

RFQ 2026-02
MUNICIPAL FINANCIAL SOFTWARE
HUDSON NH

ADDENDUM #1
QUESTIONS and ANSWERS

Q1 - Is the Town open to proposals for a subset of the requested functionality?

A1 - *The Town is seeking qualifications from vendors capable of providing a comprehensive, integrated municipal Enterprise Resource Planning (ERP) solution encompassing the functional areas identified in the RFQ. While the Town recognizes that certain functionality may be provided through integrated third-party applications or modules, vendors are expected to propose a complete solution and identify any third-party products or integrations necessary to satisfy the Town's requirements. Vendors will not be simply eliminated because they cannot unilaterally satisfy all modules.*

Q2 - Is the City willing to extend the proposal deadline by a week to Monday, August 24?

A2 – *Yes. We will move the deadline to Monday, August 24, 2026. New schedule will be as follows:*

Date (2026)	Event
July 13 th	RFQ released
August 17th <u>24th</u>	Proposals due by 10:00AM EST
August 18th <u>25th</u> – August 25 th <u>September 2nd</u>	Proposal evaluation and vendor notification
September 2nd <u>9th</u> – September 23rd <u>30th</u>	Short-List Interviews Scheduled
September 30th <u>October 7th</u>	Vendor Committee Selection
October 13 th <u>or October 27th</u>	Board of Selectmen Notification
October 13 th <u>or October 27th</u>	Board of Selectmen Award
Date (2027)	Event
March 9 th	Town Meeting
July 1 st	FY 2028 Kickoff

Q3 - Is the “July 2027 go-live” a firm date? With an October 2026 decision, would the Town be open to accepting a 12-16 month implementation timeline?

A3 – *The October 2026 decision is to select a vendor. The project including cost will be placed on the Town Meeting Warrant subject to approval by the voters. If approved, the project will officially “kick off” on or about July 1, 2027. The Town recognizes that implementation schedules may vary depending on the proposed solution, project scope, data conversion requirements, and implementation methodology. Vendors should propose a realistic implementation schedule, including key milestones and anticipated go-live dates, and explain the rationale for their proposed timeline. The Town will consider the proposed implementation schedule as part of its overall evaluation.*

Q4 – Is the Town open to a phased implementation (e.g., financial core first, followed by utility billing and permitting), and if so, which modules are considered critical for initial go-live?

A4 - *Yes. Vendors should propose the implementation methodology and sequencing they believe will best minimize project risk, support user adoption, and facilitate a successful transition. While the Town generally anticipates that core financial modules (e.g., General Ledger, Accounts Payable, Accounts Receivable, Purchasing, Budgeting, and related financial functions) would serve as the foundation for implementation, the Town has not prescribed a mandatory sequence. Vendors should clearly identify their proposed implementation phases, key milestones, dependencies, and the rationale supporting their recommended approach.*

Q5 - Can the Town confirm that full, queryable data exports from the Pervasive PSQL MuniSmart environment (including historical payroll and utility billing records) will be made available to the selected vendor, and are there any data sets that must remain in place or be partially converted?

A5 - *The Town intends to cooperate with the selected vendor to facilitate data conversion from its existing MuniSmart environment, including providing access to available data exports consistent with the Town's contractual rights and technical capabilities. The Town has not prescribed a specific data conversion methodology or scope for historical records. Vendors should identify the data required to support their proposed implementation and describe their recommended approach for converting historical data. At this time, the Town has not identified any data sets that must remain in the legacy system or be only partially converted.*

Q6 - Does the Town require SOC 2 Type II, CJIS, or other specific compliance certifications for cloud deployment, and are there any data-residency restrictions beyond U.S.-based storage?

A6 - *The Town has not prescribed specific cybersecurity certifications or cloud compliance standards as mandatory requirements under this RFQ. However, vendors should identify all applicable security certifications, independent audits, and compliance frameworks applicable to their proposed solution (e.g., SOC 2 Type II, ISO 27001, CJIS, or similar) and describe their information security program. The Town expects all cloud-hosted solutions to utilize industry-standard security practices and maintain data within the United States unless otherwise disclosed by the vendor. At this time, the Town has no additional data residency requirements beyond U.S.-based storage.*

Q7 - Please provide technical details (API availability, file formats, frequency) for the current UKG Ready time-keeping/HR system so we can scope bi-directional payroll and accrual integrations.

A7 - *The Town currently utilizes UKG Ready for timekeeping and human resources. The Town expects the proposed solution to integrate with UKG Ready for the exchange of payroll-related information and accrual data, as applicable. The Town has not prescribed a specific integration methodology or technical standard. Vendors should describe their proposed integration approach, identify any assumptions regarding available interfaces or data exchange methods, and specify any information or technical resources that would be required from the Town or UKG to support implementation. Detailed technical interface specifications will be coordinated with the selected vendor during implementation.*

Q8 - The number of utilities serviced listed was 6,800 monthly and 5,500 quarterly. Please confirmed that combined there are 12,300 accounts that are billed.

A8 – *There are 6800 water accounts billed each month. There are 5500 sewer accounts billed each quarter. Therefore, total accounts equal 12,300.*

Q9 - Please describe how you handle Welfare tracking today, the system used and how it's tracked?

A9 - *The Town currently utilizes the Welfare module within its existing MuniSmart system to administer General Assistance. The module is used to maintain applicant and case information, document assistance provided, and track case activity. Approved financial assistance is processed through the Town's financial system. Through this procurement, the Town is seeking a modern, integrated solution that enhances case management, document management, reporting, workflow, auditability, and confidentiality while maintaining seamless integration with the Town's financial operations.*

THANK YOU FOR YOUR QUESTIONS