



Invitation to Submit a Proposal –  
Work Related to Upgrade And Ongoing Support for –  
**Microsoft Dynamics GP Software**

**ecomaine** is requesting proposals from qualified firms for the work related to Great Plains Software that is currently used by ecomaine. Currently, ecomaine has licenses for Microsoft Dynamics GP 2015 software that operates on a server located on-site with 9 full users and 7 limited users. Part of this proposal should include the cost to upgrade the 2015 version of GP software before April 2020. The software also has an Integration Manager application that works with the EnCore software at the scale house along with MP2 software.

**ecomaine**, (formerly Regional Waste Systems, Inc.) is a 501(c)(3) quasi municipal solid waste management corporation owned by 20 communities and serving an additional 51 associate and/or contract member communities. The organization is governed by a twenty nine member Board of Directors with the members appointed by the twenty owner communities. All owner communities have executed a perpetual Interlocal Agreement as well as perpetual waste handling agreements; whereas, the non-owner members have executed fixed term waste and/or recycle handling agreements with ecomaine. We own and operate a waste-to-energy plant and a single sort recycling facility, both of which are located in Portland, as well as a landfill located in Westbrook.

**ecomaine** is willing to accept recommended proposals that would include 1) upgrading the current version of the GP software that would continue operating on the servers, 2) upgrading the GP software along with recommended upgrades of the hardware and/or 3) moving the GP system from the current hardware and onto a cloud base GP system.

It is important that the proposal include any recommendations for the support services going forward. Some detail of the Technical Support, Functional Support and Project Work that the bidder can offer, or recommends that this type of work to be outsourced to a third party. If the bidder does not provide these services, the name of a firm that they recommend should be included along with the quote for these services that would be provided by the recommended third party.

The bid should include the cost structure for the various support items. The cost may be on a per hour basis or flat monthly or annual contract amount. If the cost is calculated on a per hour basis, the bidder may want to provide some detail of the scale that might be used so that ecomaine can estimate the annual cost associated for support services.

The proposal should explain the recommended process that will take place when upgrading to newer versions of GP. This should include how often upgrades may be planned and the cost associated with the upgrades, along with how long the system may be out of service during ecomaine's regular hours of operation.

Bidders should add any other reasons in their proposal on what services that they would provide that would benefit ecomaine.

Complete, written proposals shall be submitted in sealed envelopes no later than 1 PM Tuesday, January 10, 2020. They should be clearly marked "Proposal for Accounting Software Support" and addressed to:

Don Hebert  
Director of Finance & Administration  
64 Blueberry Road  
Portland, Maine 04102

At that time the proposals will be opened and evaluated in accordance with the specifications provided in Appendix A. Vendors are required to submit an original, signed proposal and three additional copies. Late, incomplete or proposals submitted electronically will not be accepted.

If vendors have a standard contract, or a proposed contract, a copy should be included with their proposal. This proposal should include a detailed outline of the bid or a link to a short video of their presentation.

Each proposal must be signed by a person authorized to bind the vendor to a contract.

Each vendor must indicate in the proposal that they have read and understand all conditions outlined in this invitation and the attached Appendix A.

Selected sections of vendor responses may be incorporated as part of any contracts executed between **ecomaine** and the vendor. This invitation and the attached Appendix A will be made a part of the contract by reference.

**ecomaine** reserves the right to negotiate with the selected vendor as to the scope of services and price, whether or not the proposal is the lowest cost to **ecomaine**.

**ecomaine** reserves the right to waive or disregard any informality, irregularity, or deficiency in any proposal received and to reject any or all proposals or accept any proposal for whatever reason it determines such actions to be in the best interests of **ecomaine**.



Work Related to Upgrade And Ongoing Support for -  
**Great Plains Software**  
Appendix A

A. Title Page

- Show the request for proposal subject, firm name, local address, telephone number, name of contact person and date.

B. Table of Contents

- Include a clear identification of the material by section and by page number.

C. Letter of Transmittal (limit this section to two pages.)

- Briefly state the proposer's understanding of the work to be done and make a commitment to perform the work within the time period specified herein.
- Give the names of the persons who will be authorized to make representations for the proposal, their titles, addresses and telephone numbers. This letter must be signed by an authorized representative of the firm.

D. Profile of the Proposer

- Indicate whether the firm is local, national or international.
- Give the location of the off-site servers along with the how often backups are done and how long these backups are saved.
- Describe the range of clients that the bidder currently provides services and what percentage of their clients currently use a version of GP.
- Describe the numbers and classifications of skilled personnel that currently handles Microsoft Dynamics GP. Include the hours open for support that is currently used and include any plans for expansion in the next three years. This should also include the average response time that the bidder has been able to perform over the past 12 months.

E. Summary of Proposer's Qualifications

- Identify the partners, managers and supervisors who will work on the audit, including staff from other than the local office. Resumes from each supervisory person to be assigned to the audit should be included as an appendix.
- Describe the recent local and regional office auditing experience similar to the type of audit requested and give the names and telephone numbers of client officials responsible for three of the audits, which may be municipal if not public waste-to-energy plants.

## F. Additional Data

- Since data not specifically requested must not be included in the foregoing proposal sections, give any additional information considered essential to the proposal in this section

## G. Compensation

- Estimate the total hours that should be considered for all services during a 365 day period and an estimate on what the cost could amount to each year. There may be some proposals that will have a variation for year 1 and years 2 through 5. If that is the case, make sure that bid highlights this information.

## I. Proposal Evaluations

- Evaluation of the proposals received will include, but not be limited to, any of the following:
  - ✓ Relevant experience of the firm.
  - ✓ Qualifications of the personnel to be assigned.
  - ✓ References of the firm.
  - ✓ Hours of support.
  - ✓ Options available for education and training.
  - ✓ Number of user licenses included in the proposal.
  - ✓ Estimated annual cost of GP support.

Questions regarding this proposal should be directed via e-mail to Don Hebert, Director of Finance and Administration, at [hebert.don@ecomaine.org](mailto:hebert.don@ecomaine.org) no later than 1:00 pm on Friday January 10, 2020. All questions and answers will be provided to all prospective proposers via e-mail.

**ecomaine** reserves the right to waive any informalities, to accept any proposal, or to reject any or all proposals, if it feels it is in the best interests of **ecomaine** to do so.