



Request for Information

Massachusetts Growth Capital Corporation

June 2022

Introduction

Thank you for your interest in participating in the selection process for Massachusetts Growth Capital Corporation (Mass Growth) and its affiliates.

Working with the Mass Growth team, AAFCPAs has established an aggressive schedule and has streamlined the selection process to limit the effort required by both Mass Growth and the solution providers by focusing on the information critical to making a selection.

Your response to this Request for Information (RFI) is an important step in the selection process. The purpose of this RFI is to begin a structured two-way communication between potential software solution providers and the Mass Growth team. We are providing you with information about Mass Growth, the company, its business requirements, and the selection process. We ask you to use this information to decide if you want to participate in the selection process. If you choose to participate, we ask you to provide us with information about your products and services. We also ask you to commit your resources in order to meet the selection schedule.

In the event that modifications, clarifications, or additions to the RFI become necessary, we will notify all solution providers, in writing, with an addendum for the changed requirements.

Guidelines

To preserve fairness and maintain efficiency throughout the selection process, we ask that you adhere to the following guidelines.

Confidential Information

The information in this document is proprietary to Mass Growth. Solution providers are expected to take the same degree of care in using this information as they do with their own similar information. Dissemination of confidential information must be controlled, and distribution is limited to the solution provider's immediate organization, agents and subcontractors for purposes related directly to responding to Mass Growth's RFI. Any responses from Mass Growth, AAFCPAs or their representatives to solution providers' questions, whether oral or written, are also confidential. All material submitted by the vendor will be treated as confidential by Mass Growth and AAFCPAs unless specifically stated otherwise.

AAFCPAs' Role

Mass Growth has engaged AAFCPAs to function as a systems project manager to perform the user requirements definition process, prepare the Request For Information (RFI) document, identify viable solution providers who will receive the RFI, act as a liaison for all questions regarding the user requirements and the submission of vendor proposals, and assist Mass Growth in the evaluation of solution providers' responses.

Inquiries

Please direct all inquiries, technical or functional, via email to:

Robyn Leet, Manager, Business & IT Consulting
AAFCPAs
rleet@aafcpc.com

Stuart Karas, Associate, Business & IT Consulting
AAFCPAs
skaras@aafcpc.com

No inquiries are to be directed to Mass Growth staff, customers, or affiliates unless arranged through AAF. This will provide each vendor with an efficient level of service and keep all responses consistent.

All questions received from any respondent may be shared with all RFI participants if deemed appropriate. Please submit any questions in a timely fashion to allow adequate time for response by Mass Growth team.

Mass Growth reserves the right to accept or reject any or all responses, to take exception to, delete or modify these RFI guidelines, or to waive any formalities. This document is an invitation for response. This document is not a contract and creates no obligations or duties to the vendor or Mass Growth. All solution providers who submit responses to this RFI will be notified of the results. Please note that Mass Growth may, at its sole discretion, choose to discontinue this RFI at any time and for any reason and without obligation to any prospective Solution Providers.

Contractual Expectations

The selected vendor should be capable of assuming total responsibility for installation, implementation, operability, and servicing of all components, including those furnished by other solution providers as identified in your response to this RFI. The vendor response will be construed as an accurate representation of the proposed solution and as such will be incorporated into a contract by reference. We are requesting standard contract language in order to expedite the selection process.

Required Response Elements

1. **Provide links to videos of the software that give a high-level overview of the functionality.** This is the biggest draw for potential customers so they can see the look and feel of your product.
2. Fill out accompanying spreadsheet and return in Excel format:
 - System features and functionalities.
 - Vendor information.
 - Estimated cost of software based on user counts and services requested. Please break down cost elements into base platform cost, add-on module costs, third party software. Please also provide best estimated cost for implementation, annual service contract and training expense.

Please submit an intent to respond to this RFI via email to Stuart Karas (skaras@aafcpa.com) by June 24, 2022, at 5pm.

Please submit your responses to this RFI via email to Stuart Karas (skaras@aafcpa.com) by June 30, 2022, at 5pm.

All supporting documentation submitted by the vendor with their RFI will become the property of Mass Growth unless otherwise noted.

Timeline

Mass Growth aims to implement their system for September 1, 2022. This necessitates an aggressive schedule, assuming all goes according to plan and the appropriate resources can be utilized. We suggest that solution providers immediately reserve demonstration times and personnel per the schedule below.

Mass Growth reserves the right to modify this schedule at any time, and you will be notified of any significant changes.

Event	Due Date
1. RFI Distribution to Prospective Solution Providers	June 22, 2022
2. Solution Provider's written confirmation of intent to respond due date	June 24, 2022
3. RFI response due date	June 30, 2022
4. Presentations of demo scenarios	Week of July 25, 2022
5. Finalist selected and final pricing/contracts obtained	August 5, 2022

Corporate Summary

Massachusetts Growth Capital Corporation is a Quasi-public organization operating within the Commonwealth of Massachusetts. MGCC provides flexible, high-risk financing to small business that cannot get traditional financing or any further traditional financing. Additionally, MGCC provides grants to nonprofit organizations that assist small business with technical assistance throughout the Commonwealth. MGCC endeavors to assist small businesses with attention to the needs of minority, women, and veteran-owned business, and those located in Gateway Cities.

Project and System Summary

The Mass Growth group currently uses the following systems for the following functions:

System	Description
Accufund	General ledger software, also serves as loan tracking software
Paychex	Payroll Software
Submittable	Grant sourcing software, document collection tracker and front-end CRM
Patronicity, LexisNexis	Grant tracking software

Mass Growth uses Accufund as a dual-purpose general ledger software and loan tracking software. Excel spreadsheets are often used to supplement processes that Accufund is not fully equipped to perform. Time and accrued time off for hourly and salaried staff is tracked in Excel and that information is then manually entered into Paychex for payroll processing. Budgeting, forecasting, and creation of financial statements are all tracked and created using Excel.

When grants are won and the grant money is received, they are entered into Accufund as grant revenue by program and distributed to grantees as grant disbursements via NACHA file. All grantee submission and award information is tracked in Submittable. There is currently no capability to produce budget vs actual or profit & loss statements for grants. The month end reconciliation involves tying grant disbursements reported in month end bank statements financial data of grants paid to emails of grantee approvals from the grant team.

Bills are currently received by the controller via email or letter mails where they are scanned and forwarded to be recorded into AP. Expense reimbursements are received through email via attached employee reimbursement forms, approved by managers and processed with AP.

Mass Growth is concurrently seeking to implement a stand-alone lending management software to handle its large volume of loans. The lending software will handle origination and processing of the loans, but the ERP system will need to be equipped to utilize this data to successfully record the processing of loans for general organization reporting. The necessary link between the lending management software and the general ledger software is the ability to facilitate the billing and to record the accrual and cash movements related these loans simultaneously in both software systems in order to be able to get up to current reports from both systems.

Key business processes and opportunities for improvement

Below is a breakdown of the major business processes and key needs for each process area required for the new GL system.

General Ledger, Chart of Accounts and Month-End

- Multi-dimensional chart of accounts.
- Ability to add or change dimensions easily.
- Differentiation between restricted and non-restricted funds.
- Audit trails.
 - Specifically, the ability to drill into documents related to records.
- Storage of historical data
- Data import/export functionality.

Accounts payable and credit cards

- ACH functionality using NACHA files.
- Scan bills to store and route with approval workflow.
- Self-serve employee expense reimbursement process with scanned receipts.
- Customizable approval workflow for expense reimbursements.
- Automation of credit card statement reconciliation.

Grant/investment activity tracking and reporting

- Grant tracking module that allows tracking the status of grant proposals.
- Store grant documents with the record.
- Tasks can be assigned to employees.
- Ability to enter budget at grant level.
- Budget vs. Actual reporting at the grant level.
- Profit & Loss statements at the grant level.
- Self-serve dashboard and report access for project managers.

Payroll, time tracking, and cost allocations

- Employees can enter time by grant and by activity and by pay type (work, FTO, sick, etc.)
- Timesheets can be approved by both employee and supervisor.
- Integration with Paychex for payroll processing.

Invoicing

- Ability to create invoices automatically using tracked billings or unit rates.
- Ability to email invoices.
- AR aging reports.

Lending Operations

- Integration with stand-alone lending software through direct API or using CSV files.
 - Invoicing based on loan principal payments and interest charged for each program by invoice.

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- Ability to create and email loan status information to borrowers monthly and upon request
- Bad debt adjustments as suggested by loan software.
- Payments on loan invoices can be integrated across both systems.
- Edits in loan software can be communicated to GL system.
- All lending operations personnel will have access to loan software that will be loan origination through invoice production and payment tracking, but vital information will be integrated or communicated with the GL system for just finance to monitor and report on. As mentioned above, the necessary link between the lending management software and the general ledger software is the ability to facilitate the billing and to record the accrual and cash movements related to these loans simultaneously in both software systems in order to be able to get up-to-current reports from both systems. The lending operations personnel could access the loan software up to the billing cutoff date.

Financial reporting

- Customizable and intuitive reporting capability.
- Customizable dashboards with KPIs, reports and metrics.
- Ability to create P&Ls by dimension (grant, activity, etc).
- Ability to email financial statements to internal stakeholders.

Budgeting/Forecasting

- Budget can be developed within application.
- Multiple versions of the budget can be maintained and reported on.

Current Sizing Statistics & Transaction Volumes

Active Users:

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- Finance for full access: 6 - upper management and accounting department.
- Employees for time/expense entry: 30
- Grant team users: 3
- Loan team users: 3

Grant Activity:

- Active Grants: 10-15 – Expecting this to become drastically smaller.
- Monthly AP invoices: 55
- Monthly credit card transactions: 25

Lending Activity:

- Active loans: 70

Selection Criteria: Features and Functionalities

Award of any contract resulting from this RFI will be based upon the most responsive Solution Provider whose proposed overall solution is deemed to be the most advantageous to Mass Growth based on the evaluation factors outlined in this Requirements document.

Key Features must include:

- Multi-dimensional chart of accounts
- Ability to scan and store documents with transactions
- Customizable and automated workflow for AP
- Ability to initiate ACH payments through system or at least generate a file for bank
- Flexible and easily accessible standard and ad-hoc reporting, on organization and grant/project level
- Customizable dashboarding for user groups
- E-mail communication through system
- Employee time and expense tracking to multiple dimensions for allocations with customizable workflow for approvals
- Credit Card activity import and reconciliation
- Budgeting

Other Criteria

Other important selection criteria include:

- Total cost of ownership
- User-friendly for users with limited technical aptitude
- Stage in life-cycle application and technology
- Security of data
- Implementation complexity and time
- Easy and responsive training and support resources

If you do not feel that your system meets these requirements or will need workarounds to fulfill, please detail the gap area and reasoning.