

TOWN OF HERMON

PO Box 28, 109 Church Street
Hermon NY 13652
Phone: 315-347-3606

MUNICIPAL UTILITY BILLING, ACCOUNTING/BUDGET PREPARATION/PAYROLL / SOFTWARE

REQUEST FOR PROPOSAL

General Information: The Town of Hermon is a community of 109,000 situated within St. Lawrence County. The Town is in the process of installing a new public water system to now include meters. The Town provides a high quality and dependable potable water supply to approximately 250 households. The Town of Hermon also provides round the clock sewer and storm drain service and maintenance for the community. The meter reading software/hardware will be provided by Zenner USA, 15280 Addison Road #240, Addison TX 75001. Radio-AMI technology is utilized to read devices. In addition, the Town employees approximately 25 people. We are upgrading our Payroll/Budget/Accounting system at the same time as our current system is linked. Enhanced Business Systems currently provides us with water/sewer billing, payroll, budgeting and accounting software.

PROJECT SUMMARY: The Town of Hermon desires a Utility Billing/Management software application that will meet current core functions and future needs of our town and will integrate all aspects of utility services, including maintain accounts, billing and collection; interface with AMI meter reading system and payment interface. We currently charge a flat-rate fee to residents but need the capability to use meters now that we have a newly installed system.

The Town of Hermon also is in search of a payroll, municipal accounting and budgeting system. Our current software company, Enhanced Business Systems, is not compatible with AMI water meter reading software and our water/sewer billing program is linked with our payroll/accounting software package.

At the end of this request for proposal process (RFP), Hermon will enter into a professional services agreement for four years with the vendor that provides the best value for the utility billing solution and meets all the specifications of this RFP, including any options selected by the Town of Hermon. The Town of Hermon shall have one workstation for Water/Sewer Billing, one workstation for Payroll and budget entry and one "view only" station.

If you have any questions about this proposal, please contact:

Cathy Race, Supervisor
Town of Hermon
109 Church Street
Hermon NY 13652
Office: 315-347-3606
Email: supervisor@hermonny.org

PROJECT PURPOSE: Update utility billing software for use with electronic water meters, provide customer support to Town Clerk, Town Supervisor and Bookkeeper including, but not limited to:

- Replacement of the Enhanced Business Systems software application, with a system that provides responsive support and exhibits a software maturation process that will integrate new technologies.
- Automation and streamline of the utility billing processes.
- Web-based functions for customer payment and billing.
- Ability to incorporate e-mail with billing.
- Separate billing for customers with multiple accounts.
- The Town requires a window-based platform.
- Payroll preparation and direct deposit of paychecks
- File Deferred Comp report electronically
- File NYS Retirement report electronically
- Generate W-2's
- Generate budgets, general ledgers, abstract of invoices, and all reports required by NYS Town Law.

CURRENT SOFTWARE/HARDWARE: The Town has its own Server.

Approximately 6 users access this technology. Where possible, the Town would like to make use of existing hardware, however the need for servers and personal computers that shall assure the maximum use of the software outweighs the desire to use existing hardware. Please address your recommendations for hardware to meet the performance needs of the software.

RESPONSE AND PERFORMANCE EXPECTATIONS: The submitted proposal must follow the rules; address all categories within this RFP. Failure to complete and address all functional criteria and specifications may result in rejection of a proposal. Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations. The vendor shall indicate in the proposal the total sum to cover the cost of all items included in the RFP.

IMPLEMENTATION AND TRAINING: Describe the approach and implementation of the proposed software. Provide user training approach that will properly prepare our staff, supervisors and other personnel on the day-to-day use of the application; including reporting functions. Provide training that will properly prepare Town staff in the administration, management and for planned and unplanned maintenance.

SYSTEM TESTING AND ACCEPTANCE: The Town of Hermon cannot accept the proposal until it has validated that the vendor has met all requirements stated in this RFP.

UPGRADES: It is expected that upgrades shall be available to allow the Town to take advantage of improvements in both software and hardware capabilities. The vendor shall provide regular upgrades to the software from date of implementation. Please describe the upgrade process.

PRICING: Provide detailed pricing of all costs associated to fully implement a successful operation of a Municipal Utility Billing System, Payroll System, and Budgeting/Accounting system; to include cost of Application software fees, modification costs, Implementation, Training, Hardware, add-on 3rd party software, annual maintenance and any other anticipated costs.

GENERAL: Integrate with General Ledger and Accounts Payable for posting of bills, receipts, adjustments and refunds. The ability to view and make payments on water/sewer bills. Ability to provide for user defined customer and account classification codes (i.e.: residential, commercial, etc.) Ability to record notes for an account. Ability to provide billing for metered and unmetered accounts. Ability to charge for flat rate billings, consumption based or per unit charge. The ability to compare town purchased water usage to what is actually billed based on meter readings billed to the Town of Hermon. Ability to automatically add late penalties to delinquent accounts according to rate structure. Ability to prorate bills for new accounts and closed accounts.

VENDOR SUBMITTALS: A response to this RFP must include the following information:

- The name, address and telephone number of your company
- A detailed work plan describing your approach to design, installation, testing and training.
- Description of your training program.
- A detailed listing of fees and costs to complete the project with separate costs for equipment and labor and on-going maintenance fees or service contracts.

SELECTION CRITERIA: Contract award will be based on pricing and performance.

SUBMISSION INFORMATION: Five hard copies of the response to this RFP must be submitted on or before September 3rd, 2024 at 1:00 pm. Responses can be delivered by mail or in person to:

TOWN OF HERMON
109 Church Street
Hermon NY 13652
Attn: Supervisor Cathy Race
RE: Utility Billing Software

SCHEDULE:

<i>RFP issued:</i>	<i>August 23rd, 2024</i>
<i>Proposal deadline:</i>	<i>September 3rd, 2024</i>
<i>Award of contract:</i>	<i>September 6th, 2024</i>