>
<b>Selected Vendors Demonstrations</b> .....	<b>April 20-24, 2020</b>

## **SECTION 1: PROJECT OVERVIEW AND INSTRUCTIONS**

### **1.0 PROJECT OVERVIEW**

The ALABAMA DEPARTMENT OF HUMAN RESOURCES, (hereinafter referred to as “the Department” and “DHR”) seeks information from vendors on customizing and implementing an **Enterprise Accounting System (EAS)** to support general accounting and financial management functions for the Department’s county offices. DHR currently utilizes a legacy mainframe accounting system (AFNS) for its county financial management and accounting. This system is scheduled to be retired within the next 18 months. DHR is seeking a replacement system that will handle all of the accounting functions and provide a user-friendly interface for staff who use the system in its (67) sixty-seven counties and satellite offices.

A more complete description of the services sought for this project is provided in *Section 2, Scope of Project*. Responses submitted in response to this solicitation must comply with the instructions and procedures contained herein

### **1.1 ELIGIBLE ENTITIES**

Eligible entities may include governmental agencies, faith-based organizations, non-governmental public or private organizations and individuals who: 1) are legally authorized to conduct business within the State of Alabama; 2) possess a high degree of professional skill in the area of service described in this document; 3) possess the skills needed to perform the services described in this RFI; and, 4) meet the terms and conditions of the RFI. In addition, applicants must demonstrate the ability to manage Department funds in accordance with Federal and State regulations and guidelines.

### **1.2 POINT OF CONTACT**

From the date this Request for Information (RFI) is issued, all communication must be directed to the procurement officer in charge of this solicitation. **Vendors must not communicate with any Department staff or officials regarding this procurement with the exception of the procurement officer.** Any unauthorized contact will disqualify the vendor from further consideration. Contact information for the point of contact is as follows:

**Vicki Cooper-Robinson, Procurement Manager**  
**Resource Manage/Office of Procurement**  
**Alabama Department of Human Resources**  
**Gordon Persons Building, Room Q3-012**  
**50 Ripley Street**  
**Montgomery, AL 36130-4000**  
**Telephone Number: (334) 353-2471**  
**E-mail Address: [vicki.robinson@dhr.alabama.gov](mailto:vicki.robinson@dhr.alabama.gov)**

### **1.3 REQUIRED REVIEW**

#### **1.3.1 REVIEW RFI**

Vendors should carefully review the instructions, mandatory and general requirements, project specifications, and the standard terms and conditions in this RFI. After a thorough review of the RFI, if the vendor identifies any ambiguity, inconsistency, unduly restrictive specifications, or error, promptly notify the procurement officer identified above in writing, via e-mail or courier by the deadline for receipt of questions as stated in the Schedule of Events.

### **1.3.2 VENDOR'S QUESTIONS**

Vendors with questions or requiring clarification regarding any section of this RFI must reference the RFI by title and number and submit written questions via e-mail or courier to the procurement officer referenced above by 3:00 p.m. (CST) **Thursday, February 6, 2020**. Each question must reference the section, page, and item in question. Vendors must submit all questions posed in a single email message to the procurement officer. Questions received after the deadline will not be considered.

### **1.3.3 DEPARTMENT'S RESPONSES**

The Department will provide an official written answer by **Thursday, February 13, 2020** to all questions received by the deadline on **February 6, 2020**. The Department's response will either provide clarification of the applicable issue or be in the form of a correction to this RFI. Vendor questions and the Department's responses, as well as any formal written addendum will be posted on the Department's website at [www.dhr.alabama.gov](http://www.dhr.alabama.gov) by the close of business on the date listed.

### **1.3.4 DEADLINE FOR RECEIPT OF RESPONSES**

Responses must adhere to the format requirements and must be received by the deadline for receipt of responses as specified in the Schedule of Events and Section 1.4.1 *Required Copies and Deadline for Receipt of Responses*.

## **1.4 SUBMITTING A RESPONSE**

### **1.4.1 REQUIRED COPIES AND DEADLINE FOR RECEIPT OF RESPONSES**

Vendors must submit **one (1)** original response, five **(5)** copies and **one (1)** electronic (PDF preferred) copy on CD, DVD, or thumb drive clearly labeled with the Vendor's name and the RFI title and number to:

**Starr Stewart, Director  
Resource Management Division  
Alabama Department of Human Resources  
Gordon Persons Building, Room Q3-019  
50 Ripley Street  
Montgomery, AL 36130-4000**

Responses must subscribe to the section/subsection headings and numbering format (i.e., **3.2 Vendor Qualifying Information**) as specified in *Section 3.0 Response Format and Instructions*. Responses must be sealed and labeled on the outside of the package to clearly indicate that they are in response to the **RFI# 2020-120-01 Enterprise Accounting System**. **Responses must be received at the receptionist's desk of the Resource Management Division-Office of Procurement by 12:00 p.m., local time, Thursday, February 27, 2020**. Faxed and electronically submitted responses to requests for information are NOT accepted.

## **SECTION 2: SCOPE OF PROJECT**

### **2.0 ENTERPRISE ACCOUNTING SOFTWARE**

The Department requests information from qualified vendors on an enterprise accounting system (EAS) to replace the current accounting software being utilized by Alabama Department of Human Resources (DHR) county offices. DHR requests the services of a qualified professional firm experienced in providing and installing new accounting software, conversion of historical data, general guidelines for proper workflow and security, start-up training and on-going support and maintenance of the system. DHR is seeking a user-friendly system to maintain its financial transactions and facilitate financial reporting. Many of the users of the EAS will be administrative staff without any formal accounting training. Currently, DHR has General Ledger, Bank Reconciliation, Cash Receipts, Accounts Receivable, Accounts Payable, and Reporting Modules in its current system. In this Request for Information (RFI), DHR is seeking information from vendors on what is involved to replace the current system and expand it by adding features such as document management, budgeting, purchasing, as well as ease of use.

### **2.1 DHR ORGANIZATION**

The Alabama Department of Human Resources (DHR) is an agency of Alabama State Government headquartered in Montgomery, Alabama. Major programs of the State include Food Stamps, Child Support, Temporary Assistance to Needy Families (TANF), welfare-to-work programs, Adult Protective Services, Child Day Care Services, and Family Services.

DHR operates under the purview of the State Board of Human Resources with the Governor serving as Chairman of the Board and appointed board members serving six-year terms. The Board functions to approve major administrative actions including approval of the annual operating budget and the appointment of the DHR Commissioner.

DHR is a county-based, State administered agency with each of the 67 county offices having an appointed County Director. The agency has approximately 4,200 State merit system employees with most employees working in the county offices.

Each county DHR office has local funds at its disposal for use in the day-to-day operations of the county office. In the current environment, local DHR offices utilize a legacy mainframe system (AFNS) for local accounting needs.

### **2.2 CURRENT ACCOUNTING SYSTEM ENVIRONMENT (AFNS)**

AFNS is a complete, computerized financial management system. It performs standard accounting functions at the county level, such as establishing subsidiary ledger (subledger) accounts, recording cash receipts, disbursements, and adjustments. It maintains several inquiry tables that are updated as transactions are accepted. It also maintains a database from which several detailed and summarized reports are created. In many DHR county offices, the staff who are responsible for these duties are administrative staff who are not accountants and have no formal accounting training. The AFNS system is being retired in June 2021 and DHR is seeking a new county office accounting system to replace it.

## **2.3 DESIRED ACCOUNTING SYSTEM**

### **2.3.1 BASIC REQUIREMENTS**

DHR is seeking an Enterprise Accounting System (EAS) that allows County Directors and their designees in county offices across the state to carry out the basic accounting functions described below. The EAS must provide the following basic features:

- 1. Tiered Security** – allow County Directors and their designees access to their county’s financial data only; State Office staff must have access to financial data for all counties
- 2. General Ledger** – allow for fund accounting with multiple subsidiary accounts; also allow for a soft closing period
- 3. Accounts Payable**
  - a. Provide the capability to add and lookup vendors by name, FEIN, etc.
  - b. Provide the capability to add multiple object codes to subsidiary accounts
  - c. Allow users to generate checks from data input into the EAS
  - d. Allow users to void checks
  - e. Allow users to print paper checks
- 4. Accounts Receivable**
  - a. Provide the ability to maintain multiple funding sources
  - b. Provide the ability to post and track deposits
- 5. Reports**
  - a. Allow users to generate and print IRS Form 1099s
  - b. Allow users to generate and print monthly activity reports
  - c. Allow users to create or customize reports
  - d. Allow users to schedule all reports and extracts for automatic running and distribution
  - e. Vendor should give an overview of reporting capabilities
- 6. Miscellaneous**
  - a. Allow users to export data in Excel, csv, etc., format
  - b. Must work on Windows 10
  - c. Must work on Internet Explorer 11, Edge, and Chrome browsers
  - d. Must manage access through login/password, permission levels (admin, standard user, power user, etc.) and user activity monitoring

### **2.3.2 SYSTEM USERS**

DHR anticipates a total of approximately 200 staff who will use the EAS. Each of Alabama’s 67 counties has a County DHR Director. Typically, each Director will have a primary and backup staff member assigned to handle basic financial and accounting functions for that county. There will also be around 10 staff that needs access to the EAS at the State Office which brings the total user estimate to around 200.

## **2.4 DHR TECHNICAL ENVIRONMENT**

The Alabama Office of Information Technology (OIT) maintains the State network. The network is a standard TCP/IP routed network with each county being on independent, private data circuits. There is a centralized data center housing our application server farm that each county traverses the WAN to access.

### **2.4.1 NETWORK ENVIRONMENT**

The State network environment is structured as follows:

- A. Each of the DHR offices has a local area network (LAN) and one or more servers;
- B. All DHR offices including remote sites are connected to the State's wide area network (WAN);
- C. All DHR users log into a Windows Server;
- D. Access privileges are managed and administered at the user level;
- E. All DHR sites have e-mail;
- F. All DHR sites have internet access;
- G. The network links are either 100mbps or 1000mbps switched to the desktop;
- H. All remote sites are connected with at least 10mbps circuits between the remote sites and Montgomery;
- I. The WAN is based on the TCP/IP protocol suite and is standardized on routers and switches;
- J. The network operating system is Windows 2012 R2; and
- K. The approximate number of user sites is 115.

## **SECTION 3: RESPONSE FORMAT AND INSTRUCTIONS**

### **3.0 RESPONSE FORMAT**

Responses must not exceed **fifty (50) pages**, including attachments and must be single-spaced, incorporating 1-inch margins, typed using Times New Roman (font), size 12, black print. *Paragraphs must be double-spaced.* All responses must follow the layout in this RFI and correspond with the bolded sections and subsections (titles and numbers) to which the information pertains as specified in Section 2 of this document **Responses that do not adhere to the specified format may be deemed non-responsive.**

### **3.1 COVER SHEET**

The first page of each response must be the completed **Cover Sheet** (RFI cover sheet) with an original ink signature of the person(s) legally authorized to bind the vendor to the response. **Responses without signatures of persons legally authorized to bind the vendor to the proposal will be rejected.** The cover sheet must also include the name of the contact person and contact information of the person authorized to act on behalf of the vendor (do not number this page). Vendors must also provide their federal employer identification number and DUNS number.

#### **3.1.1 TABLE OF CONTENTS**

The Cover Sheet should be followed by the **“Table of Contents”**, which should list all sections, subsections and page numbers. Numbering of the Response pages should begin with page 1 of the Table of Contents. Page numbers should be placed in the right corner of the bottom margin.

### **3.2 VENDOR QUALIFYING INFORMATION**

Vendors are asked to specify how long it has been in the business of providing services similar to those requested in this RFI and under what company name. Vendors should also list all names it has used when conducting business. Vendors are asked to explain their expertise or history in the provision of such services or identify a nationally recognized model that has proven to be successful that will be used in the provision of services under this RFI. Vendors should include an organizational profile including the number of employees.

### **3.3 SERVICE DELIVERY APPROACH**

Vendors are asked to include a detailed description of the work plan and the methods to be used that will convincingly demonstrate to the Department what the vendor intends to do, the timeframes necessary to accomplish the work, and how the work will be accomplished. In your description, please describe what the program would look like and any barriers to providing this service. *All services as specified in Section 2: Scope of Project must be addressed in the Service Delivery Approach.*

### **3.4 PRODUCT DEMONSTRATION**

Select vendors may be asked to provide a demonstration of the EAS they propose to meet the Department’s requirements described in this RFI. Each vendor selected for a demonstration will be limited to two (2) hours for any presentation and demonstration of their EAS solution. Vendors are encouraged to focus the majority of their allotted time demonstrating the capabilities of their solution in addressing the specific requirements identified in this RFI and leave at least 30 minutes for questions. Vendors selected for a demonstration may conduct it via webinar or in-person at DHR offices in Montgomery, Alabama.

If selected for a demonstration, vendors will be given a minimum of two weeks to make travel plans and prepare for the demonstration. In-person demonstrations will be held in the Skills Center, Second Floor, Gordon

Persons Building, at 50 Ripley Street, Montgomery, AL 36130. All costs associated with preparation and delivery of the in-person demonstration, including any travel costs, are to be borne solely and completely by the vendor.

### **3.5 COST RESPONSE**

Vendors are asked to provide a detailed budget outlining all the costs that should be included in the development of the Enterprise Accounting System they propose to implement. The cost response must include any up-front costs for licensing, installation, customization, configuration, etc., as well as any ongoing or recurring costs associated with licensing, maintenance, etc.