

**Request for Proposals**

**Town of Richlands**

**SOFTWARE AND IMPLEMENTATION SERVICES FOR  
LOCAL GOVERNMENT SOFTWARE APPLICATIONS**

**Written Proposal Due Date & Time**

**Tuesday, March 24, 2015  
2:00 PM**

**SUBMIT PROPOSALS TO**

**Town of Richlands**

**RE: (Insert Vendor Name)**

**Proposal for Government Software Applications**

**Attn: Sue Wade**

**Office Manager**

**200 Washington Sq.**

**Richlands, VA 24641**

**Or Via Email:**

**Email: [swade@town.richlands.va.us](mailto:swade@town.richlands.va.us)**

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## Introduction

1. The Town of Richlands, VA (Town), current population 5,886, is issuing this Request for Proposal (RFP) for the purpose of soliciting vendor proposals for a financial, administrative and enterprise data processing system (the system) to serve the current and projected needs of the Town. The Town intends to seek the most cost-effective 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, ongoing training, conversion, maintenance and services support.
2. The Town is soliciting proposals for a full range of municipal software applications that include software, implementation services, ongoing training, and technical support. Ideally, the Town would like to acquire these software modules as one integrated solution from one vendor. We realize that this may not be entirely possible; therefore, vendors that provide only some of the modules are encouraged to apply to the RFP. Vendors of any municipal software applications may submit their proposals. It is understood that some vendors “partner” with other vendors to provide software applications that are designed to integrate well with each other, and we encourage them to submit their consolidated proposal.
3. It is **not** the intent of this RFP to stifle creative recommendations from proposing firms by indicating exactly what the Town desires. The Town is looking for solutions from proposing firms on an enterprise wide system, to improve the functionality of our business processes. If a module, feature, question is not addressed in this RFP that the proposing firm wishes to introduce, please do so.
4. Proposals submitted must be binding for not less than ninety (90) calendar days after the date received. The Town will select the proposal, or combination of proposals, that, in its opinion, best serves the Town, which may or may not be the lowest cost proposal. The Town reserves the right to accept or reject any and all proposals or any parts thereof, waive technicalities, waive irregularities or informalities in proposal procedures and award a contract in a manner best serving the Town.
5. Response Instructions. The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Failure to complete any portion of this request may result in rejection of a proposal.
6. Any vendor in doubt as to the true meaning of any part of the specifications or other documents may request an interpretation thereof from the Town Contact in writing (via email preferred). The person requesting the interpretation will be responsible for its prompt delivery. At the request of the vendor, or in the event that the Town Contact deems the interpretation to be substantive, the interpretation will be made by posting on the Town’s designated webpage for all proposers to see. Written questions should be sent to Sue Wade, Finance Office Manager, at [swade@town.richlands.va.us](mailto:swade@town.richlands.va.us) . The Town has created an FTP site designated as the main page for the Finance System RFP. Access to the FTP site is available upon request. The RFP Questions and Answers will reside on this page. You are invited to check the page periodically up until the final posting date. No oral explanations will be binding. Answers to submitted questions will be posted throughout the process. All questions must be submitted by March 12, 2015. If the Town deems a question to be significant enough for an addendum, an addendum may be issued to all prospective vendors. The Town will not assume responsibility for receipt

of such addendum. In all cases, it will be the vendor's responsibility to obtain all addenda issued. Vendors will include written acknowledgement of receipt of each addendum issued with the proposal submission.

7. **Proposals will be accepted until 2:00 PM, Tuesday, March 24, 2015. To facilitate evaluation of Proposals, each proposal shall be prepared on the forms provided, if at all feasible. Additional information may be included as well. If the proposal is to be sent in as a hard copy, please include 3 copies of the proposal, and an electronic copy. The proposal may also be submitted entirely electronically. If this is the case, one copy will suffice. Electronic copies may be submitted via email, CD, or another arrangement (ftp site, example). For hard copy proposals, the proposal shall be sealed and addressed on the outside as follows:**

**Town of Richlands**  
**RE: (Vendor Name)**  
**Proposal for Government Software Applications**  
**Attn: Sue Wade Finance Office Manager**  
**200 Washington Sq.**  
**Richlands, VA 24641**

**Or Via Email at:**  
**[swade@town.richlands.va.us](mailto:swade@town.richlands.va.us)**

Proposals may also be hand-delivered to the above address by the date and time specified. It is the responsibility of the Vendor to deliver the proposal in accordance with these instructions contained above and/or elsewhere in the RFP. Proposals dispatched, but not received by the Town by proposal closing time, will be returned, after receipt, unopened to the Vendor.

8. Award of Contract. The final award of the proposal or contract will be made by the Town Manager or Purchasing Agent.
9. Contract. In addition to the completed proposal, a resulting contract may be required by the Town, including but not limited to, written correspondence between the Town and the vendor subsequent to the proposal submission, facsimiles and product literature. All agreements between the Town and the vendor will be reviewed by the Town Attorney. In addition, any legal restrictions or provisions, enforced by the vendor or its parent company which are not in line with the industry's standard, should be pointed out. **A sample contract/agreement should be included as part of this proposal**
10. Additional Information. Additional copies of the Request for Proposal and additional information about the Town and the project, will be made available on the designated Town webpage at <http://www.town.richlands.va.us>

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**CALENDAR OF EVENTS**

RFP Distribution Date	February 25, 2015
Deadline for submissions of written questions	March 12, 2015
Final Answers to Submitted Questions Posted:	March 17, 2015
Proposals Due	March 24, 2015
Expected Contract Award	April 24, 2015
Expected Initial Implementation Date	June 1, 2015*

\* - Subject to change

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## Vendor Information

1. The following information is requested from each vendor submitting a part of this proposal:

Vendor Name \_\_\_\_\_

Vendor Address \_\_\_\_\_

Primary Contact \_\_\_\_\_

Title \_\_\_\_\_

Telephone  
Number \_\_\_\_\_

E-Mail Address \_\_\_\_\_

FAX Number \_\_\_\_\_

Individual.  Partnership.  Corporation, organized and existing under the laws of the State of Virginia

Does this person have binding authority to enter into contracts? YES  NO

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2. Please provide the following financial information about your company:

<b>Year</b>	<b>Total Revenue</b>	<b>Total Revenue from Municipal Government Sales</b>
2010	\$ _____	_____ %
2011	\$ _____	_____ %
2012	\$ _____	_____ %
2013	\$ _____	_____ %
	_____	_____

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3. The Vendor is requested to list or provide all software products and/or other services not included in this RFP, but available to the Town.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

---

**PROPOSING VENDOR(S) IDENTIFICATION**

If this proposal is being prepared as a joint venture, proposer should identify the names of the proposing companies and the relationship of the following:

\_\_\_\_\_  
Prime Vendor

\_\_\_\_\_  
Systems Integrator

\_\_\_\_\_  
Application Software Provider(s)

\_\_\_\_\_  
Hardware and System Software Provider(s)

\_\_\_\_\_  
Communications/Networking Hardware and Software Provider(s)

\_\_\_\_\_  
Software and Hardware Maintenance Provider(s)

\_\_\_\_\_  
Application and System Software Training

\*If there are other circumstances of the joint venture not accurately described by the options listed below, please include a brief narrative of the situation.

**Client References**

**Vendor must complete the reference list as indicated** for at least six (6) sites that are currently using a similar system requested by the Town, where the proposed software has been up and running for at least one year. Be sure to include the total population/customers served by the government. The vendor should also include (as a separate attachment) **all** remaining reference sites (i.e. a client listing) that are using a similar system to that being proposed. **This reference list is mandatory.**

**SITE #1**

---

Governmental Name _____	Address _____
State, Zip _____	Population/Customers _____
Contact Person _____	Contact's Title _____
Contact Phone _____	

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Software Application Installed	Date Installed	Software Application Installed	Date Installed
1. _____	_____	10. _____	_____
2. _____	_____	11. _____	_____
3. _____	_____	12. _____	_____
4. _____	_____	13. _____	_____
5. _____	_____	14. _____	_____
6. _____	_____	15. _____	_____
7. _____	_____	16. _____	_____
8. _____	_____	17. _____	_____
9. _____	_____	18. _____	_____

**Hardware Platform** \_\_\_\_\_

**Was Hardware Purchased from Vendor?**      **YES**       **NO**

**SITE #2**

---

Governmental Name _____	Address _____
State, Zip _____	Population/Customers _____
Contact Person _____	Contact's Title _____
Contact Phone _____	

---

Software Application Installed	Date Installed	Software Application Installed	Date Installed
1. _____	_____	10. _____	_____
2. _____	_____	11. _____	_____
3. _____	_____	12. _____	_____
4. _____	_____	13. _____	_____
5. _____	_____	14. _____	_____
6. _____	_____	15. _____	_____
7. _____	_____	16. _____	_____
8. _____	_____	17. _____	_____
9. _____	_____	18. _____	_____

**Hardware Platform** \_\_\_\_\_

**Was Hardware Purchased from Vendor?**      **YES**       **NO**

**SITE #3**

Governmental Name \_\_\_\_\_ Address \_\_\_\_\_  
State, Zip \_\_\_\_\_ Population/Customers \_\_\_\_\_  
Contact Person \_\_\_\_\_ Contact's Title \_\_\_\_\_  
Contact Phone \_\_\_\_\_

Software Application Installed	Date Installed	Software Application Installed	Date Installed
1. _____	_____	11. _____	_____
2. _____	_____	12. _____	_____
3. _____	_____	13. _____	_____
4. _____	_____	14. _____	_____
5. _____	_____	15. _____	_____
6. _____	_____	16. _____	_____
7. _____	_____	17. _____	_____
8. _____	_____	18. _____	_____
9. _____	_____	19. _____	_____
10. _____	_____	20. _____	_____

Hardware Platform \_\_\_\_\_

Was Hardware Purchased from Vendor? YES  NO

**SITE #4**

Governmental Name \_\_\_\_\_ Address \_\_\_\_\_  
State, Zip \_\_\_\_\_ Population/Customers \_\_\_\_\_  
Contact Person \_\_\_\_\_ Contact's Title \_\_\_\_\_  
Contact Phone \_\_\_\_\_

Software Application Installed	Date Installed	Software Application Installed	Date Installed
1. _____	_____	9. _____	_____
2. _____	_____	10. _____	_____
3. _____	_____	11. _____	_____
4. _____	_____	12. _____	_____
5. _____	_____	13. _____	_____
6. _____	_____	14. _____	_____
7. _____	_____	15. _____	_____
8. _____	_____	16. _____	_____

Hardware Platform \_\_\_\_\_

Was Hardware Purchased from Vendor? YES  NO

## **Terms and Conditions**

### **System Responsibility**

Notwithstanding the details presented in this RFP, it is the responsibility of the vendor to verify the completeness of the materials list and suitability of devices to meet the intent of the specification. Any additional hardware or software required after installation, even if not specifically mentioned herein, shall be provided by the vendor without claim for additional payment, it being understood that a complete, operating computer system is required. The successful vendor shall be obligated to provide a system, which meets all guarantees in the proposal for the price, contained herein.

Proposers must indicate any variances to the specifications, terms, and conditions, no matter how slight. If variations are not stated in the Proposal, it shall be construed that the proposal fully complies with the Specifications, Terms and Conditions.

### **Acceptance**

Submission of any proposal indicates acceptance of the conditions contained in the RFP unless clearly and specifically noted otherwise in the proposal.

### **Indemnification**

To the fullest extent permitted by law, Vendor shall defend, hold harmless, and indemnify the Town, their corporate authorities, trustees, officers, directors, agents, and employees from and against any and all injury, death, loss, property damage, judgments, liens, claims, suits, liabilities, actions, causes of action, demands, expenses, costs, or other liabilities of any character (including reasonable attorneys fees) arising in whole or in part, relating to or resulting from the: (a) failure to comply with, or violation of, any federal, state or local law, statute, regulation, rule, ordinance, order, or governmental directive; (b) acts, omissions or willful misconduct; (c) failure to comply with the terms, conditions, representations, or warranties contained in the Contract Documents; (d) infringement of any patent, trademark or copyright; and, (e) performance under this Contract by Vendor, its Subcontractors, or others performing or furnishing any Work directly or indirectly on Vendor's behalf: In connection with any such liabilities, the Town, their officers, agents, employees, representatives and their assigns shall have the right to defense counsel of their choice and Vendor shall be solely liable for all costs, fees and expenses of such defense. Any insurance policies required to be maintained pursuant to the Contract Documents shall in no way limit the extent of Vendor's responsibility to indemnify as herein provided. The terms of this indemnity shall survive the suspension, expiration or termination of this Contract.

Vendor (and any subcontractor into whose subcontract this clause is incorporated) agrees to assume the entire liability for all personal injury claims suffered by its own employees and waives any limitation of liability defense based upon the Worker's Compensation Act and cases decided there under. Vendor agrees to indemnify and defend the Town from and against all such loss, expense, damage or injury, including reasonable attorneys' fees, which the Town may sustain as a result of personal injury claims by Vendor's employees, except to the extent those claims arise as a result of the Town's own negligence.

### **Warranty**

Prior to acceptance, Vendor shall deliver to the Town all warranties required under the Contract Documents, or to which Vendor is entitled from manufacturers, suppliers, and Subcontractors. Manufacturers' warranties received by the Vendor which are applicable to any material equipment, parts,

property and services furnished by the Vendor under this Contract shall survive acceptance and payment, and shall run to the Town, their successors and assigns, and shall not be deemed to be exclusive.

Neither the final payment nor partial or entire use or occupancy of the site by the Town shall constitute an acceptance of Work not done in accordance with Contract Documents or relieve the Vendor or its sureties of liability with respect to any warranties or responsibilities for faulty or defective materials and workmanship. Vendor or its sureties shall remedy any defects in Work and any resulting damage to Work at its own expense. Vendor shall be liable for correction of all damage resulting from defective Work. If Vendor fails to remedy any defects or damage, the Town may correct the defective Work or repair damages and the cost and expense incurred shall be paid by or be recoverable from the Vendor or its surety.

Vendor warrants to the Town that all material and equipment furnished under this Contract shall be of the most suitable grade for the purpose intended and that all Work shall be of good quality, free from faults and defects and in conformance with the Contract Documents. Vendor warrants that the Work shall be done in a workmanlike manner in strict accordance with the Contract Documents and guarantees that the labor, products, material, and equipment will be free of defects in material and workmanship for a minimum period of one (1) year from the date of acceptance, or for such longer period of time as may be otherwise provided in the Contract Documents; or provided in any manufacturer warranty. Warranty shall include labor, materials, freight, and equipment loaner provisions.

Vendor warrants that no materials or supplies for the Work purchased by Vendor or any Subcontractor are subject to any chattel mortgage or other condition or agreement by which an interest is retained by the seller. Vendor further warrants that it has good title to all materials and supplies used in the performance of the Work, and any such materials and supplies are free from all liens, claims or encumbrances. Vendor agrees to indemnify and save the Town harmless from all claims and costs incurred with respect to the lawful demands of Subcontractors, laborers, workmen, mechanics and suppliers of machinery, parts, equipment, tools, and materials arising from Vendor's breach of this Section.

Vendor warrants and represents that it shall have the Intellectual Property rights (including, but not limited to, patent, copyright, trademark, service mark, or trade secret rights) to any process, system, or Deliverable that will be provided to the Town during the performance of this Contract and that transfer of said Deliverables to the Town shall not violate or infringe upon the Intellectual Property rights of any third party. Vendor warrants that it has full title and ownership of the Software. Vendor further warrants that it has the full power and authority to grant the license that will be granted under an eventual License Agreement between the Town and Vendor and that the license to and use of the software by the Town, will in no way constitute an infringement of the Intellectual Property rights or other proprietary right of any third party.

### **Compliance with Laws**

#### OSHA STANDARDS

Vendor shall read and comply with all applicable Occupational Safety and Health Act (OSHA) standards. Equipment supplied to the Town must comply with all requirements and standards as specified by OSHA. Items not meeting any OSHA specifications will be refused.

### **Performance and Payment Bonds**

At the time of execution of the Contract, Vendor, at its sole cost and expense, shall furnish to the Town satisfactory Performance and Payment Bonds for one hundred (100) percent of the contract sum. Said bonds shall be in a form and with sureties acceptable to the Town and shall provide that they do not terminate upon completion of the Work, but shall be reduced to ten (10) percent of the contract sum upon final payment for a period of one (1) year. Failure to furnish the required bonds within the time specified may be cause for withdrawal of the award.

### **Insurance**

- Certificates of insurance shall be addressed to the Town. All insurance shall be in effect during the term of the contract. The certificate also must state that the Town will receive a registered notice thirty (30) days before any cancellation or reduction of coverage. Vendor shall provide the following coverage:
  - ❖ General liability and errors and omissions insurance not less than \$1 million for bodily injury, including accidental death, to any one person and \$2 million aggregate. Property damage not less than \$1 million for any one accident or \$2 million aggregate.
  - ❖ Vendor's Protective Liability Damage Insurance in the same minimum coverage as under General Liability Insurance.
  - ❖ Worker compensation insurance in accordance with Virginia Law.

### **Non-Discrimination in Employment and Affirmative Action**

The vendor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion or physical or mental handicap.

The vendor shall be responsible for and agrees to indemnify and hold harmless the Town from all losses, damages, expenses, claims, demands, suits and actions brought by any party against the Town as a result of the vendor's failure to comply with these provisions.

### **Force Majeure**

Neither party will be liable to the other for any failure or delay in rendering performance arising out of causes beyond its control and without its fault or negligence. Such causes may include, but not be limited to, acts of God or the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but the failure or delay must be beyond its control and without its fault or negligence. Dates or times of performance will be extended to the extent of delays excused by this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.

### **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 client sites.

### **Vendor Demonstrations**

The evaluation process may include an in-depth demonstration of the proposed software by the vendor to representatives of the Town, as required. It is currently anticipated that a single multi-session demonstration/evaluation will address the needs in this area, however, the Town reserves the right to

request subsequent demonstrations of the products. The Town and the vendor will schedule a mutually agreed upon date and time for the demonstrations. All demonstrations will be conducted at the Town.

### **Site Visits**

Representatives from the Town may participate in a site visit to one or more of the qualifying vendors' client locations. The purpose of the site visit will be to view the proposed system in an operational production environment.

### **Termination of Contract**

The Town may, by written notice to the Vendor, terminate the Contract if the Vendor has been found to fail to perform his services in a manner satisfactory to the Town as per specifications, including delivery as specified. The date of termination shall be stated in the notice. The Town shall be sole judge of non-performance.

The Town may cancel the Contract upon 30 days written notice for cause or reasons other than cause.

### **Duration of Agreement**

Unless otherwise stated, the prices and conditions stated in this proposal shall be in effect for a period of six-months from the date of the issuance of a letter of award, or date of executed contract, whichever is later.

### **Additional Information**

Standard responses should not be included in the proposal; they may, however, be provided in a separate document if so desired.

The Town may request additional information to further clarify, explain or validate the contents of any response in this RFP. All information must be submitted to the Town in writing by the Vendor within three (3) working days of the Town's request.

### **Signature**

**Vendor MUST sign the original proposal in the space(s) provided after the cost section.** Unsigned proposals will not be accepted by the Town.

### **Withdrawal of Proposal**

Proposals may be modified or withdrawn prior to the date and time specified for proposal submission by an authorized representative of the proposer or by formal written notice. Proposals submitted will become the property of the Town after the proposed submission deadline.

## **Evaluation Information**

Evaluation of the proposal is expected to be completed within 30 days after receipt. An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. The proposal selected shall provide the most cost-effective approach that meets the stated requirements. The lowest price proposal will not necessarily be selected.

The Town reserves the right to a) reject any or all proposals, or to make no award, b) require modifications to initial proposals or c) to make partial or multiple awards. The Town further reserves the right to excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to the Town.

Vendors may be asked to provide on-site demonstrations. Discussions and negotiations may take place with the short list of vendors to ensure clarification and to obtain a best and final offer. The award will be based upon the proposal that is determined to be the most advantageous to the Town.

The written proposals and demonstrations (if applicable) will be evaluated by a selection committee consisting of Town staff.

## **Representative Evaluation Criteria**

The basis for the evaluation of proposals received is included, but not limited to, the following considerations (listed in no particular order):

1. Vendor's performance record in meeting the requirements of their existing customers (users). Particular emphasis will be placed in the areas of customer support, system maintenance and updates, ongoing technical support, the ability of the software to provide a solution that is enterprise wide, and also the ability to meet the anticipated future needs of the Town.
2. Number of municipal government customers (users) in the State Virginia.
3. Amount and cost of vendor support that will be available for conversion, training, implementation, assistance and on-going modifications.
4. 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.
5. Methods and schedules for implementing the proposed software.
6. Capability and costs to perform the required conversion of existing data files.
7. Experience in the industry.
8. Adherence to the requested proposal format. This includes the thoroughness of the proposal as well as the format of the presentation.
9. Ability to effectively meet the Town's projected implementation date.
10. Qualifications of vendor and staff.
11. Vendor financial stability.
12. Proposer's ability to support the total system solution, including installation, conversion, software, training, and hardware/software maintenance and support.
13. Overall costs.
14. Responsiveness to software requirements outlined in this RFP.

## Current Environment

For purposes of familiarizing the vendor with the current data processing configuration of the Town, the Town of Richlands' current IT infrastructure is as follows:

### General Network Infrastructure Information

The Town's network encompasses primary buildings –. Town Hall

### Operating Systems

- User workstations: Windows 7 64 bit OS. There are approximately 6 workstations.
- Servers: Dell Windows Server 2008 R2 SP1 or greater. Virtual server environment hosted by VMWare version 5.1

### Hardware/Software

- Dell servers and Dell workstations
- Microsoft Office 2007 Suite
- Microsoft Exchange Server and Outlook
- LaserJet 600 M602 Printer
- Konica/Minolta Bizhub C280 Copier/Printer
- Symbol Scanner for Utility Card Bar Codes

### Address Databases (Property File)

- Microsoft SQL

.

### Staff Relating to the new ERP system/ and related Information Technology

- 
- The Finance Department consists of HMR Metering devices utilizing Itron radio, an FC300 (2)

## Cost Factor Summary

The following are some approximate statistics for the purposes of sizing the proposed system:

Town Population: 5886

Town Size: 6 Square Miles

General Fund Expenditures: \$14,426.637 (FY 2014 Budgeted Amount)

Fiscal Year July 1<sup>st</sup> – June 30<sup>th</sup>

Number of Funds: Approx 5 funds.

Payroll period cycle

Bi-weekly

Number of General Ledger accounts: Approx 420\*\*

# of full-time employees

78

Number of A/P checks/month: Approx 200 per month

# of part-time employees

42

Number of utility accounts: Approx 3015

Utility billing cycle

Monthly

Comprehensive Annual Financial Reports: Available upon request

Budget Information: [website](#)

\*\* General ledger accounts-This is our COA distribution listing. Some COA's are used for more than one fund or for all funds which creates a larger number of COA distribution accounts. Such as

Fund	department	GL account #
10	4040	511110-used by some/all departments

## Scope of Proposal

The Vendor must submit a cost proposal for the system solution based on the scope of proposal in this section. If necessary as part of the proposal process, the vendor is to provide a quote based on 6 concurrent users, 3 of which would require cash collection work stations. Cost differences based on number of users should be outlined.

1. Vendor **MUST** itemize all charges for the following:

- **Application programs/modules** (license fees). Please list the separate charges for the following modules (understanding that vendor's modules may be titled/organized differently than listed below) :

- |                                |  |
|--------------------------------|--|
| - General Ledger               | - Accounts Payable                       |
| - Purchase Orders              | - Budget                                 |
| - Fixed Assets                 | - Payroll/HR                             |
| - Accounts Receivable          | - Cash Receipts/Collection               |
| - Project & Grant Accounting   | - Utility Billing (Water/Sewer/Electric) |
| - Licensing                    | - Sanitation/Garbage Collections Billing |
| -Taxes                         |  |
| - Service Requests/Work Orders |  |

- **Modification/Customization costs (if denoted to satisfy a requirement)**
  
- **Hardware** - Proposals are for software only. All hardware requirements must be specified. The organization intends to acquire, implement, and maintain its own hardware and network. However, the vendor should indicate any costs necessary to modify existing equipment or include any new hardware needed in order to be used with the system being proposed.
  
- **Third Party Products** - The vendor should explicitly state the name of any third-party products that are part of the proposed solution to the Town's list of requirements and any costs associated with the third-party product. For each third-party product, there should be a statement about whether the vendor's contract would encompass the third-party product and/or whether the Town would have to contract on its own for the product.
  
- **Implementation, Training and Support Services** - On-site training must be provided. Acceptance of a module or installation will be contingent upon users being able to use the applications. Please list costs for expected number of hours required at different stages/modules of the implementation process and costs for ongoing support, if not included in annual maintenance.
  
- **Annual maintenance/Support costs for 5 years**

- **Future software installation costs for new applications/upgrades, etc (if applicable)**
- **Future training for new applications/upgrades and new employees**
- **Conversion Costs** – The Town is open to recommendations on data conversation, based on industry trends and firm's experience with recent projects it has implemented. Proposed applications must allow conversion of its history into the current system. Vendor should itemize and include any cost of converting data files from existing systems to system being proposed. Vendor should specify any special requirements the Town must meet in providing data files for electronic conversion. Vendor should provide recommendations for "typical conversion" costs. Vendor should give the Town options and cost information in regards to the conversion of historical data per module. Some notes on Town's data
  - Finance Dept Data- have financial records dating back to 2006.
  - Utility Dept Data. have records dating back to 2006
  - (conversion data only needed for FY 2014 and current physical year)

- **Any other cost associated with the acquisition of the system**

2. Amounts should contain no taxes and include all transportation and delivery. All costs shall be in actual dollar and cents amounts, "Time and Material" quotation is not acceptable.
3. When a particular response has multiple alternatives, each alternative should specifically identify its accompanying cost. If a vendor cannot meet the specifications for services, materials, and/or equipment as specifically set forth by the Town, any and all exceptions or deviations must be spelled out clearly and completely in writing and submitted with the proposal. Any free or reduced options offered to the Town should be outlined as indicated.
4. If a vendor believes that it can supply service, material, and/or equipment that will better meet the needs of the Town by altering specifications prescribed by the Town; the vendor may submit a proposal accordingly, in addition to the proposal based upon the prescribed specifications.
5. Payment Schedule - Vendor should include the proposed percent of contract payment that would be due, which would coincide with completion of specific steps listed in the installation/conversion project schedule.
6. List any other operating system software support products required to support your proposed application software.
7. Discounts - Vendors may offer a cash discount for prompt payment; however, such discounts shall NOT be considered in determining the lowest net cost for proposal evaluation purposes.
8. Vendor is encouraged to make any recommendations for improving both hardware and operating system software when the Town requests that existing equipment be used with the new system. The Vendor may submit a proposal for these items accordingly, in addition to the proposal based upon the prescribed specifications.

**System Cost 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 and all remedies that may become due to the Town of Richlands, VA.

**SOFTWARE VENDOR**

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Firm Submitting Proposal	Address	City	State	Zip Code
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Signature	Printed Name	Title	Date
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**HARDWARE VENDOR (if applicable)**

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Firm Submitting Proposal	Address	City	State	Zip Code
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Signature	Printed Name	Title	Date
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## **Required Submittals**

1. All Forms provided in the introduction section of the RFP.
  - a. Vendor Information Pages
  - b. Client References
  - c. System Cost Certification Page
2. A sheet showing all cost proposals, as defined in the scope of proposal section of this RFP.
3. A sheet showing the data conversion costs for the various modules. Submittal may include separate sheet.
4. A sample contract/agreement