

December 18, 2014

Beth Muse, Financial Systems Analyst  
Interware Development Company, Inc.  
22 Gregory Street  
Mont Vernon, NH 03057

Re: RFI #15-0008, Information System Software

Interware Development Co. (IDC) would like to thank you for inviting us to participate in your RFI for Information System Software. We are pleased to be able to assist you in your goal to gain a better understanding of available software solutions and overall costs. All pricing and product information provided, that is not readily available through our website, is to be considered sensitive and proprietary and treated as confidential.

Interware is a recognized leader in New Hampshire for a number of our software applications: ClerkWorks, EB2Gov On-line Services (including E-Reg, Dog Licensing, Property Taxes, and Utility Billing), and AMASE Financials. I invite you to visit our corporate website at [www.interwaredev.com](http://www.interwaredev.com) as well as our EB2Gov website at [www.eb2gov.com](http://www.eb2gov.com) as part of your information gathering.

Interware was founded in 1995 and has focused its efforts on the municipal market. All of Interware's software has been developed under the direction of a single programmer, who serves as our Chief Technology Officer, *in* New Hampshire, *for* New Hampshire. Our software shares the same foundation, tools and database which create a common base for IT administration, cross training, and report writing. Consistent features and benefits can be found embedded throughout our suite of products.

We are pleased to offer the Town of Newmarket the enclosed information in response to your RFI. The solutions we propose integrate our Client / Server based applications – ClerkWorks and AMASE – with our web-based applications.

As you read through this response, and other responses, to your RFI, we ask you to consider our nearly 25 years of experience in software development dedicated to municipalities and schools in New Hampshire. In addition, we hope you consider our commitment to provide a total solution for a comprehensive, flexible suite of products which can be further adapted to accommodate your needs.

Sincerely,

Elizabeth Muse  
Financial Systems Analyst

**MODULES / SOFTWARE CONSIDERED:**

MODULE	IDC SUITE	NOTES
Animal Licensing	CW / OL	Seamless integration with on-line services; On-line services will accept uploads from other vendor applications; CW does integrate with AMASE
Accounts Payable	AMASE	
Accounts Receivable	AMASE	
Budget Preparation	AMASE	decentralized, meaning budgets are distributed and then consolidated into a master budget
Building Permits	X	Not currently offered
Bank Reconciliation	AMASE	
Boat Registration	CW	CW does integrate with AMASE
Cash Receipting	CW	POS cash receipting is offered through ClerkWorks; other payment options are available through EB2Gov or Epay2Gov; Cash receipts can be processed through AMASE as well, although CW serves as our POS solution; CW does integrate with AMASE
Fixed Assets	AMASE	
General Ledger	AMASE	
Human Resources	AMASE	Integrates with Payroll if purchased and allows for separation of Payroll and HR Administration
Motor Vehicle / Motorcycle Redbook	CW / OL	Seamless integration with on-line services; On-line services will accept uploads from other vendor applications; CW does integrate with AMASE
Purchase Orders	AMASE	
Payroll	AMASE	
Property Taxes	AMASE / OL	On-line property taxes will accept an upload from AMASE - or from other software vendors - to allow citizens to pay on line; the on-line solution is an information center accessed by citizens, financial institutions, mortgage companies, title companies, etc. Municipalities can elect to have the search capabilities - by owner name or address - disabled, yet chose to keep the feature enabled as the information is public.
Planning and Zoning	X	Not currently offered
Utility Billing	AMASE / OL	On-line utility billing will accept an upload from AMASE - or from other software vendors - to allow citizens to pay on line; the on-line solution is an information center accessed by citizens, financial institutions, mortgage companies, title companies, etc. Municipalities can elect to have the search capabilities - by owner name or address - either enabled or disabled.
Assessing	X	AMASE will accept uploads from other vendor applications to then process property taxes
Recreation	*	Currently under development
Fleet Management	X	Not currently offered
Permitting	OL	Currently, we offer a non-integrated web based solution which can be bridged to your financial application

## **IMPLEMENTATION APPROACH**

Interware's implementations are developed in cooperation with the project point person, typically the Finance Director.

## **SCOPE**

With its suite of financial modules and online solutions, Interware is uniquely positioned to offer an integrated solution for your environment. Interware's products – ClerkWorks, E-Reg, Property Taxes on-line, and Utility Bills on-line – are used widely throughout New Hampshire. These solutions are also in use in other states. We have experience working with third party vendors – like Patriot and Vision for assessing data, and New World for Utility Billing.

## **DATA CONVERSION**

Data conversion services are available as part of an implementation. These services are frequently contracted, and pricing varies depending on the number of records, amount of history and level of detail you wish to upload.

## **SUPPORT SERVICES – Help Desk, Integration Guidance, and Training**

Technical support is available by telephone during our normal operating hours of 8:00 AM – 5:00 PM. After hours phone support is provided to municipalities that are open outside normal office hours including Monday, Tuesday and Wednesday nights from 5PM – 8PM. E-mail support is also available.

Support services are provided to the citizens ("payers") directly through the EB2Gov website. All EB2Gov on-line support requests capture the details entered by the user and are accompanied with any notes the user includes. Interware's support staff respond to these requests 24/7. Citizens may also communicate directly with the webmaster through the EB2Gov website. Additional support is available for citizens via the main telephone line.

Software upgrades are normally completed by Interware Development implementation staff. Upgrades can be scheduled during or after business hours. If local software is installed at a municipality, updates are presented automatically to users to accept at a time of their convenience using a simple download process. Test platforms are utilized on the EB2Gov server when new products are launched. Software enhancements are provided in the software updates as well. Customer enhancement requests are also considered on an individual basis.

## **GENERAL QUESTIONS**

### Citizens Information Portals:

On-line property taxes and utility billing is an information center accessed by citizens, financial institutions, mortgage companies, title companies, etc., alike. Municipalities can elect to have the search capabilities - by owner name or address – enabled or disabled, depending on the nature of the information.

Property Tax Center – through the Property Tax Center, citizens have access to property tax information using search options which include property ID, owner name, or address. Projections on current principal may be calculated and may be based on any future payment date.

E-Reg Estimates – through E-Reg, citizens can obtain registration estimates for new vehicles and renewals; seamless integration with the Red Book data, with lookups by VIN or year/make/model allows estimating based on a vehicle's list price and weight.

Transaction Status – Citizens are able to access the status of any transaction completed online, 24/7, and to see detailed information about which step of the process the transaction has reached.

### Financing Options

In addition to purchasing directly, Interware offers leasing and will consider an arrangement to roll the initial outlays for purchasing the software, implementation, training, and conversion services into a direct financing agreement.

### Other

We are currently gathering information to enhance and upgrade our AMASE Financial suite. ACH payments, document scanning, offering a hosted solution and web access (tablet integration) are all considerations for this project.

## **ESTIMATED COSTS**

Pricing – including the software, implementation, training and conversion services can range from \$20,000 to \$80,000, depending on the selected applications. In addition to the purchase cost, annual support fees – again, dependent upon the selected applications – are billed. We are happy to prepare a quote in response to an RFP.

## **NETWORK ENVIRONMENT**

Interware Development Company, Inc. is the manufacturer of ClerkWorks and AMASE. Both are true 32-bit applications built for municipalities nationwide. ClerkWorks is certified by the State of New Hampshire DMV to integrate with the MAAP system via XML. AMASE is a fully integrated Financial Fund Accounting Management System developed for Schools and Municipalities.

Requirements for these systems include the following:

### RELATIONAL DATABASE

The software will require an Advantage relational database. The Advantage Local Server is a non-client/server solution where DLL files are loaded on the individual workstations accessing the Interware database. The Local Server is distributed free of charge. The Advantage Database Server supports

NetWare; Windows NT/2000/2003/2008 and Linux operation systems. Single Server license as well as 2, 3, 5, 10, 15 and 25 users licenses are available and can be quoted on an individual basis.

#### REMOTE SUPPORT REQUIREMENTS

To provide the optimum support services all our customers are required by contract to provide high speed remote access to a workstation or server via PC Anywhere or LogMeIn. This allows our technicians to make any necessary adjustments to the system immediately when a problem arises.

#### HARDWARE REQUIREMENTS

Hardware requirements will vary depending on the size of the community. The "Client Hardware" requirements are for all communities. Server Requirements will vary and are listed as guidelines only.

#### CLIENT HARDWARE (workstations)

Intel Based 300Mhz+

Windows Win7/Win8

32MB RAM (64MB is preferred)

17" Monitor with 256 Color 800 X 600 minimum resolution (1024 x 768 Preferred)

400MB Disk Space (excluding operating system and other user programs)

CD ROM (Read/Write preferred)

100mb Network Connectivity, if applicable

LogMeIn or Remote Access Software

IP connection is preferred

Access to the internet for on-line support

#### SERVER REQUIREMENTS (MINIMUM REQUIREMENTS)

Intel Based 400MHZ+

Windows NT Server 4.0+ or Windows 2000/2003 Server or Novell Netware 4.2 or 5.X

Minimum 1GB

CD-ROM Drive

Backup Device

100mb Network Connectivity

17" Color VGA 800x600 Monitor

#### PRINTERS

Dot Matrix Printer for the State Forms (MV only; being phased out by the State DMV)

Windows compatible Laser or InkJet printer

State Registration printer Lexmark 640 or T650 (MV only)

Validation printer to validate state forms and checks – optional (MV and Credit Card receipts)

For E-Reg, Auto Registrations via the Internet enabled with e-check payment option. Not necessary if Credit Cards and/or ACH is utilized.

- Laser Printer with MICR ink
- Blank Check Stock

