

Barrington NH  
Request for Proposal  
Municipal Financial Package  
Mandatory Prebid: September 14, 2016  
Proposals Deadline: October 3, 2016



## Introduction

The Town of Barrington (the Town) is issuing this Request For Proposal (RFP) for the purpose of soliciting vendor proposals for an administrative data processing system (the system) to serve the current and projected needs of the Town. The application software and hardware configuration should comply with the minimum specifications as outlined in this RFP. The system must be compliant with recognized governmental fund accounting standards and NH DRA requirements.

The Town currently uses MuniSmart. The Town uses Avitar for its assessing program and is considering using it for tax billing depending upon what the new software offers for NH tax billing and conversion of data from Avitar. The Town Clerk uses Clerkworks (Interware) and various state programs to provide Motor Vehicle registrations, elections, vital records, etc. Recreation uses Vermont Systems.

The Town intends to seek the best solution, based on the representative criteria contained in this RFP, for its data processing needs. The successful vendor(s) will seek to establish a turnkey, integrated hardware/software environment for the Town, which will satisfy the specifications contained in this RFP, bringing to bear whatever vendor resources are required from the areas of computer systems hardware, software, technical training, conversion, maintenance, and services support. The successful proposal will integrate the current desktops, printers, copiers, and laptops into the system.

The Town desires to contract with a single vendor for all hardware, cloud services, software and hardware/software maintenance, installation, conversion and support for the financial systems. However, the Town reserves the right to evaluate each software application module on its own standard of performance, regardless of whether other or remaining application modules of the Vendor are considered by the Town or the server purchase and maintenance is with a different vendor. The Town reserves the right to award the system to any one Vendor or a combination of Vendors. In addition, the Town reserves the right to purchase any personal computers, copiers, printers, etc. needed from another vendor. The system should be using up-to-date technology and not be DOS based.

### **SOFTWARE:**

The Town requests that responding vendors propose the following required applications and services noting if any areas are not included. While it is not expected that one program will do everything, we are seeking an integrated system to the fullest extent feasible.

**Numbers 1 through 14 are absolutely essential features of the software.** If numbers 15 through 23 are not being offered as part of the basic software proposal, there must be some acceptable plan for integration of the responsibilities.

1. **Conversion of a minimum of three years and select data longer of legacy data in MuniSmart to a format where it is accessible in the new program**
2. **Accounts Payable including electronic purchase orders, encumbrances, tracking by vendor and by budget line, paper check and ACH payments**
3. **General Ledger**
4. **Payroll including the ability to handle approximately 120 employees including all deductions including NH Retirement system data electronic export to NHRS, differences in Social Security/Medicare coverage, electronic deposit, 457 program, Section 125, etc.**
5. **Reconciliation of bank accounts**
6. **Ability to post manual journal entries**
7. **Fixed Assets and Inventory management**
8. **Billing-Accounts Receivable**
9. **Cash Receipting**
10. **Benefits administration, earned time accruals/utilization, and other Human Resource matters**
11. **Budget development and reporting including ease of reporting information to the public. System should support multiple budget types and comparative analyses between each type, and actuals by month and cumulative (default, year to date, adopted, estimated year end)**
12. **Multiple funds for fund accounting**
13. **Auto-integration of modules and multiple funds**
14. **Report writing including ease of producing data in Excel format and exporting to email.**

Some accommodation for 15 through 23 must be provided but the program does not have to offer these as part of the basic software but must be done through integration with other software and that integration be explained. The plan is to retain Avitar as the Assessing program. We are open to other suggestions on software currently being used as to retention or replacement.

15. **New Hampshire compliant property tax billing integrated with the Town's Avitar Assessing program (currently tax billing is a part of MuniSmart)**
16. **Building Permit creation and Inspection tracking (currently MuniSmart)**
17. **New Hampshire motor vehicles registration, vital records, elections (currently Interware/Clerk Works)**
18. **Planning/Land Use**
19. **Welfare/General Assistance (currently MuniSmart)**
20. **Receipt of payments via credit cards**
21. **Recreation on-line registration and program tracking (currently Vermont Systems)**
22. **Contracting and reimbursement**

## 23. Employee expense reporting and reimbursement

Please specify if there is a program for the following and how it integrates, but the lack of one of these features is not disqualifying.

24. Dog licensing

25. Cemeteries

26. Project Administration and Management

## **HARDWARE**

The proposed software cannot be based in the current server which is nearing time for replacement. The town wishes to investigate a cloud based solution. If there is no cloud based solution, the proposal must include a quote for a new server (with new server software) to support the proposed software along with the other programs the town offices use, including stored data. The proposal will include a proposal(s) for back-up (cloud, continuous imaging, and/or encrypted hard media).

Alternative: If a new server is being proposed an alternate will price a server and software that meets the town needs and uses exchange software for hosting email for the town, including email storage.

## **Continuity of Operation/Disaster Recovery**

There must be a plan for how the town could access and use its data in case of a disaster that destroyed the town offices and a plan which would allow town staff to continue to fully function (AP, Payroll, etc.) The town also wants to consider redundant back-up so it is not reliant on just one method of back-up.

The proposal should indicate that data is encrypted for security of private information, especially if using a back-up local media system.

## **Proposal process**

One original and six copies of the proposal will be accepted until 5 PM October 3, 2016. Proposals submitted must be binding through April 1, 2017. The proposal must include six references of other similar communities that use this software, preferably similar sized NH communities.

The Town will select the proposal, or combination of proposals, that, in its opinion, is in the best interest of the Town. The Town reserves the right to reject any or all proposals or portions of a proposal. The Town also reserves the right to waive minor technicalities about the proposal. The Town not only reserves the right at the sole

discretion of the Town to reject any or all proposals and to waive technicalities, but also reserves the right of evaluation and the right to determine the methodology for evaluation of the proposals to determine which the Board of Selectmen determine is the best proposal for the town deemed to be in the best interest of the Town, i.e., the most qualified proposal will not necessarily be the proposal with the lowest initial cost nor necessarily the lowest annual costs. Further, the Town reserves the right to accept a proposal (or proposals) for any or all items separately or together. The Board of Selectmen will use cost as only one factor that also includes functionality, reliability, implementation plan, security, alternatives, etc.

Vendor inquiries are to be directed to Town Administrator, John Scruton. One original and six copies of the proposal clearly marked "Financial System Proposal", signed by an officer of the company, are to be submitted to:

**If via US Postal Service**

**Town Administrator  
Town Offices  
PO Box 660  
Barrington, NH 03835**

**If via UPS, FedEx or other delivery to street address or hand delivered:**

**Town Administrator  
Town Offices  
333 Calef Highway  
Barrington, NH 03835**

Proposals may also be hand-delivered to 333 Calef Highway, Barrington, NH address by 5 PM October 3, 2016. It is the responsibility of the Vendor to deliver the proposal in accordance with these instructions contained above and/or elsewhere in the RFP. Proposals dispatched, but not received by the Town by proposal closing time, may be returned, after receipt, unopened to the Vendor.

Award of Contract - The final award of the proposal or contract will be made by the Board of Selectmen.

Contract - In addition to the completed proposal, a resulting contract may be required by the Town, including but not limited to, written correspondence between the Town and the vendor subsequent to the proposal submission, facsimiles, and product literature.

Confidentiality of Documents - Proposals shall be opened, available to the public, and the price proposal will be public. New Hampshire has a Right-to-Know law so there can be no expectation of privacy in the bid documents.

Contact with Town Employees. In order to ensure fair and objective evaluation, all questions related to this RFP should be addressed only to the Town Administrator named in this RFP. Contact with any other Town employee, except at the vendor pre-bid meeting is expressly prohibited without prior consent of the person(s) so named herein. Vendors directly contacting other Town employees will risk elimination of their proposal from further consideration.

## **CALENDAR OF EVENTS**

Pre-bid meeting Wednesday, September 14, 2016 at 10 AM at Town Offices  
Proposal Closing Time/Date 5 PM Monday October 3, 2016 at Town Offices  
Proposal Opening, Board of Selectmen Meeting October 3, 2016 at 6:30 PM at  
Early Childhood Learning Center, 77 Ramsdell Lane  
Review Vendor Proposals  
Conduct On-Site Visits To Preview Proposed Software And Hardware  
Configuration  
Contract Negotiations  
Contract Award conditional upon Town Meeting Approval target date December  
19, 2016

## **Response Format**

The RFP Response should be organized in the following order:

Cover Letter

- 1.0 Executive Summary
- 2.0 Company Background
- 3.0 References
- 4.0 Application software specification
- 5.0 Chart that is required to be completed
- 6.0 Implementation methodology
- 7.0 Support and maintenance
- 8.0 Hardware specifications
- 9.0 Cost summary, including annual fees
- 10.0 Certification

## 1.0 Executive Summary

The Executive Summary should include a brief overview of the Proposal. It should be prepared in such a manner as to make it understandable to individuals not familiar with the terminology peculiar to a project of this type.

## 2.0 Company Background

The Company Background should provide vendor information including, but not limited to:

- Company Headquarters Information
- Complete list of products provided by the Vendor
- Financial History
- Percentage of Public Sector Cities
- Company Awards and Merits
- Number of Years in Public Sector Software
- Total number of Cities
- Total number of Employees (Include the chart below for Employee Breakdown)
- Software evolution and direction

List the number of staff members by primary responsibility :

Development	_____
Support	_____
Implementation	_____
Marketing & Sales	_____
Network Services	_____
Accounting	_____
<b>Total</b>	_____

## 3.0 Town References

**Vendor must supply** at least six (6) sites that are currently using a similar system requested by the Town, preferably similar size and in NH. ***This reference list is mandatory.***

## 4.0 Application Software Specification

Please address the applications list in the introduction as thoroughly as possible, point by point. Please include cost information in the Cost Summary section of your RFP Response.

### Application Software Specification Response Format

The Proposer shall indicate how each of the functionality items in list 1-25 above will be met by checking either: **Out of the box**, **Customization**, **Developed**, **Supplied by 3rd party**, **Future**, or **Not provided**:

**O = Out of the box** - The requirement will be met through available functionality and

through changes to setting of tables, switches, and rules without modification to the source code.

**C = Customization** - The requirement will be met through changes to the existing reports or programs. This would include custom code developed to perform specific functions or validations outside the standard code. Include the creation of a new report, query or workflow that does not exist within the current application.

**D = Developed** - The requirement will be met by developing new functionality and software code.

**3 = Supplied by Third Party** - Requirement will be met by third-party software package and is included in this proposal.

**N** = The functionality identified in the requirement will not be provided.

Note: In the "Notes" column, next to this response, indicate the name of the proposed third-party software package and indicate the interface/integration services being proposed.

**F = Future** - Requirement will be met by packaged software that is currently under development, in Beta test, or not yet released.

Note: In the "Notes" column next to this response, indicate the date when requirement will be available for implementation. If possible, also indicate any additional costs.

Specifically, please address the following questions in order listed:

- a. How are the modules integrated
- b. How many data bases are required for the full set of features?
- c. How many accounting periods are supported by each module?
- d. How are adjustments to prior periods handled in the system in terms of data transactions and reporting?
- e. How are pro-forma projections of expenses accommodated for budgeting and tracking purposes (for example, it is desired to develop reports reflecting x months actual and y months projected compared to the approved budget at any point in time)?
- f. Provide examples of standard (out of the box) reports, and describe how each of the following reports will be produced as routine scheduled reports
- g. Describe the report writer provided with the system, including an identification of the modules whose data is accessible with the report writer
  - Date and time the record was entered into the system or edited
  - Ability to provide alerts if findings are entered after signed
  - Capture the date and time the record was entered into the system, or edited
  - Capture the user's information, both internal and external, who created and/or edited the record
- h. Describe the system's security and access control, including:
  - Capability to accommodate multiple levels of role-based user access that restricts access to the appropriate role
  - Capability to manage, track and report user access to a specific patient's data.

- i. Describe on-line help provided with the system, and specify whether this feature is field or screen specific, or generic.

**5.0 Required chart**

The chart below must be completed and included with the proposal.

Software item	O,C,D,3, N,F	Where in proposal addressed	Dollar value of item if C,D,3	Support provider if C,D,3
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
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21				
22				
23				
24				
25				

**6.0 Implementation Methodology including length of proposed deployment time**

The Vendor’s Implementation section should include information on all facets of the Implementation process. Please provide thorough information about the following:

- Project Approach
  - Is the Implementation done in Phases? If so, how many? What do they consist of?
  - Describe the configuration/adaptation methodology that will be utilized in your project approach, in sufficient detail for Town to understand how this methodology works and why it is well suited to Town’s needs.
- Project Management
  - Methodology
  - Milestones/Deliverables
  - Project Management Selection
  - Implementation Team Experience (provide resumes of all proposed staff)
- Vendor/Town Responsibilities
  - What is the Town responsible for during Implementation?
  - What services do the Vendor supply
- Timelines
  - Provide a sample Implementation Gantt Chart
- Data Conversion
  - Conversion Methods
  - Conversion process
  - Data Extraction
  - Scheduling
  - Data Validation
  - Based on your previous experience with similar engagements, describe the methodology, tools, and processes that will be utilized in mapping, standardization, conversion, and validation of legacy data to the proposed System
  - Describe the system testing methodology you will utilize to ensure appropriate testing of system functionality, data integrity, interfaces, and system performance across all testing stages, in sufficient detail for Town to understand how successful implementation will be achieved.
- Training
  - Training Methodology
  - Training Options
  - Training Requirements
  - Syllabus Information
  - Describe your methods for ensuring a complete “knowledge transfer” such that Town will become fully capable of managing the system while it is being implemented and beyond
  - Based on your previous experience with similar engagements, discuss the typical recommended curriculum for technical and functional staff involved in the initial implementation

## 7.0 Support & Maintenance

The Vendor should provide the following Support Information:

- Support Options
  - Does the Vendor provide a toll-free support number?
  - Does the Vendor provide Online Support?
  - Other options for support?
- Support Goals
  - Please provide Response Times and Resolution Times to the following incident levels
    - Emergency
    - Critical
    - Standard Help Call
- Problem Escalation Procedures
  - How are incidents handled?
  - What tools do the Vendor Support Staff use?
  - What is the basic chain of command?
- System Updates
  - How are updates managed?
  - How often are updates released?
  - What is the typical downtime during an update?

## 8.0 Hardware Specifications

### Hardware and System Operating Software Requirements

*The vendor is encouraged to recommend any enhancements to the minimum requirements stated below that will improve the overall performance and usability of the system.*

*Describe the following requirements of the proposed system:*

- Cloud details if cloud being proposed
- Server Details if server being proposed including processor information, size of memory, hard drive arrays, available disk space, operating system, etc.
- Workstation Requirements
- Printer Compatibility including use of towns existing copiers
- Please provide all configuration options
- Who is responsible for hardware and system software maintenance?
- If the hardware and system software is purchased from a third party vendor, who is responsible for hardware and system software support?

## 9.0 Cost Summary

Amounts should contain no taxes and include all transportation and delivery, FOB, Barrington, NH. All costs shall be in actual dollar-and-cent amounts, "Time and Material" quotation is not acceptable other than data conversion and training for which please provide best estimate for travel costs, cables, and other miscellaneous items. The Town reserves the right to procure by other means any personal computers needed.

The proposal must state the annual costs for the first three years and the ongoing costs after the third year. State also costs for support and training in first year and future years.

### **10.0 System Cost Certification**

I hereby certify that I have read all items of the RFP and fully understand the requirements listed herein. I further certify that I am an authorized agent of the Offering Firm and may be held liable for any or all remedies that may become due to the Town.

#### **SOFTWARE VENDOR**

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Firm Submitting Proposal	Address	Town	State	Zip Code
Signature	Printed Name	Title	Date	

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#### **HARDWARE VENDOR (if separate vendor)**

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Firm Submitting Proposal	Address	Town	State	Zip Code
Signature	Printed Name	Title	Date	

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### **9.0 Terms and Conditions**

#### **Software Defects**

Vendor shall properly correct all software defects for which the vendor is responsible, within a time-period agreed upon by the Town and the vendor.

#### **Insurance**

Certificates of insurance shall be provided to the Town. All insurance shall be in effect during the term of the contract. Please provide a copy of current insurance coverage.

#### **Conversion**

Electronic conversion of the Town's existing data is extremely important. Vendor must address the conversion methodology and disclose all related conversion costs in the cost summary.

#### **Response Preparation Costs**

The Town will not pay any costs incurred by any vendor in the proposal preparation, printing, demonstration or negotiation process. All costs shall be borne by the proposing vendors with the exception of costs associated with any Town personnel visits to Vendor offices or other Town sites.

## Representative Evaluation Criteria

The basis for the evaluation of proposals received is included, but not limited to, the following considerations:

1. Vendor's performance record in meeting the requirements of their existing customers (users). Particular emphasis will be placed in the areas of customer support and the ability to meet the anticipated future needs of the Town.
2. References from active public sector customers (users) using the software and hardware configuration being proposed.
3. Amount and cost of vendor support that will be available for conversion, implementation, assistance, and on-going modifications.
4. Proven, existing application systems the vendor has available now for immediate implementation. The vendor's capabilities in other systems areas will be treated as a positive factor.
5. Capability and costs to perform the required conversion of existing data files
6. Quality of application software manuals, or other documentation and training aids
7. Ability to train user personnel and ease of transition.
8. Responsiveness to software requirements outlined in this RFP and adherence to the requested proposal format, which includes the thoroughness of the proposal as well as the format of the presentation.
9. Software and hardware maintenance, support and service capability.
10. Required experience and number of in-house data processing personnel necessary to operate and maintain the system.
11. The number, type and experience of readily available vendor staff to help and answer questions.
12. Proposer's ability to support the total system solution, including installation, conversion, software, training, and hardware/software maintenance, and support.