



**DALLAS COUNTY
PURCHASING DEPARTMENT**

Countywide Receipting System
3-15-05 (RP)

TO: Dallas County Commissioners Court
FROM: Gloria McCulloch-Webb, Purchasing System Specialist/Analyst
SUBJECT: Request for Proposals for Countywide Receipting System (CRS), RFP No. 2005-015-1591

BACKGROUND/ISSUE

On January 25, 2005, the Dallas County Commissioners Court with Court Order 2005-202 approved the Evaluation Committee's recommendation for Class Software Solutions Ltd., Bearing Point in Association with CyberDyne Systems, System Innovators, and ACI Associates, Inc & Paragon Consulting be rendered susceptible firms for award consideration and authorize staff to proceed to Stage 2 of the process as established for RFP No. 2005-015-1591. Software Plus Information Technology, Inc; and CORE Business Technologies were eliminated from Stage 2 due to the following reasons: The Software Plus Information Technology, Inc. response did not propose an existing product at all. Instead a custom build approach was proposed based on an object-oriented method of software development. In addition the company submitting the proposal was young with no significant comparable experience.

CORE Business Technologies proposed a product called OneStep that is a mature reasonably full-featured product. Unfortunately, the technology is outdated. For example, OneStep utilizes a "fat client" approach with virtually all of the application logic residing on the workstation. Due to the rapid pace of technology advances the replacement cycle for information technology systems is often very short. The life expectancy of the information technology system must be considered when planning a system acquisition. The specifications for the information technology systems must be sufficiently forward looking to maximize the anticipated life cycle.

Stage 2 of the process encompassed on-site software presentation by each firm's proposed solution and more detailed information from the identified firms. On February 23, 2005 and February 25, 2005, Class Software Solutions Ltd., Bearing Point in Association with CyberDyne Systems, System Innovators, and ACI Associates, Inc & Paragon Consulting provided demonstration of their firm's Countywide Receipting System (CRS) solution to the members of the evaluation committee. The evaluation committee was able to obtain better insight of the technical and functionality of each firm software solution on how it would meet the County Office needs today and in the future.

On March 3, 2005, members of the evaluation committee which consist of the County Treasurer, County Auditor's Office, IT Services and Purchasing Department met to discuss the software demonstration/presentation, observation by the software, and discuss other aspects of the RFP process. On March 4, 2005, members of the evaluation committee provided the Purchasing Department with preliminary scoring and ranking on the firms that they deemed were susceptible for further award consideration to proceed to Stage 3. Based on the preliminary scoring and ranking System Innovators and Class Software Solutions Ltd were ranked and scored as the highest firms to advance to Stage 3 of the process. The functionality of both firms proposed software was major part of the decision factor.

ACI Associates, Inc & Paragon Consulting and Bearing Point in Association with CyberDyne Systems are not being recommended to continue to Phase 3 of the RFP process for the following reasons:

The proposed solution by ACI Associates, Inc & Paragon Consulting, Municipal, is an Enterprise Resource Planning (ERP) suite similar to the Oracle eBusiness Suite already in use at Dallas County. But Municipal is a package targeted at the mid-sized market and at cities in particular. It doesn't make strategic sense to implement and maintain a second ERP alongside Oracle only to take advantage of two modules (Municipal Receivables and Receipting) from that new suite. In addition, the vendor's proposal hinges on implementing centralized receivables at the outset. In their demonstration they provided no specific proposal for handling the interfaces. Instead they proposed to initially bring in a business process consultant to help the County move toward a processing model that better fit their system, followed by point-to-point integration to any remaining back-end systems as necessary.

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Bearing Point in Association with CyberDyne Systems proposed solution the "product" called OneGov is, as best can be ascertained, a loose collection of applications marketed as a suite. The vendor is unable to provide a single reference to a site where the solution as proposed is currently in use. The system proposed is a web application front-end to a service provider hosted solution. Similar to ACI, the solution would require implementation of centralized receivables. In addition, the County would be expected to build interfaces out from all of the back-end systems to an XML-based application program interface. A task for which IT Services (Ates-Origin) does not currently have staff on site with the requisite skills. The initial and on-going maintenance and support is cost prohibited.

Stage 3 of the RFP process will include reference client site visits and best and final offers from the remaining firms. Upon conclusion of this stage, the evaluation committee members will individually score each firm based on the rating criteria established in the RFP and present the results to IT Steering Committee and Commissioners Courts of the identified/recommended highest rated firm for approval and request to enter into contract negotiations.

PROJECT OBJECTIVE AND GOALS

As briefed to Commissioners Court in April 2004, the full benefits of a countywide receipting system are dependent on the consolidation strategy and technical constraints. Ultimately, the countywide receipting project will implement a system that provides:

- A single, robust cashiering interface for all county receipting clerks/cashiers, with access to all accounts receivable information so that a citizen can pay for multiple receivables at one stop, at any receipting location within Dallas County;
- Real-time payment transaction logging, accessible by the proper Dallas County personnel through a workflow management process;
- A centralized database and reporting capability to provide for auditing of transactions from receipt, through deposit, to the posting to the general ledger.

With the implementation of a countywide receipting solution, there will be many benefits to Dallas County along with significant benefits to the citizens, residents, and others that need to pay debts owed to the County or payments of services rendered by the County. These benefits are listed below:

Dallas County Business Improvements

Enhanced Automation functionality

- Increased Security For Financial Transactions
- Simplified Audit ability Of The Receipting Process
- Increased Financial Awareness through management reports
- Electronic Data Transmissions Throughout The County

Staffing Efficiencies

- Utilization -- ability for cashiers to do more
- Allocation -- ability to consolidate workload

Improved Business Process Efficiencies

Improved Cashiering Accountability

Automated Account Distributions

Expedited Bank Deposits

Consolidated Collection Locations

Reduced Courier Costs

Reduced Paper Processing

Dallas County Service Improvements (Policy dependent)

One Stop Shopping For Payments

Consolidated Payment Sites

Increased Transaction Options

Reduced Transaction Times

OPERATIONAL IMPACT

The proposed Countywide Receipting solution will be deployed in a 3-phased approach over the course of the next couple of years.

Phase 1 - Technical Infrastructure Implementation: Phase 1 is focused on first securing and implementing the infrastructure for the remaining phases. Phase 1 will focus on implementing a receipting infrastructure that provides the county with a common, comprehensive receipting system, a centralized workflow management process, and auditing and reporting capabilities. Phase 1 will be broken into two parts. Phase 1a will put in the infrastructure and implement to select receipting departments and Phase 1b will complete the remaining departments as new accounts receivable systems are implemented. Phase 1 will accomplish a few things to ensure the success of subsequent phases:

Phase 1a - Select and Secure Technology Solution for Countywide Receipting System

- Comprehensive Cashiering Capabilities (Cash, Checks, Credit Cards, Electronic Filing)
 - o Multi-Payment Method Support (Over-The-Counter, Web, Kiosk, IVR, Other Providers)
 - o Receipt To Deposit Process Workflow Management Capabilities
 - o Detailed Auditing And Reporting Capabilities
 - o Support For Multiple Accounts Receivables Integration
- Establish A Consolidated Payment Database
- Finalize And Approve New Countywide Financial Transaction Process Workflow
- Select Participating Departments (Target Minimized Duplication Of AR Integrations)
- Develop Requisite Interfaces
- Purchase and Install Technology Solution For Selected Receipting Departments
- Training And Change Management
- Evaluate And Assess New Processes Resulting From The Phase 1a Implementations

Phase 1b

- Develop Requisite Interfaces for Remaining Departments
- Implement Technology Solution For Remaining Receipting Departments (In Coordination With New Accounts Receivable Deployments)
- Training And Change Management

Throughout this phase in the project, great care will be given to evaluate and document the technology and business process changes going on within the County.

Phase 2 - Consolidation and Centralization Processes: Phase 2 in this process will be critical to maximizing the benefits provided by the Countywide Receipting System. Phase 2 will be responsible for three primary goals:

- Evaluate Legacy Accounts Receivable Systems For Possible Replacement
- Construct A Site And Functional Receipting Consolidation Plan To Leverage The Newly Acquired Technical Capabilities Of Receipting For Multiple Departments
- Create A Strategy To Resolve Conflicts
 - o Technical Constraints
 - o Legislative, Statutory, And Court Functions

- Enable And Implement Consolidation Strategy
- Evaluate And Define Centralized Accounts Receivable Requirements To Include Data-Warehousing Of Countywide Receivables

While Phase 1 of the project provides for the capabilities of mass change within the organization, it has been limited to technology changes. Phase 2 is focused on procedural enhancements and potential collection site reorganization. Phase 2 will improve the manner in which Dallas County provides customer services.

Phase 3 - Centralized Accounts Receivable Implementation: This phase will enhance our service capabilities by providing a centralized accounts receivable system. This system will integrate to all Dallas County systems used for revenue management. Additionally, Phase 3 will include the selection, acquisition and implementation of the Countywide Accounts Receivable solution defined in Phase 2.

FINANCIAL IMPACT

The funding for this project will be through the major technology fund.

RECOMMENDATION

The RFP Evaluation Committee recommends that the Commissioners Court approve their recommendation for System Innovators and Class Software Solutions Ltd, to be rendered susceptible firms for award consideration and authorize staff to proceed to Stage 3 of the approved High Technology procedures established for RFP No. 2005-015-1591 in accordance with Dallas County rules.

Approved By:

Phillip J. Vasquez
 Phillip J. Vasquez, Purchasing Director