

Town of Windham
Request for Proposals
FINANCIAL SOFTWARE SYSTEM

I. INTRODUCTION

The Town of Windham is requesting proposals from qualified vendors with demonstrated experience with municipal financial software installation and implementation. The core software applications would include: General Ledger, Budgeting, Accounts Payable, Accounts Receivable/Cash Receipts, Human Resources Management and Payroll, Tax Collection & Billing, Motor Vehicles & Boats upload, Dog Licensing, Report Writing, and Affordable Care Act compliance and reporting.

During the evaluation process, the Town of Windham reserves the right, where it may serve the Town's best interest, to request additional information or clarifications from proposers, or to allow corrections of errors or omissions. At the discretion of the Town, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

The Town reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is accepted. Submission of a proposal indicates acceptance by the firm of the conditions contained in the request for proposal, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the Town and the firm selected. The Town reserves the right to reject any or all proposals submitted.

The Town will not be responsible for expenses incurred in preparing and submitting the proposal.

Windham is the gateway community for the Sebago Lakes Region, affording many recreation and employment opportunities. In 2010, the North Windham area was named the "Best Place to Raise Kids" in the State of Maine by Bloomberg Business Week Magazine. The 2010 Census lists Windham as Maine's 13th largest community with a population of 17,001. The Town operates under a Town Manager/Council form of government with approximately 95 full-time employees. That number rises to over 200 when part-time and call personnel are included. The budget for fiscal 2016 is approximately \$17.2 million.

II. PROJECT DESCRIPTION

The Town of Windham is soliciting competitive sealed proposals from qualified respondents to provide a financial and human resource enterprise management software solution. This system shall be of open architecture design to allow ease of integration of all financial component modules, human resources, and budget development, tracking and forecasting functions. The software must provide comprehensive reporting with "drill-down" capability. This reporting capability shall apply to both pre-defined reports as well as to ad hoc reporting.

This financial accounting software must conform with GAAP (Generally Accepted Accounting Principles) as applied to State and Local Governmental Agencies and the requirements of GASB 34. This software must address and satisfy the unique requirements for Fund and Encumbrance accounting as well as provide real time budget monitoring and funds checking of encumbrances and expenditures where changes or modifications are made to the budget during the year. Multiple funds, including Grants funds, must be managed and each fund should be a distinct self-balancing accounting entity.

III. GOALS AND OBJECTIVES

The primary goal is to enhance the financial management process through increased productivity and more extensive and flexible reporting capabilities. Solutions should minimize the amount of manual and repetitive data entry; for example, entering salary changes once and having those changes flow between payroll and the HR module. The budget development module should allow for multiple models/scenarios; entry and document creation with integrated data, text, and graphics; and be closely integrated with accounting functions. The system should be modular in design, with data interchange occurring without conversion, translation, or “bridge” software, with the ability to expand in the future. *Ad hoc* reporting and data export without the need for extensive training is an important consideration.

IV. TRAINING

Initial training is crucial to a successful implementation; ongoing access to training is essential to continuing the successful implementation and maximizing the utility and value of any solution. Proposals must include a description of the vendor’s approach to user training, the training process, and opportunities for continued training. Specifically, vendors must address how the needs of a new employee would be met, where and how training is provided, and at what cost. (Cost information is to be included in the cost proposal as well.)

V. TIMETABLE

Request for proposals issued	March 1, 2016
*Due date for proposals	March 31, 2016
Notification of Award	May 31, 2016

*If additional information is needed, the bidder(s) will be notified.

VI. AWARD CRITERIA

In evaluating the proposals and the qualifications of the submitting Proposers, the Town of Windham will use the following criteria and scoring as the basis for its award:

Functionality (35 Points)

- Clarity of the solution proposed
- Functionality of the solution proposed
- Projected ease of use (user friendliness) of the solution proposed

Project Cost **(25 Points)**

- Ability to propose a total fixed price based on clear assumptions
- Total cost of ownership
 - Cost of individual components
 - Additional local costs needed to support the project and/or system
 - Additional costs for ongoing licensing renewal fees
 - Additional costs associated with unmitigated project risks
 - Additional future costs associated with long-term integration
- Cost savings from retirement of other systems
- Overall value – cost in relation to anticipated benefit and risk

Technical Characteristics **(10 Points)**

- Reliability
- Maintainability
- Flexibility and future expandability

Services Proposed – Project Approach, Tasks, Deliverables, and Schedule **(10 Points)**

- Clarity of the proposed project plan
- Completeness of the services and deliverables proposed, with respect to the scope of work requested in this RFP
- Recognition of project risks and identification of appropriate mitigation measures, including fallback capability and contingency plans
- Adequacy of staffing levels proposed

Qualifications of the Proposing Firm and Key Personnel **(10 Points)**

- Proven capability with projects of this scope and magnitude
- Financial stability
- Depth of resources
- Record of reliability in business dealings
- Key personnel familiarity with proposed software
- Experience and success in similar projects
- Suitability for the project roles proposed, based on each individual's prior experience

References and site visits **(10 Points)**

VII. PROPOSAL FORMAT AND CONTENT

Proposals submitted in response to this request must include, at a minimum, a transmittal letter, a technical/service proposal, a cost proposal, and references, as further detailed below:

Transmittal Letter – Each proposal must include a letter of transmittal containing the signature of an authorized representative of the company, who can make representations and commitments on the company's behalf, and can sign a contract with the Town.

Technical/Service Proposal – At a minimum, this should include an executive overview of your company, its qualifications, resumes of key personnel, any proposed sub-contractors, capabilities of any and all software modules, packages, or services, a technical overview including general hardware requirements, and customer support services. For any hosted, "cloud," or "software as a service" (SaaS) applications included in the proposal, please discuss hosting arrangements, data integrity, security, disaster recovery, and data portability in the event the town were to move to another vendor's platform.

Cost Proposal – The proposal must identify all initial costs to purchase, license, and/or otherwise acquire access to all software modules offered in response to this request; all costs to purchase hardware necessary to utilize the software proposed; all costs to install and configure any hardware, software, or services; all costs for project management, training and support of the initial installation; all ongoing/recurring costs for support, licensing, maintenance updates, etc.; detail of fee structure for occasional training or other services.

References - The proposal must include a list of references of municipalities similar to Windham in size and complexity.

Firms must submit three (3) printed copies of their complete proposal, plus one (1) electronic PDF file on disc or USB drive, no later than March 31, 2016. Any inquiries concerning the proposal should be directed to either Tony Plante or Brian Wolcott. Contact information is as follows:

Tony Plante – Town Manager
Phone: 207-892-1907
e-mail: atplante@windhammaine.us

Brian Wolcott – Finance Director
Phone: 207-892-1907
e-mail: brwolcott@windhammaine.us

Proposals should be labeled "Financial Software System" and mailed to the following address:

Office of Town Manager
Town of Windham
8 School Road
Windham, Maine 04062