Town of West Hartford, Connecticut

Request for Proposal

Integrated Financial Management & Human Resource System

Town of West Hartford, Connecticut

Standard Instructions, Conditions and Reservations
For Bids on Contracted Services

Subject: Bid No. 6348RFP

Issued: December 20, 2013

Due: February 14, 2014

Re: Integrated Financial Management and Human Resource System

The Town of West Hartford, Connecticut, will receive SEALED BIDS for performing the work as outlined in the accompanying specifications, in accordance with the following instructions, conditions and reservations that comprise this Request for Proposal (RFP):

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Introduction and General Information

The Town of West Hartford and West Hartford Public Schools (hereinafter "Town") hereby requests proposals to provide a comprehensive, fully integrated Financial, Payroll and Human Resources Information solution, with said proposal to include software, implementation services, project management, user and technical training, data conversion, interface development, change management, functional and integration testing, documentation, maintenance and support for the entire project solution (hereinafter "Solution"). This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation, response instructions, desired qualifications, evaluation and selection process.

Criteria for selection will be based on experience, level of fit of the proposed system based on the Town's functional and technical requirements, implementation approach, product demonstrations, reference checks and price. The selection process will be conducted in accordance with the *Evaluation & Selection Process* of this RFP and will be led by an in-house project and evaluation team.

Before submitting a proposal to the Town of West Hartford, Proposers replying to this RFP (hereinafter "Proposer") shall examine the specifications in order to understand all existing conditions and limitations. The Town requests proposals only from Proposers who have a broad experience with governmental agencies, preferably from Proposers who provide software and services only to the public sector, and who are experienced in Integrated Financial Management & Human Resource system implementations.

Introduction to the Town of West Hartford

The Town of West Hartford is located in central Connecticut adjacent to and west of the City of Hartford, the state capital. The Town encompasses 22.2 square miles and has a population of 63,268. The Town of West Hartford employs approximately 1,931 full time employees of whom 442 are employed by the Town and 1,489 are employed by West Hartford Public Schools. The fiscal year 2014 General Fund budget totals $241,438,694. West Hartford town government is noted for its quality services and customer responsiveness. Year after year, West Hartford receives the coveted AAA bond rating from Moody's Investor Service and Standard & Poor's, two major bond-rating agencies. The triple A rating is the highest rating given by the agencies and is based on the Town's strength of management and conservative financial practices.

West Hartford has become a destination for businesses and families because it is a full-service community in every sense, from its quality municipal services to its top-rated schools. The West Hartford Public School district has 11 elementary, three middle and two high schools. In addition there are ten private and parochial schools, including elementary through high schools. Our higher learning centers include the University of Hartford, the University of St. Joseph and the University of Connecticut's School of Social Work. The Town of West Hartford's municipal services includes emergency services 24-hours a day with its full-time police and fire departments and contracted

paramedic and ambulance services. West Hartford is proud of its two municipal golf courses, two indoor pools, four outdoor pools, an ice skating rink, six public parks, including an environmental demonstration farm, two senior centers and three public libraries. The Town of West Hartford also operates a conference center and two cable access television channels to deliver timely information to its residents.

For more information about the Town of West Hartford and the West Hartford Public Schools, go to www.westhartford.org and www.whps.org.

West Hartford has been recognized by many regional and national publications over the past several years. Here are a few:

- *Family Circle magazine* named West Hartford one of America's 10 Best Towns for Families
- *Washington Post's* 2013 Top Challenging High Schools in the Nation report listed both Conard and Hall high schools
- *U.S. News & World Report* ranked Conard and Hall high schools in the top 10 public high schools in Connecticut, and in the top 500 schools nationwide
- In the *Hartford Magazine's* 2013 Best of Hartford edition, readers rated the West Hartford Public Library as #1 in the Greater Hartford area
- *Kiplinger's Personal Finance Magazine* rated West Hartford as the Top 10 Great Cities for Raising Families and Top 10 Best Cities in the Nation for the Next Decade
- *TravelandLeisure.com* said our town was One of the Coolest Suburbs Worth a Visit
- *CNNMoney.com* rated West Hartford as One of the Top 100 Best Places to Live in the Nation
- *Newsweek's* America's Best High Schools report ranked Conard and Hall high schools tops in the state
- *Connecticut Magazine* said West Hartford was among the 20 Great Places to Retire in Connecticut

Town of West Hartford Mission Statement and Organization Values

The Town of West Hartford is dedicated to providing quality services, as established by Town Policymakers, in a responsive and cost-effective manner. This commitment to quality depends upon a dedicated partnership between residents, elected officials and the employees of the Town. The Town of West Hartford has certain expectations and values shared by all to ensure organizational excellence and service quality. They are:

- **Getting Close to our Residents (Customers)**
  We encourage and promote communications between our residents and our employees by ensuring friendly, courteous and responsive services. We further encourage and promote resident participation in the development and review of all services.
- **Enhancing our Public Image**

We are committed to upholding the highest ideals of professionalism and integrity in performing our responsibilities. We will strive to promote an awareness and understanding of Town programs and services to our residents, our peers and other communities.

- **Improving Relations Among All Employees**
  We are committed to promoting the well-being of employees through professional development, skill building programs, open lines of communication and encouraging organizational participation and teamwork.

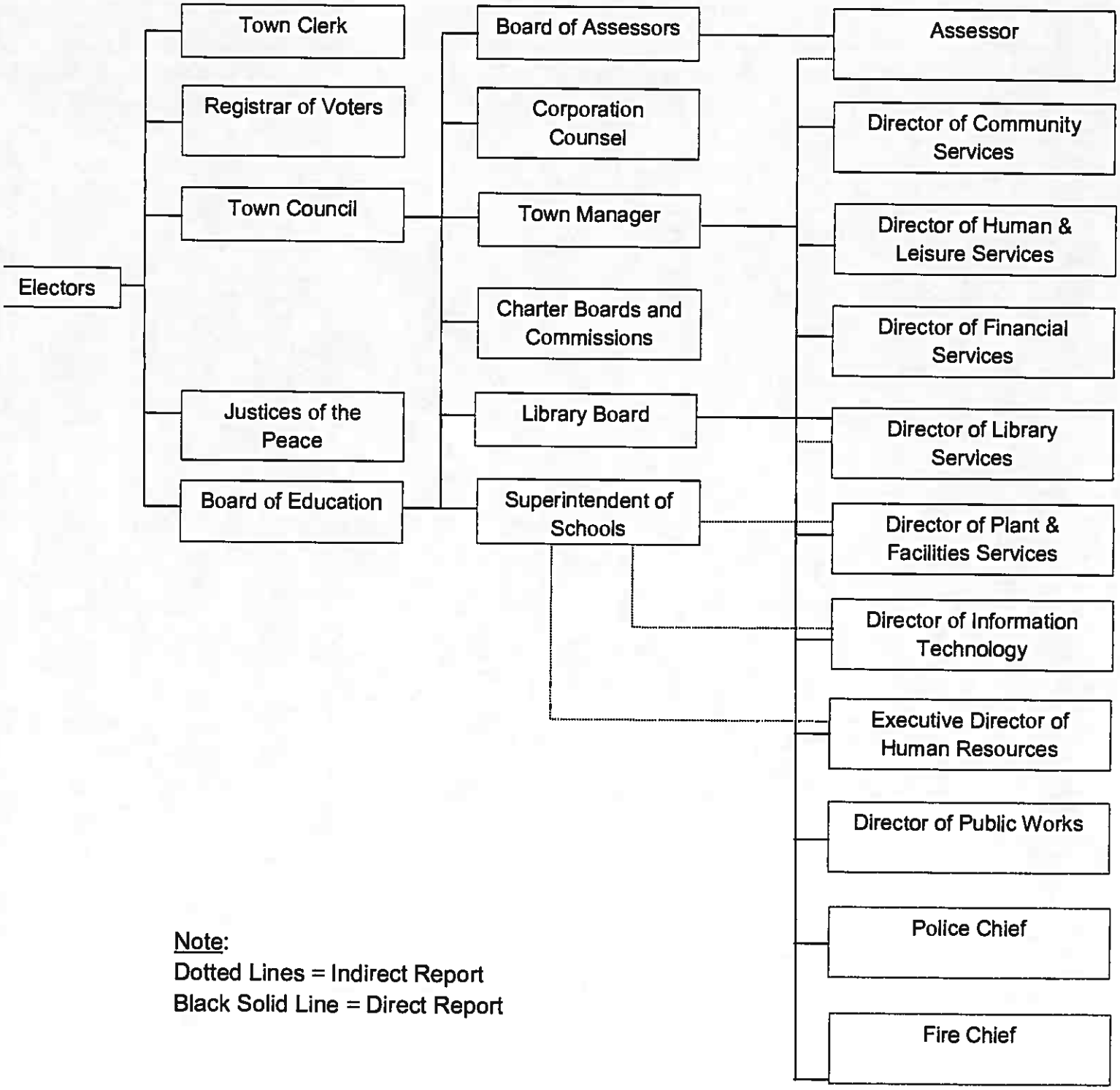
- **Being on the Leading Edge of Technology**
  We recognize that in order to remain competent and to be leaders in our areas of specialty, we must be committed to incorporating appropriate technological advancements into our delivery of services.
- **Committing to Long Range Fiscal and Administrative Planning**
  We are committed to a proactive approach to the issues and challenges confronting the community. We will utilize a wide range of forecasting models and tools to help ensure that the Town will anticipate events and make informed decisions that will help shape the future.

Organizational Structure

The Town of West Hartford is an independent full-service town with sole local government taxing power within its boundaries. The Town is autonomous from any county, town, or other political subdivision of the State of Connecticut. In 1919, the Town became the first in the state to appoint a Town Manager, and it presently operates with a Council-Manager form of government. The legislative function is performed by the nine-member council, which is elected biennially. The Council formulates policies for the administration of the Town. The Town Manager is appointed by the Council to serve as the Town's Chief Executive Officer, with appointive and removal authority over department directors and other employees of the Town. The Town Manager is responsible for the implementation of policies established by the Council. An elected seven-member Board of Education appoints a Superintendent of Schools, who administers the education system of the Town.

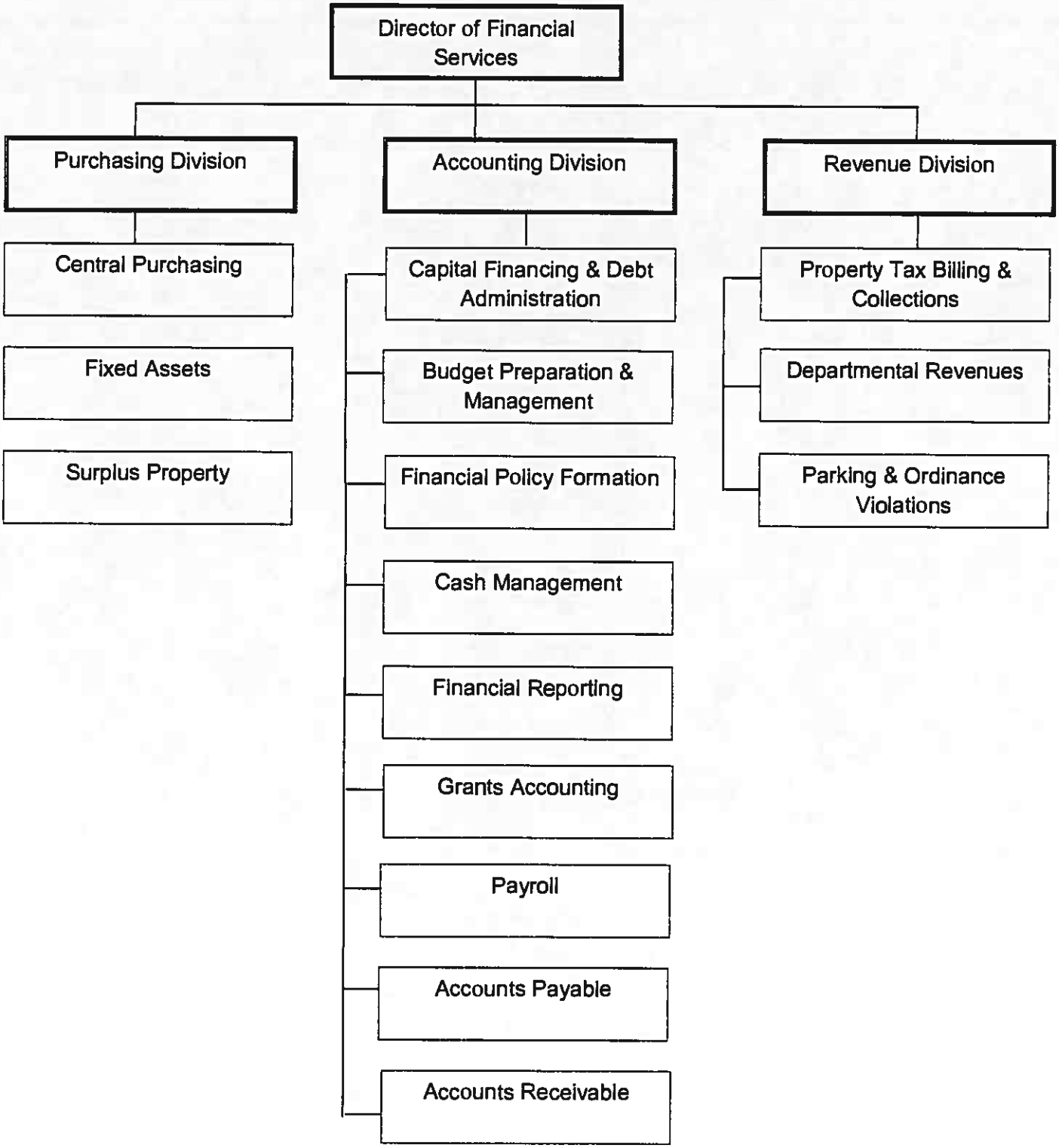
Town Departments include: Town Council, Town Clerk, Town Manager, Corporation Counsel, Registrars of Voters, Assessor, Information Technology, Financial Services, Employee Services, Fire, Police, Community Services, Public Works, Plant and Facilities, Human and Leisure Services, Library, and Education.

TOWN OF WEST HARTFORD, CONNECTICUT
TOWN GOVERNMENT
ORGANIZATIONAL CHART
Fiscal Year 2013

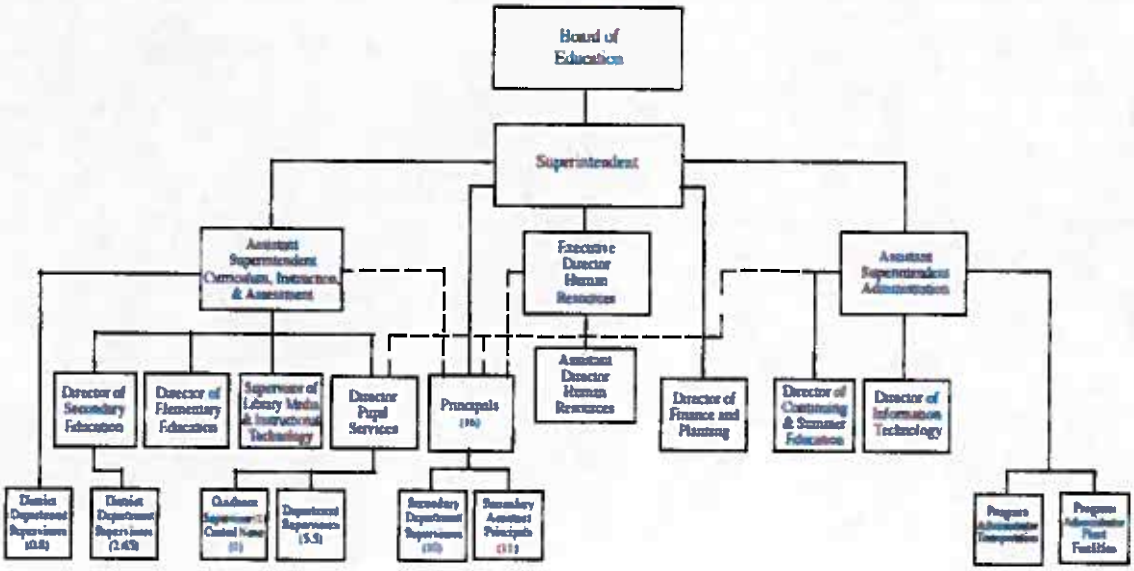


Note:
Dotted Lines = Indirect Report
Black Solid Line = Direct Report

TOWN OF WEST HARTFORD, CONNECTICUT
TOWN GOVERNMENT
FINANCIAL SERVICES DEPARTMENTAL FUNCTIONS
Fiscal Year 2013



West Hartford Public Schools
Organization Chart 2013-2014



Project Overview

The purpose of this project is to replace the current Financial Management, Payroll and Human Resource systems now in use by the Town and School District. The Town of West Hartford has recognized that the lack of an integrated financial system and financial management tools affects many departments ability to sufficiently process, track and report on the variety of financial and business data critical to their operations. In addition, limited financial information has resulted in a reliance on independent tracking methods that prevent users from both the Town and School District to easily share information within their respective departments.

The Town is seeking a proven municipal commercial off-the-shelf (COTS) Solution to encompass a Financial, Payroll and Human Resources system; with said systems to be integrated where applicable; to replace its existing systems. An integrated Financial Management System will provide the primary foundation for the Town and School District's financial and human resources administrative operations. The project entails the identification and implementation of an integrated financial management system that meets the Town and School District's fund accounting and business operating needs. The software solution should be easy-to-use, comprehensive, reliable, and able to consolidate all sources of the Town and School District's funding. Ultimately, the goal is to provide personnel, regardless of location, easy access to complete and reliable financial, human resources and payroll information as required.

Town-wide standardization of a financial management system used for day-to-day activities will result in a number of beneficial impacts throughout the Town and School District. Personnel will have access to the functions and information they need to communicate with other staff and perform their work, whether they are located in a central office or at the various departmental or schools located throughout the Town. Standardizing on a single integrated system will eliminate the confusion of dealing with multiple software tools, and will concentrate staff energies towards becoming more proficient with one integrated solution.

In summary, the Town prefers that the Solution be developed, implemented and supported by one Proposer, or by one Proposer in conjunction with a minimum of third-party Proposers; and further, that the Solution run on the current Microsoft® Windows® Server operating system and uses a current version of the Microsoft SQL Server database platform. Ideally, the Solution should operate in multiple environments for TEST, TRAIN and LIVE. The Town has no preference that the proposed software Solution be self-hosted or a hosted solution. Proposer may propose Software as a Service (SaaS) or hosted solution, including Disaster Recovery services, as an alternate proposal.

Definition of Integration

By use of the word 'integrated' we mean data records that are shared between modules, can be entered once into the system, and are automatically posted and/or updated in any other module or area where that same data record resides. This is as opposed to modules that may interface,

meaning data is communicated between subsystems, but independently of each other. As part of this RFP, please indicate when a module interfaces rather than is integrated with another part of the system.

Solution Preferences

- Must be a public sector fund accounting system.
- Meet the user set up, configuration, operation, and reporting standard set by software systems commonly used by Town and Board of Education organizations similar in size and scope to the Town.
- Provide fully integrated, high-level Dashboards.
- Provide online context sensitive Help within the application
- Provide Budgetary Control both at Legal & organizational levels.
- Provide Multi-Year Project and Grants Accounting.
- Provide Flexible Chart of Accounts to Accommodate State of CT Proposal for Uniform Chart of Accounts.
- Provide Flexible Year End Closing Functionality.
- Have automated reporting capabilities that meet the State of Connecticut and Federal Reporting requirements for financials, and tax reporting
- Have standard reporting capabilities including GASB 34 and CAFR.
- Eliminate manual, redundant data entry into shadow systems currently being used in many departments throughout the Town.
- Eliminate the reconciliation of data from various systems being used throughout the Town.
- Built-in Workflow Functionality with electronic approval processing
- Streamline and improve Town business processes
- Provide the Town with improved access to financial information.
- A system that allows importing and exporting of information into other applications including but not limited to current versions of: Microsoft Excel, Word, & Access.
- Enhanced, user-friendly, robust reporting capabilities to improve decision making, including but not limited to Microsoft SQL Server Reporting Services (SSRS), Excel and Access reporting tools.
- Automated and streamlined business practices through built-in Workflow and Scheduling functionality.
- Elimination or minimization of storing mission-critical data in external spreadsheets or databases.
- Enhanced security with single sign-on capability, preferably through Microsoft Active Directory;
- A complete, Proposer-supported system that is delivered on-time and within

budget, preferably by Proposer's in-house implementation staff, that will serve the Town well for future years (considerable weight will be assigned to Proposers who provide implementation services based on the Project Management Institute's methodology).

- A partnership with a Proposer that offers a Proposer-sponsored annual Conference where Town staff can attend to learn more about/how to better use Proposer's current and future products and services.
- Ongoing system viability and support by the Proposer, including minimally-disruptive annual upgrades and enhancements at little or no additional cost to the Town (cost of such included in the Town's annual maintenance agreement or similar).
- The Proposer who offers easily-accessed and fully trained teams for Technical Support and the option to purchase operating system and database support services, as well as a Proposer who offers their client base the opportunity to participate in beta testing for future product releases.
- The solution should be flexible and scalable in order to meet not only the current needs of the Town but also its future business and technology needs

Current Software & Technical Environment

Current Software Environment

Since 1999 the Town has used Performance Series by Cogsdale Corp. as the core financial application. The Town uses HTE to process its payroll. The Town also utilizes several ancillary software applications, some developed in house and others provided through a variety of software Proposers. Because of these disparate systems, the financial application is not fully integrated and the Town is required to maintain multiple systems in order to meet the intended business objectives. Below is a summary of financial, payroll and human resource systems:

- Performance Series (1999) – KPMG, TIER, Cogsdale – Shared by Town and West Hartford Public Schools
- Client Server GUI Based Application
- Windows 2012 & SQL Server 2005
    - Accounting
    - Budget
    - Accounts Payable
    - Accounts Receivable
    - Project Accounting
    - Purchasing
    - Fixed Asset

- VGOV (Vendor Self Service Portal) Windows 2000
- Fully Table Driven Application
- Flexible Chart of Accounts & Transaction Codes
- Basic Electronic Approval Processing
- Standard Reporting

- Current Payroll Environment
  - HTE Payroll (1995) – HTE, Sungard – Shared by Town and West Hartford Public Schools
  - ASP Based Application, AS400 IBM DB2/400
  - Disaster Recovery
  - Cognos Reporting
  - Employee Direct Deposit Portal – GHG Corporation

- Current Human Resource Environment
  - ABRA (1990) – Sage Software Inc. - Town
  - Phoenix Systems - Sungard Inc. - West Hartford Public Schools

- Current Check Printing, W2, 1099, 1099R, Positive Pay & ACH Processing Environment - Secure Pay Plus (1999) - OnPay Solutions Inc.

- Current Tax & Assessment Environment
  - Tax Collection & Administration (2011) Quality Data Systems
  - Vision Assessment & Appraisal System (2011) Vision Inc.

    * Please Note: We are not planning on replacing the Tax & Assessment applications at this time, but we will require a high level interface with these products.

<u>Current Technical Environment</u>

- The Town's network encompasses several buildings with a centralized Network Operations Center (NOC). Most resources are housed at this location due to redundant power capabilities and environmental control. There are other locations on the Town's network that are used for disaster recovery and limited asset hosting.
- The West Hartford Public Schools network does connect to the Town's but is segmented and each operates independently. The Schools network is multi-homed between the NOC and Town Hall.
- The Town's wide area network is connected through Town owned fiber optics running at 1 GBps and terminates at the NOC. The West Hartford Public Schools use a combination of leased fiber which terminates at Town Hall and Town owned fiber which terminates at the NOC.
- The Town uses HP Proliant Servers on Microsoft Windows Server platform. New server installations will be Windows Server 2012 at a minimum. The Town

primarily uses Microsoft Hyper-V for its virtualized environment. The West Hartford Public Schools use HP Proliant Servers and Dell PowerEdge servers.

Data Network

- The Town primarily uses CISCO switches, routers and adaptive security appliances. The town also utilizes CISCO UCS for its VOIP system.
- DMZ exists off of firewalls for publicly accessible assets.
- Most end users have a minimum 100Mbps connection
- The West Hartford Public Schools use a hybrid of Enterasys Equipment managing each site's LAN and CISCO for the WAN connections.
- Multiple VLANs are utilized on the BOED and Town networks to segments traffic and manage types of traffic.
- TCP/IP is the only protocol used on the WAN and LAN
- Current ISP is ~100Mbps for Town and ~1Gbps for the Schools.

Software

- The West Hartford Public Schools are a Google Apps for Education district with Gmail.
- The Town is a 2010 Exchange environment
- Virus protection for the Town is Symantec Endpoint, the West Hartford Public Schools are currently Kaspersky Antivirus but that might change after July 1st.
- Both the Town and Schools leverage Microsoft enterprise agreements with software assurance for current Microsoft Windows OS and Office versions.
- Both organizations use Microsoft SQL 2005 or higher.

* Please note wherever applicable the solution should work with all browsers including current versions of Internet Explorer, Google Chrome, Firefox, Safari etc.

Current Interfaces

Note: These interfaces need to be included in the integrated ERP software or the selected vendor needs to provide a migration plan to retain these existing flows as part of the implementation of the new ERP solution.

Interface Description/Data Flow	Source Application	Target Application
Send Positive Pay Files to Bank	Accounts Payable (Performance)/ Payroll	TD Bank North
Export of Payroll Direct Deposit	Payroll (HTE)	TD Bank North eEMS On-Line Direct Deposit Secure Pay Plus
Export Pension Direct Deposit	Pension Module (HTE)	TD Bank North eEMS On-Line

		Direct Deposit Secure Pay Plus
Export of Payroll Checks for Printing	Payroll (HTE)	Secure Pay Plus
Export Pension Checks for Printing	Pension Module (HTE)	Secure Pay Plus
Export a Utility Billing File to show payments	Utility Billing (NISC)/Accounting (Performance) SQL/DTS Interface	NISC
Import a Utility Billing Payment	NISC/SQL/DTS Interface	Utility Billing/Accounting
Import Credit Card Transaction File	Microsoft Access Interface (Visa Infospan)/JP Morgan SQLAGGREG (Performance)	Accounting (Performance)
Vendor Payment ACH File	Secure Pay Plus Accounts Payable (Performance)	TD Bank North
Import Time & Attendance	Telestaff/Firehouse SQL/DTS Interface	Payroll Module (HTE)
Export Disbursement, Payroll, Risk Check Issues	TD Bank North FTP Payroll Module (HTE) Microsoft Access Interface (Bank Reconciliation)	Accounting (Performance)
Export Payroll and Payroll Tax Distributions	Payroll Module (HTE) DTS Interface	Accounting (Performance)
Export W2/1099R Files	Payroll Module (HTE)	Secure Pay Plus
Export Payroll Expense Codes for Distribution Reports to Accounting	Payroll Module (HTE) Interface	Accounting (Performance)
Vendor Payment Notification ACH	Accounts Payable (Performance)	Vendors
Vendor Registration	V-GOV Procurement	Purchasing/Accounting (Performance)
Bid List	Microsoft Access Bid List Assign Bid Numbers	Web Based Bid List
Contract Management System (CMS)	Microsoft Access	Purchasing/Accounting (Performance)

Operation Statistics

Payroll Breakdown

Number of Employees (Town)	Biweekly	1276
Number of Employees (BOE)	Semi Monthly Balloon	736
	Semi Monthly 24PP	135
	Semi Monthly 20PP	410
	Biweekly	2209
	Biweekly-Cafeteria	81
	Total BOE	3571
	Total BOE & Town	4847
Number of Pensioners	Monthly	1050

Software System Requirements

This section provides a breakdown of the critical functions and features required on a module-by module basis. It is our intention that the selected system will meet, or exceed, all of the stated criteria. Integration of all these modules is required in order to ensure accuracy and timeliness, and to minimize duplication of effort. However, we recognize that each Proposer's software modules might not be organized in the same fashion as outlined on the following pages. The functionality of the overall software system is critical to the Town and the West Hartford Public Schools, not module name. As you respond to this RFP please identify the module that contains this functionality, if it is not within the designated module. Again, our primary goal is to find an integrated software solution that meets the functional needs of both the Town and the West Hartford Public Schools.

General Ledger

The general ledger should be a roll-up of the detailed transaction information typically originating within other installed modules, including accounts payable, accounts receivable, grants/projects, payroll, etc. The general ledger should, in detail, track all financial transactions by fund, department, object, source and program. The general ledger should allow users the ability to "drill down" to various levels of transaction information.

Financial statements should be generated on a fund accounting basis. The general ledger module must be able to store multiple years' worth of information in order to generate comparative information, and be able to retrieve information in a single log on, using budget and/or actual figures. It must accommodate standard fiscal year accounts, multi-year accounts, and user-defined

year accounts. This module should have financial report writer capabilities in order to produce numerous financial statements, with a variety of "roll-up" scenarios and consolidation reports.

Cash Management

Automate all aspects of treasury management including – Disbursement and Check Reconciliation functions from Accounts Payable and Payroll; Cash Receipts for both miscellaneous receipts as well as bill payments; a separate file for recording bank account transactions, including pooled cash; investments detail file, and a Debt detail file; cash flow forecasting, for any cash account for any date range, providing the option to integrate with accounting system transactions to provide a "budget vs. actual" cash flow file; and bank reconciliation to reconcile the Town's cash accounts (book balance) with their corresponding bank accounts (bank balance).

CAFR Builder

The CAFR module should simplify development of our comprehensive annual financial report.

Employee Self Service Portal

Give Employees greater access to key information and services. Employees should be able to update personal information, request leave or check compensation easily, confidentially, and securely over the web on any computer, and at any time that is convenient for them. The user should be able to gain access through secure connection using a unique username and password to log in to the system, and control permissions to view and change information.

Vendor Self Service Portal

A vendor self-service portal which will integrate with the purchasing module. Vendors should have the ability to register with the Town and submit bids as well as view their payment history.

Budget

The Budget module should be used to enter and track prior, current year Town and West Hartford Public Schools proposed financial budget figures. A key driver to generating the proposed budget and respective budget information is Full-Time-Equivalent employees (FTE's). Budget figures for FTE's and other expenditures should be entered in summary and/or line item detail, and generate reports based on Town departments or by West Hartford Public Schools business segments. The goal is to enter and submit budget requests online without reentry of information. Each Department/School should be able to submit their budget (derived originally from the previous year's FTE and expenditure information), and incorporate their respective budget into the overall Town and West Hartford Public Schools budgets. Please note that the Town and West Hartford Public Schools must maintain, track and report on separate budgets.

This module should also be able to track multiple revisions (budget adjustments) to original budget figures for a given fiscal year, as well as track comments/notes for line item details. Up to five budget revisions need to be tracked for a single year. The system should store multiple years of historical budget information, and allow the user to compare these figures using "budget vs. actual" across multiple fiscal years.

Purchase Order Requisition

Once a requisition obtains the necessary on-line department approvals, it should be routed to the Purchasing Department for review, supplier assignment, approval and conversion to an electronic purchase order document, which may be emailed to the supplier. The purchase order module should generate and track purchase orders from initiation to receipt of goods, and should track all items ordered by date, type and by supplier. Purchase order information should automatically update the accounts payable module. Receipts can be entered in either the accounts payables or purchase order modules to automatically update the status of items received or backordered.

Accounts Payable

The accounts payable module should track current and aged accounts payable transactions, and automatically update financial information in the general ledger. Accounts payable should maintain a complete historical record of each supplier, determine which invoices to pay by due date, default to pay date of a user defined number of days past invoice date (i.e., 30 days), and automatically print checks or initiate an Electronic Fund Transfer (EFT). This system should allow printing of cash requirement reports as well as a cash projection report. The accounts payable module should directly integrate with the purchase order and general ledger modules.

Accounts Receivable

The accounts receivable module should directly integrate with the general ledger. Accounts receivable should maintain current and aged accounts receivable balances, track cash receipts, post cash and adjustments entries to invoices and automatically update financial information in the general ledger. Accounts receivable should maintain a complete historical record of all client invoices and respective payments for a minimum of five (5) years. Would prefer that it processes Police Private Duty receivables. Should be able to print and or e-mail invoices.

Bid Management

The Bid Management module should allow the Town to create and manage an on line bid process. Separate requisitions for common items can be compiled into a single bid request. Bids can be uploaded to a web site and/or distributed via e-mail to potential Proposers. The module should controls the response dates, denying any responses received after the established closing time and date as well as securing all received responses until the official opening date and time. Items can be awarded in total or individually, with notifications sent via email once formally approved by the Purchasing Authority. Approved bids should then generate purchase requisitions for processing.

Contract Management

Create and approve contracts, including multi-year contracts, for purchases-and encumber the appropriate funds in advance, before details such as quantities and delivery dates are known. As the specifics become clear, create requisitions, purchase orders and invoices that refer to the contract to avoid re-encumbering the same funds. Allocate contracts by account or account segment, and define Milestones/Key dates that trigger optional Dashboard alerts. Be able to create

notification business rules to alert appropriate staff. Track any activity tied to the contract, including pending payments, open purchase orders and requisitions, and contract change orders. Contract management should be fully workflow enabled, and integrated with General Ledger, Requisitions, Purchase Orders and Accounts Payable. Provide Reports.

Inventory (optional)

The Town and/or West Hartford Public Schools may wish to use an inventory system to track and store information and history on capital assets that are purchased and/or currently in-place. In this case, the software should be integrated with the purchase order, accounts payable, and grant/project modules. "Drill-down" inquiry functions should provide easy look-up of inventory items.

Capital Assets

The capital assets module should provide full asset maintenance, tracking and reporting for Town/West Hartford Public Schools assets reportable under GASB 34. The module should calculate depreciation according to all common methods (MACRS, ACRS, straight line, etc.) recognized by the IRS. Standard reports should provide a full history, as well as future projections of asset values and depreciation schedules. Users should have the ability to import and export all and/or selected asset data to common file formats (Excel, ASCII, comma delimited).

Grants/Project Management

The grants/project management module should be able to interface to the general ledger, accounts payable and accounts receivable module. This module should track multi-year budget that does not lapse at year-end. This module should easily track income and expenditures against a grants/project. The module should track the entire grant/project process, from an initial inquiry to an approval of a grant/project. The grants/project module should allow users to set up funds or budgets for a grant/project.

Student Activity

Review and manage all deposits and purchases typically generated by a school's extra-curricular programs and activity clubs. Enable schools to manage multiple activities in one or many cash accounts, eliminating single-check book recording and reconciling so users can enter daily transactions directly into the system – including receipts and disbursements—and clear checks right from the program. To ensure up-to-date and accurate accounting of your transactions, Student Activity Tracker should seamlessly integrate with the General Ledger Module.

Human Resources

The Human Resources module should be integrated with the payroll module. This module should maintain employee's personal information, including employee pay rates according to tenured and non-tenured experience, sick time, and vacation time. The human resource module should track Town and West Hartford Public Schools positions, substitute teachers, benefits, personnel certifications, union memberships, training and education. Pay rates, benefit deductions and other

items should automatically interface with the payroll module. Elements of this module should include:

- Salary and salary changes • Position control
- Benefits and benefits changes • Applicant Tracking
- Employee change status tracking • CEU and Professional develop activities (tracking key employee status changes)
- Certification tracking • Historical employee information
- Performance/job evaluations • Customizable fields
- Employee Self-Service

As part of the Human Resources module, the Town and West Hartford Public Schools would like to replace paper intensive process and develop "electronic workflows" that notify appropriate parties and authorize changes to employee records. This module should connect to the current Human Resource system to obtain demographic and salary information. Depending on the change being tracked, a predefined approval process would be followed.

Applicant Tracking

Maintain data for job applicants by automating the hiring process from online application creation, processing and resume evaluation; to tracking applicant information and scheduling interviews; to building personnel records once a person is hired. Monitor and report on the status of all job requisitions and applicants, create unlimited customized conditions and applications for each position, and create reports of top scoring candidates to compare skills and qualifications. Be fully integrated with Human Resources Management and Payroll. And to ensure information is easily assessable, all job openings and associated information are available to them on the role-tailored Dashboard.

Payroll

The payroll module must accommodate multi-union operation and multiple pay frequencies for both the Town and West Hartford Public Schools. Critical to this module is the ability to make "balloon" payments to teachers for summer earnings. This module should support a wide variety of deductions and earning types associated with Town and/or West Harford Public Schools. Payroll must be highly integrated with the other modules of the software system (including human resources, grant/project and general ledger) to ensure all labor costs are captured and accurately reported. The payroll module must be able to encumber by employee. The payroll module should have robust reporting capabilities to meet the reporting requirements of the various unions and the Town/West Hartford Public Schools. Payroll should also include a portal for employees to access pay stubs and W2 information.

Pension (optional)

The Town requires a system to capture pension contributions, interest earned, accrual of time for vesting status and benefit calculation purposes, demographic information, beneficiaries, etc. The

time accruals need to account for adjustments due to military service, leave of absences, changes in employee status, etc. The system also needs to track retirees, including the Cost of Living Calculations and updates for retirees on their benefit amount. The system should integrate with the Payroll/HR system. The system will be required to generate yearly pension statements as well as provide data to Actuaries for analysis. The system will need to incorporate the flexibility to account for differences between bargaining units. The system will need to handle multiple pension plans, as there are currently three distinct plans to which employees/pensioners can belong.

Report Writer

Developing new and more meaningful reports is a critical component of the integrated system. The Town and West Hartford Public Schools require an easy to use, yet sophisticated report generator that will allow the organizations to create their own unique reports. The report writer should allow users to extract information and summarize on any piece of data captured in the system.

The report writer should be Windows-based, allowing drag & drop capabilities and allow for:

- Multiple report formats (using column heading and line descriptions);
- Sorting on any selected field;
- Computations based on selected fields or constant values;
- Selections of records using Boolean logic;
- Sub-totals and summary information on any selected field.

In addition, the Town and School District should have the capability to extract information from the integrated system and directly import it into Microsoft Word, Excel or Access. It is also critical that the software support the import and export of data to common file format standards, including ASCII and popular spreadsheets. It would be preferable if the system could directly import and export to existing Excel and Access data files using current DDE/OLE technology to simplify this process. Please note that the West Hartford Public Schools needs to create a variety of State of Connecticut's reports including the EDOO1 report & State Teachers' Retirement Board (STRB) Transmittal report. This level of reporting is important to produce within the integrated system. The Town will also need the ability to create the CAFR and GASB reporting required by the State of Connecticut.

Time and Attendance

The Town and West Hartford Public Schools need to implement an automated time and attendance software solution that will integrate directly to payroll. Currently both the Town and West Hartford Public Schools rely on hand written, paper documents that are entered manually on a regular basis. Both organizations need a simple-to-use and easy-to-access time and attendance system to enter and track employees' daily time within their respective department. The Town would also like to implement an electronic vacation and leave of absence form. The time tracking solution should be deployable using a software and/or hardware including: employee time clock hardware,

identification badges, web browser based and/or biometric employee verification. The time and attendance module should interface with Telestaff and Firehouse.

Procurement Card Interface

The Town and West Hartford Public Schools have implemented procurement cards for approved individuals in certain departments. The selected system should integrate with transactions made with these cards. The cards would be directly linked with the service provider and the selected system should be able to automatically interface with the provider in order to update the financial management system for these transactions.

On-Line Search Capabilities

Access to information directly from displays is an important component of the integrated system. The Town and West Hartford Public Schools require comprehensive on-line inquiry capabilities for all identified modules. These displays should allow users access to both summary and detail information within the system in a "drill down" fashion to support the "data mining" concept that is critical to the organization's operations. Search capabilities should be extensive, including but not limited to, partial text, phonetic, and field specific criteria. The displays should also allow users to sort information by a variety of pre-defined criteria.

Security

The integrated system needs to allow for various levels of security. This includes the following:

- Assign security level requirements by user profile or user group for all applications;
- Assign security by menu, screen and field option level;
- Assign independent security levels for creating, modifying, inquiry only and deleting information;
- Approval authorities can be assigned to individual users;
- Access to a subset of information (i.e. access to only specific HR or Payroll information).

Submittal Requirements & Instructions

Bid Process

The Town of West Hartford will receive sealed proposals until 2:00 PM on February 4, 2014 in the Purchasing Office of the Town of West Hartford. Please direct all mail to the following address:

Peter Privitera, Director of Financial Services
Town of West Hartford
50 South Main Street
West Hartford, CT 06107

The proposals will be publicly opened and read at this time. All Proposers are invited to attend this public opening, which will be held immediately following the closing time as specified above.

Any bid may be withdrawn prior to the above scheduled time for receiving bids, or any authorized postponement thereof. Any bids received after the date and time specified will NOT be considered. All proposals shall remain firm for a period of not less than one hundred eighty (180) days from the proposal due date, unless such period is extended, in writing, by both parties.

PROPOSAL INQUIRIES

Any questions regarding the content and intention of this RFP will be fielded and clarifications will be made. No questions or clarifications will be addressed unless received via email or in writing to Tammy Bradley, Sr. Buyer, at tammyb@westhartford.org or via fax at 860-561-7507 no later than close of business January 10, 2014. The responses to these questions and any addenda to this RFP will be posted on the Town's website by January 17, 2014.

INSTRUCTIONS

Proposals may be hand-delivered or mailed to the attention of Mr. Peter Privitera, Director of Financial Services, at the above address and must be in a sealed envelope clearly marked "Integrated Financial Management Software Solution." Please submit one (1) original and five (5) copies of the proposal. Also include a PDF electronic copy of the proposal on CD media or any other electronic media.

KEY PROJECT DATES

The key dates for this proposal are as follows:

In addition to the dates above, the Town may choose to perform onsite system testing to ensure compatibility with the Towns current hardware and infrastructure. Bid award and contracts may be subject to successful completion of these tests

Task	Date
Deadline for Questions	January 10, 2014
Bid Response Due	February 14, 2014
Selection of Finalists	February 28, 2014
Test Drive Proposer Presentations	March 14-28, 2014
Client Visits	April 4-18, 2014
Vendor Selected	First Week of May
Bid Award	First Week of May

METHOD OF AWARD

An Award will be made to the proposal presenting the Best Value; the Proposer whose system best meets the RFP criteria, and is in the best interests of the Town of West Hartford. The Town and West Hartford Public Schools are not obligated to select the lowest Proposer.

AWARD PROCEDURE

Based on the responses to the RFP, the project team will short-list and invite selected Proposers to participate in the next phase of the evaluation process, the "Test Drives". The "Test Drives" provide an opportunity for the Town and West Hartford Public School personnel to review the overall capabilities of the integrated financial management and human resource solution. The successful Proposers will receive written notice from the Town and be provided with information for this presentation. Please note that not all Proposers will be given an opportunity to provide a "Test Drive".

The Town and West Hartford Public Schools may also visit selected client reference sites to gain a better understanding of how the financial management system operates. The Town and West Hartford Public Schools reserve the right to accept or reject any proposal, and to request detailed responses to follow up questions following the Test Drives. All finalists will be provided an opportunity to clarify or detail responses to the same questions. All proposals will be considered valid for a period of one hundred eighty (180) calendar days from the proposal opening date, unless extended by the mutual agreement of the Town, West Hartford Public Schools and the selected Proposer.

The Town of West Hartford and the West Hartford Public Schools will evaluate every written bid submitted, and reserves the right to be the sole judge of which bid best meets the needs of the Town/West Hartford Public Schools. Prior to the award of the contract and during the course of the contract, the Town/West Hartford Public Schools reserves the right to negotiate changes in the scope and commensurate costs of the required services, as well as changes in the scope and/or cost of the enhancements offered by the Proposer to the Town/West Hartford Public Schools. As stated herein, the Town/West Hartford Public Schools encourages Proposers to submit any additional information or suggestions that they believe will enhance the Financial and Human Resource Management proposal on a cost-efficient basis.

EVALUATION CRITERIA

At the completion of this project, the Town and West Hartford Public Schools will review all information received to identify the successful Proposer. All Proposers will be evaluated based on the following criteria totaling 100 possible points:

Possible Points	Basis of Points Awarded
35	The Respondent's technical understanding of the project, its purpose, scope and field as evidenced by the quality of the proposal submitted, operational plan, staffing plan, and the proposed ERP product. (See Software Evaluation Criteria for more details)
25	Competitiveness of proposed fee, although the Town is not bound to select the respondent who proposed the lowest fees for services, the Town reserves the right to negotiate fees with the selected respondent.
20	Background and experience of the Respondent in providing similar services elsewhere, including the level of experience in working with Municipalities and/or other governmental bodies of similar size, and the quality of installation/transition either for other municipal or private sector clients.
10	Corporate Stability: Financial Stability, based on past three (3) years audited financial records; and review of references from other clients as provided in the proposal submitted, the references should be from organizations in which the program is operational; and determination that the contractor has no contractual relationships which would result in conflict of interest to the Town's contract.
100	Total Possible Points

Proposals in response to this request will be reviewed against the criteria listed above, and award of contract shall be made in accordance with standard purchasing procedures.

The Town and West Hartford Public Schools will select the Proposers, systems and/or modules it deems as the best possible solution and value for the Town and West Hartford Public Schools, which may not be the lowest priced option.

A Notice of Award will be issued to advise the successful Proposer of the intended award of the contract, and of the Proposer's obligations to the City and School District.

ASSIGNMENT OF CONTRACT

The Contract may not be assigned, sublet or transferred without the prior written consent of the Town and West Hartford Public Schools.

PRICES

Prices quoted must be firm, for acceptance by the Town of West Hartford, for a period of one hundred eighty (180) days. Prices shall include all applicable duties. Proposers shall be required to deliver awarded items at prices quoted in their original bid.

GUARANTEE

Equipment, materials and/or work executed shall be guaranteed for a minimum period of

one (1) year against defective material and workmanship. The cost of all labor, materials, shipping charges and other expenses in conjunction with the replacement of defective equipment, and/or unsatisfactory work, shall be borne by the Contractor.

FEDERAL, STATE AND LOCAL LAWS

All applicable Federal, State and local laws, rules and regulations of all authorities having jurisdiction over the locality of the project shall apply to the contract and are deemed to be included herein.

UNLESS OTHERWISE NOTED

It will be assumed that all terms and conditions and specifications will be complied with and will be considered as part of the Bid Proposal.

TAX EXEMPT

The Town of West Hartford is a qualified Government Agency and is exempt from paying State of Connecticut Sales Tax.

PERFORMANCE BONDS

Pursuant to Section 2-702 inclusive of the Purchasing Ordinances of the Town, all contracts for goods or services where the contract price is more than $50,000.00 will require a performance bond for the full amount of the contract that must be executed by a surety company licensed to do business in the State of Connecticut.

INDEMNIFICATION

The successful Proposer shall release defend, indemnify and hold harmless the Town of West Hartford and the West Hartford Board of Education, their respective boards and commissions, officers, officials, employees, agents, representatives, and servants from any and all suits, claims, losses, damages, costs (including, without limitation, reasonable attorneys' fees), compensation, penalties, fines, liabilities or judgments of any name or nature for injuries or alleged injuries to person (including sickness and death) or to property, or financial losses, sustained or alleged to have been sustained by any person or concern, including officers, agents, servants, employees, contractors and subcontractors of the Town or the successful Proposer arising or alleged to have arisen out of the negligent, grossly negligent, reckless or intentional performance or failure to perform any part of this agreement by the Proposer or by anyone acting under the supervision of the Proposer. This indemnity shall not be affected by other portions of this agreement relating to insurance requirements.

The successful Proposer shall release, defend, indemnify and hold harmless the Town of West Hartford and the West Hartford Board of Education, their respective boards and commissions, officials, officers, employees, agents, representatives, and servants from any and all suits, claims, losses, damages, costs (including, without limitation, reasonable attorneys' fees), compensation, penalties, fines, liabilities or judgments that may arise out of the failure of the successful Proposer, its officers, agents, employees, contractors, subcontractors, or anyone directly or indirectly employed by them to comply with any laws, statutes, ordinances, codes, and rules and regulations or the United States of America, the

State of Connecticut, the Town of West Hartford, or their respective agencies. This indemnity shall not be affected by other portions of the agreement relating to insurance requirements.

Non-Discrimination

The Proposer in performing under this agreement shall not discriminate against any workers, employee or applicant or any member of the public because of race, creed, color, religion, age, sex, marital status, national origin, mental retardation or physical disability, including but not limited to blindness, unless it is shown by Proposer that such disability prevents performance of the work involved, in any manner prohibited by the laws of the United States or the State of Connecticut, nor otherwise commit an unfair employment practice. Proposer will take affirmative action to insure that applicants are employed and that employees are treated during employment without regard to their race, creed, color, religion, age, sex, marital status, national origin mental retardation or physical disability, including but not limited to blindness, unless it is shown by Proposer that such disability prevents performance of the work involved, in any manner prohibited by the laws of the United States or the State of Connecticut, nor otherwise commit an unfair employment practice. Proposer agrees that this non-discrimination clause will be incorporated in all contracts entered into by it with suppliers of services or materials, contractors and sub-contractors and all labor organizations furnishing skilled, unskilled and craft unions skilled labor or whom may perform any such labor or services in connection with this agreement.

Contract for Services

The Town and Proposer expressly agree that this is an agreement for the provision of the specific services herein described; that Proposer is to perform those services for the term set forth herein and pursuant to the provisions of this agreement; that the Proposer(s) are independent contractors, not employees of the Town, for these purposes and as such neither they nor their employees are entitled to any Town employment benefits, including without limitation, life and health insurance, vacation and sick leave, pension rights or workers compensation.

Insurance

Respondents shall provide insurance coverage per the attached Insurance Exhibit.

Public Information & Ownership of Documents

All proposals submitted and information included therein or attached thereto shall become public records upon award. All documents created by the Proposer during the completion of their contract requirements shall become the property of the Town, including any data bases and information systems that are created.

Examination of Documents

Proposers shall thoroughly examine and be familiar with these proposal documents. The failure or omission of any Proposer to examine these documents shall in no way relieve any Proposer of obligations with respect to this Request For Proposals. The submission of a proposal shall be taken as prima facie evidence of compliance with this paragraph. The response and the Request for Proposals shall become part of any agreement by reference.

Software Evaluation Criteria

Project Objectives

One objective of this software selection project is to identify the useful functions in the current system, and to note the information and processes that require change and/or updating in order to better meet important business needs. While evaluating the prospective systems, we intend to focus on specific areas of concern, which include:

- Eliminating redundancy and unnecessary duplication of efforts;
- Improving timeliness, accuracy and value of information captured and stored;
- Allowing for up-to-the-minute information to management to support critical business decisions;
- Integration between modules.

System Platforms

As indicated previously, the Town and West Hartford Public Schools have standardized on the Windows operating system, and have implemented Windows 2000/2003/2008 network servers and Windows 7 as the desktop standard. These standards are preferable to allow users to take advantage of all Windows capabilities. The database for the integrated system should be based on a currently available and standard relational database product.

"Test Drive"

After all responses to the RFP have been evaluated and reviewed, the Town and West Hartford Public Schools may select two to three Proposers to move into the next phase of evaluation. The "Test Drive" is the phase of evaluation that will allow the Town and West Hartford Public Schools to see the proposed system first hand. The Project Team will develop and provide the selected Proposers in advance with operational scenarios in order to confirm that the software will meet the organizational needs. It is our goal to "test drive" the selected systems to confirm ease of use, flow of information entered, and ability to capture and extract data.

Response Guidelines

To assist Proposers in successfully responding to the Request for Proposal, we have developed a proposal outline and several documents that must be completed and submitted with the proposal. Please use additional space as needed but format your responses as outlined below:

I. Proposer Information
II. A Statement of Qualifications
III. References
IV. Package Profile
V. Report Writer
VI. Conversion
VII. System Implementation
VIII. Project Management

IX. Training
X. Annual Maintenance
XI. Cost Summary

I. Proposer Information

The first section of your proposal should include the following:

Company Information

a. Company Name, Address, Phone Number, Fax Number, Email Address, and Web Site.
b. Name and Title of the Individual(s) authorized to make representations for the Proposer.

The Proposer shall represent and warrant in the proposal that:

a. The software proposed shall conform to the Proposer's written specifications.
b. The software proposed shall function according to published manufacturer specifications at the acceptance date for such software.
c. The Proposer shall also modify, adjust, repair and/or replace said software as the Town/West Hartford Public Schools deem it to be necessary or appropriate to have it perform in full accordance with the Proposer's written specifications.

II. "Statement of Qualifications" that contains the following:

a. Historical, financial, sales and organizational information.
b. A brief description of the installed project(s) of the software solution that is of similar size and scope as is proposed. Information related to other relevant project experience may be provided. If applicable, provide experience and qualifications for all proposed subcontractors.

Resumes of all personnel who will manage the project, as well as their qualifications and experience in similar projects.

Note: Any personnel assigned to this project may not be substituted with other personnel without advance written approval by the Town and West Hartford Public Schools. Any proposal to substitute shall be in writing and include the substitute's experience and qualifications. The Town and West Hartford Public Schools reserves the right to reject and substitute.

III. References:

Four (4) Municipal and/or School references from similar projects.

(Preference is two (2) references for the Town and two (2) references for the School District). The systems installed at the reference sites must be comparable to that being proposed. References must include the following information:

a. Municipality/School District name and address.
b. Date of installation.
c. Configuration.
d. Contact information and phone number(s) of functional system users.

Four (4) Municipal/School references where software support is being provided. (Preference is two (2) references for the Town and two (2) references for the School District.) References must include the following information:

a. Municipality/School District name and address; contact and phone number(s) for those responsible for making support calls and working directly with the Proposer to resolve.
b. Support services used (coverage periods and response times).
c. Date support initiated.
d. Products supported.
e. Configuration.
f. Geographic area.

IV. Package Profile

Please answer the following questions for each proposed application package. If multiple software packages are proposed, please complete this information for all packages. You may respond to this section separately by referencing section and number.

1. Name and release of proposed system: _____
2. Date of first release of proposed system: _____ /_____ /_____
3. Last major release date of proposed system: _____ /_____ /_____
4. Next planned release date of proposed system: _____ /_____ /_____
5. Please indicate major enhancements made to the software over the last three years (by version/release date):

   _____
   _____
   _____

6. Next release version number: _____
7. Frequency of:
   Major releases: _____
   Minor releases: _____
8. Effect of client modifications on application of new releases:

   _____

9. Programming language and/or development tool for your software:

   _____
   _____

10. Identify the data architecture and database for your software (please give the product name and supplier). Also, please provide a pictorial presentation of your data architecture. (i.e. data model).

11. Hardware and operating systems your software runs on:

12. Warranty period (included in purchase price):

13. Please explain your policy on applying customizations for clients, and the effect of these changes on warranty agreements and ongoing support. Include pricing structure:

14. Effects of client modifications on warranty policy:

15. Please explain your policy on creating interfaces (on-line or batch) to other software packages. Is there a standard import/export formula or template available that supports common formats, such as CSV? Are you willing to support interfaces that you create? Is there any effect on software warranty agreements? Describe your pricing policy/hourly rate for such work.

16. Please indicate any other applications that may meet the Town's needs:

17. Please indicate optional Software support services:

18. Please indicate any other optional project/change management services offered:

_____

19. Existence of national users group
    Contact _____
    Location _____
20. Existence of local users group
    Contact _____
    Location _____
21. Additional modules available (not part of proposed solution)
    _____
    _____

22. Please describe the number of personnel and level of expertise required to properly and efficiently operate the proposed hardware, software system and application package(s):
    _____
    _____
    _____

23. Describe your current customer base (please separate by module). Please fill out the chart below at a minimum:

Installs	General Ledger	Payroll & HR

24. Provide the number and names of Connecticut Towns/School Districts that are currently using the integrated software. Please provide detail for each organization, including the length of time your software has been in place, in particular the version suggested in this proposal.

    Town _____ School District _____

25. Do you provide the source code with software delivery? If not, can the source code be purchased and what is the cost?
    _____
    _____

26. Please explain your major, functional plans for the software modules/applications you are proposing. Please explain any future plans in the areas of: user interface, platform (hardware and operating system), source language, etc., including dates:
    _____
    _____

_____

27. Average response time for fixing software bugs. Describe your problem escalation process, and provide a flow chart with key resources and their contact information.

_____

_____

28. Are products offered as an integrated package or as a series of modules?

_____

29. With which purchasing card services do you interface?

_____

30. With which GIS applications do you interface?

_____

31. What must a licensed customer do to receive a new version or release of a product?

_____

_____

32. Describe the extent of the user, system and program documentation provided with the system. Include samples with your proposed materials.

_____

_____

33. Quantify the number of personnel within your organization including:

Number of support personnel _____

Number of sales personnel _____

Number of R&D personnel _____

Number of other personnel _____

34. Describe your approach to technical support and note your guaranteed response time:

_____

_____

V. Report Writer

As indicated previously, the Town and the West Hartford Public Schools requires the capabilities to automatically generate key reports. Please provide additional detail on the capabilities of the proposed report writer and/or how these report requirements will be fulfilled.

VI. Conversion

a. Describe conversion services provided.

b. Describe your approach to the conversion of legacy data into proposed system.
c. Describe how you will assist the Town in determining what data will be converted into the new system?
d. Describe ability to convert and access historical data from current systems.
e. Include a description of the tasks required to load or build the databases and the person(s) responsible for each task.
f. Describe any conversion aids that may be available.
g. Provide a time table of the conversion process.
h. Explain the costs associated with data conversion and how they are determined.

VII. System Implementation

a. Describe how you transition from the sales cycle to the implementation phase
b. Provide a comprehensive description of your company's methodology for implementing your proposed software solution.
c. Estimate the overall duration and effort required to implement the system.
d. Include a brief description of the implementation and estimated time for each task.
e. Provide information on your project staffing with respect to implementation.
f. Please specify the client responsibilities and estimate the required resources.
g. Provide information on your recommended sequence of implementation for modules/groups of modules.
h. Estimate the amount of time you typically dedicate to implementing the recommended system at an organization comparable in size and complexity to the Town and West Harford Public Schools.
i. Will 3rd party resources or contractors be utilized during this project?

VIII. Project Management

a. Provide your approach to Project Management and the governance of the proposed implementation project.
b. Describe how you intend to manage and secure the project materials that are produced during the proposed project.
c. Describe the project management resources that will be assigned to the Town project.
d. Describe the roles and responsibilities of both the Proposer and Town project managers.
e. What percentage of your project managers are certified Project Management Professionals (PMP)?

IX. Training

a. Identify the amount of time you would devote to training system users by application area and what, if any, follow-up training is available.
b. Detail the training method(s) available.
c. Detail the Information System (IS) personnel training requirements.

d. Specify how much of the above user and IS training is included in the proposed software costs, and where the training would take place.
e. Include a list, if applicable, of training materials that would be provided. Specify what training materials are provided with new releases and how they are distributed.

X. Annual Maintenance

a. Identify how annual maintenance fees are calculated.
b. State the commencement of the annual maintenance period.
c. Note the services that are included in the annual maintenance program.

Cost Summary

Please complete all cost summaries for two different configurations. Configuration A assumes the Town and West Hartford Public Schools will host solution. Configuration B assumes the vendor will host the solution.

In Addition, The West Hartford Public Schools may decide not to implement the budget, human resource and applicant tracking modules, please show the cost savings on a separate worksheet.

a. Software and annual maintenance costs.
b. Consulting Services
c. Training Services
d. Conversion services
e. Custom/Enhancement costs – Be sure to identify the module, feature, cost and timeframe for availability – 90 days, a year, etc. Use the comment field to provide the date the enhancement will be available.
f. Hardware and operating system software – Provide a description of all standard hardware and/or system, software required to operate the system and related costs if additional, for example, license fees (i.e. Database, report writer costs, etc.).
   *Please note: Include any additional costs in your proposal that may have been omitted in providing a "Total Solution". Inclusive of all costs Include all Travel & Lodging expenses.

Configuration A – Locally Hosted Application (Town)

Software and Annual Maintenance Costs

Application Software Module	Software Price	Annual Maintenance Price	Total
General Ledger			
Budget			
Accounts Payable			
Accounts Receivable			
Purchase Requisitions			
Bid Management			
Purchase Orders			
Capital Assets			
Student Activity Accounting			
Grant/Project Accounting			
Human Resource			
Payroll			
Custom Report Writer			
Time and Attendance			
Procurement Card Interface			
CAFR Reporting			
Inventory (optional)			
Pension Administration (optional)			

Total _____

Consulting Service Costs

Application Software Module	Rate $ per Day	Max Number of Days	Total
General Ledger			
Budget			
Accounts Payable			
Accounts Receivable			
Purchase Requisitions			
Bid Management			
Purchase Orders			
Capital Assets			
Student Activity Accounting			
Grant/Project Accounting			
Human Resource			
Payroll			
Custom Report Writer			
Time and Attendance			
Procurement Card Interface			
CAFR Reporting			
Inventory (optional)			
Pension Administration (optional)			

Total _____

Training Services Costs

Application Software Module	Rate $ per Day	Max Number of Days	Total
General Ledger			
Budget			
Accounts Payable			
Accounts Receivable			
Purchase Requisitions			
Bid Management			
Purchase Orders			
Capital Assets			
Student Activity Accounting			
Grant/Project Accounting			
Human Resource			
Payroll			
Custom Report Writer			
Time and Attendance			
Procurement Card Interface			
CAFR Reporting			
Inventory (optional)			
Pension Administration (optional)			

Total _____

Conversion Services Costs

Application Software Module	Rate $ per Day	Max Number of Days	Total
General Ledger			
Budget			
Accounts Payable			
Accounts Receivable			
Purchase Requisitions			
Bid Management			
Purchase Orders			
Capital Assets			
Student Activity Accounting			
Grant/Project Accounting			
Human Resource			
Payroll			
Custom Report Writer			
Time and Attendance			
Procurement Card Interface			
CAFR Reporting			
Inventory (optional)			
Pension Administration (optional)			

Total _____

Custom/Enhancement Costs

Application Software Module	Number of Days	Total Amount	Comments
General Ledger			
Budget			
Accounts Payable			
Accounts Receivable			
Purchase Requisitions			
Bid Management			
Purchase Orders			
Capital Assets			
Student Activity Accounting			
Grant/Project Accounting			
Human Resource			
Payroll			
Custom Report Writer			
Time and Attendance			
Procurement Card Interface			
CAFR Reporting			
Inventory (optional)			
Pension Administration (optional)			

Total _____

Hardware and Operating System Software Costs

Recommended Hardware and Operating System Software

Description	Price	Single Year Maintenance Price	Total

Total _____

Grand Total (Town Hosted Solution) _____

Configuration B – Application Service Provider (ASP) Hosted

Software and Annual Maintenance Costs

Application Software Module	Software Price	Annual Maintenance Price	Total
General Ledger			
Budget			
Accounts Payable			
Accounts Receivable			
Purchase Requisitions			
Bid Management			
Purchase Orders			
Capital Assets			
Student Activity Accounting			
Grant/Project Accounting			
Human Resource			
Payroll			
Custom Report Writer			
Time and Attendance			
Procurement Card Interface			
CAFR Reporting			
Inventory (optional)			
Pension Administration (optional)			

Total _____

Consulting Service Costs

Application Software Module	Rate $ per Day	Max Number of Days	Total
General Ledger			
Budget			
Accounts Payable			
Accounts Receivable			
Purchase Requisitions			
Bid Management			
Purchase Orders			
Capital Assets			
Student Activity Accounting			
Grant/Project Accounting			
Human Resource			
Payroll			
Custom Report Writer			
Time and Attendance			
Procurement Card Interface			
CAFR Reporting			
Inventory (optional)			
Pension Administration (optional)			

Total _____

Training Services Costs

Application Software Module	Rate $ per Day	Max Number of Days	Total
General Ledger			
Budget			
Accounts Payable			
Accounts Receivable			
Purchase Requisitions			
Bid Management			
Purchase Orders			
Capital Assets			
Student Activity Accounting			
Grant/Project Accounting			
Human Resource			
Payroll			
Custom Report Writer			
Time and Attendance			
Procurement Card Interface			
CAFR Reporting			
Inventory (optional)			
Pension Administration (optional)			

Total _____

Conversion Services Costs

Application Software Module	Rate $ per Day	Minimum Number of Days	Minimum Total	Max Number of Days	Total
General Ledger					
Budget					
Accounts Payable					
Accounts Receivable					
Purchase Requisitions					
Bid Management					
Purchase Orders					
Capital Assets					
Student Activity Accounting					
Grant/Project Accounting					
Human Resource					
Payroll					
Custom Report Writer					
Time and Attendance					
Procurement Card Interface					
CAFR Reporting					
Inventory (optional)					
Pension Administration (optional)					

Total _____

Custom/Enhancement Costs

Application Software Module	Number of Days	Total Amount	Comments
General Ledger			
Budget			
Accounts Payable			
Accounts Receivable			
Purchase Requisitions			
Bid Management			
Purchase Orders			
Capital Assets			
Student Activity Accounting			
Grant/Project Accounting			
Human Resource			
Payroll			
Custom Report Writer			
Time and Attendance			
Procurement Card Interface			
CAFR Reporting			
Inventory (optional)			
Pension Administration (optional)			

Total _____

Hardware and Operating System Software Costs

Recommended Hardware and Operating System Software

Description	Price	Single Year Maintenance Price	Total

Total _____

Grand Total (Vendor Hosted ASP Solution) _____

INSURANCE EXHIBIT
REQUEST FOR PROPOSALS
INTEGRATED FINANCIAL MANAGEMENT & HUMAN RESOURCE SYSTEM

For the purpose of this exhibit: the term "Provider" shall also include their respective agents, representatives, employees or subcontractors; and the term "Town of West Hartford and West Hartford Board of Education" ("Town") shall include their respective officials, boards and commissions, officers, representatives, agents, servants, employees and volunteers.

The Provider shall obtain and maintain at its own cost and expense all the insurance described below continuously for the duration of the contract, including any and all extensions. Provider shall assume any and all related costs, including but not limited to, deductibles, retentions, losses, claim expenses, premiums, taxes, and audit charges earned and payable under the required insurance.

A. Minimum Scope and Limits of Insurance:

The required insurance shall meet the minimum scope and limits of insurance specified in this exhibit, or required by applicable federal, state and/or municipal law, regulation or requirement, whichever coverage is greater. Providing proof of the minimum scope and limits described in this exhibit shall not exclude the Town from additional limits and coverage provided under the Provider's policies.

1) **Commercial General Liability:**
$1,000,000 combined single limit per occurrence for bodily injury, personal injury, property damage, contractual liability and products /completed operations. Provider shall continue to provide products/completed operations coverage for two (2) years after completion of the work.

2) **Automobile Liability and Physical Damage Coverage:**
$1,000,000 combined single limit per occurrence for any auto, including statutory uninsured/underinsured motorist coverage and $1,000 medical payments. Policy shall include collision and comprehensive property damage coverage. If a vehicle is not used in the execution of the contract then automobile coverage is not required.

3) **Umbrella Liability:**
$1,000,000 per occurrence. All umbrella policies shall be following form and list the existing underlying insurance policies. Umbrella liability coverage may be included to meet minimum requirements.

4) **Technology Errors & Omissions:**
$1,000,000 per claim, $2,000,000 annual aggregate.

5) **Commercial Crime Bond:**
$1,000,000 Employee Theft, $1,000,000 Forgery & Alteration, $1,000,000 Theft of Monies & Securities, $1,000,000 Computer Fraud and $1,000,000 Funds Transfer Fraud. **The Bond shall name the Town of West Hartford and West Hartford Board of Education as Joint Loss Payee for purposes of this Contract.**

6) **Workers' Compensation and Employer's Liability:**
Statutory coverage in compliance with the Workers' Compensation laws of the State of Connecticut. Coverage shall include Employer's Liability with minimum limits of $100,000 each accident, $500,000 disease/policy limit, $100,000 disease/each employee.

The Provider represents that they are currently in compliance with all requirements of the State of Connecticut regarding Workers' Compensation, Connecticut Statutes Section 31-275 et seq., and that if shall remain in compliance for the duration of this Agreement. The Provider agrees that Workers' Compensation is their sole remedy and shall indemnify and hold harmless the Town of West Hartford, West Hartford Board of Education and their respective officials, boards and commissions, officers, representatives, agents, servants, employees and volunteers from all suits, claims, and actions arising from personal injuries to Provider, their agents, representatives, employees or subcontractors sustained during the course of providing services to the Town, however caused. This indemnity shall not be affected by a lapse of Workers' Compensation coverage and/or if The Provider chooses not to obtain required Workers' Compensation insurance.

7) **Personal Property:**
The Town shall not be responsible to the Provider for any injury or damage caused to the Provider's property, however caused. All property of the Provider and its agents shall be brought or maintained on the Town property at the sole risk of the Provider. To the extent permitted by law, the Provider agrees to indemnify, defend and hold harmless the Town from any and all losses or damages, however caused, to any and all personal property belonging to the Provider, its agents, representatives, employees and/or subcontractors.

B. Additional Insured Endorsement:
All liability policies (with exception of Workers' Compensation and Technology Errors & Omissions) shall include the Town of West Hartford, the West Hartford Board of Education and their respective officials, boards and commissions, officers, representatives, agents, servants, employees and volunteers as an Additional Insured and shall include, but not be limited to, investigation, defense, settlement, judgment or payment of any legal liability. The policy shall not contain any special limitations on the scope of protection afforded to the Town. Any Insured vs. Insured language shall be amended to eliminate any conflicts or coverage restrictions between the respective Insureds.

C. Acceptability of Insurers:
Provider's policies shall be written by insurance companies authorized to do business in the State of Connecticut, with a Best's rating of no less than A:VII, or otherwise deemed acceptable by the Town's Risk Manager.

D. Subcontractors:
All subcontractors are required to comply with all the insurance requirements stated herein. The Provider shall include all subcontractors as an insured under its policies or shall furnish separate certificates and endorsements for each subcontractor.

E. Waiver of Subrogation:
All required insurance policies shall include a waiver of subrogation clause that states that it is agreed that in no event shall the insurance company have any right of recovery against the Town. When the Provider is self-insured, the Provider agrees it shall not have any right of recovery against the Town.

F. Claims-Made Form:
When insurance coverage is underwritten on a claims-made basis, the retroactive date shall be prior to or coincident with the date of the contract. The certificate of insurance shall state the retroactive date and that the coverage is claims-made. The Provider shall maintain coverage for the duration of the contract and for the two (2) years following the completion of the contract. Evidence of such coverage shall be provided to the Town thirty (30) days prior to each policy expiration.

G. Aggregate Limits:
When a general aggregate is used, the general aggregate limit shall apply separately to the project or shall be twice the occurrence limit. The certificate of insurance shall state the aggregate limits. The Provider shall notify the Town with reasonable promptness with information concerning the erosion of limits due to claims paid under the general aggregate during the contract term. When the aggregate limit is eroded, the Provider shall reinstate or purchase additional limits to meet the minimum limit requirements at the Provider's expense.

H. Deductibles and Self-Insured Retentions:
The certificate of insurance shall declare the deductibles and/or self-insured retentions for all required policies. The Provider shall assume all costs related to the all deductibles or self-insured retentions.

I. Notice of Cancellation or Nonrenewal:
Each required insurance policy shall not be suspended, voided, cancelled or reduced except after prior written notice has been given to the Town in compliance with Connecticut statutes Sec.38a-323 and Sec.38a-324.

J. Other Insurance Provisions:
1) Provider's insurance coverage shall be primary and non-contributory with respect to the Town. Any Town insurance or self-insurance shall be excess of the Provider's insurance and shall not contribute with it.

2) Required policies shall state that the insurance coverage shall apply separately to each insured against whom a claim is made or suit is brought.

3) Any failure to comply with the claim reporting provisions of the policy shall not affect coverage provided to the Town.

K. Verification of Coverage:
The Provider shall provide the Town with certificates of insurance, declaration pages, policy endorsements or provisions confirming compliance with this exhibit before work commences. The certificates and endorsements for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. Renewal of expiring certificates shall be filed thirty (30) days prior to expiration. The Town reserves the right to require complete, certified copies of all required policies, at any time.

All insurance documents required by this exhibit should be mailed to: Town of West Hartford, Risk Management Division, 50 South Main Street, West Hartford, Connecticut 06107.

L. Failure to Purchase or Maintain Insurance:

If the Town or the Provider is damaged by failure of the Provider to purchase or maintain the required insurance, the Provider shall bear all reasonable costs including, but not limited to, attorney's fees and costs of litigation, properly attributable thereto.