New Durham NH
Request for Proposal (RFP)
Integrated Municipal Software Package

Introduction

The Town of New Durham (the Town) is issuing this Request For Proposal (RFP) for the purpose of soliciting vendor proposals for an administrative data processing system -to serve the current and projected needs of the Town in Finance, Human Resources-Payroll, Tax Collector, Town Clerk, Assessing, and Building Inspector/Code Enforcement. 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, New Hampshire Retirement Standards, and New Hampshire DRA requirements.

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Town of New Durham
Request for Proposals
Integrated Municipal Software Package
Proposals are due no later than 12:00pm on November 8, 2021
and shall be sealed and addressed to:
Nicole Zoltko, Town Administrator

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If via US Postal Service

> Town Administrator
> New Durham Town Hall
> PO Box 207
> New Durham, NH 03855

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

> Town Administrator
> New Durham Town Hall
> 4 Main Street
> New Durham, NH 03855

It is the responsibility of the Vendor to deliver the proposal in accordance with these instructions contained above and / or elsewhere in the RFP.

ADDITIONAL REVIEWS:
- Review Vendor Proposals: November 9, 2021 -November 10, 2021
- Invite Vendors for On-Site Visits to Preview Proposed Software and Hardware Configuration. November 10, 2021- November 16, 2021
- Contract Negotiations, November 29, 2021- December 10, 2021
- Contract Award conditional upon New Durham Select Board Approval, On or Before January 5, 2022

The Right-to-Know (NH RSA 91-A) provides for transparency and openness in government records. All RFP's are Public Record and as with other government records, RFP's and communication regarding RFP's may be subject to public disclosure.

Contact with Anyone other than the Town Administrator – 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 unless otherwise authorized by the Town Administrator. Contact with any other Town employee or government entity, except at the vendor on-site visits, should there be any, 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.

A. BACKGROUND

The Town currently uses BMSI for Finance i.e. Funds, General Ledger, Payroll, and Accounts Payable etc. The Town uses Vision for Assessing and Building Inspector/Code Enforcement Officer and BMSI for Tax Collector Services. The Town Clerk uses Clerkworks (Interware) and various state programs to provide Motor Vehicle registrations, elections, vital records, etc. Recreation uses Sports Engine.

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 must use up-to-date technology and not be DOS based.

B. SCOPE OF SERVICES

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 essential features of the Finance and Human Resource software. If numbers 1 through 14 are not being offered as part of the basic software proposal, there must be some acceptable plan for integration of the responsibilities. We are open to other suggestions on software currently being used as to retention or replacement.

1. Conversion of a minimum of three years and select data longer of legacy data in BMSI 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 55 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.

Numbers 15 through 28 are essential features of other departments including Tax, Town Clerk, Land Use, and Building Inspector/Code Enforcement. If numbers 1 through 25 are not being offered as part of the basic software proposal, there must be some acceptable plan for integration of the responsibilities. 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 Vision Assessing program (currently tax billing is a part of BMSI)
16. Building Permit Creation and Inspection Tracking.
17. New Hampshire motor vehicles registration, vital records, elections (currently Interware / Clerk Works is being used but would prefer a more integrated software package)
18. Planning / Land Use
19. Building Inspection
20. Assessing
21. Welfare / General Assistance
22. Receipt of payments via credit cards
23. Recreation on-line registration and program tracking (currently Vermont Systems is being used)
24. Contracting and reimbursement
25. Employee expense reporting and reimbursement
26. Dog licensing
27. Cemeteries
28. Project Administration and Management

C. HARDWARE
The town wishes to have the option of in-house server and / or a cloud-based solution. If there is no cloud-based solution, the proposal must include a quote for any server software required 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 new server software is being proposed any software must meet the town needs and use exchange software for hosting email for the town, including email storage.

D. 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.

E. PROPOSAL FORMAT AND SUBMISSION REQUIRMENTS

Responding firms shall submit 6 copies of the proposals and proposals should include the following minimum components:

1. Firm name, address, and contact information of individuals authorized to answer questions.
2. Executive Summary: Briefly summarize the proposal and identify that which makes your firm uniquely qualified for this contract.
3. Firm Profile: Include background and ownership of the company; number of employees; location of primary and any satellite locations; number and nature of professional staff to be assigned to this project; identify supervisory and management staff and summarize experience.
4. Security: Describe background and security measures used in firm's hiring process and how firm would work with the Town to assess any significant security requirements.
5. References: Provide a list, with current contact information, of similar engagements performed by the proposer within the past three (3) years. Provide any additional data where your firm has previously worked for a governmental agency. Describe how your specialty area of expertise was applied to those clients and how it relates to this proposal.
6. Software Specification: address the applications list in the introduction as thoroughly as possible, point by point as noted below in section E.6.
7. Implementation Methodology: This includes the length of the proposed deployment time as noted below in section E. 7.
8. Support and Maintenance: See below section E. 8
9. Hardware Specifications: See below section E. 9
10. Cost: Provide a breakdown of cost for Finance, Payroll/Human Resources, Assessing, Tax, Town Clerk, Building Inspector and any other area of service. This should include but is not limited to cost of software, annual cost of software for up to three years, any training or licensing fees, and any additional cost for services offered and final costs. Describe the company's ability to track costs by department for internal budgeting and billing purposes. 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 and other miscellaneous items. The Town reserves the right to procure by other means any personal computers needed.
11. Subcontracting: Identification of any services that may be subcontracted, including if known the name of the subcontractor and applicable experience.

12. Insurance: Include proof of insurance, including worker's compensation and general liability of at least $1,000,000 single limit.

E.6 Application Software Specification Response Format

The Proposer shall indicate how each of the functionality items in list 1-28 above will be met by checking either: **O**ut of the Box, **C**ustomization, **D**eveloped, Supplied by **3**rd Party, **F**uture, or **N**ot 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.

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
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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.

E. 7 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 does 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

E.8 Support & Maintenance

The Vendor should provide the following Support Information:

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

E.9 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)
- 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?

F. 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.

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.

Acknowledgements

The Company shall not compensate, in any way, a Town official or employee or any member of the family of such officer or employee in the performance of any work under this contract.

Other

Vendors are welcome to submit supporting information or references in support of their proposal.

G. EVALUATION AND SELECTION

Evaluation of the responses will be based on the extent to which the response meets the requirements stated above and the Town's determination as to the extent to which the respondent is likely to be able to achieve the desired results and fulfill the purposes of the contract. Selection will be based on criteria including but not limited to:

1. Experience/expertise	- Previous related experience and qualifications in the subject. - Clear knowledge of Municipal Technology and operational needs. - Clear understanding of scope of work and other technical issues related to this engagement. - 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. - 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. - Required experience and number of in-house data processing personnel necessary to operate and maintain the system.

2. References	• History and performance of firm/project team on similar projects. • References and recommendations of current clients, particularly those who are New Hampshire Municipalities with similar size to New Durham • Preference of six references from active public sector customers (users) using the software and hardware configuration being proposed.
3. Overall methodology	• Overall approach to the project. • Additional services, cost-saving measures, products, etc. will be considered for their usefulness or contribution to the engagement. • 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. • Proposer's ability to support the total system solution, including installation, conversion, software, training, and hardware/software maintenance, and support.
4. Resources	• The number, type and experience of readily available vendor staff to help and answer questions. • Availability of essential personnel based on current workload and future commitments including how many training hours will be available. • Adequacy of amount and quality of resources
5. Cost	• Cost including the overall project-task budget-distribution as well as itemized cost breakdowns. • Amount and cost of vendor support that will be available for conversion, implementation, assistance, and on-going modifications.
6. Training/Support	• Ability to train user personnel and ease of transition. • Quality of application software manuals, or other documentation and training aids • Software and hardware maintenance, support and service capability. • Internal/External Customer Support Service Response Time.
7. Interview	• At the discretion of the Town, interviews or On-Site Visits to Preview Proposed Software and Hardware may be arranged to assist in making a final selection.

Final Note

It is the Town's intention to select one firm to perform all services. While it is not expected that one program will do everything, we are seeking an integrated system to the fullest extent feasible. Selection is subject to Select Board approval.

The Town reserves the right to reject any and/or all proposals, to waive any technicalities, informalities or irregularities, to accept or reject all or part of a proposal, and to be the sole judge of the suitability of the proposals offered.

Questions regarding this request for proposals should be directed to Nicole Zoltko, Town Administrator, at ndadmin@newdurhamnh.us