TOWN OF LANCASTER – *New Hampshire*

"Life As We Make It"

03584

REQUEST FOR PROPOSAL

Municipal Financial Management System

The Town of Lancaster requests the services of a qualified firm(s) to provide the Town with municipal management system to assist in managing the Town's finances and payroll. Submittals should address the company's ability to work within the municipal environment. Successful proposals will be selected based on several evaluation factors: system quality and features, price, vendor's experience, technical training and support system, upgrade frequency, and vendor references. System must be compliant with IRS compensation and benefit reporting, State of New Hampshire Municipal Budget Law, and New Hampshire Retirement System reporting.

The Town of Lancaster reserves the right to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the proposal. The Town reserves the right to change the RFP schedule, issue amendments to the RFP, cancel or reissue the RFP. The Town also reserves the right to reject any or all proposals at any time with no penalty and to waive immaterial defects and minor irregularities in responses.

This Request for Proposal (RFP) from vendors for an integrated municipal financial management system will be a competitive negotiation process. The Town reserves the right to reject any or all bids and issue another RFP. This RFP does not commit the Town to reimburse vendors for proposal submission costs. Price is an important consideration in this process, but not the only consideration.

The Town of Lancaster is an Equal Opportunity and Affirmative Action Employer.

Proposals must be received no later than 12:00 PM on November 14, 2025, from interested firms to be eligible for consideration by the Town. Each proposal shall be submitted in a sealed envelope that is clearly marked.

RFP MUNICIPAL FINANCIAL SYSTEM SERVICES
Town of Lancaster Attn: Town Manager
25 Main Street
Lancaster, NH 03584

The bids will be publicly opened at a Selectmen's meeting. Bid packages may be obtained by contacting the Town Manager at the above address or on the Town website www.lancasternh.org. All requests for information and clarification should be addressed to the Town Manager or Finance Director.

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The Town of Lancaster is situated in New Hampshire's Great North Woods, in western Coos County. The Town of Lancaster has a population of approximately 3,212 according to 2024 estimates from the US Census Bureau and provides police and fire services, recreation, library, highway, water/waste water and general administrative services. The accounting policies of the Town conform to the Government Accounting Standards Board (GASB). The Town of Lancaster has a current annual budget of approximately $9.1M.

Current Software: BMSI
Users: Approximately 4
Other data systems: MS Office 365 Suite; Avitar Assessing (Property Tax)
Payroll: 75 full-time and part-time employees; paid weekly

The Town prefers a cloud-based application with server back up for its municipal financial management system package. The proposal will include information regarding backup (cloud, server, redundancy, continuous imaging and/or encrypted hard media), data retention, disaster recovery, and security.

1. SCOPE OF WORK

   The system should provide solutions for the following municipal functions:
   Cash Receipting (integrates with collections and general ledger modules)
   General Ledger (Multiple fund accounts)
   Budgeting
   Cash Flow Analysis Capabilities (this is an optional item- note if available & cost)
   Accounts Payable (1,800 checks per year)
   Payroll (90 employees at peak times includes full-time, part-time, seasonal and elected)
   Fixed assets (this is an optional item- note if available & cost)
   Bank Reconciliation (currently 4 bank accounts)
   Time and Attendance with Integrated Time Clock and Reporting System. Currently use regular time sheets and BMSI Payroll software, (this is an optional item- note if available and cost)

2. PROPOSAL FORMAT

   To help support the evaluation process, proposal should adhere to the following format:

   Title Page: The title page shall include the company name, address, contact name, email address and telephone number to call for information regarding the proposal.

   Cost Summary: The first section shall provide a cost summary of all expenses. Please provide one price quote for the entire system and a separate quote for each separate module. The cost summary should include any costs for installation, including training and migrating current data from BMSI.

Also include the annual maintenance and license fees along with standard indexing associated with the fee. Indicate the length of time over which your price quote applies. If enhancements are required to accommodate a specific task identified in the vendor qualification questions, please identify the cost of such enhancement. All anticipated costs to the Town shall be identified and itemized. If future software upgrades are not provided free of charge, include the typical cost of the complete upgrade, including the cost of all modules and any migration, training and other fees associated with the upgrade.

Executive Summary: The second section shall provide an overview of the proposal. It should include any points the vendor wishes to highlight, as well as any relevant conditions or restrictions.

Company Profile including References: The third section shall provide a profile of the company, including the number of employees and their locations and a list of key personnel with their years of experience. Please provide a list of municipalities that use your system, along with names and phone numbers of at least five individuals who can be contacted as references. At least 2 NH municipalities are preferred.

Software Qualifications: The fourth section shall provide responses to the software qualification statements included in this request for proposals.

System Security: The fifth section should provide in-depth coverage of all of the security features within the software package for each module including administrative and operator permissions.

Additional Information: Subsequent sections may be used to present any additional information pertinent to the proposal process.

3. **PROPOSAL SUBMISSIONS**

Three (3) copies of your proposal should be delivered or mailed in a sealed package clearly labeled Municipal Finance System Proposal and addressed to:

Town of Lancaster - Board of Selectmen
Attn: Municipal Finance System Proposal
25 Main Street
Lancaster, NH 03584

Your proposal must be received no later than 12 noon on November 14, 2025.

4. SOFTWARE QUALIFICATIONS STATEMENTS: Please respond to the software qualification statements in the following format:

   Enter "Y" if the item is included as part of the standard system package.

   Enter "N" if the item is not available.

   Enter "M" if the system requires modifications to meet this specification. Please identify the estimated cost of any required modifications. If additional pages are necessary, please feel free to attach them to your proposal. You may also include pre-printed product literature regarding your system(s).

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SOFTWARE QUALIFICATIONS STATEMENTS

System Environment (Pertains to All Modules)	Y/N/M
The system is cloud based with local server back up	
Single Input: System facilitates entry of data one time. Duplicate entry of data is not required (Integration between modules).	
Client/server: System is a client/server application.	
Windows Based: The system uses a Microsoft Windows operating environment.	
Specify which version(s) of Windows your system supports:	
Real Time Information: The system is real time and does not use batch processing.	
Forecasting: Users are able to forecast required resources based on current, actual data.	
Report Writer: The system provides report writer functions for generating custom reports from system information.	
User Guides: System and user documentation manuals are provided for each subsystem.	
Compatibility: Data and reports can be exported. If yes, please list exportable file formats.	
Data and reports exported into Microsoft Excel is done without having to use delimited or fixed width import wizard.	
Data and reports will import into the financial software from Microsoft Excel without having to use any other integration software.	

Functionality: The system employs drill-down capabilities for transaction detail.	
Restrictions: The system can handle an unlimited number of accounts.	
User Group Meetings: Vendor currently sponsors regular user group meetings. Frequency: Current Registration Fee: Location of last three meetings:	
Demonstration: If requested, vendor will provide a demonstration in order to confirm the proposal responses and allow the town to more fully evaluate the product. If yes, please specify whether on-site, online or both:	
Training: Vendor will provide comprehensive on-site training prior to or during conversion.	
Support: Vendor provides technical support online and via toll-free telephone number. Hours of technical support availability: Average response time during business hours: Average response time after business hours:	
Security: The system employs encrypted password protection for users and groups.	
Access: Module access and transaction processing can be restricted by user or group.	
Audit Trail: The system generates audit trail history (data changes detailed by time, date, workstation and user).	

<u>General Ledger</u>	Y/N/M
The system provides the use of accounts that reflect revenue, expenditure and encumbrance activity totals.	
The system provides for centralized account management.	
The system interfaces to Bank Reconciliation, Accounts Payable, and Payroll.	

Accounts can be added in years other than the current fiscal year.	
The system allows at least 24 periods per year with open periods.	
The system allows an unlimited number of years of detail information.	
The following reports are available: • Trial Balance • Balance Sheet • Current encumbered/unencumbered balances • Detail Revenue of transactions & expense detail by account/object by account code • Revenue & expense summary • Cash Flow Statements • Detailed account code history- multiple years • Accounts Payable paid and unpaid	
Reports can be generated for each individual fund.	
Selective accounting information is available: • By account • By period • By date range by fund account • By department, sub-department and object code	
Reports can be rerun for periods other than the current period.	
System supports the Modified Accrual Basis accounting method.	
Entries can be reversed or deleted automatically.	
Entries are tracked as to: • Transaction date & time • User performing entry	
The system allows an unlimited number of journal entries.	

The system provides online screen inquiry including unlimited history.	
The accounting period can be "locked" after closure occurs so inadvertent changes cannot be made.	
The system provides year-end annual reporting for: • Balance sheet • Operating statements • Cash flow statements • Payroll & Wage Report	
The system allows accounting periods other than the Town's fiscal year for projects and grants.	
Reports can be printed as of specific date ranges.	
The system can generate due to/from transactions automatically.	
The system can import transaction files from other software (tax/Avitar).	

Budgeting	Y/N/M
The budget system provides forecasting (using different methods) of current year ending balances based on current year-to-date data.	
The budget system allows creation of next year's budget using different methods. • Percentage of increase or decrease of current budget year • Using the current budget for the new budget year • Other (Please specify):	
The budget system allows importing of salary and benefit data from the payroll system.	
Authorized users can modify a single line item, ranges of items or the entire file based on parameters entered after the budget has been created.	

The system allows for budget amendments and maintains the original budget and the amended budget.	
Fund balances can be separated into multiple subaccounts.	
Multi-year project budgets can be integrated into the annual budget.	
The system provides the budget in tabular format in accordance with state requirements.	

<u>Accounts Payable/Purchasing</u>	Y/N/M
The system provides multiple means for inquiry of vendor records. If yes, please list:	
The system tracks whether or not vendors require 1099s.	
The system prints 1099s at year-end for vendors requiring them.	
The system allows users to cancel invoices.	
The system allows users to cancel/void checks.	
The system allows for an unlimited number of vendors.	
The system allows for an unlimited number of years of history.	
The system allows users to work in both current and future periods.	
Accounts Payable interfaces with the other systems such as the GL, Budget, Cash Receipting and directly affects account codes.	
The system supports both check printing and ACH transactions	
The system can verify budget status prior to accepting a transaction	

The system provides check reconciliation capability.	
The system can track purchase orders.	
The system tracks vendor invoices and warns against duplicate payments.	
The system supports recurring entries (i.e. biweekly, monthly).	
The system generates a payment approval list for committee approval.	
Users can access vendor history by invoice or check information.	
The system provides history drill-down to include vendor, invoice, check information and GL account number.	
The system can accommodate wire transfer of funds.	

<u>Payroll</u>	Y/N/M
The system supports standard user-defined salary tables.	
The system supports part-time and hourly employees with pro-rated benefits.	
The system accommodates employees with unusual shifts.	
The system supports multiple pay rates/positions/funds for a single employee.	
The payroll system is integrated with the GL and budget.	
The system automatically tracks accrued time earned and used for: Holidays Personal Holidays Vacation	

Sick Time Comp Time How many user defined accruals?	
The system supports multiple pay periods.	
The system generates all Federal and New Hampshire state reporting requirements. (W2 statements, 1095-C Statements, 941reports, NH Retirement, state employment security and/or other quarterly/annual reports)	
The system supports an unlimited number of years of history.	
The system can distribute employee salaries to multiple funds and accounts.	
Tax tables are automatically updated.	
Tax tables can be maintained and updated by the user.	
The system supports direct deposit of payroll.	
The system allows daily weekly or monthly time entry.	
The system interfaces with a time clock.	
The system supports on-line entry of time by employees.	
The system generates reports (i.e., unemployment, retirement, etc.) that will total hours and/or pay by the calendar month or quarter regardless of pay period end date.	
The system automatically calculates overtime pay in accordance with the Fair Labor Standards Act (FLSA).	
Reports can be printed as of specific date ranges.	

INTERVIEW

1. Please describe the data backup and restore procedures for the system.

2. Please describe the delivery and installation process for system updates.

3. Please describe how your report writer works and indicate if it is provided by another entity or not.

4. Briefly describe how you conduct product testing and explain how it will ensure the module is ready for production.

5. Please describe the security provisions of your system.

6. Please describe the hardware requirements necessary to operate your system, including printers and data backup devices.

7. Describe whether preprinted forms are required or if the system can generate standard forms and if so, list the forms (i.e. misc billing, vouchers, W-2s, 1099s}.

8. Please provide staff hourly rates for additional work outside the scope of any contract should you be selected (i.e., professional services, annual report preparation}.

9. Specify the amount of training time you anticipate providing should you be selected.

10. Please describe your experience with migrating data to your system and the extent of involvement that will be provided by your staff in preparing existing data for migration.

TERMS AND CONDITIONS:

The following terms and conditions apply to this RFP and are not inclusive of all terms and conditions in the final contract.

Installation: The system shall be installed in a timely manner according to a mutually agreeable schedule. With 100% clean data transfer completed.

Business License and Taxation: The successful vendor must hold valid business and professional licenses and registrations that may be required by the State of New Hampshire.

Insurance Requirements: The vendor awarded the contract will be subject to the Town's and State of NH's requirements for insurance reflecting the minimum amounts and conditions as defined by the Town. Contractor agrees to maintain during the performance of the Services, at least the kinds and minimum amounts of insurance as described below: 1. Comprehensive General Liability, including Completed Operations Coverage - $1,000,000 per occurrence/$2,000,000 Aggregate - Town must be named as an additional insured. 2. Motor Vehicle Liability - $1,000,000 combined single limit - Town must be named as an additional insured. Coverage must include all owned, non-owned and hired vehicles. 3. Worker's Compensation to all workers providing services under this Agreement; Employer's Liability with limits in an amount no less than $100,000/$500,000/$100,000. 4. All Subcontractors, as agents of the Contractor under this Agreement, are subject to the same insurance requirements as the Contractor. 5. Excess Liability in the minimum amount of $3,000,000 for each occurrence.

Proposals - Public Information: The Town will attempt to protect the legitimate trade secrets of the vendor. Any proprietary information contained in the vendor's proposal must be clearly designated and should be labeled with the words "Proprietary Information". Marking the entire proposal or any one or more of the major sections as proprietary will be neither accepted nor honored. The vendor should be aware that the Town is required by law to make certain records available for public inspection with certain exceptions. The vendor, by submission of materials marked proprietary, acknowledges, and agrees that the Town will have no obligation or liability to the vendor if the Town must disclose these materials.

Copyright and Confidentiality: Selected vendor shall maintain strict privacy of all Town records, data, and files (regardless of media), including any copyrighted material received from the Town.

Litigation/Jurisdiction: All such court action shall take place and be vested solely in the Superior Court of Rockingham County, State of New Hampshire unless agreed to otherwise in a separate agreement.

Payment: The Town will pay invoices submitted by the selected vendor as progress is made on the implementation of the project and agreed upon service stipulated in the final agreement. Prior to payment, invoices will be reviewed to determine if billing is reflective of actual agreed upon project progression and performance. Upon acceptance of the billing by the Town's Finance Director or designee, the payment will be processed and submitted to the vendor. Payment terms must adhere to the Town of Lancaster's codes and regulations.

Satisfaction of the Town Attorney: The acceptance and subsequent award of the submitted proposal shall be to the review and satisfaction of the Town Attorney and the Board of Selectmen.

Choice of Laws: The contract/agreement shall be subject to and interpreted pursuant to the laws of the State of New Hampshire.

Warranties: All warranties must be clear, concise and in writing. Warranties shall cover all individual modules, supplied, or created interfaces, and any ancillary products that are purchased from the awarded vendor. In addition, the awarded vendor will warrant and guarantee the seamless integration and interface of modules proposed herein. Bidders must warrant to the Town that software specifications, capabilities, and performance characteristics are as stated in the proposal and accompanying documentation. Submission of a proposal will represent your agreement to these conditions.

Compliance with Laws and Regulations: The Selected Vender shall be required to comply with all applicable rules and regulations of any kind or nature from all applicable jurisdictions and the Town will not be responsible in any way in determining the applicable laws and regulations that may apply to the Vendor or the contract.