

TOWN OF GOFFSTOWN, NEW HAMPSHIRE 03045

**June 5, 2012**

REQUEST FOR INFORMATION

**ADMIN 2012-05**

The Town of Goffstown will receive responses to this Request For Information (RFI) in the Selectmen's Office, 16 Main Street, Goffstown, NH 03045 until Friday, July 6, 2012 at 2:00 p.m. for the furnishing of information pertaining to:

**Options/solutions available to the Town to upgrade and/or improve the Town's municipal finance software.**

The Town of Goffstown assumes no liability for any costs incurred by the respondents in the preparation or delivery of the response to this RFI, or other pre-sales meetings.

The issuance of this RFI does not imply any commitment to purchase any products or services from any respondent/vendor.

I. ADMINISTRATIVE INFORMATION

- A. The Town has formed a Finance Software Ad Hoc Committee (herein referred to as the “Committee”) to study all options/solutions available to upgrade and/or improve the town’s municipal finance software. We are requesting that Respondents propose solutions that provide, meet or exceed the desired functionalities as found in this RFI.

Respondents are encouraged to provide information on any or all elements of this RFI.

- B. The purpose of the RFI is to provide the Committee with information about the options available to upgrade and/or improve the Town’s current financial software. The Committee shall use the submitted information to determine the best options and submit a written report outlining the advantages and disadvantages of each option to the Board of Selectmen.

Upon review of the final report, the Board of Selectmen may choose an option for the Committee to pursue further, allowing sufficient time for 2013 budget submission. The Committee may reconvene to the next phase to firm up vendors and costs based on the selected option. If a Request for Proposals (RFP) is needed, then it will be developed and presented to the Selectmen for approval and the Committee may be involved with the final recommendation to the Board of Selectmen.

- C. Additional Information

Questions or requests for additional information in connection with this RFI should be directed to:

Derek Horne, Assistant Town Administrator  
(603) 497-8990 ext. 119  
[dhorne@goffstowunnh.gov](mailto:dhorne@goffstowunnh.gov)

NOTE: Please include the words “**ADMIN 2012-05 Finance Software**” in the subject line of email messages.

- D. RFI Responses

1. Written responses will be accepted at the Selectmen’s Office until Friday, July 6, 2012, at 2:00 p.m. An original reply to this RFI and one physical copy are requested to be delivered to the following address on or before that date.

Selectmen’s Office  
16 Main Street  
Goffstown, NH 03045

2. RFI packages should be clearly marked with the Respondent’s name and the words “**ADMIN 2012-05 Finance Software**”.

3. All Respondents should structure their proposals in the following manner:
  - a) 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.
  - b) Executive Summary—the Respondent should provide a general overview of their solution that provides, meets or exceeds the requirements found in Section III (DESIRED FEATURES AND FUNCTIONALITIES OF PROPOSED SOLUTION) of this RFI. Distinctive features of the Respondent's solution should also be presented.
  - c) Description of System Configuration—the Respondent should describe the components of the proposed solution (including any necessary hardware, software, and network layout where applicable) for the proposed system/services, accompanied by a short description of the need and possible value to the Town.
  - d) Appendices—The Respondent may attach appendices and reference them from within the Executive Summary. This is particularly appropriate for lengthy responses on a single subject. Understanding the intent of the respondent should be possible without the reading of the attachments. Brochures describing the hardware, software, or services are examples of appropriate items to be included as an appendix.

#### E. RFI Cost

Respondents are responsible for all costs incurred in the development and submission of their information packages. The Town assumes no contractual obligation as a result of the issuance of this RFI, the preparation or submission of information by a Respondent.

#### F. Demonstrations

The Town may request on-site demonstrations of the proposed solution. Respondents will be responsible for all costs incurred for such demonstrations. Remote/online demonstrations are acceptable, but the Town offers no guarantees that these will operate as intended using Town equipment. No demonstration or trial software will be installed on Town computers. The Town assumes no contractual obligation as a result of the issuance of this RFI, the preparation, submission or demonstration of information by the Respondent.

## II. GENERAL INFORMATION AND OVERVIEW

The Town of Goffstown is the 14<sup>th</sup> largest municipality in the State of New Hampshire with a population approaching 18,000 residents. Goffstown is located in Hillsborough County in the southern section of the State, bordered on the east by the city of Manchester and on the south by the town of Bedford.

Goffstown is governed by an elected five member Board of Selectmen, who set policy for the Town of Goffstown and designate oversight of daily town operations to the Town Administrator and Department Heads. The municipal government is comprised of six departments, which include the Fire Department, Library, Parks & Recreation, Police Department, Public Works Department, and Town Hall.

The Town finances operate on a calendar year basis. The Town's financial resources are administered by the Finance Office located in Town Hall, using AMASE version 7.1 a product of Interware Development Co., Inc. of Mont Vernon, New Hampshire, running on a Windows 2008 virtual server and utilizing Advantage Database Server. The system currently has a 6 concurrent user license and interacts with Interware ClerkWorks motor vehicle and dog license payment collection application and VISION Appraisal Technologies assessing software.

<b>MUNICIPAL CURRENT APPLICATIONS:</b>	<b>PER YEAR</b>
<b>General Ledger: (includes Revenue &amp; Expenditures)</b>	
No. of Funds	12
No. of Balance Sheet Accounts	1,629
No. of Posting Organizations	30+
No. of Expenditure Object Codes	480
No. of Revenue Object Codes	117
No. of Transactions	110,000
<b>Accounts Payable</b>	
No. of Vendors	3,223
No. of Vouchers	153
No. of P.O.'s	225
<b>Accounts Receivable</b>	
No. of Receipts	7,849
<b>Payroll (Majority weekly, some monthly)</b>	
No. of Bargaining Units	4
No. of Employees (Full-time / Part-time / Seasonal)	126 / 82 / 90
No. of Gross Pay Items	51
No. of Deductions	67
No. of Pays Processed	20,300
<b>Property Tax Billing &amp; Receivable</b>	
(semi-annual billing) 1st Due 6/01 and 2nd 12/01	12,698
No. of Properties	6,349
No. of Owners	6,274
No. of Transactions (includes bills)	12,840
<b>Special Assessment Billing (LVDP)</b>	
semi-annual billing	214
No. of Properties	160
No. of Owners	150
No. of Transactions (includes bills)	640
<b>Sewer Funds Billing &amp; Receivable</b>	
No. of Quarterly Accounts	2,100
No. of Transactions Annually (includes bills)	14,700

The numbers of transactions contained in this chart have all been estimated.

### III. DESIRED FEATURES AND FUNCTIONALITIES OF PROPOSED SOLUTION

- A. The Town wishes to upgrade the current finance software modules for the administration of the Town's financial resources:
  - 1. Administration;
  - 2. Accounts Payable;
  - 3. Accounts Receivable;
  - 4. Budgeting;
  - 5. Fixed Assets;
  - 6. General Ledger;
  - 7. Human Resources;
  - 8. Miscellaneous Billing;
  - 9. Purchase Orders;
  - 10. Payroll;
  - 11. Property Taxes;
  - 12. Utility Billing; and
  - 13. Time Sheets.
  
- B. The solutions 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 will record and maintain all financial activity for the Town and must include a reporting capability that will produce financial statements and supporting schedules.
  
- C. The Town is interested in solutions that will provide for a minimum of 20 users with access to appropriate accounts and data through a permissions based structure. Solutions should address access by other Departments located remotely from Town Hall with the possibility for web-based software/services.
  
- D. All solutions must interact with Interware ClerkWorks motor vehicle and dog license payment collection application and VISION Appraisal Technologies assessing software.
  
- E. The Committee has developed a proposed timeline for potential software implementation. Respondents should address their ability to install software, import existing financial data, train employees, and 'go live' with the desired modules using the following timeline:

**2013**

- Jan-Mar Contract awarded and executed subject to appropriation of funds.
- Mar Funds appropriated at Town Meeting.
- Apr-Aug Install software modules and necessary hardware.  
Import/convert financial data since 2000.

Sep-Nov Provide staff training.

**2014**

Jan 1<sup>st</sup> “Go Live” with modules.

#### IV. REQUESTED RESPONSES AND INFORMATION

The Committee and staff tasked with evaluating the available options to upgrade and/or improve the Town’s financial software will review submittals to this RFI in order to determine the best options and submit a written report outlining the advantages and disadvantages of each option to the Board of Selectmen. The Committee and staff will consider the following factors when reviewing submittals.

##### A. Total Cost of Ownership

1. Describe typical cost model(s)/options to fund and pay for the purchase of the services/software.
2. Describe cost model(s)/options for importing financial data since 2000.
3. Describe annual cost of maintenance, ongoing support, and/or software/user license after install.
4. Describe other applicable costs not specified herein.

##### B. Functionality of Modules

1. Describe the functionality of the desired software modules and the interaction between modules.
2. Discuss the expandability of the solution and discuss the scalability of modules/software solution.

##### C. Internal Control/Audit Trail

1. Discuss the solutions ability to conform to GASB and GAAFR guidelines.
2. Discuss the solutions ability to accommodate fund accounting, encumbrance accounting, and budgetary accounting, as these terms are generally understood in the municipal environment.

##### D. Respondent Experience and References

1. Describe one of more solutions implemented using the software/services, especially for municipal or other government agencies. Of particular interest to the Town are solutions that demonstrate the respondent can:
  - a) Meet the proposed deadline specified in DESIRED FEATURES (Item III, C of this RFI).
  - b) Interact with other software solutions. Specifically, the Town uses Interware ClerkWorks motor vehicle and dog license payment collection application and

VISION Appraisal Technologies assessing software for property assessments used to generate property tax bills.

- c) Import existing financial data.
  2. If available, please provide a list of current customers using the software/service, and highlight current New Hampshire municipalities using the software/service.
- E. Reporting functions of proposed solutions.
1. Provide examples of standard reports included with each of the desired modules.
  2. Discuss the proposed solutions' ability to provide ad hoc and customizable reporting.
  3. Discuss the proposed solutions' ability to perform what-if analysis typical to municipal operations.
- F. Service/Support
1. 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.
  2. 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.
  3. Describe how the service/software is maintained after installation.