

TOWN OF SMITHFIELD

State of Rhode Island

Town of Smithfield

Request for Proposals



RFP # 20220921

Tax Administration & Collection Software

TOWN OF SMITHFIELD

State of Rhode Island



Terms and Requirements for Request for Proposals

Item Description: **Purchase of Tax Administration & Tax Collection Software**

Date and Time to be **OPENED: Tuesday, November 1, 2022 at 10:00 AM**

Proposals may be submitted up to **10:00 AM** on the above meeting date at the **Office of the Purchasing Agent**, 64 Farnum Pike, Smithfield, RI 02917 during normal business hours, 8:30 AM through 4:30 PM. All proposals will be publicly opened and read aloud at the Town Hall Council Chambers, second floor, Town Hall.

INSTRUCTIONS

1. Bidders must submit sealed proposals in an envelope clearly labeled with the above-captioned item or work. The proposal envelope and any information relative to the proposal must be addressed to the **Purchasing Agent**, 64 Farnum Pike, Smithfield, RI 02917. Any communications that are not competitive sealed proposals (i.e., product information or samples) should have **“NOT A BID”** written on the envelope or wrapper.
2. Proposals must meet the attached specifications. Any exceptions or modifications must be noted and fully explained.
3. Proposals received by the Town later than the submission deadline will be deemed non-responsive and will be rejected.
4. Emailed or faxed proposals will be deemed non-responsive and will be rejected, regardless of the date/time received.
5. The Town will not accept any information or materials submitted after the submission deadline unless said information or materials are provided in response to the Town’s written request for such information or materials.
6. Proposal responses must be in ink or typewritten.
7. The price or prices proposed should be stated both in **WRITING** and in **NUMERALS**, and any proposal not so stated may be rejected.
8. Proposals **SHOULD BE TOTALED WHEN APPLICABLE**. Do not group items: price each item individually. Awards may be made on the basis of *total* proposal or by *individual items*.
9. Each responder is required to state in their proposal their full name and place of residence, and must state the names of persons or firms with whom he/she is submitting a joint proposal. All proposals **SHOULD BE SIGNED IN INK**.
10. One original proposal and **three copies** shall be submitted.

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NOTICE TO PROPOSERS

1. The Town of Smithfield reserves the right to waive any and all informalities and to award the contract on the basis of the lowest responsible evaluated bid proposal.
2. No proposal will be accepted if made in collusion with any other responder.
3. A responder who is an out-of-state corporation shall qualify or register to transact business in this State, in accordance with R.I. Gen. Laws, as amended, Sections 7-1.2-1401.
4. The Town of Smithfield reserves the right to reject any and all proposals.
5. In determining the lowest responsible evaluated bid proposal, cash discounts for payments less than thirty (30) days will not be considered.
6. The Town of Smithfield reserves the right to award to one responder, or to split the award.
7. All proposals will be disclosed at the formal proposal opening. After a reasonable lapse of time, tabulation of proposals may be seen on the Town website:
(www.smithfieldri.com/bids).
8. As the Town of Smithfield is exempt from the payment of Federal Excise Taxes and Rhode Island Sales Tax, prices quoted are not to include these taxes.
9. In case of error in the extension of prices quoted, the unit price will be considered.
10. The contractor will not be permitted to either assign or underlet the contract, nor assign legally or equitably any moneys hereunder, or its claim thereto without the previous written consent of the Town Manager.
11. Delivery dates must be shown on your proposal. If no delivery date is specified, it will be assumed that an immediate delivery from stock will be made.
12. A certificate of insurance shall be required of a successful bidder within five (5) days of contract award. The Town of Smithfield shall be an *additionally named insured* in the title holder box of said certificate.
13. Proposals may be submitted on an “equal” in quality basis. The Town reserves the right to decide equality. Responders must indicate brand or make offered and submit detailed specifications if other than the brand requested.
14. For contracts involving construction, alteration and/or repair work, the provisions of State Labor Law concerning payment of prevailing wage rates apply (See R.I. General Law Sec. 37-13 et seq. as amended).
15. No goods should be delivered or work started without Notice from the Town.

CONSTRUCTION AND SERVICE PROPOSAL TERMS

1. It is hereby mutually understood and agreed that no payment for extra work shall or will be claimed or made unless ordered in writing by the Town Manager or his designee.
2. Awards will be made within sixty (60) days of the proposal opening. All proposal prices will be considered firm, unless qualified otherwise. Requests for price increases will not be honored.
3. Failure to deliver within the time quoted or failure to meet specifications may result in default action in accordance with the general specifications. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and Acts of God.
4. Only one shipping charge will be applied in the event of partial deliveries for blanket purchases or term contracts.
5. The successful responder shall, prior to commencing performance under the contract, attach and submit evidence that they have complied with the provisions of the Rhode Island Workers' Compensation Act Title 28, Section 1, et seq (R.I.G.L.). If the successful responder is exempt from compliance under the Workers' Compensation Act, an officer of the successful responder shall so state by way of sworn Affidavit which shall accompany the signed contract.
6. The successful responder shall, prior to commencing performance under the contract, attach and submit a certificate of insurance, in a form satisfactory to the Town by which the successful responder will indemnify and hold harmless the Town during the term of the contract from claims for personal injury or damages to property sustained by third person, or their agents, servants and/or claimed under them.
7. IRS Form W-9 available on <https://www.irs.gov/forms-pubs/about-form-w-9> should be completed and submitted with the proposal if the bidder falls under IRS requirements to file this form.
8. The successful bidder must provide the Town of Smithfield with an original **Certificate of Insurance** for **Professional** Liability in a minimum amount of \$1 million. It is the vendor's responsibility to provide the Town of Smithfield with an updated Certificate of Insurance upon expiration of the original certificate.
9. For a bid to be awarded to a corporation, limited liability company or other legal entity, prior to commencing work under the awarded bid, that corporation, company or legal entity may be required to provide to the Purchasing Agent a **Certificate of Good Standing from The Rhode Island Secretary of State** dated no more than thirty (30) days prior to the date upon which the bid approval was made. **Please note that no other State's Certificate of Good Standing will be accepted.**

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10. The successful bidder will provide said **Certificate of Insurance** and **State of Rhode Island's Certificate of Good Standing** within ten (10) calendar days after notification, or the Town reserves the right to rescind said award.
11. Vendors are advised that all materials submitted to the Town of Smithfield for consideration in response to this RFP may be considered to be public records as defined in RI General Laws Section 38-2-1, et seq. and may be released for inspection upon request once an award has been made. Any information submitted in response to this RFP that a vendor believes are trade secrets or commercial or financial information which is of a privileged or confidential nature should be clearly marked as such. The vendor should provide a brief explanation as to why each portion of information that is marked should be withheld from public disclosure. Vendors are advised that the Town of Smithfield may release records marked confidential by a vendor upon a public records request if the Town Solicitor determines the marked information does not fall within the category of trade secrets or commercial or financial information which is of a privileged or confidential nature.
12. In accordance with RI General Laws Section 7-1.2-1401, no foreign corporation has the right to transact business in Rhode Island until it has procured a certificate of authority to do so from the Secretary of State. This is a requirement only of the successful vendor(s). For further information contact the Secretary of State at 401-222-3040.
13. Vendors are required to ensure that they, and any subcontractors awarded a subcontract under this RFP, undertake or continue programs to ensure that minority group members, women, and persons with disabilities are afforded equal employment opportunities without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability.
14. Prices to be held firm One year from date of award. Term contracts may be extended for one additional term upon mutual agreement unless otherwise stated.
15. The successful bidder must adhere to all Town, State and Federal Laws, where applicable.

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BACKGROUND

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

I. 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.

II. 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 Smithfield, 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 of 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 Smithfield. 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 Smithfield** - The Town of Smithfield has approximately 8,600 Real Property Parcels, 1,100 Personal Property accounts and 5,800 utility accounts. The Town of Smithfield's Tax Year runs from January 1st to December 31st. The Town's Fiscal Year runs from July 1st to June 30th.

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

- a. Financial System: Phoenix SunGard (current), PowerSchool (future)
- b. Computer Aided Mass Appraisal (CAMA): Vision 8

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- 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. Modules and Minimum Requirements

a. TAX COLLECTION - Must Haves:

- 1) Yearly billing by quarters
- 2) Interest on past due amounts back to July 1st on unpaid balance; interest rates may vary from year to year
- 3) Option to print and mail annual tax bills, with option to print/not print various bank bills
- 4) E-Mail any bill, receipt, account payment summary, or other report
- 5) Escrow accounts - ability to download and import payment information from various banks and mortgage companies
- 6) Ability to export files to our general ledger system Phoenix SunGard or any other municipal finance application for daily deposits by batch
- 7) Ability to export a file for refunds to our general ledger system Phoenix SunGard or any other municipal finance application accounts payable
- 8) Reporting to include batch and trial balance (weekly, daily, monthly, and yearly)
- 9) Must be able to create State File Transfers - RIMS and DMV lock file
- 10) Ability to manage a Tax Sale Process for Real Estate bills
- 11) Ability to administer and manage payment plans with different payment schedules
- 12) Ability to create a Delinquent List by various criteria
- 13) Ability to create a Delinquent Report for Rossi Law, or any other collection firm
- 14) Ability to write off past due amounts
- 15) Ability to create an MLC (Municipal Lien Certificate) for any property
- 16) Ability to see all accounts due for a property in one window and process payments on those accounts
- 17) The system will allow for the storage of ownership history by plat and lot.
- 18) Ability to add quick receivable - interest, NSF, and tax sale fees.
- 19) Ability to send E-Mail reminders for any receivable (auto or manual, quarterly or annually depending on account)
- 20) Ability to support an integrated ACH/EFT (electronic funds transfer) for customers that want payments automatically deducted from their checking/savings accounts.
- 21) Ability to view all bills being received
- 22) Ability to have multiple users in the same module concurrently
- 23) Ability to add notes to an account, both for use internally and externally on bill
- 24) Ability to transfer payments from one account to another in the event of a processing error

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- 25) Ability to transfer payments from one receivable to another in the event of a processing error
- 26) 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
- 27) Ability to process preformatted letters by type
- 28) Ability to place flags on accounts for various reasons
- 29) Ability to process delinquent notices quarterly for real estate and MV
- 30) 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

b. TAX ADMINISTRATION - Must Haves:

- 1) Ability to import CAMA data from Vision 8 or any other CAMA software
- 2) Ability to support multiple tax rates
- 3) Ability to support Rhode Island State Codes
- 4) Ability to have the account number stay with the parcel
- 5) Ability to handle account types, such as real estate, motor vehicle, tangible
- 6) Ability to handle frozen assessments and rates by parcel
- 7) Ability to freeze tax rates on all exemptions
- 8) Ability to create and export abatements
- 9) Ability to create multiple test tax rolls
- 10) Ability to identify the current and final tax roll
- 11) Ability to create ALL State of Rhode Island required reports
- 12) Ability to create custom reports using any and all database fields
- 13) Ability to process exemptions by percent, assessment, and tax amount
- 14) Ability to create addendum/supplemental rolls
- 15) Ability to attach documents to an account
- 16) Ability to enter notes on an account for quick reading
- 17) Ability to print for binding all tax roll types
- 18) Ability to import data from State of Rhode Island for MV
- 19) Ability to import or export MV data from or to other Towns regardless of source
- 20) Ability to conform to the Rhode Island MV tax phase out
- 21) Ability to create custom imports

c. UTILITY BILLING SOFTWARE APPLICATION

The Utility Billing system is used for managing Sewer Use, Sewer Assessment, and Water Usage accounts. 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 Water, Sewer, or Sewer Assessment bills. It should also support importing of data from multiple water companies/sources. 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

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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:

- 1) The system should allow real time data entry. Security capability must be available to restrict access to various functions as required.
- 2) 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.
- 3) 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.
- 4) 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.
- 5) The system will allow for sewer assessments with different billing dates, loan terms, and interest rates.
- 6) The system will contain a rounding tolerance in the configuration file so that all fees are rounded to the nearest user specified amount.
- 7) The system will allow for the entry of Previous and Current Meter readings.
- 8) The system must be able to read data exported from multiple water companies/sources.
- 9) The system will integrate with popular meter reading devices including Beacon and Neptune.
- 10) The system should have support for actual or estimated meter reads.
- 11) The system should have support for meter rollovers and meter read multipliers.
- 12) The system should have support for supplemental billing at any time.
- 13) The system should have support automatic consumption calculation.
- 14) The system should have the ability to manage a Tax Sale Process for Sewer bills.
- 15) The system should have diagnostics that can search for and report any missing data prior to billing.
- 16) The system should have support for Work Order Management.
- 17) The system will allow for entry of the size of the meter, the meter number and the service start date.
- 18) The system will track water charges, sprinkler charges, and service charges.
- 19) The system will track additional fees such as: Water Turn On/Off, Locating of Curb Stops, Locating and Marking of Water Lines, Re-Reading of Meters (2nd request), Obtaining up to date records for closing (each occurrence) and Tapping Fees.
- 20) The system will allow for the entry of an alternate location, as well as a separate mailing address.
- 21) The system will allow for the storage of ownership history by plat and lot.
- 22) 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.
- 23) The system will allow for calculation of deduct water meters.

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- 24) Additional Features - a partial list of additional features includes:
 - a) Account level and bill level views of receivables
 - b) Integrated route manager for billing grouping and sequencing
 - c) Automatically use the Tax Assessor's billing address unless overridden in the Utility department
 - d) Diagnostic and error checking to find billing problems before the bills are mailed
 - e) Integrated work order system
 - f) Read-only access for public or other departmental access
- 25) Report Writing
 - a) 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.
 - b) The capability to select any field and perform multiple linked selection statements is available.
 - c) 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.
 - d) 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.
 - e) Data from queries can be exported in a Microsoft Excel, ASCII, DBF or CSV format for use in other applications.

d. 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 receivable in a single system for separate or combined reporting as necessary.

SYSTEM FEATURES AND FUNCTIONS - Must Haves:

- 1) 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.
- 2) The system will allow for expired Account numbers to be archived. Report of account numbers which no longer have liability.
- 3) 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.

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- 4) The system must include a provision for scanning bar codes from bills.
- 5) The system must contain an unlimited number of user 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.
- 6) The system will allow for an unlimited number of postings per account.
- 7) The system will allow storage of descriptive information relating to each receivable including those from previous years.
- 8) The system will allow multiple abatements per account per year.
- 9) The system will provide an easy to use interface for posting sessions.
- 10) 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.
- 11) The system will contain an indication/alert on the transaction screen that alerts the user if there are notes associated with a particular account.
- 12) 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.
- 13) The system will provide an interest per diem calculation.
- 14) The system will allow for modification of all items related to the collection process including:
 - a) Account number maintenance
 - b) Receivable maintenance
 - c) Multiple abatements per account and abatement reason code
 - d) Mailing address maintenance
 - e) Billing item descriptions
- 15) 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.
- 16) The system will provide the ability for account users to be able to check their account balances and reprint bills over the internet.
- 17) Payments will be collected, and reports will be produced by a batch number that will correspond to a bank deposit.
- 18) 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.
- 19) The system must support internet-based credit and debit card payments via an online interface.
- 20) 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.
- 21) The system must have the ability to administer and manage payment plans.
- 22) The system will support transferring payments from one account to another in the event of a processing error.
- 23) The system will support transferring payments from one receivable to another in the event of a processing error.
- 24) The system will allow the user to reprint a receipt for a transaction.

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- 25) The system must support an integrated ACH/EFT (electronic funds transfer) for customers that want payments automatically deducted from their checking/savings accounts.
- 26) Additional Features:
 - a) Unlimited user-defined flags
 - b) Date locking to prevent transactions from being entered outside a particular date range
 - c) Batch filtering to prevent users from posting to unauthorized batches
 - d) Internet based on-line inquiry system for escrow agencies and banks to review balances
 - e) Automatic discount application
- 27) Report Writing
 - a) 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.
 - b) 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.
 - c) 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.
 - d) Data from queries can be exported in a Microsoft Excel, ASCII, DBF or CSV format for use in other applications.

e. PUBLIC INTERFACING - Must Haves:

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

- 1) Ability to pay all accounts online
 - 2) Payment methods must include credit cards and debit cards
 - 3) All payment fees shall be borne by the taxpayer
 - 4) Access payment history by account - at least 10 years
 - 5) Ability to view and print bills
 - 6) Online inquiry for escrow account companies
 - 7) Ability to search by account number, parcel ID (plat/lot), address, or owner name
 - 8) Ability to view payment history - date, amount paid, method, and balance
 - 9) Ability to print an IRS report for taxes paid in a calendar year
 - 10) Ability to process exemption applications online and view status
 - 11) Ability to process an online declaration for tangible accounts
 - 12) Ability to process an address change request
 - 13) Ability to self-register for taxpayers
 - 14) Ability to allow taxpayers to manage their own accounts for username and password
- 7. 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.

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- 8. 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.
- 9. 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)
- 10. 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.
- 11. 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.
- 12. 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.
- 13. Vendor Questions** - Any technical questions must be submitted in writing to Christopher Celeste at: <mailto:cceleste@smithfieldri.com> no later than October 21, 2022.
- 14. 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:
 - 1) Customer name
 - 2) Contact name
 - 3) Phone Number
 - 4) All applications installed and their version numbers
 - 5) Date of installation

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- 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.

15. 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 Smithfield	10
Cost Proposal	10
TOTAL	100

16. Final Selection

The Smithfield Town Council will select a firm based upon the recommendation submitted by the evaluation committee. Following the notification of the firm selected, it is expected a contract will be executed between the parties.

A firm's submission of a proposal indicates acceptance of the conditions contained in this Proposal Specification unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the Town of Smithfield and the firm selected.

17. Inquiries

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

Carlos A. Santos
Purchasing Agent
64 Farnum Pike
Smithfield, RI 02917
csantos@smithfieldri.com

All Technical questions to be directed to:
Christopher Celeste at cceleste@smithfieldri.com

All IT related questions to be directed to:
David Duchesneau at dduchesneau@smithfieldri.com

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ATTACHMENT A
COST PROPOSAL FORM

Agrees to respond on: **Tax Administration/Collection Software**

Date and time to be opened: **Tuesday, November 1, 2022 at 10:00 AM**

VENDOR NAME:	
VENDOR ADDRESS:	
CITY, STATE, ZIP:	
Soc. Sec. # or Fed. ID #	

I. PROPOSAL:

WHEREAS, the TOWN OF SMITHFIELD has duly asked for proposals for performance of services and/or supply of goods in accordance with the above-indicated specifications.

The person or entity does irrevocably offer to perform the services and/or furnish the goods in accordance with the specifications, which are hereby incorporated by reference in exchange for the proposal price below.

This offer will remain open and irrevocable until the TOWN OF SMITHFIELD has accepted this proposal or another proposal on the specifications or abandoned the project.

The bidder agrees that acceptance by the TOWN OF SMITHFIELD will transform the proposal into a contract. This proposal and contract will be secured by Bonds, if required by the specifications.

TOWN OF SMITHFIELD

State of Rhode Island



(PRICING SHEET MAY NOT BE CONFIDENTIAL)

PRICING PAGE

BIDDER MUST FILL IN PRICES IN EACH COLUMN

Item	Tax Administration	Tax Collection	Utility Billing & Collection	Public Interfacing
Implementation				
Training				
Data Conversion				
Maintenance & Support - Yr 1				
Maintenance & Support - Yr 2				
Maintenance & Support - Yr 3				
Maintenance & Support - Yr 4				
Maintenance & Support - Yr 5				
Hosting fees (Saas or Cloud) annual - Yr 1				
Hosting fees, annual - Yr 2				
Hosting fees, annual - Yr 3				
Hosting fees, annual - Yr 4				
Hosting fees, annual - Yr 5				

TOWN OF SMITHFIELD

State of Rhode Island

PHONE_____FAX_____

EMAIL_____

CONTACT PERSON NAME

TITLE

AUTHORIZED SIGNATURE

APPENDIX A



TOWN OF SMITHFIELD INFORMATION TECHNOLOGY

(401) 233-1011

it@smithfieldri.com

Vendor Information Security Assessment

A. Application Server

1. Microsoft Windows Server Version Support?
2. Does the Application support SMB version 3 or higher?
3. Is the application Capable of Operating in a virtualized environment?
4. Can the application run as a service and the account running the service does not need admin privileges?
5. Do you maintain formal security policies and procedures to comply with statutory or industry requirement or standards? Please submit supporting documentation.
6. Please explain your integration with sending email.
7. Please provide specific exceptions needed on host and network firewalls to allow incoming/outgoing connections, if any.
8. Will application services resume automatically after reboot?

B. Database

1. What database platform are you using? And the required version.
2. Do service accounts require admin rights?
3. Can permission be delegated via Active Directory?
4. Do you assume full responsibility and liability in the event of a data breach? (SaaS or Cloud systems)

C. Web Server and Browser

1. What web servers are supported?
2. What web browsers are supported?
3. Does the client only need access to port 443? (https)
4. Do clients need access to anything other than the web server via a browser? Example DB direct or a file share

TOWN OF SMITHFIELD

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D. Workstation and Device Support

- 1 Does the application support Windows 10 pro 20H2?
- 2 Does the application run without local administrative privileges?
- 3 Does the application run without turning off User Access Control (UAC)
- 4 Does installation require admin privileges?

E. Printing

- 1 Does the application print to local and network printers?

F. Authentication

- 1 Does the application use LDAPs or MS Active Directory for login?
- 2 Does the application use Active Directory Groups to provide role based access control?

G. General

- 1 Does the system have redundancy that will guarantee data availability 24/7/365?
- 2 Do you have a Disaster Recovery Plan? Please submit.
- 3 Does the application have the ability to restrict access to Town IPs?
- 4 What is the vendors hosting platform? Please provide details.
- 5 How are users authenticated? And with what protocol?

H. Data

- 1 For a cloud or SaaS application, where is the data stored?
- 2 For a cloud or SaaS application, please explain your database backup strategy? Do you have offsite backups? Are they encrypted?
- 3 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?
- 4 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?
- 5 Does the application support encryption in transit? REQUIRED
- 6 Does the application/data support encryption at rest?