



Request for Proposal

RFP-MUN-01-2025

**Supply, Installation and Support for Municipal Software
Programming – All Departments**

Introduction

The Township of Bonfield is located along Highway 17 east, in the District of Nipissing. With a population of 2094.

Operations of the Township of Bonfield are managed out of one municipal office, located at 365 Highway 531, Bonfield with three (2) full time administrative operations staff, one (1) part time office staff and one (1) staff attending the office intermittently to attend to duties for the Public Works.

Intent of the Proposal

The Township of Bonfield ("Township") is issuing this Request for Proposal (RFP) to solicit vendor proposals for a municipal software system (the system) to serve the current and projected needs of the Township.

The Township intends to seek the best solution, based on the evaluation criteria contained in this RFP, for its data processing and reporting needs. The successful vendor will seek to establish a turnkey, integrated hardware/software environment for the Township, which will satisfy the specifications contained in this RFP, bringing to bear whatever vendor resources are required from the areas of computer systems hardware, software, technical training, conversion, maintenance and services support.

The Township is looking for a Municipal Management Software System and vendor that will provide:

Modules Required:

1. Financial
 - a. General Ledger including Income Statements, Journal Entries, Bank Reconciliations
 - b. Budget (must have annual and biennial budget capability)
 - c. Accounts Payable
 - d. Cash Receipts
 - e. Payroll
 - f. Municipal Taxation management, including current and arrears tracking, Tax Certificates, Interest Processing, input of banking information for mortgage interest and PAPP options.
 - g. Balance Sheet
 - h. Comprehensive Trial Balance, Arrears Trial Balance, Supplemental Trial Balance

The Software Program should have the ability to query historical data for previous years.

All modules are required to be connected using the Roll Number for the specific property to ensure continuity of data.

The Township desires to contract with a single vendor for all hardware and software and hardware/software maintenance, installation, conversion and support.

The Township is also looking for a program that will provide:

- Compatibility with MS Office tools.
- Easy export of all data for analysis.
- Real time posting of all transactions.
- Reliable and responsive support, company growth and stability.

Scope of Project

The Township of Bonfield has one administration office with five (5) staff requiring full access to the system.

The Township is soliciting a comprehensive software product that will include installation, configuration, training, upgrades, maintenance and ongoing support. The program should be designed for a multi-user environment, multi-year forecasting, workflow management processes and have the ability to track strategic initiatives and performance management objectives.

The software must have the ability to meet the requirements of finance staff to build and manage budgets and long-range financial plans while also offering user-friendly access for non-financial users to input data as required but also access information or reports on an ongoing basis. Further, the software should offer options to publish or create information for public viewing or feedback such as information dashboards, scenario displays or feedback input.

Date of Proposal Submission

One (1) original proposal shall be submitted in a sealed envelope addressed as follows:

RFP-MUN-01-2025
Nicky Kunkel, CAO Clerk-Treasurer

Proposals must be submitted under the following instructions:

PROPOSAL CLOSING DATE: October 17, 2025
TIME: 12:00 p.m., local time
LOCATION: Township of Bonfield Office
365 Highway 531
Bonfield ON P0H 1E0

Submissions received by the date and time of closing will be opened immediately following the time of Tender closing.

Project Contact

Nicky Kunkel

CAO Clerk-Treasurer

Township of Bonfield

705-776-2641

cao.clerkk@bonfieldtownship.com

Proposal Content Requirements

Company Profile and Experience

- a) Provide an introduction to your firm and include the number of years in business under this company name, and the firm's primary business.
- b) Describe the capability and experience to deliver the proposed Municipal Management Software solution, including the implementation methodology and customer support services.
- c) Describe any implementation challenges you faced in your past projects and how you solved them.
- d) Identify the proposed team lead and any additional key team members that would work with the Township. Highlight the relevant qualifications and experience of each.
- e) Provide up to three projects of similar or greater magnitude and have been successfully completed within the past three (3) years. Include a reference for each project including name and contact information. References may be contacted and their response may be used to form part of the evaluation score.

Proposed Solution, Implementation, Training and Support

- a) Describe in detail the Municipal Management Software solution being proposed. This should include discussions of functionality, system software and hardware requirements, and any other information that would assist in understanding of the project.
- b) Clearly describe whether the system is hosted (cloud-based) or installed on premise, on the Township's local IT infrastructure.
- c) If the system is module-based, all modules required in order for the system to operate are to be included in the quoted price. The price for each module will be clearly identified, along with the functionality it provides.
- d) Describe in detail the implementation of the proposed Municipal Management Software solution. Include discussion of how the project will be phased, including number of calendar days to complete each phase, and the total number of calendar days to fully implement the project. Include any detail regarding the timing and necessity of Township staff resources.
- e) Describe the methodology of how previous year's data will be transferred to the proposed solution.
- f) Provide a detailed implementation plan including a training plan as well as a testing plan for both production and system acceptance testing. Key events and major project deliverables should be clearly identified on the project schedule.
- g) Describe the availability of support staff.
- h) Describe your process for dealing with software patches and updates.
- i) Provide a copy of any Service Agreement, Software Licensing Agreement, Maintenance Agreement or other that the Township would be expected to sign.
- j) Provide examples/information of technical abilities required for administration of data and reports. Can municipal staff administer their own reports and data, or is IT/consulting required for any change?

- k) If the proposed system is vendor cloud hosted, then indicate the ownership of the data, the procedure to download the data, and the Township's ability to control when system updates occur.

Budget

The Proponent's submission shall include:

- Overall project cost exclusive of HST.
- A detailed cost and time breakdown of each major activity identified in the proposal.
- Annual software maintenance for 5-10 concurrent licenses.
- Any foreseen conversion costs, if any, that may be incurred in implementation.
- System administration training and application of development training.
- Provide travel costs and expenses.
- A time and cost breakdown for each team member.

Proposals should include a section that identifies what the Township's on-going maintenance costs will be on an annual basis.

Submission Format

- a. Forms to be submitted with the Proposal must be completed in their entirety in hard copy. All entries shall be clear and legible and made in a non-erasable medium and signed in ink.
- b. Submissions may be mailed, couriered or hand-delivered to the appropriate location. The Township will not accept electronic or digitally transmitted submissions. Delivery of the Tender through a third-party courier service shall be at the risk of the Proponent and must be arranged in due time for the Tender to arrive at the specified location before the Tender closing time. Failure of a third-party courier to submit the Tender prior to the Tender closing time will result in the disqualification of the Tender, and will be at no fault of the Township.
- c. Proposals must include and repeat the same headings as listed and topic sequence.

Disqualification

The Township reserves the right to reject any or all proposals. Failure of the Proponent to satisfy any term or condition of this RFP may result in the rejection of said Proposal. Further, any incomplete proposals, qualified proposals, proposals not properly signed/dated, proposals received after the closing date/time, proposals completed in pencil, proposals with incomplete calculations, and proposals lacking required information will be rejected as incomplete.

Solicitation of Council Members, Township Staff and Township Consultants

Service Providers and their agents will not contact any member of the Township Council, Township staff or Township consultants with respect to this RFQ, other than the Contract Administrator at any time prior to the award of a contract or the cancellation of this RFQ. Should the Service Provider or any of his agents give or offer any gratuity to or attempt to bribe any member of the Township Council, Officers or Servants, the Township shall be at liberty to

cancel the contract forthwith or to direct the Township to take the whole or any part of the works out of the hands of the Service Provider under the same provisions as those specified. No Service Provider may discuss or communicate about, directly or indirectly, the preparation or content of its Quotation with any other Service Provider or agent or representative of any other Service Provider or prospective Service Provider. If the Township discovers there has been a breach at any time, the Township reserves the right to disqualify the Quotation or terminate any ensuing Agreement.

Examination of Documents

Each Proponent must satisfy himself or herself by a personal study of the RFP documents, by calculations, and by personal inspection of the site, respecting the conditions existing or likely to exist in connection with the proposed work. There will be no consideration of any claim, after submission of Proposals, that there is a misunderstanding with respect to the conditions imposed by this RFP. Prices must include all incidental costs and the Proponent must be satisfied as to the full requirements of the RFP.

Proposal Withdrawal or Replacement

Any Proposal may be withdrawn prior to the scheduled time for Proposal Closing by submitting written notice to the RFP contact. Replacement Proposals are welcome until the Proposal Closing.

Proposal Evaluation

All submissions must be in compliance with the requirements of the RFP process in order to be considered for evaluation.

All qualified Proposals will be reviewed and evaluated by staff for approval prior to acceptance of the successful Proposal by Council.

Proposal Selection

For the purpose of evaluation, the following criteria will be utilized to score each Proponent's Proposal.

Category	Description	Points
Experience, Qualifications, Project Management	The Evaluation Staff will consider the Proponent's demonstrated experience on similar projects, key personnel and references where applicable. Proponents should include the features of their services that give them a competitive advantage.	15
Budget and Cost	Materials and cost list. HST must be shown separately.	30
Program Design Concept	Did the concept meet the requirements of the RFP	40
References	List of previous clients/professional references	5
Support Services	What are the hours/days of support, estimated time of call return, can it be done remotely	10

Proposal Award Procedure

All Proposals shall be final and binding on the Proponent for a period of 60 (sixty) days from the closing date and may not be altered by any subsequent offerings, discussions, or commitments unless the Proponent is requested to do so by the Township.

The Township will notify the Successful Proponent of the award. The Successful Proponent agrees to accept the terms of the RFP document as the work agreement and to undertake work on the program within 10 (ten) business days of the date of the notification of the Award.

GENERAL CONDITIONS

1. Indemnification

The Successful Proponent shall indemnify and hold harmless the Township, its officers and employees from and against any and all liabilities, claims, demands, loss, cost, expenses, damages, actions, suits or other proceedings by whomsoever made, directly or indirectly arising out of the project attributable to bodily injury, sickness, disease, or death or to damage to or destruction of tangible property caused by any acts or omissions of the Proponent, its officers, agents, employees or other persons for whom the Proponent is legally responsible.

2. Occupational Health and Safety Act

The Proponent's attention is drawn to the regulations issued by the Ministry of Labour for the Province of Ontario under the Occupational Health and Safety Act. The Proponent acknowledges that they will comply with the Act, and all applicable regulations related to the contracted work. For construction related agreements, the Proponent agrees to assume the role of the Constructor under said Act as it relates to the completion of this agreement.

3. Freedom of Information

The Township is subject to the Municipal Freedom of Information and Protection of Privacy Act, as amended (MFIPPA) with respect to, and protection of, information under its custody and control. Accordingly, all documents provided to the Township by the Proponent pursuant to this document may be available to the public unless the party submitting the information requests that it be treated as confidential.

Any specific scientific, technical, commercial, proprietary, intellectual or similar confidential information, the disclosure of which could cause them injury or damage may be identified as confidential. Proponents are encouraged to place all such details and information within a separate section of their submission. Complete Proposals are not to be identified as confidential.

4. Accessibility for Ontarian's with Disability Act, 2005

The Proponent's attention is drawn to the regulations within the AODA and acknowledges that they will comply with the Act as it relates to the completion of this project.

5. Cancellation

If the Proponent should neglect to execute the work properly or fail to perform any provision of this Award, the Township, after three (3) business days written notice to the Proponent, may, without prejudice to any other remedy in existence, make good such deficiencies and may deduct the cost thereof from any payment then and thereafter due to the Proponent. Continued failure of the Proponent to execute the work properly shall result in termination of Agreement.

FORM OF PROPOSAL

Proponent Information

Company Name (hereinafter called the "Proponent"): _____

Mailing Address: _____

Email Address: _____

Phone Number: _____ Alt Number: _____

Website: _____

Years in Service: _____

Proponent's Representative: _____

Authorizing Signature, Authority and Title: _____

1. No person, firm or corporation, other than the Proponent, has any interest in this Proposal or in the proposed agreement for which this Proposal is made and to which it relates;
2. This Proposal is made by the Proponent without any connection, knowledge or comparison of figures, or arrangements with, or knowledge of any other corporation, firm or person making a Proposal for the same service, and is in all respects fair and without collusion or fraud;
3. No member of the Municipal Council or any other officer of the Corporation of the Township of Bonfield will become interested directly or indirectly as a contracting party without disclosing their interest and otherwise complying with the Municipal Conflict of Interest Act, RSO 1990;
4. The content and requirements of this Proposal document have been read and understood.
5. All prices are quoted in Canadian funds.

Dated: _____

Signature of Witness: _____

Signature of Authorizing Proponent: _____