

DATE: March 24, 1999

TO: Computer Hardware and Software Vendors

FROM: Town of Signal Mountain, Tennessee

RE: Request for Computer System Proposals

This Request for Proposals is offered to request proposals from qualified vendors for computer hardware, hardware maintenance, software, and software training and support for the Town of Signal Mountain, Tennessee. Proposals submitted must include all installation and training on all quoted hardware and software. In order to receive consideration, a vendor must meet the requirements described in this document.

Proposals must be submitted not later than 1:00 P.M. EDT on April 12, 1999. Proposals should be submitted in a sealed envelope or box marked **COMPUTER BID** and addressed to:

Richard Sonnenburg
Town Manager
Town of Signal Mountain
1111 Ridgeway Avenue
Signal Mountain, Tennessee 37377

All inquiries or requests for information relative to this RFP should be directed to:

Jim Finane
Special Projects Consultant
Municipal Technical Advisory Service
University of Tennessee
120 Conference Center Building
Knoxville, Tennessee 37996-4105
Phone (423) 974-0411.

All proposals must conform to the minimum requirements described in **Schedules I and II** of this RFP. To facilitate evaluation, all proposals must be submitted using forms in **Schedule III** of this RFP. Proposals not in conformity with these requirements will be rejected. Additional brochures and descriptive material should also be included in the bid proposal.

**TOWN OF SIGNAL MOUNTAIN, TENNESSEE
REQUEST FOR COMPUTER HARDWARE AND SOFTWARE PROPOSALS**

SCHEDULE I

I. **Notice to Vendor:**

The Town of Signal Mountain will receive proposals for furnishing a Financial and Administrative computer system, hardware and software, to serve the entire town, replacing an

existing system and software (described below), to be used at 2 locations within the Town of Signal Mountain

Vendors capable of providing such systems are invited to submit proposals according to the specifications outlined in this document. Proposals must be received by 1:00 P.M. EDT, April 12, 1999, to be considered.

II. Current Workload Statistics and Computer Systems

The Town of Signal Mountain, Tennessee, is a community of 7,500 in southeast Tennessee, located immediately northwest of Chattanooga.

A. Town Operations

| | | |
|---|--------|-------|
| Employees | | 70 |
| Checks written, annual | 5,400 | |
| Business licenses issued, annual | 150 | |
| Current count, vendors | 2,500 | |
| Property taxes, no. of parcels | | 3,100 |
| Police citations/court docket count, annual | | 3,600 |
| Miscellaneous receipts issued, annual | 1,800 | |
| Water customers | | 3,000 |
| Water/wastewater bills, annual | 13,400 | |
| Wastewater customers | 1,100 | |

B. Present Computer System:

1. Central System Hardware (all located in Town Hall)

- IBM System 36-P20, 105 Mb storage
- (4) IBM 3196 Terminals
- (1) IBM 3197 Terminal
- (1) IBM 4224 Printer

2. Central System Software

IBM System 36 RPG

Payroll

Utility Billing

Financial System and Encumbrances

Accounts Payable

(All applications from Tailored Business Systems, Roswell, Georgia)

III. Purpose and Instructions

This Request for Proposals is presented in a format which is expected to facilitate both the preparation of the vendor's response as well as the evaluation process. While the format is intended to obtain comparable and consistent data on alternatives, it is not intended to restrict the vendor from providing complete and accurate information on the systems being offered.

Minimum specifications and information to be provided by the vendor is identified in Schedule II. Presentation forms are provided in Schedule III. All presentation forms are mandatory and must be completed. Additional information may be provided, and vendors are encouraged to provide itemized lists of features of the proposed hardware and/or of each application package.

Two complete copies of all material must be submitted not later than 1:00 P.M. EDT on April 12, 1999. Proposals should be submitted in a sealed envelope or box clearly marked **COMPUTER BID** and addressed to:

Richard Sonnenburg
Town Manager
Town of Signal Mountain
1111 Ridgeway Avenue
Signal Mountain, Tennessee 37377

IV. Schedule of Events

- A. Request for Proposals released, March 24, 1999.
- C. Closing date for submitting proposals, April 12, 1999.
- D. Proposal review, April 12, 1999, through April 16, 1999.
- E. Vendor selected, April 19, 1999.
- F. Vendor notified, April 20, 1999.
- G. Software and hardware installation complete, including data conversion, May 31, 1999.

**TOWN OF SIGNAL MOUNTAIN, TENNESSEE
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SCHEDULE II

I. GENERAL REQUIREMENTS:

A. Performance Bond

The selected vendor will be required to furnish a performance bond equal to the value of the contract or other security as a guarantee of performance. Submitting a proposal indicates the vendor's willingness to furnish such security in the event the vendor is the successful bidder.

B. Contract

The selected vendor will be required to execute a contract written for and by the Town of Signal Mountain. The Town of Signal Mountain will not execute the vendor's standard contract without review and possible modification. Submitting a proposal indicates the vendor's willingness to accept a written contract and to agree to the inclusion of this RFP, the vendor's and all subsequent written material relevant thereto in the contract. Any exceptions to this requirement must be noted in the vendor's response.

C. Right to Reject Proposals

The Town of Signal Mountain reserves the right to reject any or all proposals, to waive technicalities or formalities, and to accept any proposal or portion of a proposal deemed to be in the best interest of the Town of Signal Mountain.

D. Identification of Primary Vendor

Any proposal which includes reference to more than one vendor or supplier of goods or services should provide adequate identification of the proposed suppliers of the same. Further, the proposal shall clearly identify a single vendor who will have ultimate responsibility for overall system installation and implementation.

E. Cash Discounts and Trade-Ins

The Town of Signal Mountain will consider any cash discounts and credit for existing equipment proposed by a vendor and will consider such items in determining the lowest and best proposal.

F. Liability

The selected vendor will save and hold harmless the Town of Signal Mountain from any and all legal liability arising out of the infringement of any patent or copyright in respect to the normal use of proposed or installed equipment and/or software.

G. Price Protection

Prices quoted in the proposal shall be firm prices and not subject to increase during the term of any contractual agreement between the Town of Signal Mountain and a vendor. Vendors will quote prices less any state tax or federal excise tax. Vendors should stipulate the expiration date of their quoted prices.

Vendors should state their willingness to reduce the prices to the Town of Signal Mountain quoted herein should the quoted price be reduced by the vendor or the manufacturer prior to its delivery.

The selected vendor must guarantee the Town of Signal Mountain the right to purchase additional hardware at the unit prices quoted in the vendor's proposal for 90 days following the installation date.

H. Right To Purchase From Any Source

The Town of Signal Mountain reserves the right to purchase from any source or sources in part or in whole any desired equipment, product or service.

I. Delivery Date

Vendors will specify in proposals the delivery date of their equipment, services and/or products (i.e., how long from time of order to delivery of hardware and/or software). The Town of Signal Mountain will expect to receive the quoted materials and services on dates and times specified.

J. Vendor Commitment

Vendors must state their commitment to maintain, support and upgrade the system software, applications software, and hardware of the current or publicly-released level for five years from the date of delivery.

K. Maintenance/Support

Vendors must supply the names and addresses of all service organizations that will provide maintenance of all equipment, system software, and applications software of the current or publicly-released level for five years from the date of delivery. A complete description of the proposed maintenance organization and the maintenance procedures and operations should be included. The vendor and/or any service organization providing maintenance shall be available via a toll-free telephone number, either a local number or an 800 number. Vendors must state an estimate of fees for the first 3 years of maintenance and support of the proposed hardware and software.

L. Systems Responsibility

Notwithstanding the contents of this RFP, it is the responsibility of the vendor to verify the completeness, accuracy, and suitability of his proposal to meet the requirements of the Town of Signal Mountain.

Any additional equipment, software, or modifications to same required after installation to meet the Town of Signal Mountain's requirements, even if not specifically mentioned herein, shall be provided by the vendor without claim for additional payment; it being understood that a complete system which operates effectively and to the satisfaction of the Town of Signal Mountain is required. The successful vendor will be obligated to provide a system which meets all guarantees in his proposal for the price proposed therein.

M. Rights to Submitted Material

All proposals, responses, inquiries, or correspondence relating to or in reference to the RFP, and all reports, charts, displays, schedules, exhibits, and other documents provided by vendors will become the property of the Town of Signal Mountain when received. Supporting technical manuals will be returned at the request of the vendor. The Town of Signal Mountain retains the right to use any or all system ideas presented in any proposal, whether accepted or not. Selection or rejection of a proposal does not affect this right.

II. Hardware Requested:

1. A server is required which is capable of running the requested applications software, and supporting the number of terminals requested, both hard-wired and remote, with disk storage and memory adequate to accommodate the storage and execution of the data and applications requested. The system must be capable of storing 3 years' of financial data on-line, with a capability for expansion to a capacity of 150% of the terminals requested, and must have available unused disk capacity equal to 50% of the current projected usage.

2. User terminals: 6 Intel/Microsoft personal computers, using either the Windows 95/98 or Windows NT operating system when used as personal computers, to be used both as terminals on the central system and as personal computers, plus one dumb terminal, only for central system access. One PC is to be located in the Town Public Works area, approximately 1 mile away from the Town Hall, with the ability to connect via a dial-up line as needed. This remote PC is to be used to operate the Payroll/Personnel system. If vendor's software/hardware is unable to accommodate this requirement, vendor should propose an alternative arrangement to operate the payroll system, i.e., an additional PC in the Town Hall, and clearly indicate such in vendor's proposal. All other PCs and the one dumb terminal are to be located in the Town Hall building at 1111 Ridgeway Avenue.

3. Tape back-up unit

4. UPS for the server

5. Printers:

One high-speed (approx. 20 ppm) laser printer capable of printing utility bills, checks, and other forms, either pin or tractor fed as the vendor deems necessary

Three ink-jet printers to be attached to various personal computers

III. Applications Software Requested:

The requested financial/administrative software must support multiple, simultaneous, on-line inquiries to all parts of the accounting system by users in Town Hall and at remote locations. The town requests software that is mature and full-featured, and that has a proven track record in cities of comparable size in the Southeast, preferably in Tennessee. Site visits and/or in-depth discussions with other municipal users of the proposed software will be a portion of the evaluation process.

Requested applications:

1. General ledger and budgetary accounting.
2. Purchasing, an encumbrance system, accounts payable, and accounts receivable.
3. Inventory control and fixed assets accounting.
4. Payroll: full-featured payroll, benefits, leave accounting and reporting.
5. Property taxes billing, receipting, and reporting.
6. Business license software.
7. A court software system which includes citation tracking, docketing, and meeting all legal requirements - Tennessee forms and reporting - for both municipal and State cases.
8. A utilities billing system capable of handling water, sewer, and solid waste customers.
9. A building, plumbing, and electrical permit system.
10. Word processing, spreadsheet, relational database, and presentation graphics capabilities (Microsoft Office suite or equal) on all personal computers.
11. A complete description of the training program for the software, including all costs for

instruction and materials, and the number of hours and number of employees who will be trained for each class or training period, must be included.

12. Conversion of 3 years of payroll, utilities, general ledger, and AP/AR data to the new system.

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SCHEDULE III

I. Proposal Format

Proposals should be written in a concise manner and organized as follows:

- A. Notebook(s) or binder(s) of vendor's choice with the following sections tabbed:
 - 1. Cover letter.
 - 2. Documentation describing the hardware and software vendor(s).
 - 3. Documentation describing systems and applications software.
 - 4. Hardware brochures and documentation.
 - 5. Sample contract of vendor's choice.
 - 6. Any additional documentation of vendor's choice.
 - 7. Schedule III (data forms)
- B. Submit under separate cover a sample of application software documentation.
- C. Additional documentation and material may be submitted at vendor's discretion.

II. Data Forms

Schedule III data presentation forms follow this page. These forms must be completed for a proposal to be considered.

VENDOR INFORMATION

*(If more than one vendor, indicate which is **PRIMARY VENDOR**)*

SOFTWARE VENDOR:

Headquarters _____ Name

_____ Address

_____ City, State, Zip

_____ Contact

_____ Telephone

Local Sales Office _____ Name

_____ Address

_____ City, State, Zip

_____ Contact

_____ Telephone

HARDWARE VENDOR:

Headquarters _____ Name

_____ Address

_____ City, State, Zip

_____ Contact

_____ Telephone

Local Sales Office _____ Name

_____ Address

_____ City, State, Zip

_____ Contact

_____ Telephone

CUSTOMER REFERENCES:

1. Customer Name _____

Contact Person _____ Phone (____)_____

Address _____

City, State, Zip _____

Hardware Configuration _____

Software Installed _____

2. Customer Name _____

Contact Person _____ Phone (____)_____

Address _____

City, State, Zip _____

Hardware Configuration _____

Software Installed _____

3. Customer Name _____

Contact Person _____ Phone (____)_____

Address _____

City, State, Zip _____

Hardware Configuration _____

Software Installed _____

CUSTOMER REFERENCES: (CONT.)

4. Customer Name _____

Contact Person _____ Phone (____) _____

Address _____

City, State, Zip _____

Hardware Configuration _____

Software Installed _____

5. Customer Name _____

Contact Person _____ Phone (____) _____

Address _____

City, State, Zip _____

Hardware Configuration _____

Software Installed _____

6. Customer Name _____

Contact Person _____ Phone (____) _____

Address _____

City, State, Zip _____

Hardware Configuration _____

Software Installed _____

III-A. HARDWARE COST

| ITEM | MAKE/ MODEL | QUANTITY CAPACITY | UNIT COST | EXTENDED COST | ANNUAL MAINT. |
|---|----------------|----------------------|-----------|------------------|------------------|
| 1. Server | | | | | |
| 2. Mass Storage | | | | | |
| 3. Terminals and Personal Computers | | | | | |
| 4. Tape Backup | | | | | |
| 5. Printers | | | | | |
| 6. Other Equipment | | | | | |
| TOTAL: | | | \$ | \$ | \$ |
| 3-year estimate, maintenance | | | | | |

III-B. SOFTWARE COST

| ITEM | ONE-TIME LICENSE FEE | ANNUAL LICENSE FEE | ANNUAL SUPPORT | OPTIONAL COSTS |
|---|-------------------------|-----------------------|-------------------|-------------------|
| 1. System Software | | | | |
| 2. General Ledger and Budget Accounting | | | | |
| 3. Purchasing, Accounts Payable, and Accounts Receivable | | | | |
| 4. Inventory Control and Fixed Assets Accounting | | | | |
| 5. Payroll, Benefits and Leave Accounting | | | | |
| 6. Property Taxes Billing and Receipting | | | | |
| 7. Business Licenses | | | | |
| 8. Court System | | | | |
| 19. Water, Sewer, and Solid Waste Billing | | | | |
| 10. Building/Plumbing/Electrical Permits | | | | |
| 11. Word Processing, Spreadsheet, and Database Software | | | | |
| 12. Other | | | | |
| TOTAL: | \$ | \$ | \$ | \$ |
| 3-year estimate, maintenance | | | | |

III-C. TRAINING COST

| ITEM | NUMBER OF DAYS | TRAINING COST | TRAVEL & PER DIEM | OTHER COST/ COMMENTS |
|--|----------------|---------------|-------------------|----------------------|
| 1. System Software | | | | |
| 2. General Ledger and Budget Accounting | | | | |
| 3. Purchasing, Accounts Payable, and Accounts Receivable | | | | |
| 4. Inventory Control and Fixed Assets Accounting | | | | |
| 5. Payroll, Benefits and Leave Accounting | | | | |
| 6. Property Taxes Billing and Receipting | | | | |
| 7. Business Licenses | | | | |
| 8. Court System | | | | |
| 19. Water, Sewer, and Solid Waste Billing | | | | |
| 10. Building/Plumbing/Electrical Permits | | | | |
| 11. Word Processing, Spreadsheet, and Database Software | | | | |
| 12. Other | | | | |
| TOTAL: | | | | |

III-D. ADDITIONAL REQUIRED COSTS

| DESCRIPTION | ONE-TIME COST | ANNUAL COST |
|---|---------------|-------------|
| 1. Data Conversion: 3 years payroll, utilities, general ledger, and AP/AR | | |
| 2. | | |
| 3. | | |
| 4. | | |
| TOTAL: | \$ | \$ |