



TOWN OF GOFFSTOWN, NEW HAMPSHIRE 03045

Released August 29, 2012

REQUEST FOR PROPOSALS

ADMIN 2012-08

INTEGRATED MUNICIPAL FINANCIAL SOFTWARE

&

IMPLEMENTATION SERVICES

PROPOSAL DUE DATE & TIME:

Monday, October 15, 2012 at 1:30 p.m., EDT

SUBMIT PROPOSALS TO:

Board of Selectmen's Office
16 Main Street
Goffstown, NH 03045

BACKGROUND

PROPOSAL PURPOSE

The Town of Goffstown is soliciting proposals from qualified vendors for a full range of municipal software applications that include purchase and installation, implementation services, ongoing training and technical support. The objective of this request for proposal (RFP) is to identify the firm which can best provide the software platform required to successfully implement an integrated financial system to include the following modules: General Ledger, Budgeting, Purchase Orders, Accounts Payable, Accounts Receivable, Property Taxes, Fixed Assets, HR/Payroll, Utility Billing, and Miscellaneous Billing.

The successful software will streamline processes and will meet or exceed current and future information needs of the Town. The successful vendor will provide, implement, and maintain software which manages the Town's key financial processes.

ANTICIPATED TIMELINE

The following timeline reflects an optimal plan for the Town of Goffstown at the present time. It is anticipated that an actual implementation schedule will be mutually agreed upon by the Town and the chosen vendor. The terms of any contract for the implementation of an integrated financial system are contingent upon sufficient appropriations made by the Legislative Body at March Town Meeting 2013. All dates are estimates and are subject to change without prior notice.

Release of RFP.....	August 29, 2012
Proposals Due.....	1:30 p.m. EDT, October 15, 2012
Vendor Demonstrations (if necessary).....	November 1 – 16, 2012
Ad Hoc Finance Software Committee Vendor Recommendation to Board of Selectmen.....	by November 30, 2012
Board of Selectmen Choose Vendor & Budget for Municipal Financial Software.....	by December 17, 2012
Town Meeting.....	March 12, 2013
If sufficient funds are appropriated at Town Meeting	
Implementation Process Begins.....	April 2013
New Software Online.....	January 1, 2014

CURRENT SYSTEMS

General technical computer support is provided by an in-house IT Director and an in-house IT Network Administrator. Specific support on the Town's existing financial software is provided by the current software vendor, Interware Development Corporation (formerly Atlantic Turnkey, the product is 'Amase'). The Amase software is currently used for all financial functions including Fund Accounting (General Ledger, Budgeting, Purchase Orders, Accounts Payable, Accounts Receivable), Property Taxes, Fixed Assets, Payroll, Utility and Miscellaneous Billing.

The Town is currently running VMware virtualized Windows 2008 servers with a storage area network. We have capacity for at least 3 additional virtual servers if needed. We have VPN WAN capabilities between most department locations and remote access software capability for the others. Our current Internet access is 22/5Mbps down/up or better at each of 8 building locations. Our PCs, generally replaced on a 4-year schedule, are running Windows 7.

PART I

OVERVIEW

1-1 SCOPE OF WORK:

The Town of Goffstown is seeking proposals for integrated municipal software. Ideally, a single vendor will provide this integrated solution for all systems as well as ongoing support for those systems.

Specifically, the vendor will:

- Deliver a fully-integrated Windows-based (or potentially web-based) fund financial software package that meets the Town's needs.
- Configure all related modules and files to make the system 100% operational.
- Provide comprehensive education for system operations and configuration. Education shall be provided in a hands-on fashion at the Town offices, with complete and necessary documentation.
- Convert existing system data into new application. Vendor shall work with current system vendor to ensure a 100% successful data conversion.
- Ensure all modules are complete, have been tested, and are ready for operation when training is complete.
- Provide follow-up training as needed, as well as dedicated support after the initial training and implementation of the system.

1-2 REQUIRED SYSTEM FUNCTIONS:

The proposed software, once implemented, must meet the following requirements and capabilities:

- Compatible with the Town's hardware and software (Windows based Servers, PCs and laptops).
- Applications/Modules for General Ledger, Budgeting, Accounts Payable, Accounts Receivable, Purchase Orders, Human Resources, Payroll to include timesheets, Property Taxes (must integrate with the Town's current Assessing software - VISION), Utility Billing, Miscellaneous Billing, and Fixed Assets.
- The software should be designed specifically for municipal entities in accordance with GASB and GAAFR guidelines. The system must accommodate fund accounting, encumbrance accounting, and budgetary accounting, as these terms are generally understood in the municipal environment. The system must have ability to produce an audit trail for all file and record changes for the Town and must

include a reporting capability that will produce financial statements and supporting schedules.

- Software must be maintained and updated to ensure compliance with modifications to GASB and GAAFR guidelines.
- The software should provide for a minimum of 20 concurrent users with access to appropriate accounts and data through a permissions based structure. Definable security down to the field level.
- There should be capability for other Departments located remotely from Town Hall to utilize the software and enter remote budgets and remote timesheets.
- The software must interact with Interware ClerkWorks motor vehicle and dog license payment collection application.
- The software must integrate with the Town's current assessing software, VISION.
- Fully integrated modules requiring information to be entered into the system only once.
- Paperless processing capabilities and scanned document storage capabilities (for example, attaching scanned invoice documents to the AP file).
- Data easily exportable into 3rd party applications such as Microsoft Office.
- Real-time processing.
- Upwardly capable – scalable.
- Self-contained or 3rd party report writer which allows the Town to designate personnel to design and generate customized reports of all data held in the system.
- Documentation in the form of online help, manual and/or procedure sheets.
- Web based capability for remote support and service needs.
- Practice/training area or database for training and/or testing.
- GUI interface for all users.

1-3 EVALUATION PROCESS:

Once the proposals are opened, the Town of Goffstown's Ad Hoc Finance Software Committee will evaluate each proposal, taking into consideration each required element stipulated in this RFP. A recommendation as to which system best meets the interests of the Town (as determined by the Ad Hoc Finance Software Committee) will be presented to the Board of Selectmen.

1-4 VENDOR & CLIENT REFERENCE DEMONSTRATIONS:

At its discretion, the Town of Goffstown may require proposers to provide demonstrations. These demonstrations provide an opportunity for the proposers to clarify their proposal for the Town. All such demonstrations will be scheduled by the Town (tentative dates are November 1 – 16, 2012).

Representatives of the Town may choose to visit client references to observe the applications in an actual working environment.

1-5 AWARD:

The award/negotiation sequence will be based on a selection methodology established by the Town of Goffstown. The Town of Goffstown will be the sole judge in evaluation considerations and may make an award to the vendor(s) who submits the proposal judged by the Town to be most advantageous. The award will only be given to responsible proposer(s) qualified by experience to perform the services specified herein. Any award by the Board of Selectmen for the implementation of a fully integrated municipal financial software system will be contingent upon sufficient appropriations being made by the Legislative Body at Town Meeting March 12, 2013.

PART II

GENERAL TERMS AND CONDITIONS OF RFP

2-1 PREPARATION OF PROPOSALS:

Proposals will be prepared in accordance with the following:

- All information required by the specifications shall be furnished. Each proposal shall include the enclosed certification statement signed by a representative of the firm with the authority to obligate the company.
- All proposals submitted shall be valid for a period of one hundred eighty (180) calendar days from the date of the proposal opening.
- The Town of Goffstown is exempt from payment of sales tax to its vendors and, therefore, such taxes should not be figured into the proposal.
- Proposals and addenda thereto shall be enclosed in sealed packaging addressed to the **Board of Selectmen's Office**, at the address shown on the front page of this RFP. The address of the proposer and the proposal name shall be placed on the outside of the packaging. E-mail and facsimile proposals will not be considered. Proposers shall have sole responsibility for delivery of proposals on time and to the proper location.

2-2 DESCRIPTION OF SUPPLIES AND/OR SERVICES:

Any manufacturers' names, trade names, brand names or catalog numbers used in these applications are for the purpose of describing and establishing minimum requirements or level of quality, standards of performance, and design required, and are in no way intended to prohibit the proposal of other manufacturers' items of equal material.

2-3 RESERVATION OF RIGHTS:

The Town of Goffstown reserves the right to reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed by the Town to be in its best interest.

The Town of Goffstown reserves the right to negotiate the fees proposed by the vendor.

The Town of Goffstown reserves the right at any time during the RFP or contract process to prohibit any further participation by a vendor or reject any proposal submitted if the evidence submitted or investigation of the proposer fails to satisfy the Town of Goffstown that the proposer is properly qualified to fulfill the obligation of the contract and to complete the work contemplated therein.

Each prospective vendor is hereby agreeing to abide by the terms and conditions listed within this document.

2-4 EXCEPTIONS TO PROPOSAL:

The proposer shall, on a separate sheet of paper, include any exceptions to the conditions of the proposal. This sheet shall be labeled "Exceptions to Proposal Provisions" and shall be attached to the proposal. If no exceptions are stated, it will be understood that all terms and conditions will be complied with, without exception.

2-5 INSURANCE:

Successful proposer shall not commence work under the contract until proof of all required insurance has been submitted to the Town of Goffstown, and approved by the Town of Goffstown. The following insurance is required:

Comprehensive General Liability in an amount not less than \$2,000,000 combined single limit per occurrence for bodily injury and property damage. The Town of Goffstown must be shown as an additional insured with respect to this coverage.

Certificates will indicate no modification or change in insurance shall be made without thirty (30) days written advance notice to the Town of Goffstown.

2-6 SUB-PROPOSERS:

The successful proposer will be considered as the prime contractor and will be required to assume total responsibility for the delivery, installation, setup, training, debugging and maintenance of all hardware, software and related services offered in the proposal whether or not the company is the manufacturer, producer, value added reseller, author or supplier of the items. Proposer shall submit a list of any sub-proposers whose services are suggested to be utilized in the execution of work covered in these specifications. Should there be any change in this list during the contract period, the proposer shall inform the Town of Goffstown. The Town of Goffstown reserves the right of approval of such sub-proposers.

PART III

SPECIAL CONDITIONS

3-1 PROPOSAL COSTS:

Those submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the Town of Goffstown to reimburse any individual or firm for any costs incurred in preparing or submitting proposals, providing additional information when requested by the Town of Goffstown, or for participating in any selection interviews.

3-2 ACCEPTANCE:

Submission of any proposal indicates acceptance of the conditions contained in the RFP unless clearly and specifically noted otherwise in the proposal.

3-3 INQUIRIES:

Interested proposers with technical questions should contact:

Neil Funcke, Information Technology Director
(603) 497-8990 ext. 101
NFuncke@GoffstownNH.gov

Interested proposers with questions about the proposal or with request for clarification concerning the meaning or interpretations of this RFP should contact:

Derek Horne, Assistant Town Administrator
(603) 497-8990 ext. 119
DHorne@GoffstownNH.gov

Please include the words "ADMIN 2012-08 - PROPOSAL FOR MUNICIPAL SOFTWARE AND IMPLEMENTATION SERVICES" in the subject line of email messages. The responses to any such questions will be posted online with the original RFP in the **2012 RFP's and Bids** on the Town's website at www.Goffstown.com/rfp/ on a weekly basis. Interested proposers with questions should submit questions no later than Wednesday, October 10, 2012 to allow the posting final responses online no later than close of business Thursday, October 11, 2012.

3-4 SUBMISSION REQUIREMENTS:

To facilitate evaluation of proposals, the original proposal, nine (9) identical copies, and one (1) electronic copy on a CD shall be submitted to the Town of Goffstown. Proposers are required to prepare their proposals in accordance with the instructions outlined section 4-1, Proposal Format.

The original shall be clearly marked "original." The proposal shall be prepared with a straightforward, concise delineation of the proposer's capabilities to satisfy the

requirements of this RFP. Proposals must be received in the Board of Selectmen's Office at Goffstown Town Hall no later than 1:30 p.m. EDT, Monday, October 15, 2012. All late proposals shall remain unopened in accordance with the Town's purchasing policy.

Each proposal must be clearly identified as "ADMIN 2012-08 - PROPOSAL FOR MUNICIPAL SOFTWARE AND IMPLEMENTATION SERVICES." The packaging must also show the name of the proposer.

Mailing Address:

Board of Selectmen's Office
16 Main Street
Goffstown, NH 03045

PART IV

PROPOSAL FORMAT

4-1 ACCURACY OF PROPOSAL & INVESTIGATIONS:

In order to facilitate the analysis of responses to this RFP, proposers are required to prepare their proposals in accordance with the instructions outlined in this section. Each proposer is required to submit their proposal in a sealed package.

Proposals should be prepared in a comprehensive manner and provide a straightforward, concise description of the proposer's capabilities to satisfy the requirements of the RFP. Emphasis should be on accuracy, completeness and clarity of content.

The Town of Goffstown may conduct any investigations it deems necessary to determine the ability of the proposer to perform the work proposed. The proposer shall furnish the Town of Goffstown, within five (5) business days of request, all such information and data for this purpose as may be required.

4-2 REQUIRED PROPOSAL FORMAT:

All proposals must address the following items in the order listed below and must be numbered the same as in the proposal submission document.

- 1) Cover Letter – a one-page cover letter should contain the name and address of the corporation or business submitting the RFI, as well as the name, address, and telephone number of the primary contact.
- 2) Certification Statement – the enclosed certification statement signed by a representative who has authority to obligate the company.
- 3) Company Background – the proposer should provide the Town with information about the company, experience implementing municipal financial software, and key personnel and sub-proposers that will be participating in this project.
 - a) Company Information – proposers should provide descriptions of the business, to include the size and number of employees, location, years in business, and information to describe the firm's ability to meet the requirements of this project.
 - b) Experience Implementing Municipal Financial Software – proposers should provide detailed summary of experience implementing municipal financial software. Proposers should highlight experience interacting with other software solutions, specifically bridging to Interware ClerkWorks motor vehicle and dog license payment collection application and VISION Appraisal Technologies, importing existing financial data, specifically importing financial data from Interware's Amase

software, and working with other NH municipalities of similar size to Goffstown.

- c) Background of Company's Personnel – proposer should identify and describe the experience of all key personnel from the firm that will participate in the implementation of the software. The proposal may include brief biographies of proposer's key implementation staff.
- 4) Proposed Software and Computing Environment – proposers should use this section to describe in detail the features and capabilities of the software (see Appendix A for details).
 - a) Functionality of Modules – proposers should describe the functionality of the software modules and the interaction between modules. Also, discuss the expandability of the solution and discuss the scalability of modules/software.
 - b) Internal Control/Audit Trail – proposers should discuss the software's ability to conform to GASB and GAAFR guidelines, to accommodate fund accounting, encumbrance accounting, and budgetary accounting, as these terms are generally understood in the municipal environment.
 - c) Optional Software Modules – proposers can use this section to provide any information about optional software modules offered by the vendor not requested herein.
 - 5) Data Conversion – proposers should provide a sample project plan which assumes a start date of April 2013, detailing data conversion to be implemented as part of this project. (see Appendix A for details).
 - 6) Implementation Strategy and Schedule (At-once, Phased, Parallel)
 - 7) Support Program – describe the nature of any post-implementation support provided by the proposer (see Appendix A for details).
 - 8) Client References – proposers should provide client references to demonstrate the company's ability to implement and support the proposed software (see Appendix A for details).
 - 9) Cost for Software – proposers describe the typical cost model(s) to fund and pay for the purchase of the software (see Appendix B for required breakdown).
 - 10) Exceptions to Proposal Provisions – proposers should include any exceptions to the conditions of the proposal (see Section 2-4).

PART V

SELECTION/EVALUATION OF PROPOSALS:

The intention of the Town of Goffstown is to procure functionally complete, cost effective and integrated software applications. Responses to this RFP will be evaluated according to the following criteria:

- Quality, clarity and responsiveness of proposal in conformance with instructions, condition and format contained herein.
- Ability to meet technical requirements.
- Ability to provide an integrated, all-in-one system that includes modules that may be purchased in the future.
- Timeliness and professionalism of on-going support.
- Cost and quality of software and implementation services.
- Cost of on-going maintenance.
- Vendor demonstration of the proposed system's performance.
- Reference checks, including possible demonstrated performance of proposed system elsewhere in the public sector.

CERTIFICATION STATEMENT
Town of Goffstown
Request for Proposal for Integrated Municipal Financial Software

The proposal in its entirety shall be valid for 180 days from the proposal due date.

If sufficient funds are appropriated and if awarded the contract, the Town of Goffstown will be named an additional insured on the liability insurance policies referenced in paragraph 2-5 of the proposal requirements. Proof of this coverage will be provided to the Town of Goffstown.

The proposal has been created independently and without collusion designed to limit independent bidding or competition.

I certify that I am authorized to bind _____
(company) to the proposal submitted with this certification statement.

Proposer's Signature Date

Proposer's Printed Name

APPENDIX A

PROPOSED SOFTWARE AND COMPUTING ENVIRONMENT:

The proposer must present, in detail, features and capabilities of the proposed software. In addition, the following information should be included:

- List all current software, including proposed configuration and most recent release date.
- Provide information about the system requirements and hardware specifications for the proposed software. Include information on hardware platforms, operating systems, database management systems, development tools, network protocols, etc. for each component of the application (ie. client, server, host).
- Explain import/export capabilities.
- Describe system security, including setup, types (read, edit, etc.).
- Describe how the software handles concurrent users accessing information simultaneously. Who gets priority? Does the record lock?
- Explain drill down capabilities in all areas of the application.
- Explain capability to attach electronic files to all areas of the application.
- Describe system flexibility in adding user-defined fields.
- Describe how the system handles similar entity information as it is entered into the system, in an effort to deter duplication.
- Describe file accessibility to report writers. Is a 3rd party report writer required? Available? or Do you provide/require a proprietary report writer?
- List standard reports and provide an example of every standard report included with each of the desired modules. Describe the level of effort needed to customize these reports.
- Can reports be set up to run automatically based on time or data criteria?
- Can data from reports be exported?
- Describe the ability to provide ad hoc and customizable reporting.
- Describe the ability to perform what-if analysis typical to municipal operations.
- Describe correspondence tracking within the system.
- Describe workflows and automatic ticklers within the system, if any.
- Describe any alerts within the system.

OPTIONAL SOFTWARE:

Include a description of any products, features or other value-added components available for use with the proposed software application(s) that have not been specifically requested in this RFP.

Consideration of these products, features, or other value-added components will be given where these may be of value to the Town of Goffstown.

IMPLEMENTATION SERVICES:

The proposer should provide a detailed plan for implementing the proposed system. It is the Town's desire to achieve full implementation and use the new system beginning January 1, 2014. This information should include:

- Detailed implementation methodology (project management services).
- Conversion and import of current data support.
- Overview of proposed onsite training, including options for end-users and management personnel.
- Implementation and training plan including deliverables for each stage of the project.
- Provide a sample project plan which assumes start date of April 2013.

It is recognized that this conversion contains many modules/functions and as such, we understand the fact that certain modules may have to be implemented at a later date. It is the Town's intent to ensure a smooth transition, therefore a rush implementation is not desired. We will look to each proposer's implementation experience and consider suggestions for an optimal implementation plan.

SUPPORT PROGRAM:

Specify the nature of any post-implementation support provided by the proposer including:

- Describe how the service/software is maintained after installation.
- Provide a copy of your standard maintenance agreement.
- Explain your warranty and warranty period.
- Availability of future upgrades and product enhancements.
- Describe training programs for users. This description should provide information about user training prior to 1/1/14 when the software will 'go live' and ongoing training for users and new employees.
- Availability of user groups.
- Other support (e.g., onsite; remote dial-in; web site access to patches; fixes; knowledge base; etc.).

- Telephone support (e.g., toll-free support hotline, hours of operation, etc.).
- Describe and provide examples of documentation available to users, including but not limited to: user manuals, how-to guides, list serves, chat room discussions, and/or helpdesk solutions.
- Problem reporting and resolution procedures.

CLIENT REFERENCES:

Proposers should provide a list of at least five (5) of the most recent local government installations that are utilizing the proposed system or major components thereof. Submit references for fully completed installations to the extent possible, as close in geographic proximity and size to the Town of Goffstown as possible, highlight current New Hampshire municipalities using the software/service. Provide contact information for each client reference.

APPENDIX B

The following cost data should be provided to describe the typical cost model(s) to fund and pay for the purchase of the software:

- Detailed Cost Breakdown for Each Module (General Ledger, Budgeting, Purchase Orders, Accounts Payable, Accounts Receivable, Property Taxes, Fixed Assets, HR, Payroll with timesheets, Utility Billing, and Miscellaneous Billing) and a proposed package cost.
- Detailed Cost Breakdown for System Implementation including data conversion, training, etc.
- Hourly Rates for any tasks not outlined in the RFP, additional training, custom report writing and/or custom modifications, etc.
- Detailed Cost for Software Licenses – proprietary and 3rd party.

Cost data should be provided to describe the annual cost of maintenance, ongoing support, and/or software/user license after install for a period of five (5) years; also included anticipated support cost increases. Is there a standard “not to exceed” percentage increase in annual support costs?

Describe other applicable costs not specified herein.