

**LISTING OF PROPOSERS**

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FOR: RC RFP FOR INTEGRATED CASHIERING AND BUSINESS LICENSE SYSTEM

RFP No. 12500203

RFP Opening: 10/22/2024

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**PROPOSERS**

(In alphabetical order)

1. Avocette Technologies Inc.  
Suite 1050-1188 West Georgia Street  
Vancouver, British Columbia V6E 4A2, Canada
2. Carahsoft Technology Corporation  
11493 Sunset Hills Road, Suite 100  
Reston, Virginia 20191
3. GovOS, Inc.  
8310 N. Capital Texas Hwy  
Building 2, Suite 250  
Austin, Texas 78731
4. HdL Companies  
120 S. State College Blvd, Suite 200  
Brea, California 92821
5. Progressive Solutions Inc.  
535 W. Whittier Blvd.  
La Habra, California 90631
6. Tyler Technologies  
2530 Sever Road NW  
Lawrenceville, Georgia 30043

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Each proposer has agreed to allow the City one hundred twenty (120) days from date proposals were opened to accept or reject their proposal.

**DEPARTMENT CONCLUSIONS AND RECOMMENDATION:**

☒ Award a contract in the amount of \$ \$395,931.14  
to Progressive Solutions Inc.  
in accordance with the Selection Committee recommendation.

☐ Reject all proposals. Reason:

Remarks:

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FOR: RC RFP FOR INTEGRATED CASHIERING AND BUSINESS LICENSE SYSTEM

RFP No. 12500203

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Department Head Approval



Title City Controller/Finance Director

Date May 8, 2025

☒ Approve Dept. Recommendation

☐ Disapprove

☐ See Attachment

☒ Approve GSD/Purchasing Recommendation

☐ Disapprove

GENERAL SERVICES DEPARTMENT

CITY MANAGER

  
Purchasing Manager

05/09/2025  
Date

  
City Manager or Designee

5/13/25  
Date

DocuSigned by:  
  
5/12/2025  
General Services Director Date

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**EVALUATION COMMITTEE REPORT**  
**REQUEST FOR PROPOSALS FOR INTEGRATED CASHIERING AND BUSINESS LICENSE**  
**(Bid File #12500203)**

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**COMMITTEE MEMBERS:**

- Kaleb Neufeld, Assistant Controller, Finance Department
- Connie Alfaro, Revenue Supervisor, Finance Department
- JoAnna Medina, Senior Customer Services Clerk, Finance Department
- Minnie Hurd, Senior Customer Services Clerk, Finance Department
- Amanda Wilhelm, Customer Services Clerk, Finance Department
- Dave Briggs, Tax/Permit Inspector, Finance Department
- Kim Jackson, Administrative Manager, Information Services Department

**FACILITATOR:**

- Tamra Torrence, Senior Procurement Specialist, General Services Department

**BACKGROUND**

The objective of this Request for Proposal (RFP) is to solicit proposals for the provision of Integrated Cashiering and Business License Software for the Finance Department's Business Tax and License Division. The City currently partners with Progressive Solutions Inc. for an integrated cashiering and business license software solution that enables the division to conduct day-to-day operations related to cashiering, permit issuance, business account tracking, and the processing of renewals, billings, and notices throughout the fiscal year.

The Integrated Cashiering and Business License Software is an enterprise resource planning (ERP) system that allows the Business Tax and License Division to administer revenue collection, billing, and payment processing for business licenses and City-issued permits. Key features of the software package include integrated cashiering, flexible accounting period billing and collection, integration with the City's GIS system, account balance forward capability, parent/child account functionality, animal licensing, advanced query and reporting capabilities, and the ability to export accounting data to the City's General Ledger system.

A notice inviting proposals was published on September 19, 2024. The RFP included a detailed checklist of software system requirements, developed based on a review of current automated and manual systems, forms, reports, and procedures.

The Selection Committee met to review and evaluate the submitted proposals based on the following criteria (in no particular order):

- Cost as shown on the Cost Proposal Worksheet.
- Ability to meet the stated service requirements.
- Past performance and experience based on references and experience.
- Conformance to the terms and conditions of the RFP.
- Other related information.

**SIGNIFICANT DATES**

RFP Release: September 19, 2024

Initial Committee Meeting: January 6, 2025

Demonstrations:

- Progressive Solutions, Inc. (PSI): January 28, 2025
- GovOs: January 30, 2025

Committee Meeting #2: February 3, 2025

Interviews Held: January 28, 2025, January 30, 2025

Final Committee Selection: February 3, 2025

## COMMITTEE NOTES

### PROGRESSIVE SOLUTIONS INC.

Progressive Solutions Inc. presented to the committee on January 28, 2024, and was the sole proposer which met all or the City's business requirements and specifications, as outlined in the scope of work, including requirements for both cashiering and business licensing. Progressive Solutions Inc. offers PaymentCentral for cash receipt and the recording of customer payments, as well as LicenseTrack, for business account tracking.

In addition, Progressive Solutions Inc. submitted the lowest cost proposal (see cost comparison below), which was approximately 41% less than the second-lowest proposer. Additionally, since the City's Business Tax and License Division already uses Progressive Solutions Inc.'s application, there are no setup costs included in the cost proposal.

Progressive Solutions Inc. has continued to focus on its application development, including enhanced functionality, such as geographic information system (GIS) integration, document imaging system integration, tax calculation engine updates, rate structure updates, SSO configuration, and additional system security improvements. Furthermore, the solution offers further functionality that would enable the City to integrate licensing information and reporting with the California Franchise Tax Board and Contractors State License Board. Currently, this solution is hosted on-premise; however, the City plans to transition to a cloud-based version offered by Progressive Solutions Inc., which is an optional service of \$500 per month (which is included in the Cost Comparison table).

### GOVOS INC.

GovOS Inc. presented to the committee on January 30, 2025. Although this proposer offered several appealing features—such as automation and paperless processes, GovOS Inc. was unable to fulfill some of the basic requirements outlined in the scope of work that are essential to ensuring the Business Tax and License Division can operate effectively. For example, GovOS Inc. does not directly provide an integrated cashiering solution; instead, cashiering would be handled by a third-party vendor, Government Window.

Additionally, GovOS Inc. submitted the highest cost proposal (see cost comparison below), which was almost triple the cost of the lowest vendor (e.g., Progressive Solutions Inc.) and approximately 38% more expensive than the next most expensive proposal, which was submitted by Avocette Technologies, Inc.

### CARAHSOFT TECHNOLOGY CORPORATION

Carahsoft Technology Corporation is a software reseller for Accela, Euna Solutions, and Byrne Software. As such, it was unable to provide a fully integrated ERP software solution for the Business Tax and License Division and does not have key personnel directly involved in delivering the solution itself. Euna Solutions proposed a cashiering-as-a-service subscription model compatible with the Accela platform. This proposal required the implementation of Accela's business licensing module; however, upon review, it was determined that the module lacks the features and flexibility necessary to meet the Division's needs. The committee was also concerned about the need to coordinate with multiple companies for implementation, integration, and ongoing support.

#### AVOCETTE TECHNOLOGIES INC.

The proposer was unable to meet several basic requirements outlined in the proposal's scope of work. Avocette would serve as a distributor for other companies providing separate components of the cashiering and business licensing functions. A key part of their proposal involved implementing Accela's business licensing module, which the Business Tax and License Division reviewed and determined lacked the necessary features and flexibility. The committee also expressed concern about the need to coordinate with multiple companies for implementation, integration, and ongoing support.

Avocette Technologies Inc. submitted the second highest overall cost proposal. However, the proposed cost was based on only six users—less than half of the Finance Department/Business Tax Division staff, indicating that the actual cost would be significantly higher.

#### HDL SOFTWARE LLC

HdL was unable to meet one of the City's primary business requirements. Specifically, the application lacked cashier application software, as required by the RFP's scope of work. It is imperative that the City has robust cashiering functionality within their software, to mitigate fiscal risk and compliance.

#### TYLER TECHNOLOGIES

Tyler Technologies does not offer the features and flexibility required to meet the robust needs of the Business Tax and License Division. Additionally, Tyler Technologies submitted the third most expensive cost proposal (see cost comparison below), which is approximately 104% higher than the proposal submitted by Progressive Solutions Inc.

#### COST COMPARISON

Vendor	Base Cost (Year 1)	Annual/Maintenance Costs (Years 2-4)	Total (4-Year Cost)
Progressive Solutions Inc. (PSI)	\$94,639	\$301,292	\$395,931
Carahsoft Technology Corporation	\$237,356	\$323,152	\$560,508
HDL	\$339,125	\$325,385	\$664,510
Avocette Technologies	\$439,530	\$410,062	\$849,592
Tyler Technologies	\$439,642	\$369,426	\$809,068
GovOs. Inc.	\$352,878	\$767,310	\$1,116,188

#### RECOMMENDATION

Based on a thorough and comprehensive review of all submitted proposals, including evaluations of technical functionality, cost-effectiveness, implementation strategy, vendor qualifications, and long-term supportability, the committee has determined that **Progressive Solutions Inc.** presents the most advantageous solution for the City's Integrated Cashiering and Business License system needs.

Progressive Solutions Inc. is the only proposer that meets all required specifications outlined in the scope of work, offering a robust, unified platform that directly supports the full range of business processes within the Business Tax and License Division. In addition to meeting all technical and operational requirements, Progressive Solutions Inc. submitted the proposal of the most value and had total costs

significantly lower than competing vendors. Moreover, the City's existing use of their platform ensures seamless continuity, minimizes training and transition time, and avoids the additional implementation and setup costs typically associated with onboarding a new vendor.

Given the alignment of this proposal with both the City's current infrastructure and its future strategic goals and considering the limited value additional vendor outreach would provide at this stage, the committee recommends proceeding with Progressive Solutions Inc. without further inquiry or solicitation and awarding the contract in the amount of \$395,931 over four years.