

TOWN OF GREENWICH
PURCHASING DEPARTMENT
101 Field Point Road
Greenwich, CT 06830
(203) 622-7881

NO.: 7463 RFP

ISSUE DATE: 1/31/19

DEADLINE DATE: 3/05/19

DEADLINE TIME: 2:00 PM

 REQUEST FOR BID

 X REQUEST FOR PROPOSAL

PRE-PROPOSAL CONFERENCE

TIME AND DATE: _____

LOCATION: _____

ITEM/CATEGORY FINANCIAL SYSTEMS SOFTWARE

LOCATION GREENWICH, CT

 PREQUALIFICATION

 X STANDARDS/SPECIFICATIONS (ATTACHED)

 X INSURANCE REQUIRED (SEE ATTACHED)

PLEASE NOTE:

1. Sealed Bids/Proposals are due at the Town of Greenwich Purchasing Department on date noted. NO bids/proposals will be accepted after the date and time specified above. Whether the bid/ proposal is sent by mail or commercial express service, the bidder/proposer shall be responsible for actual delivery of the bid/proposal to the PURCHASING DEPARTMENT before the deadline time. Bids/proposals received after the deadline time will not be considered. PLEASE CLEARLY INDICATE BID/PROPOSAL NUMBER ON LOWER LEFT-HAND CORNER OF ENVELOPE.
2. BIDS/PROPOSALS ARE NOT ACCEPTED BY FAX OR E-MAIL.
3. COMPANY NAME AND ADDRESS MUST CONFORM ON ALL DOCUMENTS INCLUDING INSURANCE DOCUMENTS. A POST OFFICE BOX ADDRESS IS NOT ACCEPTABLE.
4. Bid/Proposal number must appear on all bids and related correspondence.
5. The Town of Greenwich is exempt from Federal and State Taxes.
6. The Town will consider an alternate bid only if bidders have been permitted to provide an alternate bid. An alternate bid must be clearly identified as such in order to be considered by the Town.
7. Stated prices are to be FOB destination inside delivery, unless otherwise specified herein.
8. Terms and Conditions indicated on reverse.



Renata Michalski, Senior Buyer

An Affirmative Action/Equal Opportunity Employer, M/F/H

Terms and Conditions

Bidders shall familiarize themselves with all provisions of the specifications and shall not at any time after submitting bid, dispute any of the specifications or assert that there was any misunderstanding in regard to the furnishing and delivering of the items called for in the proposal.

The Town of Greenwich reserves the right to issue addenda as needed on bids/proposals.

The Town of Greenwich reserves the right to reject any and all bids not deemed to be in the best interest of the Town of Greenwich, or to accept that bid which appears to be in the best interest of the Town of Greenwich. The Town of Greenwich reserves the right to waive any informalities in or reject any or all bids, or any part of any bid.

References to a particular trade name or manufacturer's catalog or model number are made for descriptive purposes to guide the bidder in interpreting the requirements of the Town of Greenwich. They should not be construed as, nor are they intended to exclude proposals on other types of materials, equipment and supplies. However, the bidder, if awarded a contract will be required to furnish the particular item referred to in the specification or description unless a departure or substitution is clearly noted and described in the proposal.

Respondents shall provide one proposal and bidders one bid price for each specified required line item with no more than one total lump sum bid, unless allowed to do otherwise by the solicitation. Respondents shall provide no more than one bid reply unless allowed by the solicitation. Bidders shall not include in their prices any Federal or State taxes from which the Town of Greenwich is exempt.

The successful bidder/s shall indemnify the Town of Greenwich against all losses, claims, actions and judgments brought or recovered against the contractor or the Town of Greenwich. Any respondent that takes exception to the insurance requirements set forth by the Town of Greenwich Risk Manager shall be deemed unresponsive.

No proposal shall be received from, or contract awarded to, any person, firm or corporation who is in default or in debt to the Town of Greenwich for non-performance of any contract, or who is a defaulter as surety or otherwise from any obligation to the Town of Greenwich.

Bids must be signed in ink by the vendor. No bids shall be made in pencil. Any bids showing any erasures or alterations must be initialed by the bidder in ink. Failure to sign and give all information requested in the proposal may result in the bid being rejected.

Quantities as listed on the bid sheets are estimated for bidding purposes only. Award of contract shall be for the quantities actually ordered as needed during the contract period. However, the Town of Greenwich reserves the right to increase or decrease the quantities by 10%.

Unit prices quoted shall be net exclusive of all taxes, and must include all transportation, delivery and unloading costs; fully prepaid F.O.B. destination in place inside delivery. Debris, if any, removed.

The Town of Greenwich reserves the right to make awards on an item by item, total or lump sum basis. Where an award is made on an item by item basis, the unit price prevails. The Town reserves the right to make award in best interest of its own operation. All awards are contingent upon certification by the Town Comptroller that funds are available in appropriate accounts.

It is understood that prices shall hold firm and prevail for the actual quantities required or ordered as needed during the life of the contract whether more or less than estimated quantities. Unit prices shall not be subject to any increase during the life of the contract.

All deliveries are to be made within the time period specified in the bid proposal upon receipt of written purchase order or authorized verbal requests except as may be otherwise arranged by Supplier and Purchaser. Receipt of contract is not authority to ship. Emergency deliveries are to be made within twenty-four (24) hours from receipt of a telephone request from the Town of Greenwich. All deliveries are to be made on business weekdays between the hours of 9:00 A.M. and 4:00 P.M. except as may be otherwise arranged by the Supplier and Purchaser.

In the event deliveries are not made as specified to a Town delivery point, the Town of Greenwich shall reserve the right to purchase any such bid item on the open market and to charge any increase in price paid over the current contract price to the account of the vendor.

All bids will be awarded or rejected within sixty (60) days of bid opening date or for the stated period of validity, if different. Therefore, bidder agrees that prices will remain firm for acceptance for that period.

Terms of payment to the Contractor shall be net/30 days after receipt of invoice and acceptance and approval of the services by the Town of Greenwich.

The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin. The contractor, however, will take affirmative action to insure that minority group members are employed and are not discriminated against during employment. Such actions shall include, but not be limited to the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection of training, including apprenticeship.

The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex or national origin. The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract of understanding, a notice advising the labor union or worker's representative of the contractors' commitments under this specification and under rules, regulations and orders promulgated by the State.

"Affirmative Action" means procedures which establish hiring and employment goals, timetables, and practices to be implemented, with good faith efforts, for minority group members.

"Minority Group Members" as identified in EEO-4 reports shall mean Black, Hispanic, Asian or Pacific Islanders, American Indian, and Alaskan Natives.

The contractor or subcontractor offers and agrees to assign to the public purchasing body all right, title and interest in and to all causes of action it may have under Section 4 of the Clayton Act, 15 U.S.C. Section 15, or under Chapter 624 of the General Statutes of Connecticut, arising out of the purchase of services, property or intangibles of any kind pursuant to a public purchase contract or subcontract. This assignment shall be made and become effective at the time the public purchasing body awards or accepts such contract, without further acknowledgment by the parties.

TOWN OF GREENWICH, CT

REQUEST FOR PROPOSAL #7463 DEADLINE: 3/05/19 AT 2:00 PM

FINANCIAL SYSTEMS SOFTWARE

SECTION I: TOWN OF GREENWICH INFORMATION

Introduction

The Town of Greenwich (the Town) is seeking proposals from software vendors to provide government financial systems software and implementation support services to address the Town's information and processing requirements in the following functional areas:

- Financial General Ledger Accounting
- Budget Preparation
- Fixed Assets
- Purchasing (Purchase Orders and Requisitions)
- Cash Receipting
- Project & Grant Accounting

All Town departments, including the Board of Education, will use these applications.

The Town is also requesting that respondents provide configuration and cost information on the server platform and database management systems required to support operation of the proposed financial systems solutions.

This Request For Proposal describes the Town's requirements and respondent proposal submission requirements. Failure to meet any of the requirements of this RFP may result in the respondent's proposal being rejected as non-responsive.

Sizing Parameters for Proposed Software

Basic sizing parameters for the proposed software include the following:

Total General Fund Budget:	\$426,000 million
Number of Funds:	20
Number of Departments:	30
Number of Town Employees:	2,166
Annual Number of PO's:	5,300
Annual Number of Invoices:	40,000
Number of Concurrent Users:	60

Issuing Authority

Ms. Renata Michalski, Senior Buyer, has been designated to be responsible for the conduct of this procurement. Any inquiries or requests regarding this procurement must be submitted in writing to Ms. Michalski to the address below by **Friday, February 15, 2019 at 11:00 AM.**

Town of Greenwich Purchasing Department
101 Field Point Road
Greenwich, CT 06830

Email: rmichalski@greenwichct.org

Issuance of Addenda

The Town of Greenwich reserves the right to amend this solicitation by addenda. Addenda will be posted to the Town's website (www.greenwichct.org/bids) up to 48 hours in advance of the proposal's due date and time. **It is the respondent's responsibility to check the Town's website for addenda.** If in the Town's opinion revisions are of such a magnitude, the deadline for this solicitation may be extended in an addendum. In addition, addenda can change specifications, reply sheets, and times and dates for prebid meetings as well as due dates/deadlines for questions and proposals. **No notification of addenda issuance will be made other than on the Town's website.**

Modification or Withdrawal of Proposals

WITHDRAWAL OF PROPOSALS PRIOR TO DEADLINE

A respondent wishing to withdraw a proposal prior to the deadline may do so by preparing a formal written request on company letterhead. The person who signs the letter must be the same person who signs the reply sheets. The Town will verify that the signature on the letter matches the signature on the reply sheets.

The Town will also verify the request to withdraw the proposal by calling the respondent at the telephone number supplied on the reply sheets.

After the Town is satisfied that a request to withdraw a proposal before the established deadline is valid, the proposal will be returned to the respondent. The respondent may then withdraw completely from the bidding process, or may modify the proposal and resubmit before the deadline.

WITHDRAWAL OF PROPOSALS AFTER THE DEADLINE

If bid security is required and a respondent does not honor his/her bid for the specified time, the bid check shall become the property of the Town; or if a bid bond was furnished, the bid bond shall become payable to the Town.

After the proposal deadline has passed, the submitted proposals become the property of the Town and are valid offers to be honored by the respondent for sixty (60) days or longer, as specified in the Request For Proposal.

Respondents who do not honor their proposals for the sixty (60) day (or as specified) period, shall be declared irresponsible respondents.

Vendor Selection Criteria

The Town may notify vendors deemed most qualified to demonstrate their proposed software solutions. Vendor interviews and software demonstrations may or may not be held at the discretion of the Town.

Responses to this RFP will be evaluated in accordance with the following criteria:

1. Adequacy of the proposal submitted by the vendor in response to the systems requirements as specified herein and based upon the vendor's evaluation of the Town's needs.
2. Assessment of the vendor's ability to provide support in the following areas:
 - Software implementation
 - Training of Town personnel in the use of the software before, during and after the cut over dates to ensure that all personnel fully understand the system operations.
 - Servicing the Town's existing and future needs.
 - Conversion of existing applications.
 - Ability of vendor to provide WAN and Web access to budget and financial data.
 - Respondent should indicate as an option (if available) whether or not they offer an ASP (Application Service Provider).
3. Respondent's willingness to fulfill the role of integrator throughout the installation of the system. Since this will be a substantial and long term commitment for the Town, the Town wants to find the best possible "partner".
4. Respondent's direct experience in the installation and support of municipal applications in Connecticut.

Consideration will be given to the overall cost to purchase and implement the system as well as ongoing costs to maintain, upgrade and meet future requirements. However, the lowest cost proposal may not provide the best overall value to the Town. Final selection will also be contingent upon negotiation of a mutually acceptable contract.

Evaluation Process

Proposals will be evaluated by the Evaluation Committee, as follows:

Criteria	Maximum Points
Price	10
Experience/expertise of the firm and its assigned staff in the installation and support of municipal applications in Connecticut	20
Ability to provide support	20
Adequacy of the proposal submitted by the vendor in response to the systems requirements	20
Proposed software package	30
Total	100

Evaluation Committee:

The Evaluation Committee will be comprised of 5 members.

Right of Rejection

The Town of Greenwich reserves the right to reject any and all proposals not deemed to be in the best interest of the Town of Greenwich or to accept that proposal which appears to be in the best interest of the Town. The Town reserves the right to waive any informality or reject any or all proposals or any part of any proposal. The preparation of proposals is solely at the respondent's expense.

Insurance Requirements

The **awarded** vendor will be required to provide insurance coverage as specified on the Insurance Requirements Sheet, **Exhibit A**, of this RFP. The **Acord certificate of insurance form** must be executed by your insurance agent/broker and returned to this office. The most current Acord form should be used for insurance documentation purposes. Company name and address must conform on all documents including insurance documentation. It is required that the agent/broker note the individual insurance companies providing coverage, rather than the insurance group, on the Acord form. The Contract number (provided to the awarded Contractor), project name and a brief description must be inserted in the "Description of Operations" field. It must be confirmed on the Acord Form that the Town of Greenwich is endorsed as an additional insured by having the appropriate box checked off and stating such in the "Description of Operations" field. **Contractor's insurance must be primary and non-contributory.**

A letter from the awarded vendor's agent/broker certifying that the Town of Greenwich has been endorsed onto the general liability policy as an additional insured is also mandatory. This letter shall be addressed to the Town's Director of Purchasing and **must follow exactly the format of the letter attached as Exhibit B.** It must be signed by the same authorized

individual representative who signed the Acord form. Both the certificate of insurance and the letter must be signed by the same authorized representative. If the insurance coverage required is provided on more than one Acord certificate of insurance, then additional agent/broker letters are also required. Contract development will begin upon receipt of complete, correct insurance documentation.

The Contractor shall be responsible for maintaining the above insurance coverages in force to secure all of the Contractor's obligations under the Contract with an insurance company or companies with an AM Best Rating of A:VII or better, licensed to write such insurance in Connecticut and acceptable to the Risk Manager, Town of Greenwich. For excess liability only, non-admitted insurers are acceptable, provided they are permitted to do business through Connecticut excess line brokers per listing on the current list of Licensed Insurance Companies, Approved Reinsurers, Surplus Lines Insurers and Risk Retention Groups issued by the State of Connecticut Insurance Department.

The vendor shall submit with the proposal the signed, original **“Insurance Procedure” form, page 41**, which states that the vendor agrees to provide the specified insurance coverage for this proposal at no additional charge above any insurance charge declared in the proposal.

Contract Procedure

The Personal Service Contract, a copy of which is attached as **Exhibit C**, will be used for this procurement and related work.

Subcontracting

No subcontracting of this work is to be allowed, unless approved in writing by the Town of Greenwich. If the Town approves of the subcontracting request by the contractor, the subcontractor is to carry the same types and amounts of insurance coverage as the contractor is required to carry by the Town. Prior to work commencing by the subcontractor, all of the subcontractor's insurance coverage is to be documented on the Town of Greenwich certificate of insurance form and approved by the Town.

Payment

The Town of Greenwich will make payment to the vendor net 30 after invoicing by the vendor and acceptance of services/product by the Town. Any special payment requirements, which the vendor has, are to be made known in the vendor's proposal.

Source Code Provision

Respondent shall provide a copy of the source code to be kept in escrow with a designated agent. Company is to update source code in escrow as upgrades occur.

Connecticut Law

The laws of the State of Connecticut shall govern the contract between the Town of Greenwich and the vendor. In the event of litigation, the exclusive venue and place of jurisdiction shall be Stamford, Connecticut.

SECTION II: PROPOSAL SUBMITTAL & EVALUATION INFORMATION

Submission of Proposals

Each respondent must furnish all requested information in the formats specified by this RFP. Promotional materials and other documents are not necessary and will not be considered as meeting any of the requirements of this RFP.

Each proposal must include a letter of transmittal containing the signature of an authorized representative of the prime contractor and not more than two individuals authorized to negotiate and sign a contract with the Town of Greenwich on behalf of the prime contractor. Beyond this, the respondent can provide in the transmittal letter any information desired. The transmittal letter should not exceed two pages in length.

Respondent responses to the RFP must consist of one sealed package consisting of a technical and business proposal, as well as the cost proposal.

Proposal Due Date and Deadline

The respondent shall deliver one (1) complete original proposal, and five (5) complete copies of the proposal to the Purchasing Department before the deadline:

Tuesday, March 5, 2019 at 2:00 PM

Respondents should also include one (1) CD or Flash Drive containing a PDF of the complete original proposal.

The Purchasing Department is located on the first floor at the following address:

Town of Greenwich
Town Hall – Purchasing Department
101 Field Point Road
Greenwich, CT 06830

RFP No. 7463 must be referenced on the outside of the proposal package and the package must be sealed.

Proposals may be either mailed or hand delivered. Whether the proposal is sent by mail or commercial express service, the respondent shall be responsible for actual delivery of the proposal to the Town of Greenwich Purchasing Department before the deadline. Proposals received after the deadline will not be considered. All proposals become the property of the Town.

Minimum Evaluation Criteria/Comparative Evaluation Criteria

Section IV of this Request For Proposal contains the Minimum Evaluation Criteria which must be met by respondents in order to be considered responsive. Section V of this Request For Proposal contains the Comparative Evaluation Criteria which will be applied to responsive vendors who have met the Minimum Evaluation Criteria.

Clarification of Proposals

The respondent who has presented a proposal that the Town of Greenwich is seriously considering may be required to discuss or clarify their proposal with the Town of Greenwich at any time during the procurement process.

Evaluation of Proposals

Any proposal determined to be non-responsive to any of the Minimum Evaluation Criteria of this RFP will be disqualified without further evaluation. The Town of Greenwich may determine that the non-responsiveness is not substantial and can be clarified. In such cases, the Town of Greenwich may allow the respondent to make minor corrections, except to the Cost Tables, and apply the change in the evaluation.

Vendor Selection

Following the procedures previously described, the Town of Greenwich will make a decision regarding selection of the vendor with whom it wishes to enter into contract negotiations. This may not necessarily be the lowest cost respondent.

Schedule of Events

The Town of Greenwich intends to progress in this procurement in a series of orderly steps. The Town intends to award the contract within sixty (60) days of receipt of proposals.

Uniform Proposals

To enable the Town of Greenwich to perform a fair comparative analysis and evaluation of proposals, it is desired that a uniform format be employed in structuring each proposal. The required format is specified later in the Request For Proposal. The respondent's degree of compliance with the requirements of this Request For Proposal will be a significant factor in the subsequent evaluation of respondent's proposal.

Respondent's Examination of the Request For Proposal

Respondents must examine all information and materials contained in and accompanying this Request For Proposal. Failure to do so will be at the respondent's risk. This will include, but not be limited to, all relevant laws and regulations of the State of Connecticut and the United States Government.

Responsibilities of the Prime Contractor

The successful respondent will be considered the prime contractor and will be required to assume total responsibility for the delivery and installation of all software and related services offered in this Request For Proposal, whether or not the firm is the manufacturer, producer, value added reseller, author or supplier of the items.

The Town of Greenwich will consider the successful respondent to be the sole point of contact with regard to all contractual matters, including performance or service, unless otherwise stated.

Prior to final selection, respondents may be required to submit any additional information which the Town of Greenwich may deem necessary to determine the vendor's qualifications. Should any of the information requested by the Town of Greenwich be considered by the respondent to be confidential, it should be so stated. The Town of Greenwich will attempt to treat any information submitted by the respondent as confidential, if requested to do so. However, the Town of Greenwich cannot ensure such confidentiality.

Firm Price

Prices offered by the respondent will be firm and not subject to increase during the term of any contractual agreement arising between the Town of Greenwich and the successful vendor as a result of this Request For Proposal.

Open Procurement

1. The respondent should include any latitudes, prohibitions or limitations placed on the purchase of the items presented in the respondent's proposal. If some items cannot be purchased in greater quantity than specifically provided for in the proposal, this should be stated. If some items cannot be purchased independently of others, this also should be stated. Items and/or services which are meant to be offered on a unit price basis such as computer terminals should be identified. The objective is to clarify all purchase options.
2. The Town of Greenwich reserves the right to negotiate with respondents regarding variations to the original proposal(s), to include cost, which may be in the best interest of the Town of Greenwich.

Availability of Funds

If the Town of Greenwich should not, for any reason at any time, appropriate or otherwise make available funds sufficient to purchase, lease, operate or maintain the computer system procured pursuant to this proposal, the Town of Greenwich may unilaterally terminate upon thirty (30) days written notice to the successful vendor, any and all contractual or other obligations without penalty.

The Town of Greenwich will make every effort to give timely notice of any termination due to unavailability of funds. However, the failure to give notice will not stop the Town of Greenwich from claiming termination.

Execution of Contract

1. Upon the acceptance of a respondent's proposal, the Town of Greenwich will develop and submit a contract to the successful vendor for signing. In the event that the successful vendor fails, neglects or refuses to execute the contract within a specified number of days after receiving a copy of the contract from the Town of Greenwich, the Town of Greenwich may at its option terminate and cancel its action in awarding the contract and the contract shall become null and void and of no effect.
2. Incorporated by reference into the contract which is to be entered into by the Town of Greenwich and the successful vendor pursuant to this Request For Proposal will be (a) all of the information presented in or with this Request For Proposal and the vendor's response thereto, and (b) all written communications between the Town of Greenwich and the successful vendor whose proposal is accepted. The contract shall be executed by a designated official of the vendor and the Town of Greenwich.

System Responsibility

Notwithstanding the details presented in this Request For Proposal, it is the responsibility of the respondent to verify the completeness of the materials lists and suitability of devices to meet the intent of the specification. The successful vendor shall be obligated to provide a system which meets all guarantees in the proposal for the price contained herein.

System Acceptance

The Town of Greenwich shall require a final acceptance by the Town of Greenwich's personnel to insure that the system and each component thereof function as specified. The test acceptance period of the system shall not exceed sixty (60) days. In the event that a previously designated official does not so notify the successful vendor of a system malfunction or operational deficiency, the system and components shall be deemed accepted by the Town of Greenwich on the ninetieth (90th) day following installation.

Rights to Submitted Material

The proposal, response inquiries, or correspondence relating to or in reference to this Request For Proposal, and all reports, charts, displays, schedules, exhibits and other documentation submitted by respondents shall become the property of the Town of Greenwich when received.

SECTION III: PROPOSAL FORMAT/CONTENT

Transmittal Letter

Each proposal must include a letter of transmittal containing the signature of an authorized representative of the prime contractor and not more than two individuals authorized to negotiate and sign a contract with the Town of Greenwich on behalf of the prime contractor. Beyond this, the respondent can provide any information desired in the transmittal letter. The transmittal letter should not exceed two pages in length.

Each proposal must include respondent's most recent annual financial statements.

Table of Contents

SECTION I: Executive Overview

1.1 Executive Summary - Cover the following areas, with a brief description in the following areas; further in depth explanations will be required later in this Request For Proposal.

- 1.1.1 Experience
- 1.1.2 Stability & Growth
- 1.1.3 Commitment
- 1.1.4 Product Integration
- 1.1.5 Standards
- 1.1.6 Conversion
- 1.1.7 Services
- 1.1.8 Exceptions to the Proposal

1.2 Corporate Profile - Please provide a brief company background.

SECTION II: Minimum Evaluation Criteria

SECTION III: Comparative Evaluation Criteria

SECTION IV: Detailed Application Software Descriptions

Please provide detailed descriptions for the following application software.

- 4.0 General Features
- 4.1 General Ledger
- 4.2 Budget Preparation
- 4.3 Accounts Payable
- 4.4 Purchase Orders
- 4.5 Requisitions
- 4.6 Accounts Receivable
- 4.7 Payroll
- 4.8 Personnel
 - 4.8.1 Personnel Actions
- 4.9 Fixed Assets
- 4.10 Report Writer/Data-Bridge
- 4.11 Security Features

SECTION V: Services

5.1 Project Management

Please describe how your organization will provide project management to ensure a smooth transition period resulting in a successful installation in the following areas:

- 5.1.1 Management Commitment
- 5.1.2 Establishing Goals and Specific Success Criteria
- 5.1.3 Developing Achievable Project Plans
- 5.1.4 Resource Allocation
- 5.1.5 Plan Implementation
- 5.1.6 Implementation Plan Adjustments

5.2 Installation

Please describe your installation procedures.

5.3 Application Software Training

Please describe your approach to application software training.

5.4 Data Conversion

Please describe your approach to data conversion. Provide detailed descriptions of what will be converted as part of your standard conversion. Also provide information on extended conversion services for data being converted beyond the standard conversion **for each application**. File specifications and layout should also be addressed in this section.

5.5 Customer Support

Please describe your approach to customer support including call tracking, customer support availability, and basic supportive services.

5.6 Subscription Service

Please describe your release/update policy and procedures. Include information on program error correction and enhancements.

5.7 Custom Programming

Please describe your custom programming policy regarding site-specific modifications, warranty and new application development.

5.8 Documentation Description

Please describe how and what department is responsible for software documentation for the following:

- new applications
- major/minor enhancements to the existing system
- program error corrections
- site specific modifications

List all accompanying manuals and publications that will be supplied with your solution.

5.9 References

Respondent must provide five (5) references of users currently using the proposed software.

5.10 Annual Conferences/User Groups/Advisory Boards

Please describe any user groups and/or other groups that the Town of Greenwich would have access to.

5.11 Problem Resolution

Please describe your approach to problem resolution in terms of program deficiencies, cost, and resolution.

SECTION VI: Sample Agreements

- 6.1 Purchase & Sales
- 6.2 Software License Agreement
- 6.3 On-going Customer Support Agreement

SECTION VII: Purchase Description

Please describe to the Town how you propose to implement the financial system software in accordance with the Town's targeted implementation dates for each application. The Town's targeted implementation for all software is ninety (90) days from date of executed contract.

SECTION IV: MINIMUM EVALUATION CRITERIA

Respondents are asked to complete these checklists by recording a Y or N (Yes or No) in the box provided for each item. These checklists must be included with respondent’s proposal.

In order to clarify, explain, or comment on any response provided in the checklists, respondents will be allowed, but are not required, to record a brief explanation of any item. In such cases, these explanations must be provided as an attachment. Reference the category and number, followed by the explanation. When doing so, the respondent should also place an asterisk (*) next to the Y or N response.

GENERAL LEDGER /BUDGETING

	YES	NO
1. Multi-fund budgetary accounting system in compliance with GAAP, GAAFR.		
2. System and chart of accounts are capable of handling the requirements of the GASB 34 as well as Town requirements.		
3. Account coding structure is completely user-definable and will allow ten account “segments” (e.g., fund, function, dept., object code, etc.) System accommodates the Federal and State of Connecticut mandated chart of accounts for Board of Education.		
4. Ability to MASS-ADD a new account across a user definable range of departments.		
5. Ability to MASS-ADD accounts for one department by cloning accounts from a "similar" department.		
6. Once an account is created and transactions applied to the account, ability to change the account numbering structure and have all history transferred to the new account number.		
7. Each account segment can be a different length.		
8. When entering journal entries, system allows any of the account segment values to be automatically duplicated so that these fields do not have to be re-entered.		
9. User-definable account coding structure can vary by type of account (i.e., Balance Sheet, Revenue, Expenditure). The number of segments, the name of each segment, and the number of digits within each segment can be unique to each account type.		
10. Through the use of the account coding structure defined by the user, the level of specifications to be included in account inquiries and report generation is user-controlled by the extent to which “global search” criteria are specified for the various account segments.		
11. As an example of the above, if “dept. code” is the third segment of an 8-segment account structure, the user can request the total “Town-wide” balance for a particular time period of a particular dept. code simply by specifying the number associated with that dept. code and specifying some form of “global” search parameters for account segments 1,2, and 4-8.		

	YES	NO
12. As another example, the “global search” criteria would allow the user to specify values for <u>multiple, consecutive</u> segments, while specifying “global” (e.g., Town-wide) parameters for other segments. For example, a value may be specified for segments 1 and 2 (e.g., Fund and Department), but a global parameter would be specified for segments 3-8.		
13. As another example, the “global search” criteria would allow the user to specify values for <u>multiple, non-consecutive</u> segments, while specifying “global” (e.g., Town-wide) parameters for other segments. For example, a value may be specified for segments 1 and 3 (e.g., Fund and Function), but a global parameter would be specified for segments 2 and 4-8.		
14. The user’s options for specifying segment values for a search are not limited to “Town-wide” or a specific value. For example, for one or more consecutive or non-consecutive segments, the user can specify a “range” of values.		
15. The sort sequence for the above inquiries and reports can be specified for up to 4 different account segments. For example, the user may specify that a report’s major sort sequence is segment 3, secondary sort sequence is segment 2, etc.		
16. Through the use of the chart of accounts or some other “table”, ability to establish account relationships and “offsetting” accounts.		
17. Regarding the above, the ability exists to pre-define and change offsetting entry percentages so that, for example, investment income can be automatically distributed to certain accounts according to a pre-defined allocation.		
18. Without actually deleting an account, ability to “deactivate” an account so that entries may no longer be posted to it.		
19. Access to general ledger data can be limited by type of account and also by account number ranges. For example, certain users may be allowed to access expenditure accounts, but not other types of accounts. Also, certain users who are allowed to access expenditure accounts may only be allowed to access accounts assigned to a particular dept., or range of depts.		
20. The type of access referred to above can be designated as inquiry only.		
21. Security provisions will ensure that journal entries can only be entered by personnel in the Town Finance office.		
22. Any journal entry can be automatically reversed to the original posting period or a user definable period.		
23. System accommodates imported journal entry data from third party applications. In reference to the above criteria, system contains an account cross reference table allowing third party imported journal entry data to contain “foreign” account codes which are automatically converted to the appropriate General Ledger Accounts upon journal import.		

	YES	NO
24. All general ledger transactions, including the "interface" entries from other applications, will update the general ledger according to batch (vs. real-time) processing, and can only be entered by personnel in the Town Finance Office.		
25. General Ledger transactions resulting from open Purchase Orders at year end accommodate: GAAP Accounting Standards, and/or Budgeting (Liability Account Offset for new year expense carry forward)		
26. Regarding the above, System has the ability to automatically produce GAAP financial statements as well as true current year expenses from carry-forward expenses.		
27. The effect of unposted "batches" can be reflected in a "memo" balance field (vs. actual posted balance).		
28. Regarding the above, transaction based applications (Accounts Payable, Requisitions, Purchase Orders, etc.) must verify remaining budget while the user is entering a transaction; remaining budget verification must be on-line in real time.		
29. Detail journal entry descriptions will display on inquiry screens and on reports.		
30. Chart of accounts allows grants and revolving funds to be identified as such so that unexpended balances are automatically rolled forward into the new year.		
31. Each account in the chart of accounts must have an "abbreviated" code assigned to it.		
32. The abbreviated code referred to above can be used to refer to an actual account both during account inquiries and when entering transactions.		
33. System supports inter-fund and intra-fund transfers.		
34. "Due To/Due From" transactions are created automatically by the system.		
35. System currently produces D.O.E. "end-of-year" report.		
36. System accommodates CAFR report by storing account totals for each of the prior 10 years.		
37. User can print out transactions of a particular type which have been posted to a particular GL account.		
38. Ability to produce departmental expense reports for all departments, one particular department, and a group of departments.		
39. Ability to produce departmental expense/revenue reports for all departments where totals are listed for user definable account groupings, for example: Salaries Overtime are grouped into a user definable expense category such as all salaries. User has the ability to create and save unlimited account groupings scenarios.		
40. Automatic interface with the following applications, with the ability to activate/deactivate the interface through a user-definable option in a "control" or "parameter" file: Treasurer's Cash Receipts, Purchase Orders, Accounts Payable, Payroll.		

	YES	NO
41. During the period of time when three fiscal years are kept open, as noted above, the ending balance of balance sheet accounts of the prior year is reflected in the beginning balance of the current year.		
42. Ability to post to any month of the current fiscal year, regardless of the current month.		
43. While the prior fiscal year remains open, ability to post to any month of the prior fiscal year.		
44. Length of time that account transaction history (actual and budget) is stored on-line is <u>user-definable</u> .		
45. Detail transaction history is purged by fiscal year, which is user-specified when purge procedure is executed.		
46. When purge procedure is executed, user has option of instructing system to retain account summary information, reflecting the sum of the details being purged.		
47. Encumbrance capability.		
48. Budget balances in accounts designated as Town articles will be automatically carried forward into the next fiscal year.		
49. Ability to selectively carry forward encumbered amounts into the next fiscal year.		
50. On-line account inquiry includes ability to display all current and historical data both in detail and in summary (by month).		
51. When inquiring into account summary information, ability to display transaction details without having to return to menu for detail inquiry options.		
52. Flexible report writer is included to allow creation of user-specified reports from any data stored on-line for all accounts in the chart of accounts, including all current and historical data.		
53. Budget module can accommodate up to 99 different "what if" scenarios/projections. These projections can be accessed at any time and one projection can be designated as the final budget.		
54. Ability to budget for both revenues and expenditures.		
55. During budget entry, user can inquire on-line (without leaving the budget entry screen) 4 years history of budgets/actuals.		
56. User can budget in summary or detail. Detail budgeting accommodates unit of measure, quantity, unit price, vendor, commodity, contract and detailed description.		
57. Regarding Detail Budgeting, information which is entered will remain in the system for next year's budget entry so that for example only the unit price would be changed.		
58. Ability to enter budgets for up to 5 years in advance.		
59. Generation of departmental budget worksheets, with the following fields for each account: prior year actual, current year budget, current year actual-to-date, and four new (next) year budget levels.		
60. ability to produce budget reports for selected departments, in addition to all departments and one specific department.		

	YES	NO
61. On budget reports, the ability to combine narrative data on the same page with financial data, rather than the narrative appearing on a separate page.		
62. Each of the budget levels referred to above can be "active" simultaneously; i.e., it is not necessary to "close" budget level "one" prior to allowing the appropriate user to work on budget level "two".		
63. Budget data can be entered in a distributed manner, such that several local and remote departments can perform this task concurrently.		
64. Provide for "what-if" budget calculations on an individual account basis and account range basis.		
65. Integration with Payroll/Personnel budget capabilities in order that summary budget data from Payroll/Personnel will automatically update appropriate GL accounts in the appropriate budget fields.		
66. Adopted budget can be changed via the following separate types of changes: special town meeting, line item transfers, and reserve fund transfers.		
67. Each different type of change to the adopted budget will be separately identified during account inquiry and on budget reports. In addition to the column for the adopted budget, budget reports contain at least 2 additional columns which identify changes to the budget after adoption.		
68. Budget reports also contain a column to identify "carryover" appropriation from prior year.		
69. Trial Balance, Balance Sheet, Statement of Revenues, Expenditures, and Changes in Fund Balance are produced for each fund.		
70. The Software will detect unbalanced journal entries prior to completing the posting process.		

PURCHASING

	YES	NO
1. System provides for the simultaneous entry of Purchase Requisitions from multiple Town departments.		
2. Proposed system allows Town requisitions to be reviewed, edited, and approved by Department, Purchasing and Finance Dept. at which time a P.O. number is assigned by and requisition becomes an approved Purchase Order; proper security provisions ensure that this process of approving Town requisitions and assigning P.O. numbers is under centralized control.		
3. The system has the option of automatically assigning Purchase Order numbers, as well as allowing the manual entry of Purchase Order numbers.		
4. Multiple requisitions can be combined into one requisition.		
5. The posting of approved Purchase Orders, which will update encumbrances in the General Ledger/Accounts Payable system, can be done under batch control and can be limited to the Town Finance Office only.		
6. During the entry and editing of requisitions, system allows the entry of the general ledger account number(s) to which the item will be charged, through the use of the "abbreviated" code assigned to the account (referred to in General Ledger/Budgeting specifications).		
7. When entering the complete GL account number, the system allows account segments to be duplicated so they do not have to be re-entered.		
8. After identifying the "abbreviated" code or the general ledger account number during the entry of requisitions, if the budget will be exceeded by the purchase of the item being requested, an appropriate message is displayed on the data entry screen and on edit listings.		
9. The above process will take into consideration any entered but <u>unposted</u> Purchase Orders and invoices when determining if the budget has been exceeded.		
10. Whenever the situation described above occurs, the appropriate message(s) will remain on the requisition screen throughout the process of converting the requisition into an approved Purchase Order.		
11. Inquiries and reports are available to inform requisitioning departments as to the status of requisitions (pending, approved, rejected, budget status).		
12. Ability to generate standard bid documents which will incorporate standard user-defined language as well as language specific to the items requested.		
13. At any time after the funds are encumbered and before or during invoice entry, the Town Finance office has the ability to change the general ledger account numbers associated with the purchase order.		
14. Regarding the above ability, the encumbrance(s) associated with the "previous" general ledger account numbers will be automatically liquidated.		
15. Purchase orders can be canceled, at which time the encumbrance is liquidated.		
16. Ability to designate an expiration date for each P.O. and automatically cancel all P.O.'s which have passed the expiration date.		

	YES	NO
17. Any balances remaining on P.O.'s after invoice processing can be liquidated by the user.		
18. Any department entering a Requisition can only assign general ledger account numbers defined for that department.		
19. Ability to inquire into open Purchase Orders by:		
• P.O. number		
• Vendor number		
• Requesting Department		
• Date		
• Date range		
• Bill to party		
• Commodity code		
• Ship to party		
20. From within the requisition entry screen, ability to immediately access the status of one or more general ledger accounts to determine amount of remaining budget. This can be accomplished without having to exit the requisition screen and without having to cancel any of the information previously entered for that requisition.		
21. Purchase Orders of a prior fiscal year which are to remain open so that the corresponding invoices can be charged to that prior year do not need to be closed and re-opened by the user.		
22. Vendor file allows storage of "order" address and payment address.		
23. Vendor notes can be added to each P.O. which detail the following:		
24. All vendors who were called/delivered price quotes		
25. Each vendor's price		
26. Each vendor's expiration date		
27. 500 additional characters of freelance text		
28. These notes become a permanent data element of the P.O. and may printed with P.O. detail.		
29. Similar to vendor notes as described above ability to add miscellaneous notes to the P.O. with 1000 characters of freelance text which become a permanent data element which may be printed at any time.		
30. Multiple order addresses can be maintained for each vendor.		
31. Multiple payment addresses can be maintained for each vendor.		
32. Vendor look-up capability by:		
33. Vendor number		
34. Full name		
35. Partial name		
36. Vendor information automatically "loads" into requisition/P.O. by vendor number.		
37. System provides for up to 6 electronic approvals on Requisitions.		
38. System provides for routing of Requisitions and Purchase Orders through the approval process, on-line in an "E-Mail" type environment.		

	YES	NO
39. System provides inquiry and reporting capability regarding the approval status of Requisitions and Purchase Orders.		
40. Regarding requisitions for items costing between \$1,000 and \$5,000, system allows the option of identifying vendors and amounts pertaining to the other quotes obtained by the requisitioning department. This information can be entered as part of the requisition itself.		
41. During the entry and editing of Requisitions and Purchase Orders, system allows the assignment of pre-defined commodity codes to the items being requisitioned/purchased.		
42. Commodity codes referred to above can also be assigned to vendor file.		
43. System accumulates amounts of commodities by code across all Town departments and all School departments separately.		
44. The vendor file provides a separate field for minority-owned business designation and another field for woman-owned business designation.		
45. System is capable of handling bids and contracts; whereby multiple invoices will be paid via one "blanket" purchase order.		
46. Bid #/Contract # is a separate field available during the entry and editing of purchase orders.		
47. Reports are available to track the status of bids and contracts.		
48. From the Requisition/Purchase Order entry screen(s), alpha and numeric vendor "look-up" capabilities exist so that vendor file searches can be performed without having to exit this function.		
49. From the Requisition/Purchase Order entry screen, direct access is provided to the vendor file maintenance function so that new vendors can be added without having to exit the Purchase Order entry function.		
50. The capability described above can be limited to one or more users, whereby, for example, the Chief Accountant may be the only user with that capability, but several users would still be allowed to enter Requisitions.		
51. A purchase order variance report can be printed, showing variances between completed purchase orders and amounts invoiced.		
52. When the designated individuals at the Town Finance Office are reviewing requisitions for approval, immediate access to the budget status of the general ledger accounts associated with the requisition is available, without having to exit the requisition review screen.		
53. Automatically records purchase order history including vendor, item code, quantity, unit of purchase, unit cost, extended dollar amount and using department.		
54. Provides various detailed reports on purchase history which include: <ul style="list-style-type: none"> • summaries showing number of orders awarded and total dollar amounts for all vendors, minority business, local suppliers, and other categories of vendors which may be designated • a purchase analysis by class-item, quantities purchased, average unit cost, with total amount of dollars and number of items ordered; 		

	YES	NO
<ul style="list-style-type: none"> • a purchase history detail by department showing purchase for each using department by class-item, purchase order date for each order, quantity, unit, and extended cost 		
<ul style="list-style-type: none"> • variations of other reports relating to history 		
55. Supports "blanket order" type purchases and tracks activities.		
56. Produces a requisition register and purchase order register.		
57. Provides for purchase orders to print in sequential number without manually tracking the last purchase order number.		
58. Provides a tracking system to quickly determine the status of requisitions, purchase orders and contracts throughout the procurement cycle.		
59. Maintains a vendor list organized by alphabetical index and commodity codes and produces a source list and prints address labels for solicitation.		
60. Maintains vendor quote histories for easy recall.		
61. System is capable of producing all requisitions and purchase orders via laser printers.		
62. System supports automatic assignment of new vendor numbers.		
63. System allows tracking of commodity code data from the entry of service vouchers.		

ACCOUNTS PAYABLE

	YES	NO
1. In addition to the Town invoices entered from the Finance Department, proposed system allows simultaneous entries of invoices from other Town locations (e.g., Public Works, Police, etc.).		
2. All invoices can be entered in batch (vs. real-time) mode.		
3. The posting of invoice batches, regardless of source of entry, can be controlled by the Town Finance office.		
4. Invoice batches entered from all local and remote departments can optionally be "closed" by the department to indicate to the Town Finance office that they are complete. From that point, the department may not be able to make changes to the batch unless the Town Finance office "releases" the batch. Prior to that point, the department has the ability to edit the invoice.		
5. Within each batch, a unique sequence number can be assigned to each invoice, either manually or system-generated.		
6. System accommodates the following invoice types:		
• Direct Invoices (No Purchase Orders)		
• Purchase Order Liquidation's		
• Direct Disbursements - (i.e. wire transfer)		
• Credit Memos		
• Closed year direct invoices		
7. Invoice batch totals can be displayed on-line, without having to wait for edit/proof listing to be printed.		
8. When invoices are entered against Purchase Orders, the user has the ability to alter the GL distributions per the Purchase Order. When this occurs, the funds encumbered according to the previous distributions will be automatically liquidated when the invoices are posted.		
9. Invoices entered against Purchase Orders can, at the users discretion, leave the Purchase open from any user defined dollar amount or close the Purchase (i.e. Fully liquidated).		
10. Vendor code is at least 5 characters in length.		
11. The amount by which invoice amounts can exceed P.O. amounts can be maintained by the user, in a set-up table, and can be overridden.		
12. System allows the entry of voucher (reference) number as well as an invoice number.		
13. System accommodates 100 characters of freelance text to be assigned to each invoice. This text can be printed at any time.		
14. When a department is entering its own invoices, such as from the remote locations previously described, these departments can only distribute invoices to those accounts defined for their respective departments.		
15. Ability to interface with proposed Purchase Order system, so that invoices with corresponding P.O.'s do not have to be completely entered.		

	YES	NO
16. Check for duplicate invoices according to vendor number and invoice number.		
17. Invoice batches for multiple departments can be combined in one warrant.		
18. Multiple invoices for one vendor are combined in one check.		
19. The option also exists to print separate checks for each invoice, even when there are multiple invoices for the same vendor.		
20. System will process an unlimited number of invoices per vendor during check printing. When a vendor has more invoices than will fit on one check, system continues onto the next check.		
21. Invoices can be placed "on hold", such that a check will not be issued until the invoice is "released".		
22. Whenever an invoice is charged to multiple GL accounts, system allows GL account segments to be duplicated so they do not have to be re-entered.		
23. System accommodates predefined account distribution to be used against any invoice. User can then override pre-set distribution as needed.		
24. An inactive vendor report can be produced which will identify all vendors for whom no activity has occurred for two or more years.		
25. Vendors can be deactivated without purging them from the system.		
26. Recurring invoices can be created and automatically "Fed Into" this "live/current" warrant.		
27. Recurring invoices have both a month and week designation to distinguish exactly when the recurring invoice will be released.		
28. When inquiring into expenditure history, payee name remains in the system even after vendor has been deactivated or removed from the system.		
29. Vendor on-line Inquiry exists from one screen (thus, not forcing the user to navigate thru menus to access data) allowing the user to view the following vendor transactions:		
• All vendor invoices		
• All vendor purchase orders		
• All vendor check detail		
• Vendor 1099 detail		
30. Inactive vendors can be purged from the system according to user-defined parameters, including vendors who have had no activity since a user-specified date.		
31. Check stub includes the following information: purchase order #, invoice number, department name, and amount.		
32. Multiple warrants can be "open" simultaneously.		
33. One vendor invoice can be split into multiple vouchers, in order to allow invoices to be charged to different departments, within one warrant.		
34. The gross amount of any voucher can be distributed to an unlimited number of different appropriation line items.		
35. After printing of checks and warrants, all corresponding appropriation and general ledger accounts are updated to reflect warrant activity.		

	YES	NO
36. Warrant processing allows for multiple checking accounts.		
37. Recording of manual checks.		
38. Manual checks will appear on warrant.		
39. Automatic check voiding capability, including appropriate ledger entries.		
40. Check voiding capability also includes the updating of vendor history.		
41. Check voiding allows the option of specifying that check is to be reissued, in which case the invoice information would not have to be re-entered in order to process the payment via the new check.		
42. Void check listing can be produced.		
43. During data entry, if an invoice would cause the budget to be exceeded for that department, and appropriate message is displayed on the data entry screen and on the invoice edit listing.		
44. The above process takes into consideration entered but "unposted" purchase orders and invoices.		
45. Wire transfer payments can be designated as such during data entry and on the warrant.		
46. Invoices for fixed assets can be identified as such (in addition to using the appropriate GL account no.) during data entry and on the warrant.		
47. Invoices for fixed assets can be listed on a separate report.		
48. Data regarding checks issued can be sent to bank on magnetic media for account reconciliation purposes.		
49. Ability to store and access (via standard inquiry programs included with this software module) two prior years of appropriation line item history.		
50. Vendor transaction details are stored on-line for both the current fiscal and calendar years.		
51. Vendor 1099's are printed.		
52. Required 1099 data is produced on magnetic media.		
53. During invoice data entry for vendors who are classified as 1099 vendors, the invoice amount will default to 1099 income, with user ability to override.		
54. Prior to printing 1099's, a report can be produced of payments made to all vendors which also identifies those vendors who are to receive 1099's and the corresponding amounts. After reviewing this report, the user can re-classify any vendor and payment.		
55. Vendor look-up capability by:		
• Vendor number		
• Full name		
• Partial name		
56. The vendor file can be printed in order by vendor name.		
57. The vendor file can be printed in order by vendor number.		
58. The standard wording, in addition to the signature lines for the Board of Finance (3 members) and Town Accountant, are printed at the top of each warrant.		

	YES	NO
59. System prevents printing of negative checks (i.e., when credit memos exceed invoices)		
60. Ability to handle "one-time" vendors		
61. During invoice entry, vendor codes and appropriation/general ledger account numbers are validated on-line, before allowing the user to proceed to the next transaction.		
62. For each posted invoice, on-line audit trail includes an identification of both the batch and the warrant.		
63. Provided that the files conform to the record layout prescribed by the vendor, system is capable of "importing" data files from a variety of sources regarding checks to be issued.		
64. System supports the automatic assignment of new vendor numbers.		
65. System accommodates backup withholding (flat rate, not annualized).		
66. During the entry of a vendor invoice, the system will automatically insert the warrant/check date for the invoice date if no invoice date is entered.		

SECTION V: COMPARATIVE CRITERIA

METHOD OF DETERMINING COMPOSITE RANKING OF COMPARATIVE CRITERIA

There are a total of 16 (sixteen) specific Comparative Criteria listed below, each of which will be assigned a ranking. The individual rankings will then be used to assign a composite ranking.

1. INSTALLATIONS

HIGHLY ADVANTAGEOUS: The vendor has at least 10 Connecticut Town/School installations using two or more of the base applications requested in this RFP.

ADVANTAGEOUS: The vendor has at least 5 Connecticut Town/School installations using two or more of the base applications requested in this RFP.

NOT ADVANTAGEOUS: The vendor has no Town/School installations in Connecticut using two or more of the base applications requested in this RFP.

UNACCEPTABLE: The vendor has less than 10 Connecticut municipal installations using two or more of the base applications requested in this RFP.

2. IMPLEMENTATION

The Purchase Description is required of vendors to identify to the Town how they propose to implement the system in accordance with the Town's targeted implementation dates for each application. In addition, please provide two municipal references of a similar scope and size for which you successfully implemented your financial modules within a previously agreed-upon time frame. Please provide name and size of municipality, contact person and telephone, and a brief description of the similar services provided.

HIGHLY ADVANTAGEOUS: The vendor has made a clear and firm commitment to the Town of Greenwich that the proposed applications will be implemented within the Town's targeted implementation dates, and has also provided ten references for which a similar plan was successfully executed.

ADVANTAGEOUS: The vendor has made a clear and firm commitment to the Town of Greenwich that the proposed applications will be implemented within the Town's targeted implementation dates, and has also provided five references for which a similar plan was executed.

NOT ADVANTAGEOUS: The vendor has made a clear and firm commitment to the Town that the implementation dates will be met.

UNACCEPTABLE: All other responses will be ranked as Not Advantageous

3. DOCUMENTATION

Please provide one copy of each of the following:

- a. A user manual for the General Ledger application.
- b. A user manual for the Budget system.
- c. A user manual for the Purchase system

HIGHLY ADVANTAGEOUS: The required user manuals have been provided and their organization, detail and clarity provide the Town with assurance that the documentation will provide the Town with the highest level of assistance and understanding required to operate the system on a continuous basis.

ADVANTAGEOUS: The required user manuals have been provided and their organization, detail, and clarity provide the Town with assurance that the documentation will provide the Town with an adequate level of assistance and understanding required to operate the system on a continuous basis.

NOT ADVANTAGEOUS: The required user manuals have been provided but are lacking sufficient organization, detail, or clarity to the extent that the Town is not assured that the documentation will provide the Town with the level of assistance and understanding required to operate the system on a continuous basis.

UNACCEPTABLE: All other responses will be ranked as Unacceptable.

4. AVAILABILITY OF AND SAFEGUARD OF SERVICES

If the vendor is hosting the software, vendor shall commit to high availability and state their uptime and maintenance window, which must be outside of normal business hours. The hosting facility and all data back-ups must be located in the United States, and at no time shall the data be viewed or exported outside of the United States by the vendor or its contractors. The vendor must commit to safeguard the Town's data stored on the vendor's systems, and must adhere to industry best practice security standards. The Town reserves the right to perform an annual security review of the vendor's hosting practices.

5. DATA OWNERSHIP

All data specific to the Town that have been entered, transferred, or uploaded by the Town are the sole property of the Town and may not be sold or made available in any way by the vendor to any third party without the express written consent of the Town.

6. SECURITY

The Town desires to purchase a financial system that utilizes modern authentication, authorization, and auditing protocols. The authentication method verify identity, facilitate password changes, enforce password standards, and provide dual factor and/or VPN connectivity. Authorization should allow the Finance Department to define and manage roles, and assign users to those roles. Roles define what functions a user can perform and what data they are authorized to view and/or edit. The system should also allow for user groups, so that specific groups of users can be assigned specific roles. The system should also provide auditing protocols so that the Finance Department can track which users viewed and/or changed specific data. The system should provide exception reports to the Finance Department that highlight unusual views and/or changes to financial data.

HIGHLY ADVANTAGEOUS: The vendor has proposed a system which incorporates modern authentication, authorization, and auditing protocols. The system provides tools that allow financial people to easily define user roles and assign users to those roles. The vendor provides business hour support to help setup and manage roles. Exception reports are easy to setup and run on a regular basis.

ADVANTAGEOUS: The vendor has proposed a system which incorporates modern authentication, authorization, and auditing protocols. The system provides tools that allow financial people to easily define user roles and assign users to those roles.

UNACCEPTABLE: The security model cannot pass a security review. Roles are overly complex and difficult to set up.

7. RESPONSES TO SOFTWARE SUPPORT REQUESTS:

As part of the contract:

Will a toll-free telephone number for software support be provided for the Town's use?

Will vendor commit to returning all calls for software support within 2 hours (during normal business hours of 8:00 A.M. to 5:00 P.M. Monday through Friday, Eastern Standard Time)? If not, please indicate the number of hours vendor will commit to.

Will vendor commit to a method of prioritizing and escalating software support calls?

Will the above method of prioritization result in treatment of system-wide problems designated as severe or critical by the Town of Greenwich, so that the resolution of the problem will begin immediately and will continue until the problem is resolved?

HIGHLY ADVANTAGEOUS: The vendor has responded "yes" to all of the above, and a random telephone survey of existing customers conducted by the Town of Greenwich appears to support the vendor's responses.

ADVANTAGEOUS: The vendor will provide a toll-free telephone number, and the vendor will commit to a method of prioritization of support calls, and the vendor will return all calls within four (4) business hours, and a random telephone survey of existing customers conducted by the Town of Greenwich appears to support the vendor's responses.

NOT ADVANTAGEOUS: The vendor will return all calls within twenty-four (24) hours (Monday through Friday), and a random telephone survey of existing customers conducted by the Town of Greenwich appears to support the vendor's response.

UNACCEPTABLE: All other responses will be ranked as Unacceptable.

8. USER GROUPS

Please discuss the existence and recent activities of any Connecticut specific, regional, and national user groups. If you have multiple user groups, please identify which ones the Town of Greenwich would join. Please also submit any documentation (agendas, outlines) of any recent user group meetings. Submit this documentation, labeled as "User Groups", with your proposal. If the chairperson of the user group is a customer, provide the name, contact person and telephone number. In all cases provide a user reference.

HIGHLY ADVANTAGEOUS: The vendor has an active user group of Connecticut-only customers which is run by users and also conducts an annual general user group meeting in New England.

ADVANTAGEOUS: The vendor has an active user group of Connecticut only customers and no annual user group meeting held in New England.

NOT ADVANTAGEOUS: All other responses will be ranked as Not Advantageous.

9. LOCATION OF TRAINING

The Minimum Evaluation Criteria require that all training be provided at the Town of Greenwich and that the vendor have a full services office within three hours of the Town of Greenwich. Please indicate below where all of your proposed training will be provided. If some or all of your training will not be provided at the Town of Greenwich, please identify the nature of the training and exactly where it will be provided.

HIGHLY ADVANTAGEOUS: All proposed training will be provided at the Town of Greenwich' offices and vendor has a full services office within three hours of the Town's offices.

ADVANTAGEOUS: All user training for the application software will be provided at the Town of Greenwich' offices. Some or all of the operating system and/or system administration training will be provided at a facility located within 3 hours of the Town's offices.

NOT ADVANTAGEOUS: Some or all of the user training for the application software will be provided at a facility located outside the three-hour location requirement.

UNACCEPTABLE: All other responses will be ranked as Unacceptable.

10. APPLICATION ARCHITECTURE

Please fully describe the architecture of your application including technologies used in your client, server, database, security, etc. Please describe whether you offer a SaaS (Software as a Service) option. For SaaS, please describe your hosting environment including security and disaster recovery strategies. For on premise hosting, please describe the components the Town's IT Department must provide including servers, OS, VPN, etc. For both SaaS and on premise, please describe the service level you will provide, and detail the support that will be required by the Town's IT Department.

Please specify the client configuration including all software that must be installed on Town workstations, as well as any special configurations such as VPN. If client is browser-based, please specify what type and version of the browser is required, and list all plug-ins required. Please detail how the client will send jobs to the printer, what printers are supported, and whether additional software needs to be installed to support printing.

Application will be subject to a cyber security reviews by the Town.

HIGHLY ADVANTAGEOUS: The proposed application will be offered as a hosted service by the vendor, in a SSAE 18 compliant hosting environment that is accessible securely over the Internet. The client will use browser-based HTML5 with no reliance upon plug-ins. Software will be fully functional on the latest browser versions. Vendor has a well-defined process for software upgrades, and a project manager who will guide the process. Users of the application can print to most types of common office printers.

ADVANTAGEOUS: The proposed application will be offered as a hosted service by the vendor, in a SSAE 18 compliant hosting environment that is accessible securely over the Internet. The client is browser-based with modern plug-in used only for printing; or there is a thick client that will operate on the most recent version of Windows. Vendor has a well-defined process for software upgrades. Users of the application can print to most types of common office printers.

NOT ADVANTAGEOUS: The proposed application is on premise only, but will at least run on Windows servers. There is no browser option for the client, but the client will at least run on Windows desktops.

UNACCEPTABLE: The proposed application is on premise only and will not operate on Windows servers. System will not function on browser without plugins for Java, Silverlight, or similar client-side processing modules.

11. REPORT WRITER

HIGHLY ADVANTAGEOUS: The proposed report writer is a fully integrated part of the proposed system, and has direct real-time access to the database, without requiring data to first be “exported” to the report writer. The criteria of the report request can be saved so that users can run the same report request periodically without having to re-enter the search items and report fields every time they run the report. All items below are satisfied by the report writer which is “open” in nature allowing it to run across multiple manufacturers’ hardware and software.

ADVANTAGEOUS: The proposed report writer is seamlessly integrated with the proposed database using the same client, and the report data is real-time. The criteria of the report request can be saved so that users can run the same report request periodically without having to re-enter the search items and report fields every time they run the report. Items a, b, c, d, and at least two other items (below) are satisfied by the report writer.

NOT ADVANTAGEOUS: The report criteria cannot be saved. Items a, b, c, and at least one other item (below) are satisfied by the report writer.

UNACCEPTABLE: All other responses will be ranked as Unacceptable.

Please fully describe the report writer’s capabilities pertaining to the following questions:

- a. Can the report writer access any field in any file of each proposed application software module?
- b. Does the report writer allow data for multiple files to be combined on one report?
- c. In the report writer, can multiple report requests which the user has created and saved be combined into one “procedure” by the user, so that the user need only execute that one “procedure” in order to produce the reports?
- d. Can reports created via the report writer be batched for execution at a later time (e.g., for overnight processing)?
- e. Can field names in the report writer data dictionary be changed by the user? For example, users may want to describe the specific names of user-definable fields to the data dictionary.
- f. Can the report writer access “archived” data stored on the optical disk(s) (if proposed), or once the archived data has been restored to magnetic disk, in a manner such that the “live” or current data would still also be available to the report writer at that time?
- g. Does the report writer allow the user to create “calculated” fields, by specifying mathematical operations to be performed on one or more fields in the database and have the result stored in the calculated field for use on the report the user is defining?

- h. Does the report writer support “what if” types of calculations for estimations and projections based on one or more fields?
- i. Can the report writer export data seamlessly to other software products?

12. GENERAL SYSTEM FEATURES

HIGHLY ADVANTAGEOUS: At least 12 of the following features are present in the proposed system.

ADVANTAGEOUS: At least 10 of the following features are present in the proposed system.

NOT ADVANTAGEOUS: At least 7 of the following features are present in the proposed system.

UNACCEPTABLE: Less than 7 of the following features are present in the proposed system.

1. Will all user manuals be provided, and is any cost associated with this capability included in the Cost Proposal?
2. Are the selection criteria for the data to be exported to PC-based applications completely user-definable, both in terms of the specific data fields to be exported and also the conditions to be met in order for information to be selected?
3. Once a specific request has been created for the export of data to PC-based applications, can the request be saved for future use, so that the specific conditions do not have to re-entered each time the request is to be executed?
4. Is on-line, context-sensitive help available throughout the entire system, such that by invoking on-line help for any particular data field on any data entry screen, a description of the data required for that field is displayed?
5. Are table look-up features provided throughout the entire system, so that whenever a field on a data entry screen allows or requires data to be entered from an existing file or table, the user has the option of displaying relevant data from the file or table on the screen, “browsing” or “paging” through the file or table until the desired data is shown, and “pasting” the desired data onto the data entry screen?
6. Does the system allow backup procedures to be scheduled for a certain time, such as during the evening, so that these backups will occur automatically at that time?
7. Does the system allow certain processing jobs/tasks to be scheduled for a certain time such that these jobs/tasks will automatically start at that time?
8. Does the system allow any user to direct any printed output to any local printer?

9. Can any printed output be directed to any remote printer?
10. Is a print spool feature available for all printers and all reports within all of the proposed application software modules?
11. Through the use of the print spool feature referred to above, can multiple users direct output to the same printer simultaneously?
12. Can the order of printing of spooled items be modified?
13. Will printed copies of record layouts be provided for all files in all proposed application software modules, and will they include field name, data type, field length, and field description?
14. Is a system "history log" maintained automatically by the system, wherein each user's activities are recorded?
15. Are transaction journalizing capabilities provided, such that previously entered transactions do not have to be re-entered when recovering from system failures?

13. OPEN SYSTEMS

It is important that the proposed software uses open integration methods and can operate on multiple manufacturers hardware in use by the Town.

HIGHLY ADVANTAGEOUS: Web services are available to exchange data, and the system will allow for connectivity via ODBC. Vendor publishes a dictionary of web services and provides the database schema. For the on premise solution, a Windows version of the municipal application software being proposed has been in general release for a period in excess of 4 years and is installed in 50 or more Connecticut cities and/or towns.

ADVANTAGEOUS: API and ODBC are available. Vendor publishes a dictionary of web services and provides the database schema. For the on premise solution, a Windows version of the municipal application software being proposed has been in general release for a period in excess of 2 years and is installed in 20 or more Connecticut cities and/or towns.

NOT ADVANTAGEOUS: API and ODBC are either not available or a not well defined.

UNACCEPTABLE: The system is not offered as SaaS, and the on premise software will not function using systems that the IT Departments supports.

14. BUDGETARY “CONTROL” POINTS AND “WARNING” POINTS

Regarding budget control, the system (in particular the General Ledger/Budget, Purchasing, Accounts Payable and Payroll/Personnel modules) is expected to provide for multiple control and warning levels. For example, some departments will need to have the system prevent over-expenditures at the departmental level, while being warned of over-expenditures at the line item level. Other departments will need to have the system prevent over-expenditures within the major categories of personnel and operations, while still being warned of over-expenditures at the line item level. Finally, some departments will need to have the system prevent over-expenditures at the line item level.

The Town anticipates that the General Ledger/Budget module will be the key to establishing this kind of control and flexibility, particularly with respect to the chart of accounts maintenance function, and that the other three modules will each function in relatively similar fashion with respect to these control and warning points established in the General Ledger/Budget module.

Vendors should describe in detail, for each module, the method of handling multiple warning and control points which will address the Town 's needs as described above. The description should also include an identification of the method of security which can be used to establish the control and warning points, in addition to the various “exception” reports, etc. within each module regarding the control and warning points.

HIGHLY ADVANTAGEOUS: The proposed system has a high degree of flexibility with respect to the establishment of control and warning points, such that the requirements described in the first paragraph above are exceeded by the system. In addition, the system provides strong security over the establishment of these budget and control points, and detailed exception reports are available within each module.

ADVANTAGEOUS: The proposed system has a sufficient degree of flexibility with respect to the establishment of control and warning points, such that the requirements described in the first paragraph above are met by the system. In addition, the system provides strong security over the establishment of these budget and control points, and detailed exception reports are available within each module.

NOT ADVANTAGEOUS: The proposed system does not provide the desired degree of flexibility required.

UNACCEPTABLE: The proposed system is limited in its ability to establish control and warning points, such that the requirements described in the first paragraph above will not be met.

15. COMPANY STABILITY

The Town is concerned with the vendor's stability and on-going viability.

HIGHLY ADVANTAGEOUS: The Vendor's total sales revenue for the past year is in excess of \$20,000,000.

ADVANTAGEOUS: The Vendor's total sales revenue for the past year is between \$10,000,000 - \$20,000,000.

NOT ADVANTAGEOUS: The Vendor's total sales revenue for the past year is between \$2,000,000 - \$10,000,000.

UNACCEPTABLE: The Vendor total sales revenue for the past year is less than \$2,000,000.

16. INTEGRATION OF TOWN/SCHOOL SYSTEMS

The Town of Greenwich plans to implement the requested financial administration system at both the Town and Board of Education. For this reason, it is important that the selected vendor and product have experience in meeting the needs of both the Town and Board of Education in an integrated manner.

HIGHLY ADVANTAGEOUS: The Vendor has at least ten sites in Connecticut where the proposed version of the system is used by both the Town and the Board of Education.

ADVANTAGEOUS: The vendor has at least five sites in Connecticut where the proposed version of the system is used by both the Town and Board of Education.

NOT ADVANTAGEOUS: The vendor has at least five sites where the proposed version of the system is used by both the Town and Board of Education but these sites are not located in Connecticut.

UNACCEPTABLE: The vendor has zero sites where the proposed version of the system is used by both the Town and Board of Education.

TOWN OF GREENWICH, CT
REQUEST FOR PROPOSAL #7463 DEADLINE: 3/05/19 AT 2:00PM
FINANCIAL SYSTEMS SOFTWARE
REPLY SHEET (Page 1 of 5)

SECTION VI: Cost Proposal for Town of Greenwich

Respondents shall provide firm fixed fees for all phases of work. All pricing to include any and all travel expense, as well as attendance at up to three (3) night meetings to present the proposed software system to the Town's financial Boards. All pricing is firm for sixty days.

All application software extension pricing is to be given for sixty concurrent users. If the application software is not priced by that method, but by number of registered users, please indicate in the "Exceptions" area of the Reply Sheets.

The "per seat cost" is to be the cost that the Town of Greenwich would pay for each additional seat above sixty (60) for years one through five after installation of software.

Cost Proposal For Town of Greenwich

Ver.	Application Description	Per Seat Cost	60 Seat Cost	Consult. Cost	Train. Cost	Conver. Cost
	General Ledger, Budget, A/P					
	Purchase Requisitions					
	Purchase Orders					
	Project Accounting					
	Cash Receipting					
	Personnel					
	Report Writer					
	System Administration					

	System Software:	Price	Annual Price

Assume 60 concurrent users

Respondent's Name _____

Authorized Signature _____

TOWN OF GREENWICH, CT
REQUEST FOR PROPOSAL #7463 DEADLINE: 3/05/19 AT 2:00PM
FINANCIAL SYSTEMS SOFTWARE
REPLY SHEET (Page 2 of 5)

	Installation Services:	Price	

		Price	Annual Price	
	System Totals			
	Software			
	Consulting/Imp./Conver./Services			
	Installation Services			
	System Software			
	TOTAL			

Application Upgrade Cost – Years 2 through 5

Ver.	Application Description	Per Seat Cost	60 Seat Cost			
	General Ledger, Budget, A/P					
	Purchase Requisitions					
	Purchase Orders					
	Project Accounting					
	Payroll					
	Project and Grant Accounting					
	Report Writer					
	System Administration					

Respondent's Name _____

Authorized Signature _____

TOWN OF GREENWICH, CT
REQUEST FOR PROPOSAL #7463 DEADLINE: 3/05/19 AT 2:00PM

FINANCIAL SYSTEMS SOFTWARE

REPLY SHEET (Page 3 of 5)

Cost Proposal for Town of Greenwich

Warranty period for application software: _____

Warranty period for system software: _____

State annual cost for software maintenance: \$ _____

State annual cost for software support
(provision of 800 number, etc.): \$ _____

State annual percentage increase, if any, for software maintenance and support in years two through five: _____ %

EXCEPTIONS

State below any exceptions your company is taking to the specifications within this Request For Proposal, and/or to the contract language. If the provisions in the contract document are not accepted in their entirety without modification, the proposal may be disqualified as non-responsive. The insurance requirements have been established by the Director of Risk Management and will not be altered.

Respondent's Name _____

Authorized Signature _____

TOWN OF GREENWICH, CT
REQUEST FOR PROPOSAL #7463 DEADLINE: 3/05/19 AT 2:00PM
FINANCIAL SYSTEMS SOFTWARE
REPLY SHEET (Page 4 of 5)

Non-collusion Language

In submitting this proposal, the undersigned declares that this is made without any connection with any persons making another proposal on the same contract; that the proposal is in all respects fair and without collusion, fraud or mental reservation; and that no official of the Town, or any person in the employ of the Town, is directly or indirectly interested in said proposal or in the supplies or work to which it relates, or in any portion of the profits thereof.

Compliance with Ethics Code

In submitting this proposal, the undersigned further declares that it has not, and will not, induce or attempt to induce any Town of Greenwich employee or officer to violate the Greenwich Code of Ethics in connection with its offer to provide goods or services under, or otherwise in the performance of, such contract.

The undersigned further understands that the above declarations are material representations to the Town of Greenwich made as a condition to the acceptance of the proposal. If found to be false, the Town of Greenwich retains the right to reject said proposal and rescind any resulting contract and/or purchase order and notify the undersigned accordingly, thereby declaring as void said proposal and contract or purchase order.

RESPONDENT INFORMATION:

COMPANY NAME _____

ADDRESS _____

TELEPHONE # _____ **FAX #** _____

E-MAIL ADDRESS _____

WEB SITE _____

AUTHORIZED SIGNATURE _____

PRINT NAME _____

TITLE _____

STATE OF CT TAXPAYER ID # _____

FEDERAL TAXPAYER ID # _____

INCORPORATED IN THE STATE OF _____ **Corporate Seal** Yes No

TOWN OF GREENWICH, CT
REQUEST FOR PROPOSAL #7463 DEADLINE: 3/05/19 AT 2:00PM
FINANCIAL SYSTEMS SOFTWARE
REPLY SHEET (5 of 5)

Non-collusion Language (continued)

The Greenwich Code of Ethics can be found at www.greenwichct.org. Relevant provisions of the Code of Ethics state as follows:

2. **DEFINITION.** (1) Indirect interest, without limiting its generality, shall mean and include the interest of any subcontractor in any prime contract with the town and the interest of any person or his immediate family in any corporation, firm or partnership which has a direct or indirect interest in any transaction with the town. (2) Substantial financial interest shall mean any financial interest, direct or indirect, which is more than nominal and which is not common to the interest of other citizens of the town. (3) Town officer shall mean and include any official, employee, agent, consultant or member, elected or appointed, of any board, department, commission, committee, legislative body or other agency of the town. (4) Transaction shall mean and include the offer, sale or furnishing of any real or personal property, material, supplies or services by any person, directly or indirectly, as vendor, prime contractor, subcontractor or otherwise, for the use and benefit of the town for a valuable consideration, excepting the services of any person as a town officer.
3. **GIFTS AND FAVORS.** No town officer or his immediate family shall accept any valuable gift, thing, favor, loan or promise which might tend to influence the performance or nonperformance of his official duties.
4. **IMPROPER INFLUENCE.** No town officer having a substantial financial interest in any transaction with the town or in any action to be taken by the town shall use his office to exert his influence or to vote on such transaction or action.

By signing below, the undersigned declares that he/she has read the non-collusion language contained herein and agrees to abide by its contents:

AUTHORIZED SIGNATURE _____

PRINT NAME _____

COMPANY NAME _____

CONTRACT SIGNATURE

The respondent shall indicate below, the full name, title, and the complete mailing address of the authorized person (i.e., **officer of the company**) who will sign the contract (if one is needed) for this procurement:

TOWN OF GREENWICH, CT

INSURANCE PROCEDURE FORM

THE RESPONDENT SHALL RETURN THIS COMPLETED FORM WITH THE PROPOSAL. FAILURE TO DO SO MAY RESULT IN REJECTION OF THE PROPOSAL.

The respondent shall take the Insurance Requirement Sheet (Exhibit A) to the respondent's insurance agent/broker upon receipt of the proposal documents. The respondent and the agent/broker shall familiarize themselves with the required levels of insurance, and the documentation process necessary for the successful development of a contract with the Town of Greenwich, CT for this project.

The respondent shall determine if existing insurance coverage is sufficient, or if any costs for new or additional coverage is required for the specified work noted in this Request For Proposal. Any proposals which contain exceptions to the insurance requirements may be considered nonresponsive and may be rejected.

STATEMENT OF RESPONDENT AND RESPONDENT'S AGENT/BROKER:

We have read the insurance requirements for this project and confirm that we are willing and able to document the required levels of coverage as the Town of Greenwich, CT has specified. The proposal pricing submitted reflects all insurance costs for this project.

If awarded this contract, the complete and correct insurance documentation shall be submitted to the Town of Greenwich, CT within ten (10) days after the date of the award of the contract.

Respondent's Company Name: _____

Authorized Respondent's Signature: _____

Date: _____

Respondent's Insurance Agent/Broker's Company Name: _____

Authorized Agent/Broker's Signature: _____

Date: _____

Tax Certification

Pursuant to CT. General Law, I certify under penalties of perjury that I, to the best on my knowledge and belief, have filed all state tax returns and paid all state taxes required under law.

Social Security Number or
Federal Identification Number

Signature of Individual or Corporate Name

Business Name: _____

Street Address: _____

Town, State, Zip: _____

Telephone: _____ **Fax #:** _____

STATEMENT OF PROPOSING COMPANY'S QUALIFICATIONS

Company Name _____

Address _____

Phone Number _____ Fax No. _____

When organized _____

State of incorporation _____

How many years has company been engaged in business related to this proposal under the present company's name: _____

Contracts now in hand (gross amount) _____

Company Officers _____

Have you ever defaulted on a contract or failed to complete a contract within the specified time?

Yes No

If so, please explain: _____

Proposer agrees prices will remain firm for _____ days.

AUTHORIZED SIGNATURE _____

PRINT NAME _____

TITLE _____

TEL. NO. _____ **EMAIL ADDRESS** _____

TAXPAYER IDENTIFICATION NO. _____

Vendor Information & Signatory Form

Vendor Name: _____

Primary Business Address: _____

Telephone: _____ Fax: _____

Email: _____ Web Site: _____

Secondary Business Location(s) if any:

Business Address: _____

Telephone: _____ Fax: _____

Email: _____ Web Site: _____

Business Address: _____

Telephone: _____ Fax: _____

Email: _____ Web Site: _____

Type of Entity: Corporation: _____ Type of Corp.: _____ LLC: _____
Partnership: _____ Joint Venture: _____ Sole Proprietorship: _____
Other (please describe): _____

1. CT State Business License Number (if applicable): _____
State Agency issuing license: _____
2. Number of years in business under entity name: _____
3. Provide below the full names of entity's owners (> 20% ownership), officers and managers. (use a separate sheet of paper if necessary)

4. Has the entity changed its name within the past 3 years?
a. YES NO
5. If yes, provide former name(s): _____
6. Have there been any recent (within the last three years) changes in control/ownership, > 20% of the entity?
a. YES NO
7. If yes, explain. (use a separate sheet of paper if necessary)
8. Have officers or principals of the entity ever had any license suspended or revoked (other than Driver's License) for any reason?
a. YES NO
9. If yes, please explain. (use a separate sheet of paper if necessary)
10. Is the entity or has the entity, or any of its principals, officers, members or owners ever been a party to or involved in any US civil, criminal, antitrust violation, regulatory action, settlements, lawsuit or other legal action involving the Town of Greenwich or any other municipality in the States of CT or NY related to the vendor's business activities?
a. YES NO

RFP #7463
Financial Systems Software

11. If the answer to question number 10 is 'yes', please explain below. (use a separate sheet of paper if necessary.)

12. Has any principal, officer, member or owner of the undersigned entity within the last three years been a principal, officer, member or owner of any entity that has filed for bankruptcy or been voluntarily or involuntarily dissolved?

a. YES NO

13. Name and title of person completing / responsible for submission of this bid or contract and the responses to this questionnaire: _____

14. Telephone number and email address for person identified in questions #13:

Phone No.: _____ Email Address: _____

15. If requested by the Town during the solicitation process, the vendor hereby agrees to provide the Town with copies of the most recent three (3) years of Loss History Reports for all lines of insurance coverage from its insurance carrier (as named herein) for all contracts and RFPs/RFQs/RFBs equal to or in excess of \$250,000.

a. YES NO

Name of Insurance Carrier: _____

The loss history reports shall include claims data for all fifty US states; detail of each claim for the past three years for AL, GL, WC; and a summary page with the annual total claim amounts for the past three years for AL, GL, and WC.

16. Have any claims been made against the entity's performance bond? YES NO

17. Please indicate whether your entity is currently debarred from doing business in the State of Connecticut or any other state.

a. YES List of States: _____ NO

18. Please indicate whether your entity has ever been convicted of OSHA violations.

a. YES (Attach separate page(s) with explanation.) NO

With regard to item No.17 and 18, the vendor understands and agrees that it has a continuing obligation to inform the Town of any OSHA violation and if it is debarred from doing business in the State of Connecticut or any other State after it has submitted this Vendor Information Form. The Vendor understands and agrees that its obligation to keep the Town informed of any change in status continues up to and including the time of award of the contract and if vendor is awarded the contract, its obligation shall continue during the entire duration of the contract.

19. Provide below an inventory list of all major equipment owned by the entity that would be used on this project:

20. Provide a complete list of the entity's current public customers located in the State of Connecticut:

CUSTOMER	ADDRESS	CONTRACT ANNUAL AMOUNT
_____	_____	_____
_____	_____	_____
_____	_____	_____

FAILURE TO COMPLETE THIS FORM OR FAILURE TO PROVIDE THE NECESSARY BACK UP INFORMATION FOR ANY QUESTION ON THIS FORM MAY RESULT IN DISQUALIFICATION.

Signature _____ Date: _____

Print Name and Title _____

Insurance Requirement Sheet

Insurance Requirements: Before starting and until final completion and acceptance of the work called for in the Contract and expiration of the guarantee period provided for in the Contract, the Contractor and its subcontractors, if any, shall procure and maintain insurance of the types and amounts checked in paragraphs A through F below for all Contract operations.

- A. **General Liability, with minimum coverages for combined bodily injury and property damage liability of \$2,000,000 general aggregate, \$1,000,000 per occurrence including:**
 - 1. **Commercial General Liability.**
 - 2. **Town as additional insured. Contractor's insurance must be primary and non-contributory.**
 - 3. **Owners and Contractors Protective Liability (separate policy in the name of the Town).**

- B. **Comprehensive Automobile Liability, with minimum coverages of \$1,000,000 combined single limit for bodily injury and property damage, including, where applicable, coverage for any vehicle, all owned vehicles, scheduled vehicles, hired vehicles, non-owned vehicles and garage liability.**

- C. **Excess Liability, with minimum coverage of \$5,000,000 in umbrella form, or such other form as approved by Town Department Head and Risk Management Director.**

- D. **Workers' Compensation and Employer's Liability, with minimum coverages as provided by Connecticut State Statutes.**

- E. **Professional Liability (for design and other professionals for Errors and Omissions), with minimum coverage of \$2,000,000. If the policy is on a claims-made basis, coverage shall be continually renewed or extended for three (3) years after work is completed under the Contract.**

- F. **Other (Builder's Risk, etc.): _____.**

- G. **CERTIFICATE HOLDER: TOWN OF GREENWICH
ATTN: PURCHASING DEPT. (Also fill in on ACORD Certificate of Insurance)
101 Field Point Road, Greenwich, CT 06830.**

The Acord certificate of insurance form must be executed by your insurance agent/broker and returned to this office. The most current Acord form should be used for insurance documentation purposes. Company name and address must conform on all documents including insurance documentation. It is required that the agent/broker note the individual insurance companies providing coverage, rather than the insurance group, on the Acord form. The Contract number (provided to the awarded Contractor), project name and a brief description must be inserted in the "Description of Operations" field. It must be confirmed on the Acord Form that the Town of Greenwich is endorsed as an additional insured by having the appropriate box checked off and stating such in the "Description of Operations" field. A letter from the awarded vendor's agent/broker certifying that the Town of Greenwich has been endorsed onto the general liability policy as an additional insured is also mandatory. This letter must follow exactly the format provided by the Purchasing Department and must be signed by the same individual authorized representative who signed the Acord form. If the insurance coverage required is provided on more than one Acord certificate of insurance, then additional agent/broker letters are also required. Contract development will begin upon receipt of complete, correct insurance documentation.

The Contractor shall be responsible for maintaining the above insurance coverages in force to secure all of the Contractor's obligations under the Contract with an insurance company or companies with an AM Best Rating of A:VII or better, licensed to write such insurance in Connecticut and acceptable to the Risk Manager, Town of Greenwich. For excess liability only, non-admitted insurers are acceptable, provided they are permitted to do business through Connecticut excess line brokers per listing on the current list of Licensed Insurance Companies, Approved Reinsurers, Surplus Lines Insurers and Risk Retention Groups issued by the State of Connecticut Insurance Department.

**AGENT/BROKER
(LETTERHEAD)**

(Date)

Town of Greenwich
Charles J. Zsebik, Director of Purchasing
101 Field Point Road
Greenwich, CT 06830

Re: **(Name of the Insured)**
Town of Greenwich Contract No. **XXXX**

Dear Mr. Zsebik:

The undersigned hereby certifies as follows:

- (1) I am a duly licensed insurance agent under the laws of the State of **[insert state]** and an authorized representative of all companies affording coverage under the Acord form submitted herewith;
- (2) The Town of Greenwich has been endorsed as an additional insured under general liability policy no. **[insert policy number]**, issued by **[insert company affording coverage]** to **[name of insured]**;
- (3) The general liability policy referenced in paragraph (2) above meets or exceeds the coverage in Commercial General Liability ISO form CG 00 01 10 01, including contractual liability;
- (4) The policies listed in the Acord form submitted to the Town of Greenwich in connection with the above referenced contract have been issued to the insured in the amounts stated and for the periods indicated in the Acord form; and
- (5) The Town of Greenwich shall be given thirty (30) days prior written notice of cancellation, lapse or restrictive amendment (except ten days notice of nonpayment) of the policies listed in the Acord form.

Sincerely,

(Signature)

Type Name
Authorized Representative for all companies listed in the Acord form

PERSONAL SERVICE CONTRACT

Contract No.

THIS AGREEMENT made and entered into this _____ day of _____ 2019, by and between the TOWN OF GREENWICH (hereinafter referred to as "Town"), acting herein by the undersigned official, and _____ (hereinafter referred to as "Contractor"), whose principal office is located at _____, acting herein by _____ its _____, hereunto duly authorized,

WITNESSETH:

WHEREAS, the Town contemplates:

WHEREAS, the Town desires to retain the services of the Contractor to perform the following work:

NOW THEREFORE, in consideration of the mutual covenants and agreements herein contained, the parties agree as follows:

1. Describe services to be performed:

2. Describe method and terms of payment:

This agreement consists of:

Personal Service Contract form (pp. 1-7);

Exhibit A, Insurance Requirements & Certificate of Insurance (pp. XX-XX);

Other exhibit(s) (yes/no) entitled _____ (pp. _____);

Other attachment(s) (yes/no) entitled _____ (pp. _____);

for a total number of _____ numbered pages (hereinafter collectively referred to as "Contract").

3. Any conflict between this Contract and any invitation to bid, request for proposal, bid or response to request for proposal shall be resolved in favor of this Contract, with the exception that any provision of an invitation to bid, request for proposal, bid or response to request for proposal, that is attached as an Exhibit to this Contract, which Exhibit provides for a higher standard of obligation or service by Contractor, shall control as to the standard of obligation and service required of the Contractor and shall thereby supplement this Contract.

4. The Town may at any time, and for any reason, direct the discontinuance of the services and work contemplated under this Contract for a period of time. Such direction shall be in writing and shall specify the period during which the work shall be discontinued. The work shall be resumed on the dates specified in such direction, or upon such other date as the Town may thereafter specify in writing. The period during which such work shall have been discontinued shall be deemed added to the time for performance. Stoppage of work under this article shall not give rise to any claim against the Town.

5. The service and work contemplated under this Contract shall be completed in full on or before

6. The Town may at any time and for any reason terminate this Contract by written notice specifying the termination date, which shall be not less than seven (7) days from the date such notice is given. In the event of such termination, services shall be paid for in such amount as shall compensate for the portion of the work satisfactorily performed prior to termination. Such amount shall be fixed by the Town after consultation with the Contractor and shall be subject to audit by the Town Comptroller. Termination under this section shall not give rise to any claim against the Town for damages for compensation in addition to that provided hereunder.

7. It is the intent of this Contract to secure the personal services of the Contractor or a duly authorized and competent representative(s) of the Contractor acceptable to the Town. Failure of the Contractor for any reason to make the personal service of such a person available to the Town to the extent necessary to perform the services required skillfully and promptly shall be cause for termination of this Contract.

8. The Contractor shall not assign this Contract without prior consent of the Town in writing.

9. In the event of death or disability of the principal of the Contractor, any qualified partner or associate of the Contractor may be authorized, at the option of the Town, to continue to perform and complete all the terms, covenants and provisions contained in this Contract.

10. If the Contractor has been delayed and as a result will be unable, in the opinion of the Town, to complete performance fully and satisfactorily within the time allowed therefor, the Contractor, upon submission of evidence of the cause of the delay, satisfactory to the Town, shall at the discretion of the Town, be granted an extension of time for performance equal to the period that the Contractor was actually and necessarily delayed.

11. When the Town shall have reasonable grounds for believing that a) the Contractor will be unable to perform this Contract fully and satisfactorily within the time fixed for performance, or b) a meritorious claim exists or will exist against the Contractor or the Town arising out of the negligence of the Contractor or the Contractor's breach of any provision of this Contract, then the Town may withhold payment of any amount otherwise due and payable to the Contractor hereunder. Any amount so withheld may be retained by the Town for such period as it may deem advisable to protect the Town against any loss and may, after written notice to the Contractor, be applied in satisfaction of any claim herein described. This provision is intended solely for the benefit of the Town. No person shall have any right against the Town or claim against the Town by reason of the Town's failure or refusal to withhold monies. No interest shall be payable by the Town on any amounts withheld under this provision. This provision is not intended to limit or in any way prejudice any other right of the Town.

12. The acceptance by the Contractor, his successors or assigns, of any payment made on the final requisition under this Contract, or of any final payment due on termination of this Contract, shall constitute a full and complete release of the Town from any and all claims, demands and causes of action whatsoever which the Contractor, his successors or assigns, have or may have against the Town under the provisions of this Contract.

13. The Contractor shall not assert any claim arising out of any supervisory act or omission by any agent, officer or employee of the Town in the execution or performance of this Contract against any such agent, officer or employee. The Contractor shall require each person supplying labor or materials to the Contractor to agree in writing to the Contractor not to make any claim against the Town, its officers, agents or employees by reason of such labor or materials, or by reason of any acts or omissions of the Contractor.

14. The Contractor shall indemnify and save harmless the Town and its officers, agents, servants and employees, from and against any and all claims, demands, suits, proceedings, liabilities, judgments, awards, losses, damages, costs and expenses, including attorneys' fees, on account of bodily injury, sickness, disease, death or other damages sustained by any person or persons injury or damage to or destruction of any property, directly or indirectly arising out of, relating to, or in connection with the work called for in the Contract, whether or not due or claimed to be due in whole or in part to the active, passive or concurrent negligence, fault, or contractual default of the Contractor, its officers, agents, servants or employees, any of its subcontractors, the Town, any of its respective officers, agents, servants, or employees and/or any other person or persons, and whether or not such claims, demands, suits or proceedings are just, unjust, groundless, false, or fraudulent, and the Contractor shall and does hereby assume and agrees to pay for the defense of all such claims, demands, suits and proceedings, provided, however, that the Contractor shall not be required to indemnify the Town, its officers, agents, servants, or employees, against any such damages occasioned solely by acts or omissions of the Town, its officers, agents, servants or employees, other than supervisory acts or omissions of the Town, its officers, agents, servants, or employees, in connection with the work called for in the Contract.

15. The Contractor shall take out and maintain during the life of this Contract the types and amounts of insurance as are set forth in the attached Exhibit A. Before commencing the work called for in this Contract, the Contractor shall furnish the Town with a completed certificate of insurance on the Acord form that is referenced in the attached Exhibit A evidencing such coverage.

16. Contractor agrees to comply in every respect with applicable State and Town laws, regulations and ordinances.

17. Contractor shall at all times be deemed to be an independent contractor and shall be wholly responsible for the manner in which it performs the services required of it by the terms of this Contract. Nothing herein contained shall be construed as creating the relationship of employer and employee or principal and agent, between the Town, its agencies, employees, agents and Contractor, its employees and agents. Contractor assumes exclusively the responsibility for the acts of its employees and agents as they relate to the services to be provided during the course and scope of their employment. Contractor, its agents and employees shall not be entitled to any rights and privileges of Town employees and shall not be considered in any manner to be Town employees.

18. The laws of the State of Connecticut shall govern this Contract and any and all litigation related to this Contract. In the event of litigation related to this Contract, the exclusive forum shall be the State of Connecticut and the exclusive venue for such litigation shall be the Judicial District for Stamford/Norwalk at Stamford.

Dated at Greenwich, Connecticut,
this _____ day of _____ 2019.

Witnessed by:

Witnessed by:

THE TOWN OF GREENWICH

By _____ **L.S.**

Its _____

THE CONTRACTOR

By _____ **L.S.**

Its _____

STATUTORY SHORT FORMS OF ACKNOWLEDGMENT

FOR AN INDIVIDUAL ACTING IN HIS OWN RIGHT:

STATE OF _____)
) ss: _____
COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of _____, by _____
(name of person acknowledged)

Notary Public
My Commission Expires:

FOR A CORPORATION:

STATE OF _____)
) ss: _____
COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of _____ 2019 by _____
name and title of officer/agent
of _____ a _____
name of corporation State or place of incorporation

corporation, on behalf of the corporation.

Notary Public
My Commission Expires:

FOR A PARTNERSHIP:

STATE OF _____)
) ss: _____
 COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of
 _____, by _____
 acknowledging partner or agent
 partner (or agent) on behalf of _____, a partnership.
 name of partnership

Notary Public
 My Commission Expires: _____

BY ANY PUBLIC OFFICER, TRUSTEE, OR PERSONAL REPRESENTATIVE:

STATE OF _____)
) ss: _____
 COUNTY OF _____)

The foregoing instrument was acknowledged before me this _____ day of
 _____, by _____
 name and title of position

Notary Public
 My Commission Expires: _____