

Request for Statements of Qualifications
for
Consulting Services for Enterprise Resource Planning (ERP) System Requirements
Analysis and RFP Development

RFQ IssueDate

Wednesday, July 22, 2020

RFQ Submittal Due Date

Thursday, August 13, 2020

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I. INTRODUCTION

The City encompasses 24.9 square miles with an extraterritorial jurisdiction area over 39.3 square miles. The population has grown from fewer than 750 residents in 1980 to an estimated 74,700 in 2020, according to the City's Planning Department. The Utility Department serves more than 26,000 customers while the Library estimates over 200,000 visits annually. The City's Parks and Recreation Department maintains 32 parks and approximately 47 miles of hike-and-bike trails and the Street Department maintains over 230 miles of roadway.

The City is a home-rule city operating under a council-manager form of government. All

powers of the City are vested in an elected council, consisting of a mayor and six council members. The City Council enacts local legislation, determines City policies, and appoints the City Manager. The City government provides a broad range of goods and services to its citizens, operates with 26 departments and has 377.5 full time equivalent employees.

An IT master plan and needs assessment was completed in 2019 that included a previously identified need for a new ERP system. As a rapidly growing organization, a number of applications have been acquired beyond the current ERP system. This system lacks integration and efficiency that would improve internal and external customer service.

The City is requesting a Statement of Qualifications (SOQ) from qualified consulting firms to conduct a systems requirements analysis and assist with the development of a Request for Proposal (RFP) for the future purchase of an Enterprise Resource Planning (ERP) for financial management, procurement, human resources, payroll administration, and other administrative business needs spanning multiple departments and functions beyond these key processes.

To be considered, a **digital proposal** in PDF format must be received by **4:00 p.m. on Thursday, August 13, 2020** addressed to:

Electronic submissions will be electronically received through the State Bid System site **only**. The City is not responsible for electronic submissions not received by the deadline due to technical failures of it's or the proposer's systems.

SOQs received after the above date and time will not be considered.

II. BACKGROUND

The City currently uses Tyler Technologies, Incode Version 9, ERP system. Incode is hosted by two separate virtual servers with Windows Server 2016 operating systems. One server runs all modules for financial/accounting, payroll, and utility billing. The second server runs modules for the city court. User access is a software-based application. The following list summarizes the functional components of the current software platform.

Existing ERP Software Platform

- Accounts Payable
- Check Reconciliation
- General Ledger
- Project Accounting

- Time Entry
- Cash Collections
- Fixed Assets
- Payroll
- Purchase Orders
- Utility Billing

The City also runs other applications, both vendor and internally developed that are not part of Incode.

Other Software Applications

- Microsoft Office Suite
- Applicant Pool – applicant tracking
- Adobe Acrobat
- Data Watch/Monarch Software – utility billing analysis
- Neptune – meter reading
- MyPermitNow – permitting
- City Works – asset management
- Facility Dude – online work orders
- Boss – IT ticketing/work orders
- Kace – asset management
- Incode – Court (does not currently integrate)

III. SCOPE OF SERVICES

1. Develop and document existing (as is) and proposed (to be) functional and data requirements, including business process work flow, for all departments with potential for management via the new ERP software. Identify gaps between current functions, processes, and requirements and best practice functions, processes, and requirements.

2. Prepare a Request for Proposals (RFP) to be issued by the City for new ERP software with implementation services that will allow for thorough comparison of all qualified vendors. The RFP must be prepared in compliance with the City's policies and procedures and will include scope of work, product specifications, vendor evaluation criteria and other necessary information.

3. Lead the City through the ERP software selection process including:

- Draft presentation for (and lead) vendor pre-proposal conference.
- Draft and coordinate responses to vendor questions during the proposal period.
- Develop evaluation materials to include criteria, demonstration and interview scripts, scoring criteria, and scoring analysis.
- Coordination of software demonstrations and on-site visits.

Assist with the identification of potential risks and issues to ensure the City makes a selection decision, which archives the City's ERP requirements.

- Participates in evaluation of vendors and interviewing process.

4. Participate in contract negotiations with selected vendor to insure a performance-based contract, where software and services are paid based on completion of predetermined milestones.

5. Provide project management services throughout the system implementation process.

IV. PROJECT DELIVERABLES

1. Project documents necessary to support a project of this size – project plan, timeline, communications plan, executive reports, budget estimate, etc.
2. Requirements Analysis Report detailing the functional and data requirements, including business process workflow needed for the new ERP system.
3. Completed RFP for new ERP software and implementation.
4. Evaluation and recommendation of vendor proposals for the new ERP software and implementation.
5. Facilitate implementation, schedule, data migration, vendor relationship and contract compliance.

V. PROPOSAL REQUIREMENTS

General Requirements

RFQ Questions Questions regarding this RFQ or the service requested will be accepted online through the State Bid System to the contact below. **All questions must be submitted by 4:00 p.m. on Wednesday, August 6, 2020.** Responses to all material questions submitted will be communicated to each known prospective bidder through the State Bid System.

CONTACT WITH PERSONNEL OF THE CITY OTHER THAN ABOVE REGARDING THIS REQUEST FOR QUALIFICATIONS MAY BE GROUNDS FOR ELIMINATION FROM THE SELECTION PROCESS.

Schedule of Events The following schedule details key dates and times related to this RFQ. RFQ Issued July 22, 2020 Deadline for RFQ Questions August 6, 2020 SOQs Due August 13, 2020 Interviews (Optional) August 26-27, 2020 City Council Consideration September 8, 2020 Anticipated Contract September 11, 2020

Interested and qualified firms or teams are invited to submit **one (1) digital copy** in PDF format of materials that demonstrate their experience in performing a project of this scale and complexity. Documentation should be limited to 15 pages and include the items listed below. Individual biographical information and a sample RFP do not count in the 15 page limit.

1. Profile, Qualifications, and Experience

i. Provide a general overview and brief history of your organization, including customer service philosophy, parent and/or subsidiary companies, and the number of employees. ii. Describe direct experience in completing similar projects for other governmental agencies, specifically local government agencies located in the State . Please provide examples of the design, equipment and results of these projects. At a minimum, provide the following for each project: description of the scope; dates of the project; existing software solution; and the proposed software solution. iii. For each project, indicate if you provided the following services: needs assessment; requirements gathering; RFP development; evaluation criteria; software selection assistance; contract negotiation; and implementation assistance. iv. Describe any relationships your company has with any manufacturer, vendor, or organization that could be considered by the City as a qualified ERP solution provider following the evaluation of the RFP responses. Also, describe how your firm is independent from or provides independent analysis on any vendor, brand, implementer, and manufacturer of ERP systems.

2. Key Personnel

- i. Provide the name, title, address, phone number, and e-mail address of the primary contact person(s) assigned to this account. ii. Name the individuals who will work with the City on a day-to-day basis. Information should include:
 - a. Identify what each person's role and responsibilities will be.
 - b. Biographical information.
 - c. Experience working with governmental agencies.
 - d. Number of years of experience in this field.
 - e. Number of years with your firm.
 - f. Number of similar engagements worked on in the past 5 years.

3. References

Please provide at least three (3) references that are of similar size and scope of service utilization as the City, preferably local government agencies located in the State. Include the name of customer, contact name, title, contact information and services utilized.

4. WorkPlan

Please provide a detailed work plan describing the team's approach to perform the work identified in the Scope of Services (Section II) and Project Deliverables (Section III).

5. Sample Request for Proposal (RFP)

Please provide a Sample RFP for an ERP System developed by your organization.

VI. EVALUATION PROCEDURES

Review of SOQs SOQs submitted will be evaluated by key City personnel. The City reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether that proposal is selected.

Evaluation Criteria Proposals will be evaluated using five sets of criteria. The following represent the principal section of criteria, which will be considered during the evaluation process. Each criteria will include 25 possible points. Total possible points equals 100. If conducted, interviews will be scored separately and be worth 25 possible points.

1. Qualifications, experience and technical background of staff. **2.** Past performance of the consultant on other projects. **3.** Clarity of proposal, completeness, and inclusion of requested information. **4.** Technical approach. **5.** Interview/oral presentation (optional).

Oral Presentation During the evaluation process, the City may, at its sole discretion, request any one, all, or no firms to make oral presentations. Such presentations will provide firms with an opportunity to answer any questions the City may have on a firm's SOQ. Not all firms may be asked to make such oral presentations. Presentations will be conducted virtually on August 26th or 27th.

Final Selection The City will recommend a firm to the City Council based upon the recommendation of City staff reviewing the SOQs.

VII. CONDITIONS GOVERNING THE REQUEST FOR QUALIFICATIONS

Right to Reject The City reserves the right without prejudice to reject any or all SOQs submitted.

Receiving Time / Late SOQs It is the responsibility of the firm to see that their SOQ is submitted with sufficient time to be received by the City prior to the SOQ closing time. Late SOQs will be returned unopened to the sender. All responses must be received by the City by the deadline.

Acceptance of Conditions Governing this RFQ Submission of a SOQ constitutes acceptance of the Evaluation Criteria contained in this RFQ.

Incurring Cost Any cost incurred by the firm in preparation, transmittal, presentation of any proposal or material submitted in response to this RFQ shall be borne solely by the firm. Any cost incurred by the firm for set up and demonstration or for interviews shall be borne solely by the firm.

Firm's Rights to Withdraw SOQ Firms will be allowed to withdraw their SOQ at any time prior to the deadline for receipt of SOQs. Any request must be submitted in writing.