

Request for Proposals (RFP) for Integrated Financial and Utilities Management Software and Services

RFP documents are available on February 4, 2019 at the Centerville Osterville Marstons Mills Fire Dist., Prudential Office, 1875 Falmouth Road, Centerville, MA 02632

Project Number: COMM – 2019 - FUS

Inquiries to be sent to Judith Sprague, Treasurer, (508) 957-8235

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Proposals are due: February 28, 2019 at 1500 hours at the above address

Proponent General Instructions

The Centerville Osterville Marstons Mills Fire District (“COMM”) requests proposals for the procurement of Financial and Utilities Management software to enhance and upgrade current capabilities in the Prudential and Water Departments. The COMM seeks the latest technology in computer software and services. Proponents are required to furnish a detailed proposal which will satisfy the objectives and functions outlined in the RFP. Proponents shall specify any of the requested software or services which in the opinion of the Proponent require reservations or exceptions to be taken.

This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality required, the technology hardware as well as desired Proponent qualifications.

General Requirements

The COMM desires to replace its current Financial (Prudential Office) and Utility (Water Department) management systems with an integrated system (the “Total System”) that will improve centralization, ease of use, security of systems, employee efficiency and productivity and provide a long-term solution capable of facile integration with future systems that the COMM employs to manage their financial (including all facets of payroll services) and Water Department billing, collections and management.

The COMM desires to replace the current system with a state-of-the-art solution, embracing best business practices embedded in the software.

The COMM seeks a vendor that will continually enhance the proposed solution, to support ongoing industry best practices and requirements for local, Massachusetts government. The selected solution must be implemented without compromising the COMM’s ongoing operations.

The COMM seeks to implement an integrated “out-of-the-box” financial and utility software package with limited customizations (i.e., changes to source codes) made to the base applications(s).

The COMM staff (including the IT Department) will provide first tier support of management operations but the vendor must be on call to promptly provide on-line and on-site support, when necessary, of this integrated application.

The COMM seeks a system which does not require any additional professional data processing staffing and that includes easy-to-use reporting tools that will enable end users to access information stored in a single, integrated relational database for analysis without requiring programmer support.

The proposed Financial and Water Utilities Management software must provide, create, maintain and satisfy the COMM’s objectives with respect to a Total System with the following functions presented in the RFP without additional or supplementary applications from third parties: General Ledger, Budget Preparation, Purchase Requisitions/Quotes, Purchasing Management, Accounts Payable, Project/Job Tracking, Fixed Assets, Inventory Management, Statement Reconciliation, Human Resources/Payroll Processing, Water Utility Billing, AMR Meter Reading Device Interfaced, Backflow Device Management, Service Applications, Service Orders, Accounts Receivables, Total Revenue Collections,

Real-time On-Line Payment/Inquiry, Management Console/Dashboards, Real-time Inbound IVR, Real-time Outbound IVR, Integrated Report Writer, Customer Service and Support.

The COMM intends to purchase the Total System solution from a single vendor. This will include all database management software, ad-hoc query/reporting software, application software, data conversion to the degree necessary for a seamless conversion and transfer of existing data and processes to the new system, training, project implementation/administration, and on-going maintenance and support services for the ensuing years ahead.

The Proponent will be provided an opportunity to inspect COMM hardware and infrastructure to enable evaluation of existing hardware, software and infrastructure and shall include recommendations for required and suggested hardware and/or software or infrastructure modifications necessary to operate specific features of the proposed software applications (e.g. bar code reader, receipt printer with check printing and endorsing, etc.)

Proponent comparative evaluation and consideration will be confined to the specific criteria set forth in the RFP generally encompass: Overall Product Quality, Ability to Provide Seamless Integration of the new/upgraded system (while making maximum utilization of existing hardware and infrastructure), Suitability of Product for Specific COMM Requirements (including need for a Web-Based System hosted by Proponent, demonstrated experience and capability with SAAS/Intranet Deployment employment of a compatible SQL Database and Ease of Interfacing to Microsoft Office Products as well as being Windows 7 Supported, Demonstrable Stability of the Product (including Financial Viability, Business Longevity, Stable Ownership), and Customer Service and Support (including Proponents focus on same staff devoted to such activities (qualifications and number of staff availability and promptness)

By Carlton B. Crocker, Chief Procurement Officer