TOWN OF BARRINGTON, RHODE ISLAND

REQUEST FOR PROPOSAL

TAX ADMINSTRATION, TAX COLLECTION

AND

UTILITY BILLING, UTILITY COLLECTION SOFTWARE

Sealed bids for furnishing the Town of Barrington, Rhode Island for a Tax Administration, Tax Collection and Utility Billing and Utility Collection Software in accordance with all terms and specifications contained herein will be received in the Finance Office, Town Hall, until 10:00 AM, Thursday, February 26, 2015:

Proposals must be submitted in sealed envelopes addressed to the Finance Office, Town Hall, and must be plainly marked in the lower left hand corner, "Tax Administration, Tax Collection and Utility Billing and Utility Collection Software".

It is the bidder's responsibility to see that the bid is delivered within the time and at the place prescribed. bids received prior to the time of opening will be securely kept, unopened. Bids may be withdrawn on written request (on the letterhead of the bidder and signed by the person signing the bid) which must be received prior to the time fixed for opening. Bids may be modified in the same manner. No bid or modification thereof received after the time set for opening will be considered, even if it is determined by the Town that such non-arrival before the time set for opening was due solely to the delay in the mails for which the bidder is not responsible.

Any bidder taking exception to, or questioning any of the provisions, procedures, conditions or specifications herein stated should make such exceptions known to the undersigned, in writing, not less than five (5) days before the bid opening.

Any change or interpretation made as a result thereof will be published in an addendum and mailed to all prospective bidders. Should a bidder still not be satisfied, he/she may, in the bid, set out and stipulate the exception, with enough explanation to be understood by the Town and, within the stipulation, the INCREASE or DECREASE in the bid price because of the exception shall be stated. The Town may, at its discretion, accept or reject any or all exceptions.

Federal Excise Taxes and/or Rhode Island Use Taxes are not to be included in the bid. The Town will execute exemption certificates if furnished by the bidder when submitting his invoice.

The product shall meet the requirements and satisfaction of the Town of Barrington, Rhode Island. Bidders must state and identify the product offered, such as manufacturer's name, brand name, and quality.

The Town of Barrington reserves the right to accept or reject any or all bids or proposals; to waive any technicality to any proposal or combination thereof, to contract in part or in whole, and to award in the best interest of the Town of Barrington

TOWN OF BARRINGTON, RHODE ISLAND

1.

GENERAL INFORMATION

A. GENERAL STATEMENTS

- The successful vendor/bidder must be an established provider of software and/or support to other local Cities and Towns in the State of Rhode Island. A listing of Cities and Towns in Rhode Island where software and/or support is currently located must be forwarded with any bid application.

- It would be extremely beneficial to the Town of Barrington, that the successful vendor/bidder maintain a local facility in or near to the State of Rhode Island. For the purpose of this bid, "local" will refer to a radius of one hundred (100) miles. For the purpose of this bid, "facility" will refer to local office, representative of vendor home/office location.

- The successful vendor/bidder must demonstrate to the Town of Barrington, a high level of systems integration in their product. Examples of integration: Tax Administration to Tax Collection and Utility Billing, Utility Billing to Tax Collection and Tax and Utility Collection to Finance.

- The successful vendor/bidder must include a yearly conversion service of data supplied from the State of Rhode Island Division of Motor Vehicles to the Town of Barrington at no additional cost. Any/all costs will be included in the original quote within the bid application.

- The "system" offered by the successful vendor/bidder must conform to the Microsoft Corp. standard to a form windows based application, i.e., drop down menus, on-line help screens, on screen error messages.

- The database tool utilized in the vendor/successful bidder's application software must utilize files stored in a non-proprietary database format.

B. INTRODUCTION

- The following bid instructions are intended to provide any/all vendors who wish to participate with a uniform set of instructions, specifications and guidelines to assist in the development of a qualified bid.

- Terms used and conditions imposed in this bid are not intended to imply or denote a particular vendor nor are they to be construed as restrictive in any way.

C. SUBMISSION OF BIDS

- Each Bidder must furnish all requested information in the formats specified by this bid. Promotional materials and other documents are not necessary and not required. Any promotional material that is received or included with the bid will not be considered as information to assist in the evaluation of the bid and awarding of same bid.

D. CLARIFICATION OF BIDS

- The vendor of any bid that has been submitted, that the Town of Barrington determines as a possibility as being selected may be required to discuss or clarify its bid with the Town of Barrington any time during the procurement process.

E. EVALUATION OF BIDS

- Any bid determined to be non-responsive to any of the criteria of this Bid may be disqualified without further evaluation. The Town of Barrington may determine that the non-responsiveness is not substantial and can be clarified. In such cases, the Town of Barrington may allow the vendor to make minor corrections, except to the Cost Tables, and apply the change in the evaluation.

F. REJECTION OF BIDS

- The Town of Barrington reserves the right to reject any and all bids received in response to the Bid. A vendor's bid may be rejected if the vendor:

a. Fails to adhere to one or more of the provisions established in the bid;
b. Fails to submit its bid at the time or in the format specified herein or to supply the minimum information requested herein.
c. Fails to meet the minimum specifications of any section of the bid or minimal evaluation criteria;
d. Fails to submit its bid to the required address on or before the deadline date established by the Transmittal Letter;
e. Misrepresents its products or provides demonstrably false information in its bid, or fails to provide material information;

G. VENDOR SELECTION

- Following the procedures previously described, the Town of Barrington will make a decision regarding selection of the vendor with whom it wishes to enter into contract negotiations. This may not necessarily be the low bidder.

2. RESPONSIBILITIES OF THE PRIME CONTRACTOR

A. The successful bidder will be considered as the prime contractor and will be required to assume total responsibility for the delivery and installation of all software and related services offered in this bid. This condition applies, whether or not the firm is the manufacturer, producer, value-added reseller, author or supplier of the items.

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

C. Prior to final selection, vendors may be required to submit any additional information in which the Town of Barrington may deem necessary to determine the vendor's qualifications to respond to the Bid. Should any of the information requested by the Town of Barrington be considered by the vendor/bidder to be confidential, it should be so stated. The Town of Barrington will attempt to treat any information submitted by the vendor/bidder as confidential if requested to do so. The Town of Barrington cannot insure such confidentiality.

3. FIRM PRICE

- Prices offered by the vendor/bidder will be firm and final and not subject to increase during the term of any contractual agreement arising between the Town of Barrington and the successful vendor/bidder as a result of this bid.

4. OPEN PROCUREMENT

A. The Town of Barrington reserves the right to negotiate with the vendor/bidder regarding variations to the original bid(s), to include cost, which may be in the best interest of the Town of Barrington.

B. The Town of Barrington reserves the right to accept or reject any or all bids in whole or in part.

5. NO ASSIGNMENT

Assignment by the successful vendor to any third party of any contract based on the bid or any monies due shall be is prohibited and will not be recognized by the Town of Barrington unless approved in advance by the Town of Barrington in writing.

6. TRANSPORTATION, SHIPPING, INSURANCE AND INSTALLATION

The vendor shall make all arrangements for transportation, shipping, insurance and installation of the system. Packing, unpacking and placement of the system at the Town of Barrington's designated site(s) shall be the responsibility of the vendor.

7. SYSTEM ACCEPTANCE

The Town of Barrington shall require a final acceptance by the Town of Barrington's personnel to insure that the system and each component thereof function as specified. The test acceptance period of the system shall not exceed sixty (60) days. In the event that a previously designated official does not so notify the successful vendor of a system malfunction or operational deficiency, the system and components shall be deemed accepted by the Town of Barrington on the first year (1^{st}) year following installation.

8. RIGHTS TO SUBMITTED MATERIAL

All bid, response inquiries, or correspondence relating to or in reference to this bid, and all reports, charts, displays, schedules, exhibits and other documentation submitted by vendors shall become the property of the Town of Barrington when received.

9. LIABILITY

Neither party will be liable to the other for any failure or delay in rendering performance arising out of causes beyond its control and without its fault or negligence. Such causes may include, but not be limited to, acts of God or the public enemy, freight embargoes, and unusually severe weather; but the failure or delay must be beyond its control and without its fault or negligence. Dates or times of performance will be extended to the extent of delays excused by this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.

BID FORMAT CONTENT

Transmittal Letter

Each bid must include a letter of transmittal containing the signature of an authorized representative of the prime contractor and not more than two individuals authorized to negotiate and sign a contract with the Town of Barrington on behalf of the prime contractor. Beyond this, the vendor can provide any information desired. The transmittal letter should not exceed two pages in length. The included cover sheet should be attached to the Transmittal Letter.

TABLE OF CONTENTS

SECTION I: Executive Overview

Executive Summary

A brief description in the following areas:

a. Experience

b. Stability & Growth

c. Commitment

d. Product Integration

e. Standards

f. Conversion

g. Services

h. Exceptions to the bid

Corporate Profile

Please provide a brief company background.

SECTION II: Comparative Evaluation Criteria

Please provide a comprehensive list of current Rhode Island customers for each base and additional application software 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:

Include customer name, contact name, phone #, email address and all applications installed

This information must be included in the Exhibits section and must be labeled Exhibit A.

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 to the Comparative Criteria. Also, indicate the number of years your company has been doing business in the state of Rhode Island.

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.

This information must be included in the Exhibits section and must be labeled Exhibit B.

SECTION III: Detailed Application Software Descriptions

General Features

General description of the functions of each module

File Requirements

Systems Design, User Capabilities, Report Writing Capabilities (yes/no)

Reporting

Description of report writing capabilities, list of state mandated reports, any/all additional reports that are Included in each module.

Special functions

General descriptions of any special/unique features included in each module

Data Maintenance

Description of data required.

Security Features

Description of system and user security

SECTION IV: Services

Project Management

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

Installation

Please describe your installation procedures.

Sample Implementation Schedule

Please provide sample implementation plans detailing tasks, goals, conversion dates, and live dates.

Application Software Training

Please describe the application software training you will provide to Town personnel.

Data Conversion

Please describe the data conversion process. Provide detailed descriptions of what will be converted as part of your standard conversion. The conversion will include all existing years in the current software system.

Customer Support

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

Subscription Service

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

Custom Programming

Please describe your custom programming policy regarding site specific modifications,

warranty and new application development.

Documentation Description

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

a. new applications,
b. major/minor enhancements to the existing system
c. Program error corrections
d. site specific modifications

Annual Conferences/User Groups/Advisory Boards

Please describe any user groups and/or other groups that our organization would have access.

Problem Resolution

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

SECTION V: Cost.

Purchase Exhibit

Please list the complete cost(s) associated with implementing the software. Costs should be calculated in the following manner: Module Costs-each, Total for all modules.

Module Costs: The costs of each software module.
Installation Costs: Any additional costs associated with purchasing and installing each module
Conversion Costs: Any cost associated with data conversion for each module
Miscellaneous Costs: Any additional costs associated with each module.
Total Cost per Module. The total cost(s) associated with the purchase, installation, conversion, testing of each module.
TOTAL COST. Total cost to the Town of Barrington for all requested modules.

SECTION VI: Sample Agreements

Purchase & Sales

Software License Agreement

On-going Customer Support Agreement

SECTION VII: Hardware Requirements

Please list specific hardware specifications that are required to efficiently run your software package.

TAX ADMINISTRATION SOFTWARE

OVERVIEW

The Tax Administration software is a tool for managing Real Property, Tangible Property, and Motor Vehicle tax information. The system should provide for exemption processing, state mandated reporting, Tax Bills and Tax Rolls. The system should also provide access to billing history, reports, reprinting bills on demand.

The system should integrate with the Department of Motor Vehicle files annually produced for each Municipality. The system should offer various utilities and reporting capabilities for processing. The import/export feature for Out-of-Town vehicles should allow for the transfer of vehicles amongst one another with ease.

The system should support multiple tax rates based on state code assignment, along with mass updates of personal exemptions.

When the System is dividing payment, each plat and lot and each motor vehicle and each personal property needs to be rounded so that the amount is equally divisible by the four quarters. The System should contain a rounding tolerance in the configuration file so that all assessments are rounded to the nearest user specified dollar amount.

DETAILED APPLICATION SOFTWARE DESCRIPTIONS

REAL ESTATE AND PERSONAL PROPERTY

- *The system should be capable of multi-user access which allows users to read or write to any part of the system simultaneously.*
- *The system should allow for real time data entry.*
- *Security capability to restrict access to various junctions as required.*
- *The system should operate in a Windows environment to provide the user with an easy-to-use system of data inquiry, data maintenance, and variable format report requests.*
- *User-oriented error messages should be displayed to inform operators of any necessary information and to list definitions for all coding requirements and/or action required by the user.*
- *The Company should include on-line help with the system.*
- *The system should include the capability to produce user defined reports using a user oriented report writer.*
- *The System should allow for the storage, retrieval and modification of all necessary data required to produce tax bills, tax rolls and State mandated reports.*
- *The System must have the ability to store data for multiple years.*
- *The System should indicate which tax roll is the primary tax roll.*
- *The System should be capable of supporting multiple tax rates within a tax roll. The rates may be individually set based on the type of property being taxed.*
- *The System will differentiate between Motor Vehicle and Real / Tangible property.*
- *The System should allow the user to select annual, semiannual or quarterly payments for a particular set of tax roll data. The four quarters need to be rounded so there are no excess pennies.*

- *The System needs to contain a rounding tolerance in the configuration file so that all assessments are rounded to the nearest user specified dollar amount.*

EXCISE TAX

- *The Company should format a DMV file from the State and imports through a wizard with User defined criteria.*
- *The System should generate a Raw Data report based on the DMV's data.*
- *The System should match the Motor Vehicle files based on VIN, Registration, License number and DOB*
- *The System should contain an internal utility to import and export Out-of-Town Vehicles.*
- *The System should contain a separate Motor Vehicle Maintenance utility to efficiently price un-priced Motor Vehicles, process Out-of-Town Vehicles, and assign account numbers to new vehicles.*
- *The System should Auto-correct 366 days owned.*
- *The System should provide for reports to search for same DOB, Too many days owned, and duplicate VIN numbers.*
- *The System should include a Built in Motor Vehicle Phase-out report for reporting reimbursement to the State.*
- *The System should allow for a separate Tax Rate for Motor Vehicles*
- *The System should allow for the ability to allow taxpayers to opt-out of hard copy tax bills*
- *The System should allow for the ability to supply tax bills on-line in their original mailed form*
- *The System should allow for the ability to CASS certify postage*
- *The System should allow for the ability to send software updates via the internet*
- *The System should allow for the ability to attach associated documents to accounts.*
- *Vendor must be able to supply optional tax billing printing services*

REPORTING

The following state reports should be included with the system:

State Required Reports

- *Department of Administration report*. This report produces the total tax base by state code
- *Report of exemption liability***.** This Report details the amount of tax revenue lost by the municipality because of exemptions. The report is sorted by exemption code. The report indicates exemption code, type, and total for each code. Totals of real estate, motor vehicle, and tangible are printed as well as a grand total.
- *Certification Report***.** This report shows all information leading to net levy printed as a one page summary. This report details exemptions, total tax revenue lost to exemptions. Revenue gained by minimum tax adjustment. This report meets all state requirements.

Internal Reports

- *Tax Book***.** Prints a one line list of tax summary information.
- *Combined Tax Roll***.** Full tax roll grouping together all property types for a particular account.
- *Split Tax Roll***.** Full tax roll separating Real and Tangible tax types from Motor Vehicle tax types.
- *Bills***.**

- The System should have the ability to print laser printed bills on legal size paper in the format for acceptable for Webster Bank Lockbox collection
- *Frozen Accounts***.** Report all frozen accounts showing loss of revenue
- *Exempt Property Report***.** List of properties which are classified as Tax Exempt
- *Diagnostic Reports*. Pre-programmed diagnostic reports to include; Motor Vehicles without ownership, Motor Vehicles in different tax Towns.
- *Adjustment report*. Report which details accounts which have system applied adjustments including; exemptions where exemption assessment exceeds property assessment. Minimum tax adjustment.
- *Workbook.* Full tax roll which contains accounts with no assessment for the current year
- *Motor Vehicle Reports.* Reports should include:
    - all information contained on the registry tape
    - all vehicles that belong to another tax town
    - all vehicles with no account number
    - all un-priced vehicles
    - all vehicles with no ownership.

SPECIAL FUNCTIONS

- *Frozen accounts*. The system should store frozen account information that includes: Assessment, Tax rate and tax year.
- *Exemption Processing*.
    1. The exemption section should allow for multiple exemption types. The following types are included:
        a. Flat value exemption - exemption amount times current tax rate
        b. Tax Credit - exemption is in tax dollars
        c. Percentage of assessment
        d. Tax Rate Dependent (generally Affordable Housing)
    2. The user should have override capability on all default exemption values.
    3. The system should have the ability to store a tax rate with each exemption. This rate may be different than the tax rate the system is applying to the assessment. This optional feature should allow the Assessor to maintain an exemption tax benefit over different tax years.
- *On-Line Help*. The system should contain full context sensitive on-line help to aid the user in performing certain operations.
- *Public Inquiry*. An optional module should be available where the public will have read-only information to data which is stored in the Tax Administration system.
- *Proration of account*. The system should have the ability to prorate individual real property tax items for partial ownership during the year.
- *Tangible Property*. The system should contain a true / false indicator which will indicate whether or not this account has reported its inventory for the current year.
- *Motor Vehicle Processing*.
    1. Assessment factor. The user should have the optional ability to apply a ratio of assessment factor all motor vehicles to arrive at the current year's assessment.
    2. Import. The system should allow for the import of all required information from the registry tape.
    3. The system should automatically eliminate boat registrations and vehicles showing 0 days registered.
    4. Unwanted Vehicle list. The system should produce an unwanted vehicle list and send other towns a printout or optionally, electronically send the information in the case where both towns have compatible systems.
    5. Unpriced Lists. The system should produce a printout of unpriced vehicles. The system should allow the user to view data in a way that makes it easy for the user to price unpriced vehicles.
    6. Assigning Account numbers. The system should match motor vehicle account numbers by license number from last year's data. If that information is unavailable, the system should use Name where possible otherwise, the field is left blank for the user to assign an account number.
    7. Computation of Days owned for a Vehicle. The system should correctly compute the days owned for a motor vehicle.
- *Multi Year*. The system should provide a pointer to a database set which will allow multi-year processing

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- The *Tax Rate Solver* utility should allow the Assessor to quickly and easily calculate tax rates to fit budgeting needs
- *Minimum Tax Adjustment*. Accounts with an assessment which generates a tax less than a certain amount should be subject to an optional minimum tax adjustment.
- *Supplemental Billing*. The system should provide the ability for the end user to print additional bills.
- *Security*. Ability to lock information from further changes after a certain point. User ID and Password security. Optionally, during export of the supplemental tax rolls to the Collection System, the Tax Administration System should not modify tax dollar values in the Collection System.

DATA MAINTENANCE

- Data should allow for the ability to be accessed by account number, Owner name, Parcel Identifier, Property location, Vin number, Registration number
- The system should allow the user to move a tax item from one account to another without retyping the information.
- The system should contain a primary tax roll which is either initialized from a CAMA system or in the case a municipality is not using a CAMA system, should be initialized from the primary tax roll from the previous year. The data maintenance module should contain the following functions:
    1. Ability to add / edit / delete account numbers
    2. The account information screen should contain all frozen account information. The frozen information should include the frozen assessment, the frozen tax rate and it should compute the frozen tax.
    3. The owner screen should contain a field for Date of Last change.
    4. Ability to add / edit / delete tax items
- Ability to add / edit / delete exemption information.

Tax Collection Software Application

OVERVIEW

The Tax Collection system should allow the employees to be able to quickly provide taxpayers complete and accurate information on taxpayer accounts. This system should provide an integrated account lookup system within the main posting screen allowing the collector to "multi-task".

The system should provide unlimited history of receivables and payments on all accounts. Since the system should allow multiple tax items on each bill it must provide the ability to post on both the account and the detail level. On appropriate reports, the system should provide user-definable receivable types and receivable groups.

Wizards should be included in the system to aid in the process of transferring balances from one account to another and a wizard should also be included to transfer credit balances.

Since different receivables can be grouped together the system should allow you to keep unlimited types of receivables in a single system for separate or combined reporting as necessary.

SYSTEM FEATURES AND FUNCTIONS

- The System should allow a purge function that will archive accounts from prior billing rolls that are paid in full. These accounts should be permanently stored in a backup area.
- The System should allow for expired Account numbers to be archived.
- Penalty Calculation. The system must have the ability to determine the total penalty due for a particular account as of a user-defined date. The system should allow penalty rates to vary from year to year.
- The system should include a provision for scanning bar codes from bills.
- The system should contain an unlimited number of user defined fields that can 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
- The system should allow for an unlimited number of postings per account.
- The system should allow storage of descriptive information relating to each receivable including those from previous years.
- The system should allow multiple abatements per account per year.
- The system should provide an easy to use interface for posting sessions.
- The system should 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 should print out on appropriate user reports.
- The system should contain an indication/alert on the transaction screen that alerts the user if there are notes associated with a particular account.
- The system should provide a detailed security system that has the ability to restrict access to various system functions including menu options and data fields.
- The system should provide an interest per diem calculation.
- The system should allow for the 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.

- The system should include the capability for the Transaction Posting Screen to apply payments to oldest accounts first and within the oldest account, pay penalty then principal.
- The system should provide the ability for account users to be able to check their account balances and reprint bills over the internet.
- Payments should be collected and reports should be produced by a batch number that will correspond to a bank deposit.
- Data must be accessed by account number, Current Owners name, Parcel Identifier (plat and lot), Property location and alternate property location.
- The system should support internet based credit card payments
- The system should contain a customer correspondence module that will allow users to log phone calls or interactions with a particular customer on the account. The correspondence module must have the ability to attach scanned documents.
- The system should support transferring payments from one account to another in the event of a processing error.
- The system should allow the user to reprint a receipt for a transaction.
- The system should support an integrated ACH/EFT (electronic funds transfer) for customers that want payments automatically deducted from their checking/savings accounts.

REPORTING

The following reports are required to be included within the system

- Collection Summary Report. Summarizes each Billing showing starting balances and payments received and summarizing current collection status.
- Flexible reporting of postings by batch and date paid, posting summaries and batch total summaries.
- Trial Balance report: monthly or year-to-date
- Abatement report. Reports detailing all abatements for all accounts.
- Delinquency notices and lists
- Receipts. The system should provide printouts of receipts to taxpayers.
- Daily transaction report.
- Negative Balance Report. The system should contain a report that will list all accounts that have been overpaid.
- The system should provide a report identifying accounts with balances less than One Dollar.
- Summary reports and status reports.

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

- Credit card processing
- Custom letters and forms
- Storage of e-mail addresses for taxpayer contact
- Allows ACH Processing
- Negative balance transfer wizards
- Monthly payment plan capabilities
- Payment Distribution capabilities

REPORT WRITING

The proposed system should include an integrated end-user ah-hoc query manager.

Data from queries needs to be able to export in a Microsoft Excel, ASCII, DBF or CSV format for use in other applications.

INTEGRATION

Tax Collection module needs to provide integration in the following areas:

- G/L Accounting System
- Bank Lockbox integration
- The system supports integration with ACH for automatic recurring customer payments
- The system should provide secure On-line real property balance access for mortgage companies
- The system should provide secure On-line balance access for taxpayers to view the balance of their account.
- The system should provide for CASS certification to reduce mailing costs

ACCESSORIES

The collection system should support several accessories to make the process of payment collection more efficient: bar-code scanners, receipt printers / check validators and cash drawers.

DOCUMENT MANAGEMENT

An integrated document management system should be included in the application. An unlimited number of documents should be able to attach to an account. Any type of document should be able to be stored with this system including: PDF documents, Scanned Documents, Fax Documents, MS Word, MS Excel and imaging documents such as JPG, BMP and TIFF. The end user should be able to specify a file description and an unlimited note area should be available to describe the attached document.

UTILITY BILLING SOFTWARE APPLICATION

OVERVIEW

The Utility Billing system is used for managing Sewer Use accounts. This system works 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's flexible design allows each account to support any combination of Water, Sewer Use or Sewer Assessment bills. In addition, the system provides 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 allows you to extract data from the system by your own customizable criteria and send it to Microsoft Excel, ASCII Text, or DBF for further processing.

SYSTEM FEATURES AND FUNCTIONS

- The system allows real time data entry. Security capability is available to restrict access to various junctions as required.
- The Company will recommend a proper backup and recovery procedure. The Municipality will be responsible for providing all hardware and software necessary to implement this archival utility.
- The System allows for storage, retrieval and modification of all necessary data required to produce utility bills and reports. The System has the ability to store data for multiple years.
- The System allows 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.
- The System contains a rounding tolerance in the configuration file so that all fees are rounded to the nearest user specified dollar amount.
- The System allows for the entry of Previous and Current Meter readings.
- Integrates with popular meter reading devices
- Support for actual or estimated reads
- Support for meter rollovers and meter read multipliers
- Automatic consumption calculation
- System diagnostics can search for and report any missing data prior to billing
- Work Order Management
- The System allows for the entry of the size of the meter, the meter number and the service start date.
- The System tracks water charges, sprinkler charges, and service charges.
- The System tracks 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.
- The System allows for the entry of an alternate location, as well as a separate mailing address.
- The System allows for the storage of ownership history by plat and lot
- The System allows 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.

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.

Report Writing

The proposed system includes an integrated end-user ah-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.

Integration

Please describe the integration of the Utility Billing module if the following areas:

i. Tax Assessor: The Utility Billing system has a live link to the Assessor's office for automatic billing address, ownership and parcel updates.
ii. Meter Reading: The system must provide integration with various meter reading companies including Badger, Schlumberger, Itron and others. Custom file imports and exports can be created
iii. The system supports an integrated CASS certification system to reduce mailing costs
iv. The utility charges need to be included as a separate line on the Real Estate bills.

Document Management

An integrated document management system is included in the application. An unlimited number of documents can be attached to an account. Any type of document can be stored with this system including: PDF documents, Scanned Documents, Fax Documents, MS Word, MS Excel and imaging documents such as JPG, BMP and TIFF. The end user can specify a file description and an unlimited note area is available to describe the attached document.

Utility Collection Software Application

Overview

The Utility Collection system is based on the same engine as the Tax Collection system. It allows the Municipal employees to be able to quickly provide taxpayers complete and accurate information on taxpayer accounts. This system provides an integrated account lookup system within the main posting screen allowing the collector to "multi-task".

The system provides 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 is included to transfer credit balances.

Since different receivables can be grouped together the system allows you to keep unlimited types of receivable in a single system for separate or combined reporting as necessary.

System Features and Functions

- The System allows 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.
- The System allows for expired Account numbers to be archived. Report of Account numbers which no longer have liability.
- Penalty Calculation. The system has the ability to determine the total penalty due for a particular account as of a user-defined date. The system allows penalty rates to vary from year to year.
- The system includes a provision for scanning bar codes from bills.
- The system contains 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
- The system allows for an unlimited number of postings per account.
- The system allows storage of descriptive information relating to each receivable including those from previous years.
- The system allows multiple abatements per account per year.
- The system provides an easy to use interface for posting sessions.
- The system provides 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.
- The system contains an indication/alert on the transaction screen that alerts the user if there are notes associated with a particular account.
- The system provides a detailed security system that has the ability to restrict access to various system functions including menu options and data fields.

- The system provides an interest per diem calculation.
- The system allows 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.

- The system includes the capability for the Transaction Posting Screen to apply payments to oldest accounts first and within the oldest account, pay penalty then principal.
- The system provides the ability for account users to be able to check their account balances and reprint bills over the internet.
- Payments will be collected and reports will be produced by a batch number that will correspond to a bank deposit.
- Data may be accessed by account number, Current Owners name, Parcel Identifier (plat and lot), Property location and alternate property location.
- The system supports internet based credit card payments
- The system contains a customer correspondence module that will allow users to log phone calls or interactions with a particular customer on the account. The correspondence module has the ability to attach scanned documents.
- The system supports transferring payments from one account to another in the event of a processing error.
- The system allows the user to reprint a receipt for a transaction
- The system supports an integrated ACH/EFT (electronic funds transfer) for customers that want payments automatically deducted from their checking/savings accounts.

Additional Features

A partial list of additional features includes:

- 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

Report Writing

The proposed system includes an integrated end-user ah-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.

Integration

i. G/L Accounting System
ii. Bank Lockbox integration. The system has an advanced, flexible payment import system that can be configured to be used with mostly any file based lockbox system.
iii. The system supports integration with ACH for automatic recurring customer payments
iv. The system provides for CASS certification to reduce mailing costs

Accessories

The collection system supports several accessories to make the process of payment collection more efficient: bar-code scanners, receipt printers / check validators and cash drawers.

Document Management

An integrated document management system is included in the application. An unlimited number of documents can be attached to an account. Any type of document can be stored with this system including: PDF documents, Scanned Documents, Fax Documents, MS Word, MS Excel and imaging documents such as JPG, BMP and TIFF. The end user can specify a file description and an unlimited note area is available to describe the attached document.

SCOPE OF SERVICES

The Contractor should agree to furnish and install the Licensed Program(s) for The Town of Barrington. The Licensed Program(s) should contain all modules necessary for the performance of this contract. The Licensed Program(s) should meet all contract requirements as set forth herein. The Contractor will provide the following services.

Licensed Program(s) Provided by the Contractor

The Contractor will license its **Tax Administration, Tax Collection & Utility Billing and Utility Collection Software** program to the Municipality. The Contractor shall provide a site license for the Municipality to operate the Contractor's software system.

User Education

The Contractor should list the number of education sessions provided. The Contractor should provide experienced staff to educate the Municipality in software operation, reporting, problem solving, system functions and user defined query creation. The Municipality understands that the number of education sessions necessary to learn the system may vary from Municipality to Municipality because of end-user computer knowledge or site-specific system requirements. The Contractor should base the number of education sessions on its experience teaching other Municipalities in similar circumstances using the same systems. Additional education sessions should be provided upon request of the Municipality.

Installation

The Contractor should provide an initial installation of the system on up to ten Municipality computers. The Contractor should also provide instructions to the Municipality's network administrator describing the process of setting up additional computers or reinstalling the software on an existing computer.

Conversion

The Contractor will convert data from the Municipalities system. The Municipality understands conversions are performed on a best effort basis. Data will be given to the Contractor in an access or excel file. Data files will be supplied with accurate printed file layouts (field definitions). The Contractor is not responsible to correct errors of any kind in the Municipality's system data files.

It is understood that no two systems and file structures are exactly alike and there may be a need for some manual conversion efforts to take place along with the electronic conversion. The Municipality is responsible to perform all necessary manual data conversion.

Documentation

The Contractor should provide context sensitive on-line help to aid the user in aspects of operating the Licensed Program(s). The Contractor should also provide downloadable documents on its web site that will provide detailed descriptions of various system functions and procedures.

Software Support and Maintenance

The Contractor should provide a cost for on-going software support and maintenance.

2. DETAILED COST PROPOSAL

A. Software (includes license fee): $_____________

B. On-Site Training of Staff: (#_______ days) $_____________

C. Installation: $_____________

SOFTWARE AND TRAINING COSTS:

D. Electronic Data Conversion Cost: $_____________

E. Manual Data Conversion (if applicable): $_____________

F. Other Required Costs: $_____________

G. Required Interfaces: $_____________

TOTAL SOLUTION COST: **$_____________**

1ST YEAR SW MAINTENANCE: $_____________