



Town of Johnston
REQUEST FOR PROPOSALS
Tax Administration & Collection Software

Bid Number: BID00000173

Issuing Department: Department of Finance

Bid Due Date & Opening: March 31st, 2023
Time: 10:00 am



PURCHASING DEPARTMENT
TOWN OF JOHNSTON, RHODE ISLAND

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The Town of Johnston is seeking proposals for a Tax Administration & Collection Software.

SUBMISSION OF BIDS INSTRUCTIONS

Sealed bids will be accepted at the Office of the Town Clerk at Johnston Town Hall. Proposals may be submitted up to 10:00 am on March 31st, 2023. All proposals will then be publicly opened and read aloud at the Conference Room located at Town Hall.

A sealed package must be submitted containing one (1) original bid, labeled original and one (1) unbound copy.

The bids must be marked with the name and address of the bidder, and the date and time of bid opening. Bids must be received prior to the due date and time. Bids received after that time shall be returned unopened. Packages submitted must be sealed and clearly marked: "Tax Administration & Collection Software." Any communications that are not competitive sealed proposals should have "**NOT A BID**" written on the envelope or wrapper.

Envelopes containing bids must be sealed and addressed to:

Town Clerk's Office
Johnston Town Hall
1385 Hartford Avenue
Johnston, RI 02919

The Town is not responsible for accepting any submissions delivered to other town buildings. Bids received prior to the time of opening will be securely kept, unopened until the opening time. No responsibility will attach to an officer or person for the premature opening of a bid not properly addressed and identified.

Documents Required for Submission with Sealed Bid

1. A sealed package must be submitted containing one (1) original bid, labeled original and one (1) unbound copy.
2. Bid Bond or Certified Bank Check: Must be for 10% of the price of the Bid.
3. Bid Form: found on page 8 of this RFP. Must be signed by a responsible member of the firm with their signature and official title.



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Documents Required if Selected as Winning Bidder

1. Performance Bond or Certified Bank Check: Must be for 100% of completed cost of project/service.
2. Insurance Binder: A certificate of insurance indicating liability and workers' compensation coverage must be provided.
3. IRS Form W-9: Should be completed and submitted if the bidder falls under IRS requirements to file this form.

NOTICES TO PROPOSERS

- I. Any bidder may withdraw the firm's bid by written request at any time prior to the advertised time for opening. Telephonic, email or facsimile transmitted bids, amendments, or withdrawals will not be accepted.
- II. Unless otherwise specified, no bid may be withdrawn after the date and time of the bid opening. Time is of the essence in this bid and failure to deliver within the time period shall be considered default.
- III. If any proprietary, trade, brand or manufacturer's name or part number is used herein in describing the required equipment, it shall be understood to indicate the minimum standard of composition and quality desired and shall not be construed to exclude equipment that equals or exceeds the functional capability and quality of the named equipment. If bids are based on such equivalent equipment, indicate the manufacturer's name, model and number for the equipment and include any literature or other explanation of the equipment's quality or performance.
- IV. Negligence on the part of the bidder in preparing the bid confers no rights for the withdrawal of the bid after said bid has been opened.
- V. Descriptive materials such as plans, drawings, photographs, written descriptions, and particularly manufacturer's literature that will enable the Town to determine the exact quality, design and appearance of the equipment proposed, shall accompany the bid. All equipment listed, or shown, in the manufacturer's literature, drawings or photographs, and approved by the Town, shall be furnished.
- VI. All prices bid must be on the basis of F.O.B. Delivery Point, Town of Johnston. Therefore, shipping costs are to be included within the process quoted. Deliveries must consist only of new merchandise or equipment and shall be made between 7:30am and 3:00pm, or as may be arranged during emergencies.
- VII. Bids received prior to the time of opening will be securely kept, unopened. No responsibility will attach to an officer or person for the premature opening of a bid not properly addressed and identified.



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- VIII. The Finance Director or his designee may waive any or all bids for cause, failure to meet specifications or any reason deemed appropriate. The Town of Johnston reserves the right to reject any or all responses or parts thereof, to waive any informality in them, or accept any bid deemed in the best interest of the Town.
- IX. An award will be given in writing to the bidder whose offer provides the greatest value to the Town, from the standpoint of meeting specifications and requirements of bidding documents, suitability to purpose, quality, service, previous experience, price, ability to deliver, or for any other reason deemed by the Town to be in its own best interest. Any final analysis or weighted point score does not imply that one bidder is superior to another, but simply, in the Town's judgment the bidder selected appears to offer the best overall solution for our current and anticipated needs. Thus, the result will not be determined by price alone.
- Award will be based on, but not limited necessarily to the following (where applicable):
- a) Adherence to all conditions and requirements of the bid specifications.
 - b) Total bid price: (including any discounts), unit bid price, or extended price;
 - c) General reputation and experience of bidders.
 - d) Evaluation of the bidder's ability to service the Town.
 - e) Financial responsibility of the bidder.
 - f) Prior knowledge of and experience with the bidder in terms of past performance.
 - g) Needs and requirements of the Town.
 - h) Experience with the products involved.
 - i) Bidder's ability to meet delivery and stocking requirements.
 - j) Delivery date or service date; and
 - k) Ordering method.
- X. After the bid is awarded, all documents pertaining to the successful bid will be available for public inspection in the Town purchasing office.
- XI. If all Bids exceed the available funds, the Finance Director may re-solicit new Bids or enter into competitive negotiations with two or more of the lowest bidders meeting all requirements as outlined.
- XII. A reasonable inquiry to determine the responsibility of the bidder or offer may be conducted. Failure to promptly supply information related to such an inquiry may be grounds for disqualification of a bidder. All information supplied is confidential.
- XIII. The Town may make such investigations as it deems necessary to determine the ability of the bidder to provide the materials or services, and the bidder shall furnish to the Town all such information and data for this purpose as the Town may request. The Town reserves the right to reject any bid if such bidder fails to satisfy the Town that such bidder is properly qualified to carry out the obligations of the contract and to complete the work contemplated therein.



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- XIV. Bid price shall be firm; unit price shall include any and all trade discounts. Price shall be inclusive of any freight, handling, delivery surcharges or any other incidental charges. Your bid shall be exclusive of any Federal or State taxes, as the Town of Johnston is exempt from payment of such taxes. A certificate of exemption shall be forwarded to the elected vendor upon request.
- XV. Delivery shall be made to the Town of Johnston on the "ship to" address of the Purchase Order. Delivery is required within the time stated herein from the date of the issuance of the purchase order, unless otherwise noted. Delivery shall include assembly, servicing, and placement of equipment in operable status unless specified otherwise. No deliveries shall become due or acceptable without a written Purchase Order issued by the Town of Johnston.
- XVI. The Department Director, or his designee, shall accomplish inspection and acceptance of materials/equipment purchased for the department.
- XVII. In case of default, the Town may procure the materials from other sources and hold the bidder responsible for any excess costs occasioned thereby and may immediately cancel the Purchase Order.
- XVIII. Bidders are advised that this section of the specifications will be evaluated before the technical specifications. Bids that do not comply with our General Conditions, Bonding, Insurance, Delivery, Bidder Qualifications, Service and Warranty requirements will be immediately deemed non-responsive and shall be immediately rejected without further review of the technical specification.
- XIX. Bids not received by the Bid Submittal Deadline are late. Late Bids will be returned to Bidders unopened.
- XX. No employee, officer or agent of the Town of Johnston shall participate in the selection, the award or administration, of the contract if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when one of the following has a financial or other interest in any firm proposing on or selected for the award:
- a) The employee or an officer or agent of the employee.
 - b) Any member of the employee's immediate family.
 - c) The employee's business partner; or
 - d) An organization that employs, or is about to employ, any of the above.
- XXI. This is a "prevailing wage" contract. Prevailing Wage refers to the requirements of the Rhode Island General Law 37-13 and the general prevailing rate of pay for regular, holiday and overtime wages to be paid to each craftsman, mechanic, teamster, laborer, or other type of worker performing work on public works projects when state or municipal funds are used in excess of \$1,000. Contractors must refer to the applicable Davis Bacon Wage Determination rate schedule available at the Rhode Island Department of Labor and Training website to determine the prevailing wage rates for a public works construction project.



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INQUIRIES

Any questions concerning clarification on any portion of this RFP should be made to:

By Mail:

Tyler P. Carney
Johnston Town Hall
1385 Hartford Avenue
Johnston RI, 02919

By Email:

Tyler P. Carney
tcarney@johnston-ri.us

All bidders are responsible for ensuring that no addenda have been made to the original proposal package. All proposal packages and addenda shall be posted to the Town's website and are also available by contacting Tyler Carney, at tcarney@johnston-ri.us



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BID FORM

Name of Bidder (Firm or Individual): _____

Contact Name: _____

Contact Phone Number: _____

Contact Email: _____

Business Address: _____

Total Amount: _____ (See Attached)

Signature of Representative

Title of Representative

Date



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SPECIFICATIONS
Tax Administration & Collection Software

PROCUREMENT SCHEDULE

Procurement Activity	Expected Date / Time	Comments
Town Issues RFP	Monday, March 13 th , 2023	Bid Specs are available at https://townofjohnstonri.com/request-for-proposals
Bids Submissions Due	10:00 am Friday, March 31 st , 2023	A sealed package must be submitted containing one (1) original bid, labeled original and one (1) unbound copy labeled "Tax Administration & Collection Software" and addressed/delivered to: Town Clerk's Office Johnston Town Hall 1385 Hartford Avenue Johnston, RI 02919
Bid Opening	10:00 am Friday, March 31 st , 2023	A bid tabulation will be published to the Town's website
Evaluation Period	April 3 rd - April 7 th 2023	
Intent to Award; Submitted to Town Council	Monday, April 10 th , 2023	

*The town reserves the right, at its discretion, to adjust this procurement schedule as it deems necessary.



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BACKGROUND

The Town of Johnston (Town) is seeking proposals for the Purchase of a Tax Administration, Utility Billing and Collection, and Tax Collection Software, in accordance with the following specifications:

PROPOSAL SPECIFICATIONS

Submitters must respond in the format delineated below. The following information shall be tabbed to identify the required information. Failure to submit this information will render your proposal non-responsive.

TECHNICAL SPECIFICATIONS

Purchase of Tax Administration Utility Billing and Tax Collection Software:

- 1. Purpose** - The intent of this Request for Proposal (RFP) is to obtain proposals from qualified bidders for software and implementation services for a proven and robust TAX ADMINISTRATION, UTILITY BILLING AND TAX COLLECTION SOFTWARE system to be provided in accordance with terms, conditions and specifications established herein. The Town of Johnston, Rhode Island manages, operates, and provides a wide variety and array of services to its citizens and closely partners and interacts with federal, state, local municipalities, boards, and commissions in the State. The Town's goal is to purchase and implement one system that can meet all the listed requirements.
- 2. The Project** - This project is designed to upgrade the Town's existing Tax Administration, Utility Billing and Tax Collection systems to a more robust and fully integrated package. Through this upgrade, the Town seeks to provide an increased level of services to the citizens of Johnston. The implementation will involve several integral Town departments: Finance, Public Works, Tax Assessor, and Tax Collection Departments.
- 3. The Scope** - This project will replace the following systems and provide the following services:
 - a) Tax Administration
 - b) Utility Billing & Collection
 - c) Tax Collection
 - d) Data Conversion
 - e) Implementation
 - f) Training
- 4. About Johnston** - The Town of Johnston has approximately 11,500 Real Property Parcels, 1,200 Personal Property accounts, 4,900 Sewer mains, and 100 Sewer Assessments. Town of Johnston's Tax Year runs from January 1st to December 31st. The Town's Fiscal Year runs from July 1st to June 30th.



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The Town's current application environment related to this project are as follows:

- a) Financial System: Phoenix SunGard (current), Currently seeking bids for new ERP System
- b) Computer Aided Mass Appraisal (CAMA): Vision 8
- c) Assessment Administration: VGSI Opal
- d) Tax Collection/Billing: VGSI Opal
- e) Utility Billing & Collection: VGSI Opal

The Town requires proposed systems to integrate with the current applications (Phoenix SunGard and Vision 8 CAMA), as well as any other municipal finance and CAMA applications.

- 5. **Train the Trainer** - Expressly forbidden. All training shall be done by qualified staff of the bidder, on-site or via Zoom. Implementation time will not be considered training.
- 6. **Training** - The Vendor shall provide detailed plans for training Town staff, so they are able to answer inquiries, enter data, and handle day-to-day management of the system.
- 7. **Implementation** - The Vendor shall provide a realistic plan, pricing, and schedule to implement the proposed system, and to provide training and on-going support. The schedule must illustrate milestones for deliverables, critical path items, and with blocks of time for tasks for both the supplier and town resources.
- 8. **System Security** - Include a detailed description of the proposed system's security features. It is imperative that security be assigned to the individual employee - not to the employee's workstation - and that security controls prevent employees from accessing and/or updating the data of another department. Please include a listing of all compliance/regulatory requirements that are satisfied by the system being proposed. Example: Payment Card Industry Data Security Standard (PCI DSS)
- 9. **Data** - The Town maintains ownership of all data. Vendor shall not mine or otherwise process or analyze data for any purpose not explicitly authorized by the Town. Vendor shall make the Town's data available upon request, within one business day or within the time frame specified, and that data shall not be used for any other purpose. The Vendor shall provide the requested data at no additional cost. The Town shall have full access to its data through ODBC or directly through the SQL server.
- 10. **Data Conversion** - All data from our current systems being replaced (see section II. 4.) will undergo data conversion to the new software system. The Vendor must be able to convert the existing Opal files of all systems being replaced (see section II. 4.) for current and all prior years to their software. The Vendor must verify all totals for each year converted and submit proof to the Town before the Town shall accept the new software.
- 11. **Demo** - At the Town's discretion, the vendor must be willing to provide a demonstration on-site and/or virtual (the Town's choice) with a question-and-answer period and the ability for multiple users to view the software at one time.
- 12. **Response** - Each response shall include the following items.
 - a) Executive Summary - A brief narrative highlighting the company's proposal.
 - b) Company profile
 - c) Qualifications and References - Please provide a comprehensive list of current Rhode Island customers and a list of out of State customers for each application module proposed. The Town reserves the right to contact any and all customers, including any customers which the vendor has failed to provide information about. The reference list must include the information listed below:
 - i. Customer name



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- ii. Contact name.
 - iii. Phone Number
 - iv. All applications installed and their version numbers.
 - v. Date of installation
- d) Years Providing Municipal Software Services - Please provide the total number of years your firm has been in the business of providing and supporting municipal systems. You may also provide any additional information regarding the origin and background of your company, which may be relevant.
 - e) Staff Details - Please provide detailed information about the composition of your technical staff, including R & D personnel, project managers, implementation and training personnel, support personnel, programmers/analysts, and documentation specialists.
 - f) Third Party Software Requirements
 - g) Completed IT Security Questionnaire (Appendix A)
 - h) Proposed Subcontractors if any.
 - i) Sample Documents - Example: Required Rhode Island State reports, batch reports.
 - j) Current RI or New England clients of similar size
 - k) DRP - Disaster Recovery Plan for Cloud Hosted Solution
 - l) Completed VISA form.
 - m) Proposed project management and implementation plans.
 - n) Proposed change management plan.
 - o) Proposed Software System, Proposed Modules, Hardware Requirements
 - p) Software Requirements, Application security controls, Database Platform, Networking Requirements, Cloud/on prem, Backup, Training Plan
 - q) Support Response Time
 - r) Pricing - Must be filled out on attached form Pricing by Module, Implementation, Training, Maintenance and Support costs for 5 years, by year Hosting costs (if cloud/SaaS), Data Conversion.



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MODULES AND MINIMUM REQUIREMENTS

TAX COLLECTION:

- a. Yearly billing by quarters
- b. Interest on past due amounts back to July 1st on unpaid balance; interest rates may vary from year to year.
- c. Option to print and mail annual tax bills, with option to print/not print various bank bills.
- d. E-Mail any bill, receipt, account payment summary, or other report.
- e. Escrow accounts - ability to download and import payment information from various banks and mortgage companies.
- f. Ability to export files to our general ledger system Phoenix SunGard or any other municipal finance application for daily deposits by batch.
- g. Ability to export a file for refunds to our general ledger system Phoenix SunGard or any other municipal finance application accounts payable.
- h. Reporting to include batch and trial balance (weekly, daily, monthly, and yearly)
- i. Must be able to create State File Transfers - RIMS and DMV lock file.
- j. Ability to manage a Tax Sale Process for Real Estate bills.
- k. Ability to administer and manage payment plans with different payment schedules.
- l. Ability to create a Delinquent List by various criteria.
- m. Ability to create a Delinquent Report for Rossi Law, or any other collection firm.
- n. Ability to write off past due amounts.
- o. Ability to create an MLC (Municipal Lien Certificate) for any property.
- p. Ability to see all accounts due for a property in one window and process payments on those accounts.
- q. The system will allow for the storage of ownership history by plat and lot.
- r. Ability to add quick receivable - interest, NSF, and tax sale fees.
- s. Ability to send E-Mail reminders for any receivable (auto or manual, quarterly or annually depending on account)
- t. Ability to support an integrated ACH/EFT (electronic funds transfer) for customers that want payments automatically deducted from their checking/savings accounts.
- u. Ability to view all bills being received.
- v. Ability to have multiple users in the same module concurrently.
- w. Ability to add notes to an account, both for use internally and externally on bill
- x. Ability to transfer payments from one account to another in the event of a processing error.
- y. Ability to transfer payments from one receivable to another in the event of a processing error.
- z. The wizards included in the system aid the process of transferring balances from one account to another and a powerful wizard shall be included to transfer credit balances.
- aa. Ability to process preformatted letters by type.
- bb. Ability to place flags on accounts for various reasons.
- cc. Ability to process delinquent notices quarterly for real estate and MV.
- dd. Ability to interface with Certified Payments / Govolution / Velocity credit card or other credit card processing system used by the Town, both in office and online



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TAX ADMINISTRATION:

- a. Ability to import CAMA data from Vision 8 or any other CAMA software.
- b. Ability to support multiple tax rates.
- c. Ability to support Rhode Island State Codes
- d. Ability to have the account number stay with the parcel.
- e. Ability to handle account types, such as real estate, motor vehicle, tangible.
- f. Ability to handle frozen assessments and rates by parcel.
- g. Ability to freeze tax rates on all exemptions.
- h. Ability to create and export abatements.
- i. Ability to create multiple test tax rolls.
- j. Ability to identify the current and final tax roll.
- k. Ability to create ALL State of Rhode Island required reports.
- l. Ability to create custom reports using all database fields.
- m. Ability to process exemptions by percent, assessment, and tax amount.
- n. Ability to create addendum/supplemental rolls.
- o. Ability to attach documents to an account.
- p. Ability to enter notes on an account for quick reading.
- q. Ability to print for binding all tax roll types.
- r. Ability to import data from State of Rhode Island for MV
- s. Ability to import or export MV data from or to other Towns regardless of source.
- t. Ability to conform to the Rhode Island MV tax phase out.
- u. Ability to create custom imports.

Real Estate:

- a. Fields for description of plat, lot state code, land value, building value, total value, zoning & land size (acres).
- b. Ability to view current deed book and page, date of sale, name on deed, sales price, and chain of title.
- c. Ability to print a value and tax history for each parcel.
- d. Audit trail
- e. Ability to link parcel number/ address to view on google earth/maps.
- f. Ability to link parcel to GIS/MapGEO
- g. Ability to link to real estate data base (Vision CAMA)
- h. Ability to flag accounts for future tax rolls.
- i. Ability to update ownership and mailing address to collections instantaneously.
- j. Ability to link to account summary to view balance and abatements.
- k. Ability to store phone numbers and email addresses.
- l. Ability to email tax bills right from system to owners.

Tangibles:

- a. Ability to import tangible data from tangible data base software (RRC)
- b. Ability to a value and tax history summary for each account
- c. Ability to display D/B/A, parcel ID (plat & lot), Location, state code, category, description, tax value.
- d. Ability to flag accounts for future tax rolls.
- e. Ability to check if annual return was filed.
- f. Field for Personal Property value
- g. Field for Inventory value (show on tax bill also, as exempt)



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- h. Ability to update mailing address to collections instantaneously.
- i. Audit trail
- j. Ability to link to account summary to view balance and abatements.
- k. Ability to store phone numbers and email addresses.
- l. Ability to email tax bills from system to owners.

Motor Vehicles:

- a. Ability to have a history of all accounts.
- b. Ability to see owner's DOB, License number, registration, mailing address, dates of vehicle registered, town code.
- c. Vehicle information, year, make, model, body type, VIN, plate type, vehicle type, color, weight, assessment,
- d. Ability for any phase out values to be intergraded into software.
- e. Ability to have a prorated value based on number of days.
- f. Creation date of registration to current
- g. Ability to email copy of motor vehicle bill from system.
- h. Audit trail
- i. Ability to store telephone number and email address.
- j. Ability to link account summaries to see balance and abatements.
- k. Ability to flag accounts.
- l. Ability to update collection with new addresses instantaneously.

UTILITY BILLING SOFTWARE APPLICATION:

The Utility Billing system is used for managing Sewer Use, and Sewer Assessment. The system must integrate with our A/R Collection and Tax Assessment systems to eliminate redundant data entry and to provide the most up to date information across departments. The system should have a flexible design that should allow each account to support any combination of Sewer, or Sewer Assessment bills. In addition, the system will provide the ability to create custom receivable types and bills. Some examples of this may include Meter Shut-off, inspection fees, installation fees or other custom fees. The query system that is included will allow full data extract from the system by customizable criteria and send it to Microsoft Excel, ASCII Text, or DBF for further processing.

SYSTEM FEATURES AND FUNCTIONS - Must Haves:

- a. The system should allow real time data entry. Security capability must be available to restrict access to various functions as required.
- b. It is intended that all server hardware will be on-site, and the Municipality will be responsible for providing all hardware and software necessary to implement the application and all backup/archival utilities.
- c. The system will provide storage, retrieval and modification of all necessary data required to produce utility bills and reports. The system will have the ability to store data for multiple years.
- d. The system will allow the user to select annual, semiannual, or quarterly payments for a particular set of tax year's data. When the System is dividing payment, the four quarters need to be all the same amounts.
- e. The system will allow for sewer assessments with different billing dates, loan terms, and interest rates.
- f. The system will contain a rounding tolerance in the configuration file so that all fees are rounded to the nearest user specified amount.
- g. The system will allow for the entry of Previous and Current Meter readings.



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- h. The system will integrate with popular meter reading devices including Beacon and Neptune.
- i. The system should have support for actual or estimated meter reads.
- j. The system should have support for meter rollovers and meter read multipliers.
- k. The system should have support for supplemental billing at any time.
- l. The system should have support automatic consumption calculation.
- m. The system should have the ability to manage a Tax Sale Process for Sewer bills.
- n. The system should have diagnostics that can search for and report any missing data prior to billing.
- o. The system should have support for Work Order Management.
- p. The system will allow for entry of the size of the meter, the meter number and the service start date.
- q. The system will allow for the entry of an alternate location, as well as a separate mailing address.
- r. The system will allow for the storage of ownership history by plat and lot.
- s. The system will allow for user definable categories to be entered into each account. Specific problems can be noted, and detailed information can be reported. Reports can then be produced based on these entries.
- t. Additional Features - a partial list of additional features includes:
 - Account level and bill level views of receivables
 - Integrated route manager for billing grouping and sequencing
 - Automatically use the Tax Assessor's billing address unless overridden in the Utility department
 - Diagnostic and error checking to find billing problems before the bills are mailed.
 - Integrated work order system
 - Read-only access for public or other departmental access
- u. Report Writing
 - The proposed system will include an integrated end-user ad-hoc query manager. Through the query mechanism, the user has the ability to select information from the database based on any field or combination of fields.
 - The capability to select any field and perform multiple linked selection statements is available.
 - The system should have the capability to create new variables as a result of functions or conditional operators among the existing data for use on reports.
 - All user-created queries can be saved for future use. Each query can be assigned a name by the user, which is stored in a table for reuse at any time.
 - Data from queries can be exported in a Microsoft Excel, or CSV format for use in other applications.

UTILITY COLLECTION SOFTWARE APPLICATION:

The Utility Collection system must be based on the same engine as the Tax Collection system. It should allow the Municipal employees to be able to quickly provide taxpayers complete and accurate information on taxpayer accounts. This system shall provide an integrated account lookup system within the main posting screen, allowing the collector to "multi-task." The system must provide unlimited history of receivables and payments on all accounts. Since the system allows multiple tax items on each bill, it provides the ability to post on both the account and the detail level. On appropriate reports, the system provides user-definable receivable types and receivable groups. The wizards included in the system aid the process of transferring balances from one account to another and a powerful wizard shall be included to transfer credit balances. Since different receivables can be grouped together, the system will allow you to keep unlimited types of receivables in a single system for separate or combined reporting, as necessary.

SYSTEM FEATURES AND FUNCTIONS - Must Haves:



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- a. The system must allow a purge function will archive accounts from prior billing rolls that are paid in full. These accounts will be permanently stored in a backup area.
- b. The system will allow for expired Account numbers to be archived. Report of account numbers which no longer have liability.
- c. Penalty Calculation - The system should have the ability to determine the total penalty due for a particular account as of a user-defined date. The system will allow penalty rates to vary from year to year.
- d. The system must include a provision for scanning bar codes from bills.
- e. The system must contain an unlimited number of users defined fields that will be used to mark various accounts and produce reports based on those fields. The fields are able to store numeric, character, date or logical data types.
- f. The system will allow for an unlimited number of postings per account.
- g. The system will allow storage of descriptive information relating to each receivable including those from previous years.
- h. The system will allow multiple abatements per account per year.
- i. The system will provide an easy-to-use interface for posting sessions.
- j. The system will provide for the storage of both CASH received and a CHANGE paid field to aid the user in the detection of erroneous postings. These fields will print out on appropriate user reports.
- k. The system will contain an indication/alert on the transaction screen that alerts the user if there are notes associated with a particular account.
- l. The system will provide a detailed security system that has the ability to restrict access to various system functions including menu options and data fields.
- m. The system will provide an interest per diem calculation.
- n. The system will allow for modification of all items related to the collection process including:
 - Account number maintenance
 - Receivable maintenance
 - Multiple abatements per account and abatement reason code
 - Mailing address maintenance
 - Billing item descriptions
- o. The system will include the capability for the Transaction Posting Screen to apply payments to oldest accounts first and within the oldest account, pay penalty then principal.
- p. The system will provide the ability for account users to be able to check their account balances and reprint bills over the internet.
- q. Payments will be collected, and reports will be produced by a batch number that will correspond to a bank deposit.
- r. Data must have the ability to be accessed by Account Number, Current Owners Name, Parcel Identifier (plat and lot), Property Location and Alternate Property Location.
- s. The system must support internet-based credit and debit card payments via an online interface.
- t. The system should contain a customer correspondence module that will allow users to log phone calls or interactions with individual customers on the account. The correspondence module must have the ability to attach scanned documents.
- u. The system must have the ability to administer and manage payment plans.
- v. The system will support transferring payments from one account to another in the event of a processing



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error.

- w. The system will support transferring payments from one receivable to another in the event of a processing error.
- x. The system will allow the user to reprint a receipt for a transaction.
- y. The system must support an integrated ACH/EFT (electronic funds transfer) for customers that want payments automatically deducted from their checking/savings accounts.
- z. Additional Features:
 - Unlimited user-defined flags
 - Date locking to prevent transactions from being entered outside a particular date range.
 - Batch filtering to prevent users from posting to unauthorized batches.
 - Internet based on-line inquiry system for escrow agencies and banks to review balances.
 - Automatic discount application
- aa. Report Writing
 - The proposed system should include an integrated end-user ad-hoc query manager. Through the query mechanism, the user has the ability to select information from the database based on any field or combination of fields. The capability to select any field and perform multiple linked selection statements is available.
 - The system includes the capability to create new variables as a result of functions or conditional operators among the existing data for use on reports.
 - All user-created queries can be saved for future use. Each query can be assigned a name by the user, which is stored in a table for reuse at any time.
 - Data from queries can be exported in a Microsoft Excel, ASCII, DBF or CSV format for use in other applications.

PUBLIC INTERFACING:

The system must include a public facing user friendly website/portal hosted by the vendor with the following items:

- a. Ability to pay all accounts online.
- b. Payment methods must include credit cards and debit cards.
- c. All payment fees shall be borne by the taxpayer.
- d. Access payment history by account - at least 10 years
- e. Ability to view and print bills.
- f. Online inquiry for escrow account companies
- g. Ability to search by account number, parcel ID (plat/lot), address, or owner name.
- h. Ability to view payment history - date, amount paid, method, and balance.
- i. Ability to print an IRS report for taxes paid in a calendar year.
- j. Ability to process exemption applications online and view status.
- k. Ability to process an online declaration for tangible accounts.
- l. Ability to process an address change request.
- m. Ability to self-register for taxpayers
- n. Ability to allow taxpayers to manage their own accounts for username and password.



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Evaluation/Selection Criteria

An evaluation committee will review and evaluate each submitted proposal in accordance with the requirements of this RFP. The evaluation will include weighted criteria detailed below. If further information is desired, vendors may be requested to make additional written submissions or oral presentations to the Town. The following weighted criteria will be utilized to select the consultant awarded this contract:

Criterion	Points
Firm Scope and Capacity	20
Firm Qualifications and References	20
Support Staff Qualifications and Experience	20
Project Understanding and Approach	20
Past Work Experience for the Town of Johnston	10
Cost Proposal	10
TOTAL	100



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Vendor Information Security Assessment

- 1) **Application Server**
 - a) Microsoft Windows Server Version Support?
 - b) Does the Application support SMB version 3 or higher?
 - c) Is the application Capable of Operating in a virtualized environment?
 - d) Can the application run as a service and the account running the service does not need admin privileges?
 - e) Do you maintain formal security policies and procedures to comply with statutory or industry requirement or standards? Please submit supporting documentation.
 - f) Please explain your integration with sending email.
 - g) Please provide specific exceptions needed on host and network firewalls to allow incoming/outgoing connections, if any.
 - h) Will application services resume automatically after reboot?
- 2) **Database**
 - a) What database platform are you using? And the required version.
 - b) Do service accounts require admin rights?
 - c) Can permission be delegated via Active Directory?
 - d) Do you assume full responsibility and liability in the event of a data breach? (SaaS or Cloud systems)
- 3) **Web Server and Browser**
 - a) What web servers are supported?
 - b) What web browsers are supported?
 - c) Does the client only need access to port 443? (https)
 - d) Do clients need access to anything other than the web server via a browser? Example DB direct or a file share
- 4) **Workstation and Device Support**
 - a) Does the application support Windows 10 pro 20H2?
 - b) Does the application run without local administrative privileges?
 - c) Does the application run without turning off User Access Control (UAC)
 - d) Does installation require admin privileges?
- 5) **Printing**
 - a) Does the application print to local and network printers?
- 6) **Authentication**
 - a) Does the application use LDAPs or MS Active Directory for login?
 - b) Does the application use Active Directory Groups to provide role based access control?
- 7) **General**
 - a) Does the system have redundancy that will guarantee data availability 24/7/365?
 - b) Do you have a Disaster Recovery Plan? Please submit.
 - c) Does the application have the ability to restrict access to Town IPs?



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- d) What is the vendors hosting platform? Please provide details.
- e) How are users authenticated? And with what protocol?

8) Data

- a) For a cloud or SaaS application, where is the data stored?
- b) For a cloud or SaaS application, please explain your database backup strategy? Do you have offsite backups? Are they encrypted?
- c) What application-level protections are in place to prevent the Vendor's or a subcontractor/third party's staff member from viewing unauthorized confidential information?
- d) In the event that the Vendor is required to store Private Information (PI), Personally Identifiable Information (PII), Sensitive Information (SI) or Health Insurance Portability and Accountability Act (HIPAA) data, how does the Vendor maintain the confidentiality of the information in accordance with applicable federal, state and local data and information privacy laws, rules and regulations?
- e) Does the application support encryption in transit? **REQUIRED**
- f) Does the application/data support encryption at rest?



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Cost Proposal Worksheet

	Tax Administration	Tax Collection	Utility Billing & Collection	Public Interfacing	Total Cost
Item					
Implementation					
Training					
Data Conversion					
Maintenance & Support					
Y1					
Y2					
Y3					
Y4					
Y5					
Hosting fees (SaaS or Cloud)					
Y1					
Y2					
Y3					
Y4					
Y5					