

Request for Proposal
for
Enterprise Resource Planning (ERP) System



Town of Deep River Town
November 2023

Town of Deep River CT Town
RFP No. 24-001 for Enterprise Resource Planning System

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I. Project Overview

The Town of Deep River Finance Department (Town) is seeking proposals from qualified companies (Respondents) to provide the services described herein, in accordance with all terms and conditions. In particular, the services sought by the Town will require the Respondent to provide proposals for supplying an Enterprise Resource Planning (ERP) System, to include a Financial Management (FIN) and Human Capital Management (HCM) software to the Town. Specifically, our goal with this solicitation is to:

- Procure an ERP system that is commensurate with our size.
- Identify the software product whose internal practices best match our business practices.
- Identify a software program that will provide the Town with delivered business intelligence, and the capacity to create customized dashboards.
- Identify a software program that allows for real-time data extraction, data drilldown and combining and reporting of FIN and HCM information to facilitate data-driven decision-making process.
- Identify the software product that best fits our goal of maximizing the recruiting, selecting, retaining and providing customer service to our existing and potential employees.
- Identify a software program that will leverage delivered and customized workflow to reduce manual handoffs and increase accountability.
- Identify a software program that will incorporate federal and state grant funds.
- Create a business process structure that will encourage consistent adherence to state and federal reporting requirements and regulations.
- Identify an implementer with extensive municipal expertise, functional expertise, software expertise, and benchmark capacity to guide us through an implementation.
- Identify an implementer that will provide us with training.
- Identify a software and implementation partner that will grow stronger in the time after a successful implementation.

The Town of Deep River reserves the right to accept or reject any or all proposals, to waive technicalities or to award the contract to the most qualified bidder who does not submit the lowest bid if it is in the best interest of the town.

A. General Project Requirements

This project will require bidders to provide a single Point of Contact (POC). This single POC will serve as the primary contact person responsible for meetings, reports, and other activities as required.

The POC shall coordinate efforts of all Town personnel and the bidder / manufacturer personnel assigned to this project.

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B. Conditions

Customer support personnel must be provided by bidder throughout deployment and life of the system. Toll-free telephone support must be provided Monday through Friday 8:00 AM through 8:00 PM ET.

C. Project Duration

It is the intent of the Town to complete this project in a timely fashion. The goal is to have all equipment shipped, installed, tested, and optimized and training completed within a **90 day** period from the date of the Purchase Order. The successful bidder will be responsible for publishing a project timeline and must notify, in writing, any changes to the project timeline within 7 days. Changes must be approved by the Town.

D. Sales and Service Support

All submissions will be evaluated with emphasis placed on the bidder's ability to meet the Town's requirements, the responsiveness of the proposal, cost, and expertise. The Town intends to enter a long-term relationship with a well-established bidder whose products, features, design philosophy, and support policies best serve the needs of the Town, and meets the requirements presented within this RFP.

II. RFP Schedule

The following events are tentatively scheduled for the proposal process:

Date for issuance of RFP	November 16, 2023
Vendor questions last day	November 30, 2023
Answers to submitted questions	December 5, 2023
RFP closes/Evaluations of proposals	December 15, 2023
Vendor notification of finalists and non-finalists	December 22, 2023
Vendor demonstration	January 2023
Final selection and negotiation process	January 31, 2023
Approval	February 2023

III. Authorized Contacts

The following contact is to be designated as the single point of contact for the Town. All questions regarding this RFP should be directed to this contact.

Annmarie Ryan, Finance Director
174 Main Street
Deep River, CT 06417
finance@deeperiverct.us

IV. Scope of Services

The Town is interested in purchasing and implementing a complete ERP system beginning April 1, 2024. We are proposing to go live on July 1, 2024.

The following are modules or functionality that we are considering for purchase with this RFP. We may ultimately choose to purchase some or all of these modules. However, your final written proposal should assume that we will implement the following:

Functionality	Priority
Human Resources	High
Recruitment	Low
Benefits Administration	High
Time and Attendance	High
Position Budgeting	High
General Ledger	High
Purchasing	Low
Accounts Payable	High
Accounts Receivable	High
Financial Reporting	High
Budget/Forecasting	High
Asset Management	Low
Batch Scanning Invoices	High
Cloud Based/SaaS Hosting Model	High

V. Instructions to Respondents

A. Proposal Format

Submissions should include the following.

- **Executive Summary:** The Proposal will include an executive summary from the vendor(s), briefly discussing the history of your firm(s), address(es), and how long the firm has been providing the specified service. Also in this section, give an overview of your proposed services, highlighting aspects of the proposal which make it superior or unique in addressing the needs of the Town.
- **Statement of Work:** The Proposal will include a Statement of Work detailing the approach and scope that are a part of your proposed price. At a minimum, the following topics are required:
 - Overview of the Solution
 - Proposed version number of ERP software
 - Number of months since the release of that version
 - Mention of timing of next version release
 - General Implementation Approach
 - Project Management and Project Approach
 - Project Implementation Methodology
 - Project Deliverables and Deliverable Timeline
 - Project Detailed Approach and Scope

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- Modules
 - Setup and Installation
 - Integration with external systems (QDS)
 - Report and Dashboard Development
 - Security/Role Configuration
 - Data Conversion and Migration
 - Project Team Training
 - End-User Training
 - System Testing
 - Parallel Testing
 - Go-Live Cutover
 - Quality Assurance/Quality Control
 - Knowledge Management
 - Change Management
 - Risk Management
- Items/Module/Services Not in Scope
- Division of labor and responsibilities between Town personnel and Consulting resources
- Consulting/Implementation Fees including hourly rate for additional services not included in quote as a part of the fixed fee contract
- Change Order process
- Other Terms and Conditions
- **Cost and Return of Investment:** Proposals must provide the Town a pricing based on the requirements and terms found in the RFP. Pricing must be all-inclusive and cover every aspect of the Project to include hardware, software, maintenance, implementation, training, travel and expense, and post go-live support. Offers must describe the cost benefit realized by implementing the proposed solution. Please include upgrade timing and costs for a 10-year time frame. Full costs associated with support and maintenance for the next 10-years shall also be included.
- **Customer Base and References:** Each Respondent must provide a list of at least three municipalities of similar size within the State of Connecticut that have purchased and are using your ERP software that we may contact as a reference check.
- **ERP Project Plan:** Each Respondent must include a high level ERP Implementation Project Plan and Timeline illustrating the project phase and milestones. This is meant to show your methodology and illustrate to the Town how the proposed timeline will unfold and succeed. To that end, please keep this plan to the major milestone level, but include all facets of the implementation.
- **Consultants Resume:** Based upon the list of project members provided in the cost proposal, please include the resumes for your proposed implementation team or team that is representative of the experience you intend to provide.
- **Hardware Configuration and Recommended Architecture:** The Respondent is being asked to define pricing for your recommended hardware and infrastructure configuration for a town of our size and with our current transaction volume. The cost of your recommended hardware configuration will be a factor in our determination of the overall cost solution.
- **Third Party Products:** To the extent that a Third-Party Product is proposed with your solution, the Software Provider shall explicitly state the name of any third-party products. For each third-party product, proposals must include a statement surrounding whether the Software Provider's contract will encompass third-party product and/or whether the Town will have to contract on its own for the product. The Town prefers that the Vendor serve as the administrator for all third-party software contracts. Finally, the Vendor shall provide proof that they have access to the third-party Software Source Code (own or in escrow) and that the Vendor has the ability to provide long-term support for the third-party Software and

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hardware components of their System. Also indicate any products or modules, if any, that require a separate architecture, database instance, database type, or operating system.

- **Supplemental Information:** A statement regarding previous experience, if any, in providing “Services” to the Town of Deep River.

Any other relevant information about the proposed Services deemed to be material.

B. Duration of Offer

Proposals provided in response to the RFP shall be valid for a minimum of **[90 days]**.

C. Preparation Cost

The Town shall not be liable for any costs incurred in the preparation of proposals to respond to this RFP or any costs for clarifying answers, negotiating price, or testing equipment (prior to award).

D. Sales and Service Support

All submissions will be evaluated with emphasis placed on the bidder’s ability to meet the Town’s requirements, the responsiveness of the proposal, cost, and expertise. The Town intends to enter a long-term relationship with a well-established bidder whose products, features, design philosophy, and support policies best serve the needs of the Town, and meets the requirements presented within this RFP.

E. Submission Instructions

Proposals shall be provided electronically to Finance Director Annmarie Ryan at finance@deepriverct.us. Proposals should be in PDF format. Attachments can be provided as separate PDF files. Bidders should title e-mail subject as “ERP RFP Response (Vendor Name) E-mail 1 of (x)” where “x” is the total number of e-mails required to send all attachments.