

**Town of Scituate**  
**Request for Proposals**  
**Integrated Financial Management System**

Town of Scituate  
Office of the Town Administrator  
600 Chief Justice Cushing Highway  
Scituate, Massachusetts 02066

**Request for Proposals**  
**Integrated Financial Management System**

The Town of Scituate will receive sealed requests for proposals for an integrated financial management system.

Copies of the RFP are available at the Office of the Town Accountant, Scituate Town Hall, 600 Chief Justice Cushing Highway, Scituate, MA 02066, 781-545-8711 or via email at [nholt@scituatema.gov](mailto:nholt@scituatema.gov) and on the Town's website [scituatema.gov](http://scituatema.gov).

The Town Administrator reserves the right to reject any and all proposals, to waive informalities and to award in the best interest of the Town. All questions regarding this RFP should be directed to Nancy Holt, Finance Director/Town Accountant at [nholt@scituatema.gov](mailto:nholt@scituatema.gov).

Sealed proposals marked "Integrated Financial Management System Technical Response" will be received until 4:00 p.m. on Monday, April 6, 2015 and should be addressed as follows:

Patricia A. Vinchesi  
Town Administrator  
Scituate Town Hall  
600 Chief Justice Cushing Highway  
Scituate, MA 02066

*Town of Scituate, MA*



*Request for Proposals*

*Integrated Financial Management System*

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# 1 General Information

## 1.1 Introduction

The Town of Scituate, MA is issuing this Request for Proposals (RFP) for the purchase and implementation of a Town-wide ERP/Financial Management System and related services. The System must be capable of satisfying the needs of all Town Departments as well as the School Department.

*This Section (Section 1) of the RFP provides background, objectives, and other information relative to the Town's needs and requirements of this RFP. The next section (Section 2) contains all vendor response requirements. Therefore, no specific responses should be made to Section 1; responses should only be made in Section 2, as well as to the attachments that are identified in Section 2.*

All prices quoted in response to this RFP shall be valid for a minimum of 180 days.

All vendors should be aware that the entire RFP response of the selected vendor will be incorporated into the Contract with the Town, and therefore the contract will expect the vendor and the proposed system will perform as noted and explained in the vendor's response.

## 1.2 Critical Requirements

This RFP obviously contains numerous requirements of the Town of Scituate. Before vendors proceed with the review of this RFP, we wish to inform all vendors of two of the more critical requirements, as follows:

- The Town will ***not*** implement a premise-based solution. If the vendor does not currently offer a cloud-based solution that existing customers are already using, the vendor must either:
  - Submit a concrete plan demonstrating its intent to have a cloud-based solution in place, which will be available for use by most or all existing customers, and commit that this solution will be available by the time implementation begins, or
  - Commit to establishing a 3<sup>rd</sup>-party cloud-based solution that at least the Town of Scituate will be able to use by the time implementation begins

### 1.3 Schedule of Events (Subject to change)

Date	Task	Comment
3/5/15 3/9/15	RFP advertised Goods & Services Bulletin	
3/13/15	Written Questions Due	All Questions should be emailed to Nancy Holt, Finance Director/Town Accountant <a href="mailto:nholt@scituatema.gov">nholt@scituatema.gov</a>
3/17/15	Responses to Questions	All responses will be <b>emailed</b> to all vendors
4/6/15 4PM	RFP Responses Due, 4PM	<p>Response packages must conform to the following: Sealed Technical Response package, labeled “Integrated Financial Management System Technical Response”, including the following 3 separate enclosures appropriately labeled: -The original and five (5) copies of the Technical Response -One (1) CD of the Technical Response -One (1) copy of the proposing firm’s most recent three (3) years of Audited Financial Statements</p> <p>Sealed Cost Proposal package, labeled “ERP System Cost Proposal”, including the original and five (5) copies of the Cost Proposal, and one (1) CD of the Cost Proposal</p> <p>The above items must be included in one sealed package labeled “ERP System Proposal” and addressed/delivered to the following:</p> <p style="text-align: center;">Scituate Town Hall Office of the Town Administrator 600 Chief Justice Cushing Hwy Scituate, MA 02066</p>
4/10/15	Preliminary Town Review; Vendor Q&A	
4/14/15- 4/17/15	Vendor Demonstrations	Scituate Town Hall
4/27/15	Vendor Selection	
5/6/15	Contract Negotiation	
5/7/15	Begin Implementation	

## 1.4 Background and Scope

The Town of Scituate is mostly a residential suburb with a population of approximately 18,000. The Town is located in Plymouth County. Key Town statistics (numbers are approximate) are as follows:

### **Town and School**

Annual GF Operating Budget –	\$62.6M	
Five Enterprise Funds Operating Budgets	\$9.3M	
Full-Time Equivalent Employees - Total W-2's	589	1,270
Real Estate Parcels-		8,826

The Town intends to purchase a system consisting of the following specific applications:

#### 1.4.1 Financial Applications

- General Ledger/Budget
- Requisitions/Purchase Orders
- Accounts Payable
- Payroll/HR
- Work Order – DPW

#### 1.4.2 Revenue Applications

- Accounts Receivable
- Treasurer's Receipts / Cash Management
- Excise Tax (Boat & Motor Vehicle)
- Property Tax
- Utility Billing
- Beach/Transfer Sticker Sales
- Police/Fire/School Detail Billing

All related services to allow the Town to successfully implement the above applications must also be provided. These services include training, data conversion, and project management. Services must also include annual software support and maintenance, as well as services typically included with the vendor's proposed Cloud-based system.

The Town does not intend to purchase any required hardware or network components via this RFP. However, it does require vendors to provide recommended configurations for some of those items.

## *1.5 Implementation Timeframe*

The Town's current desired implementation ("go-live") schedule is as follows:

7/1/15 – GL/Budget, Accounts Payable, Purchase Orders/ Requisitions

8/1/15 – Accounts Receivable/Treasurer's Receipts/Cash Management

9/1/15 – Property Tax/Excise Tax/Utility Billing

1/1/16 – Payroll/Human Resources

The Town has not yet determined a Timeframe for the remaining applications. This is discussed further in Section 2.8. The Town is willing to work with the selected provider on adjustments to the implementation schedule.

## *1.6 Current Environment*

### *1.6.1 Application Software*

Payroll, beach stickers, treasurer's cash receipts, excise tax, property tax and utility billing are currently provided by Customized Data Systems. The remaining applications are provided by Tyler Technologies Infinite Visions. The Town currently does not have a robust human resources software but will require it as part of this new system including online portals for employee time labor management, paperless payroll and applicant tracking.

While the Town is definitely interested in implementing a fully-integrated PR/HR system via this RFP, it will be considered as an option. Therefore, if the Town does not choose to obtain the proposed PR/HR System, the proposed General Ledger System must be capable of integrating with the Town's PR/HR system.

The Town also uses the following applications, with which the new system must be capable of integrating:

Paul Kapinos CAMA (Real Estate & Personal Property)  
Neptune Meter reading software for Water Billing

Though the Town and School have the same software, they do not share databases and each has stand alone chart of accounts, payroll, HR, budgeting and AP databases.

### *1.6.2 IT Infrastructure*

The Town's network consists of the following components that will be relevant to this project:

- A Municipal Area Network consisting of 10 Town and School Buildings that will be connected via virtual private network (VPN) access. School users connect to existing financial application via terminal services.
- The buildings that are the heaviest users of the current systems are Town Offices and School Administration. With the new system, all buildings will need to access the system for expanded purposes as noted above.
- Windows-based Network and Application Servers.
- Every Desktop PC is connected to the Network via a 10/100/1000 Mb port.
- All Desktop PC's have Windows 7 as the OS.
- All Desktops use IE or Firefox as the Web Browser.
- 100% of the Town Desktops are P-IV's with 2 Gig RAM or higher

### 1.6.3 Total User Estimates

For any segment of the vendor proposal, cost or otherwise, that is based on a user count, vendors should assume the following:

	Total "Named" Users	Total Concurrent Users
Town	93	25
School	91	25

## 1.7 Proposed vs. Contracted Costs

This RFP requires vendors to propose costs for all items requested and any other required items in order to meet the needs of this RFP. The Town fully expects that these costs will be accurate, in all cases. Prior to or during the Contract negotiation period with the selected vendor, the Town may allow minor adjustments to the proposed costs that may be necessary due to clarifications that have arisen or due to the Town's request for a different amount of services than requested or proposed. However, it should be emphasized that if at any time during the vendor evaluation period or the contract negotiation period, the Town determines that any proposed costs have been misrepresented, the Town reserves the right to completely eliminate the vendor from further consideration.

## *1.8 Cloud-Based vs. Premise-based Costs*

As noted in this RFP, the Town does not intend to implement a premise-based solution. Therefore, the primary cost evaluation will be based on the cloud-based costs that all vendors must submit. However, primarily for reference purposes only, vendors must also submit alternative costs for a premise-based solution.

## *1.9 Conversion Requirements*

Following are the Town's anticipated electronic data conversion requirements. Vendors should use this information to provide conversion costs in their cost proposals.

The requirements listed below are subject to change and may need to be revised prior to contract execution with the selected vendor.

The Town will assume full responsibility for providing the electronic data in ASCII or other suitable format.

Unless otherwise specified below, the Town will assume that the cost of converting "history" from all previous years will be the same for converting one year of history or for any number of years of that same history that the Town may choose. If the cost for more than one year of history is dependent upon the number of years, the various price points should be noted on the Vendor's Cost Proposal.

### *1.9.1 General Ledger*

- Chart of Accounts file
- GL Account history

For the current Fiscal Year, account balances as of the "go-live" date will be converted. For any prior years that are to be converted, balances as of fiscal year-end will be converted.

Note: It can be assumed that the Town will re-design its chart of accounts to take advantage of the new system. The Town will provide an Excel Spreadsheet file with all account segments (code and description) defined as well as each GL Account (number and description), along with the "short key" or abbreviated code (if applicable). This spreadsheet will be used to build the Chart of Accounts file in the new system. This spreadsheet will also provide a "cross-walk" to the current system, by identifying each account in the current system and "pointing" it to an account in the new system. The "crosswalk" will be used to convert the above GL History and the following Budget History. Vendors that provide services for consolidation of previously separate town and school chart of accounts may include a cost estimate for that service.

### *1.9.2 Budget*

Budget History – For each account and each year, final approved budget and up to four (4) budget levels (e.g., Department request, Town Administrator recommended, etc.)

### 1.9.3 Open Purchase Orders

Although the Town may eventually decide to enter this data, vendors should currently plan on converting all open Purchase Orders at the time of conversion.

### 1.9.4 Accounts Payable

Vendor Master File

Vendor History – Invoice and Check History

### 1.9.5 Payroll/HR

Employee Master File

W-2 Accumulators

Earnings and Deduction History

Accrual/Attendance Data

### 1.9.6 Accounts Receivable, Property Tax, Excise Tax, Utility Billing

All “Customer Master” data

All “Customer Account” data (UB)

All Meter data (UB)

All Current Receivables

Detail Bill History (all charges, all payments, all other bill transactions)

Consumption History (UB)

## *1.10 Evaluation Criteria*

### 1.10.1 Minimum Evaluation Criteria

In order to be considered further, vendors must satisfy all of the following minimum criteria. The Town reserves the right to eliminate any vendor who fails to satisfy at least one of the following:

- If the vendor does not currently offer a cloud-based solution that existing customers are already using, the vendor has either:
  - Submitted a concrete plan demonstrating its intent to have a cloud-based solution in place, which will be available for use by most or all existing

customers, and has committed that this solution will be available by the time implementation begins, or

- Committed to establishing a 3<sup>rd</sup>-party cloud-based solution that at least the Town of Scituate will be able to use by the time implementation begins
  
- The proposed system includes a Windows-based industry standard relational Database and includes an SQL component.
  
- The proposed system is developed in a Windows-based industry standard architecture that supports client-server and browser-based capabilities.
  
- The vendor has been in the business of providing software to Municipalities for at least 5 years.
  
- The vendor has at least 5 satisfied Massachusetts Municipal Customers, similar in size or larger than Scituate, using the following applications for both School and Town:
  - General Ledger
  - Requisitions/Purchase Orders
  - Accounts Payable
  - Payroll/Human Resources
  - Budget
  
- The vendor has at least 5 satisfied Massachusetts Municipal Customers, similar in size or larger than Scituate, using the following applications:
  - Accounts Receivable
  - Treasurer's Cash Receipts
  - Excise Tax
  - Property Tax
  - Utility Billing

### 1.10.2 Additional Evaluation Criteria

All vendors who satisfy the above Minimum Evaluation Criteria will be further evaluated according to the items below. It is the Town's current opinion that the point system below accurately and fairly represents the most appropriate weighting of the related criteria. However, all vendors should be aware that the Town reserves the right to not only alter the point system, but to also change the evaluation criteria if during the evaluation process the Town feels that such circumstances are in the Town's best interests. All vendors will be subject to the same criteria and point system, regardless if any changes to the below items are made.

Evaluation Item	Points
1. Total MA Customers	3
2. Total Municipal Customers	3
3. Total MA Combined School/Town Customers similar in size and scope to Scituate	4
4. Total MA AR, Cash Receipts, and Tax Customers similar in size and scope to Scituate	5
5. Total MA UB Customers similar in size and scope to Scituate	5
6. Existence of Cloud-based solution	4
7. Maturity of Cloud-based solution	2
8. Responses to Cloud-based questionnaire	3
9. Recent growth/success	2
10. Financial stability	3
11. Quality and Applicability of Implementation Plan	3
12. Web-Based functionality (e.g., Employee Self-Service, Vendor Self-Service, Customer Self-Service, etc)	6
13. General System Features	5
14. General Ledger/Budget functionality	6
15. Requisitions/Purchase Order functionality	4
16. AP functionality	3
17. PR/HR functionality	6
18. Accounts Receivable and Treasurer's Cash Receipt functionality	5
19. Tax (Excise and Property) functionality	5
20. Utility Billing functionality	5
21. References	6
22. Overall Proposal quality	3
23. Quality of demonstration	3
24. Vendor/System prior experience with current Town personnel	2
25. Other (primarily responses to "Questionnaire" in Section 2)	3
<b>TOTAL</b>	<b>100</b>

## 2 Vendor Response Requirements

This Section, in addition to the attached Software Requirements Checklists, Cloud-based Questionnaire, and Cost Proposal Form, contain all items requiring a vendor response.

In the Questionnaire that immediately follows, all responses should be entered immediately below or to the right of each item in the spaces provided. Extra space should be inserted if necessary to complete the response. Failure to respond to any item may result in vendor disqualification. Some items require information to be attached to the vendor's response as an Attachment. For each of these items, a response should be inserted referencing the Attachment.

In addition to the Questionnaire that follows, via separate attachments we have provided:

- An Excel file containing the detail General System and Application Software Functional checklists that must be completed. In the Excel file, there is a separate sheet/tab for each of the applications included in the Project Scope.
- An Excel file containing questions pertaining to Cloud-based solutions
- The Cost Proposal Form. (Cost Proposal instructions are on the last page of this RFP, following this Questionnaire)

### 2.1 Technical Response – Required Contents

The items in your Technical Response response should be as follows, and in the sequence listed:

1. Cover Letter, maximum of 2 pages, signed by an individual authorized to enter into a contract with the Town of Scituate
2. Completed Vendor Questionnaire (all items listed on the following pages).
3. Completed General System and Application Software Functional checklists
4. Completed Cloud-based Questionnaire
5. MA Municipal Customer List
6. Non-MA Municipal Customer List
7. Rough Draft of Proposed Implementation Project Plan
8. Financial Statements

***The above constitutes the entire required Technical Response. Any additional information that the vendor wishes to submit, such as marketing material, must NOT be included in any of the above items, and therefore must be submitted SEPARATELY.***

## 2.2 Vendor Questionnaire: Background, Technology, Customer Base, Etc.

All responses to this Vendor Questionnaire should be inserted in the tables provided or inserted in narrative form immediately below each question or required response. Also, in order for the Town to easily distinguish between the RFP text and your response, **each response should be inserted using Bold font**. The Town reserves the right to reject any response that does not follow these instructions.

## 2.3 Vendor Profile

a. Please complete the following table:

Your Company Name	
Holding Company (if any)	
Corporate Headquarters Address	
Company Local Address	
Account Representative	
Email Address	
Phone number	
Years in Municipal Software Business	
Total Number of Employees	
Total Number of Full-Time Implementation Personnel	
Total Number of Full-Time Support Personnel	
Total Number of Full-Time Marketing Personnel	
Total Number of Development/Programming Personnel	
Ownership Structure (corporation, partnership)	
Name and Size of Largest Customer	
Name and Size Largest Customer in Vicinity	

b. Please provide the following information about your organization:

A copy of your latest three years of Audited Annual Report/Financial Statements (as noted above, this will be a separate attachment).
An explanation of any pending or past litigation (in the past 5 years).

- c. For each application you are proposing, identify the version being proposed, the date that version was released for production, the total number of customers currently using that version, and the total number of customers using previous versions:

Application	Version and date released	Total number of customers using proposed version	Total number of customers using previous versions
General Ledger/Budget			
Requisitions/Purchase Orders			
Accounts Payable			
Payroll/HR			
Accounts Receivable			
Treasurer’s Cash Receipts			
Excise Tax			
Property Tax			
Utility Billing			

d. Please describe plans for major new features in the proposed applications, or new applications, as well as timeframes.
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## 2.4 Architecture

a. What is the Database software product you are proposing for Scituate, and what % of your installed client base is using this product?
b. Identify each additional Database software product that is currently in use with your installed client base. For each product, identify the % of your installed client base that is using that product.
c. Identify each of the software development tools and products that were used to develop the system proposed to Scituate
d. As previously noted, the Town intends to implement a cloud-based solution. Please identify

your minimum standards for client PC's (including any hardware minimums, as well as OS, Browser, etc) as well as Internet connection minimum standards and bandwidth

## 2.5 Upgrades

a. During the past three (3) years, how many new releases of your software have been issued?
b. During the past three (3) years, how many upgrades/patches to existing releases have been issued?
c. Assuming the Town maintains a support/maintenance agreement, does the vendor guarantee that the Town will never be charged for any new releases and upgrades/patches? If not, please elaborate.
d. Assuming the Town maintains a support/maintenance agreement, does the vendor guarantee that the Town will never be charged for updates/modifications mandated by <b>Federal, State, and Local legislation</b> ? If not, please elaborate.
e. Is training provided with new releases and upgrades/patches? Is there a charge for this training? Please elaborate.
f. How long are previous versions of the software supported?
g. If the Town so requests, will you certify in writing that an upgrade or new release is fully-compatible with the Town's IT Environment at that time?

## 2.6 Customer Base

a. How many MA municipal customers do you have?

Please attach a complete reference list of all MA municipal customers. The list should include the following for each municipality:

- contact information
- date of install
- OS and DB platforms
- each application installed
- City/Town, School, or Both

The list should be sorted alphabetically by municipality name and should identify those customers who are using the same version of the software that is being proposed to Scituate
b. Either on the list requested above, or here, identify/highlight each new MA customer in the past five (5) years, including date of install. <b><i>For this item, the Town is interested only in those customers who were an addition to the vendor's customer base, as opposed to customers who upgraded to a new product or version, or customers who were added as result of vendor acquisitions <u>of</u>, or <u>by</u>, other software companies.</i></b>
c. How many municipal customers outside of MA do you have?  Attach a complete reference list of all municipal customers outside of MA. Include the same information as requested for MA customers.
d. Either on the list requested above, or here, identify/highlight each new non-MA customer in the past three (3) years, including date of install.
e. Provide information on the nature of your National, Regional, and MA user groups including frequency of meetings as well as any activities that occur in between meetings. Assuming that your User Groups are run by your Users, please provide contact information for the person or customer who is the current coordinator of your MA or closest Regional User Group.
f. For each non-municipal market segment you serve, provide the total number of customers.
g. During the last 3 years, how many Municipal competitive bids have you responded to, and how many of these were awarded to you?

- i. ***This item specifically pertains to the GL/Budget, Reqs/PO, AP, and PR/HR applications only:*** In the table below identify up to ten (10) MA Municipal references that have ***populations of 10,000 – 25,000*** and are using all, or the majority, of these applications. It is assumed that the reference information for these municipalities is included on the previously requested reference lists. Identify the name of the municipality, estimated population, and any of the aforementioned applications that are NOT in use.

Please note: For this particular question the Town is interested in obtaining as many references as possible (up to ten) of similar size communities where the City/Town and School are both using the system, in a combined/integrated fashion. Please indicate by recording a Yes or No in the “Combined with School” column. If the reference is using the system for both City/Town and School but each is a separate installation, please record “Separate” in this column.

Reference	Est. Population	Scituate Applications NOT in use	Combined with School


j. How many, if any, additional MA customers do you have that are using the applications listed in “i” above and that have populations of 10,000 – 25,000.

k. ***This item specifically pertains to the Accounts Receivable, Cash Receipts, Excise Tax, Property Tax applications only:*** In the table below identify up to ten (10) MA Municipal references that have ***populations of 10,000 – 25,000*** and are using all, or the majority of these applications. It is assumed that the reference information for these municipalities is included on the previously requested reference lists. Identify the name of the municipality, estimated population, and any of the aforementioned applications that are NOT in use.

Reference	Est. Population	Scituate Applications NOT in use

l. How many, if any, additional MA customers do you have that are using the applications listed in “k” above and that have populations of 10,000 – 25,000.

m. ***This item specifically pertains to the Utility Billing application only:*** In the table below identify up to ten (10) MA Municipal references that have ***populations of 10,000 – 25,000*** and are using your Utility Billing application. It is assumed that the reference information for these municipalities is included on the previously requested reference lists. Identify the name of the municipality, estimated population, and number of Water/Sewer accounts.

Reference	Est. Population	No. of Water/Sewer Accounts


n. How many, if any, additional MA customers do you have that are using the Utility Billing application and that have populations of 10,000 – 25,000.

### 2.7 Support

- |  |
|--|
| a. Regarding the support package that is included in your cost proposal, what are the hours (e.g., 8AM – 5PM EST) and days of week that are included?  |
| b. Regarding the support package that is included in your cost proposal, what is the guaranteed maximum response time to all support calls?  |
| c. Regarding the support package that is included in your cost proposal, is an 800 telephone number provided for all support calls?  |
| d. Regarding the support package that is included in your cost proposal, please describe all other support options available besides phone support (e.g., WebEx, etc)  |
| e. Describe your support call escalation policies and procedures. For example, if for any individual call the Town believes that the delay in providing a satisfactory response and resolution is unreasonably long, what recourse do you provide in order to assist in resolving the issue? |

### 2.8 Implementation Project Plan

(provide as a separate attachment – do not answer here)

As noted in Sections 1.3 and 1.5, the Town expects implementation to begin in May and to have GL/Budget, Accounts Payable, Purchase Orders/ Requisitions by 7/1/15, Accounts Receivable/Treasurer’s Receipts/Cash Management live by 8/1/15, Property Tax/Excise Tax/Utility Billing live by 9/1/15, and PR/HR live by 1/1/16.

If you feel you can meet the above timeframe, please provide a rough draft of a proposed Implementation Project Plan that will demonstrate your ability to meet this objective, for each

application, including provisions for suitable parallel and other testing. Please also include key expectations of the Town that you have in order for these goals to be met.

If you do not feel this is a realistic implementation timeframe, please explain why, propose one that is more realistic in your view, and include the other information required above.

In both cases, in the required Implementation Project Plan please also propose live dates for the other applications that in your experience would be reasonable, as well as the same types of Implementation tasks that are requested for the above applications. The applications to be included in this section are DPW work orders, billing of police/fire/school details and beach/transfer station stickers sales.

### **3 Application Software Functional Requirements**

A separate Excel file containing sheets/tabs for each application that must be proposed, in addition to a sheet outlining “General System” features, has been provided. Vendors are required to respond to each specific feature by recording a “Y” or “N” in the middle column of each sheet. Please note that the Town will interpret a “Y” response as meaning that the feature is currently in use in at least one customer who is fully live on the application. Otherwise, an answer of “N” must be provided. Vendors should also use the “Comment” column to provide any desired explanation of their Y/N response.

### **4 Cost Proposal Instructions**

As previously noted, Cost proposals must be submitted in a separate, sealed enclosure. A separate Word file containing the details of the required vendor Cost Proposals has been provided. This file contains 2 separate sheets/Tabs, as follows:

- Cost Proposal for a Cloud-based solution (as noted previously, this will be the primary basis for vendor cost comparisons)
- Cost Proposal for a Premise-based solution

Both of the completed sheets must be printed and included in the Cost Proposal package. A Cover Letter must accompany this information, signed by an authorized representative and must include the total proposed costs from only the first sheet (Cloud-based). The letter must include the total “Capital Costs” and the total 5-year costs from this sheet.