Raleigh

Request for Information

Title: Accounts Payable / Invoice Automation Solution

Number: Request for Information (RFI) # 274-FINAP

Due Date: September 13, 2024, no later than 3:00PM EST

LATE RESPONSES WILL NOT BE ACCEPTED

Issuing Department: Finance

Direct all inquiries concerning this RFI to:

Mithali Rai
Accounts Payable Supervisor
Email: Mithali.Rai@raleighnc.gov

This is a Request for Information (RFI) only and will not lead to a contractual relationship between a vendor or vendors and the City of Raleigh. It is anticipated that information received in response to this RFI will be used to develop appropriate documentation in support of future procurement processes.

Table of Contents

1. **BACKGROUND**

Raleigh, the capital of North Carolina, is one of the nation's fastest-growing areas, known for its strong economy, top-tier educational institutions, and excellent healthcare. Its mild climate, diverse work force and proximity to Research Triangle Park make Raleigh a great place to live.

As a 21st-century City of Innovation, the City of Raleigh (City) prioritizes environmental, cultural, and economic sustainability. The City implements best practices in conservation, land use, and infrastructure to protect natural resources. The City embraces growth and diversity through policies that preserve neighborhoods, natural spaces, and cultural heritage for future generations. The City collaborates with universities, citizens, and local partners to foster technological innovation, create jobs, and support local businesses. Committed to transparency and excellence, the City equips its staff with the skills needed to carry out the duties of the City through transparent civic engagement and by providing the very best customer service to our community.

2. **GENERAL INFORMATION**

2.1. Responses to an RFI are not offers and cannot be accepted to form a binding contract.

2.2. All materials submitted to the City are subject to the public records laws of the State of North Carolina and it is the responsibility of the respondent to properly designate materials that may be protected from disclosure as trade secrets under North Carolina law as such and in the form required by law. The respondent understands and agrees that the City may take any and all actions necessary to comply with federal, state, and local laws and/or judicial orders and such actions will not constitute a breach of the terms of this RFI.

2.3. Respondents are solely responsible for expenses associated with responding to the RFI. The City is under no obligation to the respondents regarding the outcome of this RFI.

3. INSTRUCTIONS

3.1. Respondents should, at a minimum, address the items listed in the section 5. Submittal Requirements of the RFI. Information should be provided in the same relative order as requested in the RFI for consistency and continuity. Responses should be as detailed as possible. Respondents may provide supplemental information in addition to those items requested.

3.2. Please submit responses according to the instructions specified herein.

The response should be submitted via email to the following address:

Mithali.Rai@raleighnc.gov by September 13, 2024 no later than 3:00PM EST.

Late responses will not be accepted. The respondent's name/company name and RFI number must be included on the subject line of the email.

The response should be a single document in a pdf format, attached to the email. Zip files are not acceptable, and the City will not accept hard copies. The City will confirm your submission via an email response with 'Confirmed Receipt' in the subject line of the email.

3.3. COMMUNICATION

All inquiries concerning this RFI shall be directed to Mithali Rai, Accounts Payable Supervisor at Mithali.Rai@raleighnc.gov. The Respondents shall make no contact, either written or verbal, with any City employee, staff member, or Council members regarding this RFI.

4. PROJECT SCOPE

The purpose of this RFI is to solicit potential options, approaches, and strategies for invoice automation for the City of Raleigh.

The City seeks to identify an accounts payable automation solution to enhance the efficiency of a centralized AP division responsible for manually processing approximately 36,000 invoices annually across more than 20 departments. The options would streamline invoice manual data entry, reduce manual errors, accelerate processing times, while also maintaining accuracy and compliance with organizational policies.

The options should be able to integrate seamlessly with PeopleSoft, the City's existing ERP software, provide robust reporting and audit capabilities, and offer features including but not limited to enhanced security measures to prevent fraud and duplicate payments. The ultimate goal is to improve workflow efficiency, reduce manual entry errors, reduce operational costs, and support the organization's financial management objectives.

5. SUBMITTAL REQUIREMENTS

5.1.Response Format

Responses should be prepared as simply as possible and provide a straightforward, concise description of the respondent's capabilities to satisfy the requirements of the RFI and should be **maximum 10 pages long**. Utmost attention should be given to accuracy, completeness, and clarity of content. Response information should be limited to pertinent information only. Marketing and sales type information is not to be included. All parts, pages, figures, and tables should be numbered and clearly labeled. The City, at its discretion, may require a respondent to provide additional support or clarify requested information.

The response should be organized into the following major sections:

- Section 1: Company Background
- Section 2: Respondent Questionnaire

Section 1: Company Background

1. How long the company has been in business?

2. A brief description of the company size and organizational structure.

3. Company location(s).

4. How long the company has been actively performing these service(s)?

5. Evidence that the vendor is a Corporation, is in good standing and qualified to conduct business in North Carolina.

6. Listing of clients with this service of similar scope and size to this request; and if applicable, performed in North Carolina.

7. Contact information for at least three (3) customers similar in size and with a scope of services similar to those being requested by this RFI. Please provide: the company name, address, contact person, email address and their telephone number.

Section 2: Respondent Questionnaire

1. Does your company offer invoice automation services? Please provide additional information about your service(s). (If the answer is no, please disregard the rest of the questions)

2. Does your company offer add-on modules such as fraud detection, duplicate invoices, Optical Character Recognition (OCR), and/or reporting dashboards?

3. In understanding the information contained in this RFI document, does your company suggest any other options or solutions surrounding invoice automation?

4. What are the pricing options for these services? (Please include a breakdown of the service, modules, and implementation and training where applicable)

5. Do your systems integrate with PeopleSoft? Which ERP systems do you currently support?

6. What would be the implementation timeline for each of the products/services you offer?

7. What kind of post-go live support does your company offer?