



**Request for Proposal**

**Municipal Finance Software**

**Date of Issue: Thursday, March 13, 2025**

**Proposal Submission Deadline:**

**April 14, 2025 at 4:00 PM ET**

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George F. Goosmann, III, Mayor  
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Drew Stephens, Commissioner  
Allan Tarleton, Commissioner

Jonathan B. Kanipe,  
Town Manager

**Request for Proposal For  
Municipal Finance Software  
Proposal Submission Deadline:  
April 14, 2025 at 4:00 PM ET**

The Town of Biltmore Forest is requesting proposals for municipal finance software including conversion and implementation services, ongoing training and technical support for the system.

There is no expressed or implied obligation for the Town of Biltmore Forest to pay for or reimburse any organization for expenses they incur in preparing responses to the request for proposals (RFP).

The Administration Office manages all Town accounting functions. The Finance Director oversees the implementation of collection, deposit, and investments of all Town Funds under the supervision of the Town Manager/Finance Officer. There are three departments that currently utilize the financial software in different capacities, ranging from purchasing, payroll, accounts payable, budgetary analysis, water and sewer billing, as well as preparing financial reports.

## **Scope of Services:**

### **Desired Functionality**

System data and reports need to meet all North Carolina Local Government Commission, North Carolina and Federal reporting and audit requirements per General Statute 159-26.

#### A) System:

1. Generates ad hoc reports that can be downloaded/ saved to .pdf format or Excel with minimum manipulation.
2. Allows for edits or notes to be added to forms prior to printing.
3. Allows for the attachment of documents to transactions.
4. Accommodates role or position-based security.
5. Customized reporting capabilities.
6. Ability to link to our online payment processing platform, Paymentus.
7. Duplicate payment verification warnings.
8. GIS interface-Building permit tracking and payment capability.
9. Automatically updates software as needed without manual manipulation.

#### B) General Ledger:

1. Provides all procedural functions of a fund accounting system in conformity with GAAP and GASB accounting standards.
2. Provides for the maintenance of multiple funds, each of which is self-balancing.
3. Automatically assigns journal entry numbers and captures journal entry history.
4. Journal entries must be in balance and validated against the chart of accounts and current year's budget.
5. Prints a copy of the posted journal entry.
6. Generates at least the following reports: trial balance, cash balance, budget vs. actual, account transaction history, open encumbrances.
7. Ability to produce GAAP financial statements at year-end.

### C) Cashiering:

1. Provides for the upload of files with Electronic Fund transfers for payments.
2. Links to a customer database online through our payment processing platform, Paymentus, for customer inquiries and payments.
3. Allows for multiple cash batches to be created or closed at any point in the day.
4. Capability to edit, void or correct a deposit and update changes automatically to the General Ledger.
5. Provides for payment types to include cash, check, credit card, and debit card.
6. Generates a customer receipt and provides the ability to print duplicate receipts.
7. Ideally, be capable of seeing customer payments in one general location.
8. Provide one customer identification number per customer for all cashiering modules.
9. Generates a report upon batch close that includes a list of receipts by customer account, revenue source, subtotaed by payment type, such as cash, credit card, checks.
10. Has the ability to accept multiple payment types in one transaction.
11. A location to track and link building permits and accept payments.

### D) Purchasing:

1. Supports encumbrance accounting.
2. Provides approval levels for all purchasing requisitions.
3. Flags requisitions/purchase orders that will cause a line item to exceed budget.
4. Purchase orders have fields for item description, notes, and accurate taxation based on vendor accounts.
5. Provides history of purchasing transactions by vendor.

#### E) Accounts Payable

1. Flags vendors for 1099 eligibility and capability to remove for individual payments not for 1099.
2. Provides 1099 reporting capabilities in paper and electronic formats.
3. Tracks sales taxes paid on purchases and generates reports to complete sales tax reimbursements.
4. Ability to print checks on paper and generate a file for uploading to banking software (for payment processing via ACH and for the positive pay system).
5. Produces a check register.
6. Provides duplicate payment verification warning.
7. Vendor activity reports that produce date-specific vendor history reports.
8. Easy method to void ACH and Physical checks and automatically updates the General Ledger.

#### F) Payroll

1. Has the ability to accommodate all North Carolina specific calculations and reporting, including payroll taxes, 401k, and State Pensions.
2. Accommodates numerous pay types.
3. Accommodates multiple leave types including vacation, sick, holiday, compensatory, family medical leave, and personal leave.
4. Has ability to accrue selected leave types automatically monthly.
5. Able to manually adjust leave balances and provide notes on transactions.
6. Provides for unlimited user-defined earnings and deduction codes, both on a dollar and percentage basis and calculates automatically when salary changes.
7. Automatically adds longevity pay based on a schedule to payroll on employee anniversary hire dates.
8. Provides for accounting on non-taxable benefits.

9. Provides standard reports and electronic files suitable for bi-weekly, monthly, and quarterly processing of federal taxes, NC taxes, NCLGERS, 401K plans, 457 plans, and other fringe benefits.
10. Provides for the creation of an electronic file for interface with banking systems for direct deposit capabilities.
11. Provides access for employees to paystubs through an employee portal or other on-line access.
12. Provides W-2 and ACA reporting both via electronic formats and paper.
13. Checks voided will automatically update on General Ledger.

#### G) Budgeting-Operating and Capital

1. Accommodates the preparation of an annual and multi-year line-item operating budget for all funds and integrates with the system's chart of accounts.
2. Ability to enter text descriptions for each line-item. Text will carry forward to the next year's budgeting process.
3. Ability to enter budget amendments through the fiscal year and system tracks all changes and can generate a report.
4. Accommodates the preparation of a multi-year capital budget plan that integrates with capital project funds.
5. Accommodate leases for easier tracking and audit requests
6. System validates and enforces rules that all budget amendments and transfers must be in balance.

#### H) Capital Assets

1. Tracks inventorial assets, both capitalized and non-capitalized.
2. Has the ability to set different depreciation schedules based on type of items.
3. Has the ability to track the sale/disposition of an item.
4. Provides a database of assets with detailed asset information.

#### I) Utility Billing

1. Supports unlimited number of utility customer accounts.
2. Capability to search an account based on various search criteria such as name, account number, service address.
3. Has ability to provide an audit trail for changes to an account.
4. Has the ability to define or change rate code and types based on various sized meters.
5. Posts to multi-line items to Ledger.
6. Utility Bills include billing date, account number, service period, current reading, prior reading, consumption billed, itemized charges, balance forward, amount due, due date, and bank draft date for accounts on draft.
7. Calculates final bills during any cycle based on the issuance of a turn-off order or closing of a customer account.
8. Capability to create a billing file to be transmitted to a 3<sup>rd</sup> party processor.
9. Has ability to age delinquent accounts in 30, 60, 90, and 120 increments.
10. Provides automated special payment arrangements allowing customer to pay amounts over time.
11. Adjustments should hit the bank accounts as well as General Ledger

#### J) Tax Billing

1. Capability to upload tax scroll from the County via excel spreadsheet into software to create bills.
2. Tax accounts are to have the same bill number and customer identification every year.
3. Tax adjustments are to post to the General Ledger automatically.
4. Has ability to search an account based on various search criteria such as name, account number, physical address and tax year.
5. Has ability to provide an audit trail for changes to an account.

6. Capability to mark/unmark late tax bills to add interest (ex. If penalty is applied and payment is postmarked on time, it can be edited).
7. Reports that include unpaid balance, tax notices, and payments made date specific.
8. Simple process to add exemptions and deferrals.
9. Track and create Public Service tax bills separately than personal property.
10. Provides automated special payment arrangements allowing customer to pay amounts over time.
11. Automatic penalties/fees added on a monthly schedule.
12. Allow notes to be added to all tax bills prior to printing.

#### K) Bank Reconciliation

1. Capability of creating reports of outstanding checks, debits, credits, deposits, and e-payments.
2. Keeps a rolling balance and allows viewing General Ledger while in Bank Reconciliation database.
3. All payments and adjustments that have to do with the cash account should automatically post in the bank reconciliation database.
4. Ability to choose which transactions cleared out of a deposit (end of month credits).
5. Reports should indicate differences in bank balance and General Ledger at the end of each month.

### **Proposal Submission Requirements:**

#### **Letter of Intent**

- A) Please include Company name, address, telephone number, and website. Also, contact information for the direct contact for this Proposal.



B) Company Background to include:

- a. Location of main offices and technical support centers.
- b. Number of years in business providing municipal software.
- c. Describe the customer support process (telephone, remote, in-person), hours of operation, emergency response, guaranteed response time, and average response time.

C) Costs

- a. Provide all-inclusive itemized price information that provides an implementation of the financial system, including: (1) cost of the initial design and assemblage of the software program/product, (2) the initial Annual License, which covers installation, data migration and training, and (3) subsequent Annual Licenses. All license periods will be annual.
- b. Provide information as to how custom features could be developed and priced. Also, if the custom feature meets a need and is shared by other system users, if that cost is treated as a baseline feature without additional costs.

D) Time Allotment of Project

- a. Please provide an idea of a timeline for the whole project until completion.

**Withdrawal of RFP**

A Respondent may, without prejudice, withdraw, modify, or correct a Response after it has been submitted, **prior to the filing deadline of April 14, 2025**. Responses received after the deadline may not be considered and returned in the sole discretion of the Organization. No oral modifications will be considered.

## **Costs Related to Responses**

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## **Submittals Binding**

All RFQs submitted shall be binding upon the submitting Respondent for a period of six months following the opening.

## **Maximum Time Allowed**

Ideally, the Town desires that the selected software be in working order prior to June 30, 2026. All Request for Proposal packages will be received by Krystal Curtis, Finance Director, and are due by April 14, 2025, at 4:00 PM ET. Submittals may be received by email or physical mail but must include a copy in pdf format. All envelopes and email subject lines should clearly be identified with the words "Response to RFP for Financial Software". The Town will select three organizations by April 30, 2025, as to whom we select to move further with demos and discussion.

Contact Information:

Krystal Curtis

Finance Director

Town of Biltmore Forest

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