

**Invitation for Proposals**  
**Software Procurement Services**  
**Moultonborough, NH**

**June 21, 2012**

**Addendum #1 Issued June 13, 2012**

**There is NO change in the proposal due date!**  
**Please review this carefully and acknowledge it on your**  
**submission form!**

<p><b>Note:</b> The same numbering system and lettering was used in our response to questions 1 through 5 as was submitted in order to allow the submitter an easier side by side comparison.</p>
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**1.) What components of an ‘accounting’ solution is Moultonborough seeking? Which of the following types of municipal financial software components does Moultonborough expect to be included in this project?**

The following components are in our “Needs” category. The full functionality desired for each component must be developed by the Consultant for inclusion in the RFP. We are most hopeful of getting these elements within our budget.

- a. Core Fund Accounting ( G/L, A/P, A/R )
- h. Payroll (to replace Abra) (w/Basic HR tracking of time accrued and used)
- l. Budgeting
- n. Tax Collections (w/Bridge to/from Vision CAMA)

The next group of items falls into our “wants” category, in order of priority. Basic functionality desired should be described (As we may not think we have budget to get to it hence our statement in Task 3. d that the Consultant “Prepare... an outline budget of what we might expect to pay for our “Needs” and our “Wants” to ensure we are not overdesigning the Request For Proposals in terms of what we might expect to obtain for our budget;”

- j. Human Resources (including position control, applicant tracking, etc.);
- i. Timekeeping & Scheduling (workforce management);
- c. Contracts & Grants;
- b. Procurement & Inventory

Lastly is a category I do not see us using in the near future (5+ years) and for which I do not expect much time to be spent on beyond cataloging, ball park estimating and commenting as to desirability.

- d. Project accounting;
- e. Capital Asset accounting (not to be confused with a Capital Asset Management Plan below);
- f. Billing (sewer, water, misc.)
- g. Integrated Payments (cash, credit, etc.)
- k. Records & Document management (does Moultonborough expect to have e-record integration with core fund accounting components)
- m. Business Reporting & Analysis (advanced reporting from other financial modules, mgmt. dashboards)

**2.) What components of one or more non-financial solutions is Moultonborough seeking? Which of the following types of municipal services and management software components does Moultonborough expect to be included in this project?**

We currently maintain the Vadar Voter Registration module despite the fact that the Town verifies actual voter status on the state's system. This is done to maintain a record of "Residents". If the Town continues to track "Residents" as a "Need" it is quite possible this module could be eliminated and these records could be maintained through an Access program developed in-house or with consultant assistance.

g. Physical Asset Management: Some in our local government have been pushing hard for a module to track Capital Assets and develop a Management Plan for the same. The staff is fairly united in not believing the inputs of costs and effort justify the output of only modestly improved planning. We believe we could maintain our limited inventory of assets on a simple excel spreadsheet or access program. However, because the push for this module is so hard, we will have to spend some time outlining basic functionality and adding it to the RFP as an "Add Alternate" to procure true costs. This effort may be able to be eliminated once the Outline Budget is known if it is apparent we cannot afford this module within our budget. We will thus want to move the outline budget up the timeline to a point preceding the End User interviews.

h. Geographic Information Systems (e.g. ESRI, etc.): We currently use ESRI/CAI for our Tax Mapping and GIS needs and are quite happy with them and intend to stay with them. We have begun to use this system as a one file system where we appending a wide variety of documents to each parcel (subdivision plans, site plan approval, variances, and the like).

The balance of the following items are all "wants" for the future.

- a. Licensing & Permitting
- b. Land Management
- c. Code Enforcement
- d. Inspections
- e. Work Orders (DPW, etc)
- f. Citizen Services Management (aka Citizen Request Management)

At this point – even without the outline budget in hand – I expect we will have to relegate these wants to limited work by the Consultant with respect to how deeply one explores the needed functionality. However, they will need mention, comment and a potential future cost in the report.

**3.) What municipal software & system components is Moultonborough specifically seeking which are not mentioned above?**

None that we know of. The Town Clerk seems well pleased with the Interware software. You will learn more in your end user interviews. That said, if we were to move to a cash register system where the receipts hit the books directly we might have to look at what changes – if any - we need to make in the functionality within that office to complement that approach.

**4.) When Moultonborough states the desire for “work flow” software, are they referring to work order management (for services such as DPW), or work flow automation of forms and documents, or other business processing modeling and automation software.**

We use “work flow” as a reference to the daily activities of the office not necessarily automating internal functions or forms.

**5.) Would Moultonborough be interested in seeing quoted options for the services below not specifically requested in their RFP?**

**a. Assistance in developing a sourced list of qualified potential bidders who offer municipal products within these categories**

Please see Section 3. D. **Vendor Qualifications:** “Prepare a recommended set of baseline criteria vendors should meet in order to submit proposals relative to their time in business, number of clients in New Hampshire, support, users group and the like, a Vendors List...”

**b. Assistance in creating a comprehensive Request for Proposal package to use in soliciting and selecting bidders**

While the Town will prepare the actual RFP, the Consultant should look at Section 3. d, e, and f. for critical information being provided to the Town by the Consultant. Sections g through j speak to Consultant services after the RFP has been released.

**d. Assistance in performing deep due diligence on vendor information, references, industry standards, etc. necessary to assess and select bidders**

Please see Sect 3 f. In which we expect the consultant to do reference checks of finalists. We do not expect deep due diligence with respect to fiscal capacity and viability.

The following services might be used on an as needed hourly basis outside of the lump sum fee sought for Services 3. a. through 3. j.

- c. Assistance in developing comprehensive contractual terms and conditions specific to technology purchases by a municipal government**
- e. Assistance in project management of the selected solutions (including project plan development, project tracking, status reporting, independent verification & validation (acceptance testing), etc.)**
- f. Assistance in project budget management**
- g. Assistance in technology implementation planning related to the new solutions (sizing systems, assessment of hosted vs. local, data center planning, business continuity planning, staffing analysis, etc.)**

<p><b>Note:</b> The following items were generated by in-house comments received after the issuance of the RFP.</p>
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**6.) In item 1 are you definitely looking to change all software except for the Vision CAMA system?**

Not necessarily. The Town Clerk seems well pleased with the Interware software. You will learn more in your end user interviews. Please see the comment in Item 3 above.

**7.) In item 3 c, are you saying you expect us to spend 1 full hour with each end user?**

No. These end user interviews should be as succinct or as expansive as you think is needed to compile functionality checklist that will capture our desires and provide a comprehensive document from which to procure complete proposals from the prospective vendors. We do however think all of your end-users interviews can be accomplished in one day.

**8.) Are electronic submissions acceptable?**

No! There is no way to keep your proposal and pricing confidential from others or a Right To Know request until the time of opening if you submit it in this manner.

**9.) In the 2<sup>nd</sup> line of item 3 i. the word "...vendors or..." should read "...users for..."**

**THERE IS NO CHANGE IN THE PROPOSAL SUBMISSION FORM**  
**PLEASE BE SURE TO MAKE NOTE OF THIS ADDENDUM ON YOUR PROPOSAL**  
**SUBMISSION FORM!**

**End**