



## Request for Proposal Enterprise Resource Planning Software for the City of Hyattsville

### Project Overview

The management team of the City of Hyattsville have authorized an investigation to implement an ERP software solution to support the organization going forward. The purpose of this RFP is to collect written proposals from a “long list” of ERP vendors, to determine which should be included in a “short list” of approximately two to four vendors to be invited to demonstrate their software.

Date Published: October 17, 2018



## ERP Selection Proposal for the City of Hyattsville



Collaborative Telepresence

October 10, 2018

Good morning.

Enterprise Resource Consulting is pleased to submit request for proposal to for the City of Hyattsville's Enterprise Resource Planning software selection project. Please review the following material, which outlines the details of this project.

I look forward to working with you on this project. Please reach out to me via email or phone if you have any questions or require further clarification. I can be contacted via the information below.

Sincerely,  
Vince



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## Introduction - Summary of City of Hyattsville

The City of Hyattsville is a Smart-Growth community making it a prime candidate for assistance offered by the State of Maryland and the Federal Government for investment. Hyattsville is located only one mile from Washington DC and is approximately 2.7 square miles of historic and urban residential, commercial, industrial and high-density mixed-use residential/commercial/office and development. The City of Hyattsville has convenient access to transit and transportation options for residents and visitors. We are located on the Metro's Green and Yellow line, served by two stations: West Hyattsville and Prince George's Plaza. In addition to Metro, the City is traversed by an excellent network of roads, buses, freight transportation, and rail services including THE BUS, AMTRAK, and MARC. We are also located near the region's three airports: Baltimore Washington International, Reagan National (accessible via Metro) and Dulles.

The City of Hyattsville, Maryland invites sealed responses to this Request for Proposal (RFP), for the procurement of an Enterprise Resource Planning (ERP) solution to improve communication and access to cross-departmental information required to provide the highest level of service to the City's residents. The purpose of this solicitation is for the City of Hyattsville to select a "short list" of two to four vendors that appear to meet the criteria and budget and will be asked to demonstrate the software so that one vendor will be chosen to provide a comprehensive ERP solution. The City intends to negotiate terms and execute a comprehensive agreement with the winning vendor. The City is open to a solution utilizing a platform of on-premises, cloud, or Software as a Service, with a preference that the new ERP system be on the cloud or Software as a Service.

## Our Timetable

<b>Event</b>	<b>Date</b>	<b>Business Days</b>
RFP Publication Date:	October 17, 2018	-
Email intention to respond no later than:	October 27, 2018	11
Pre-Bid Meeting/Conference	October 30, 2018	
Deadline for questions:	November 16, 2018	12
Responses and indicative costing to be submitted:	December 10, 2018	16
“Short list” and suppliers to be informed:	December 31, 2018	15
Demonstration Script Publication:	January 9, 2019	7
Discovery meetings and demonstrations to be concluded:	February 28, 2019	35
Conclude contract agreements & select winning vendor:	March 20, 2019	15
Implementation Commencement:	April 23, 2019	25
Go-live	September 16, 2019	102

## Departments

The City has approximately 125 employees among 8 separate departments:

Department	Approximate Employee Count
City Clerk	2
Finance/Office of the Treasurer	5
Human Resources	2
Community and Economic Development	12
Community Services	9
Public Works (DPW)	35
Police Department	55
Other/Administrator	5

Please quote pricing based on 100 named users, or 25 concurrent users, and list the cost for additional users.



## Project Objectives

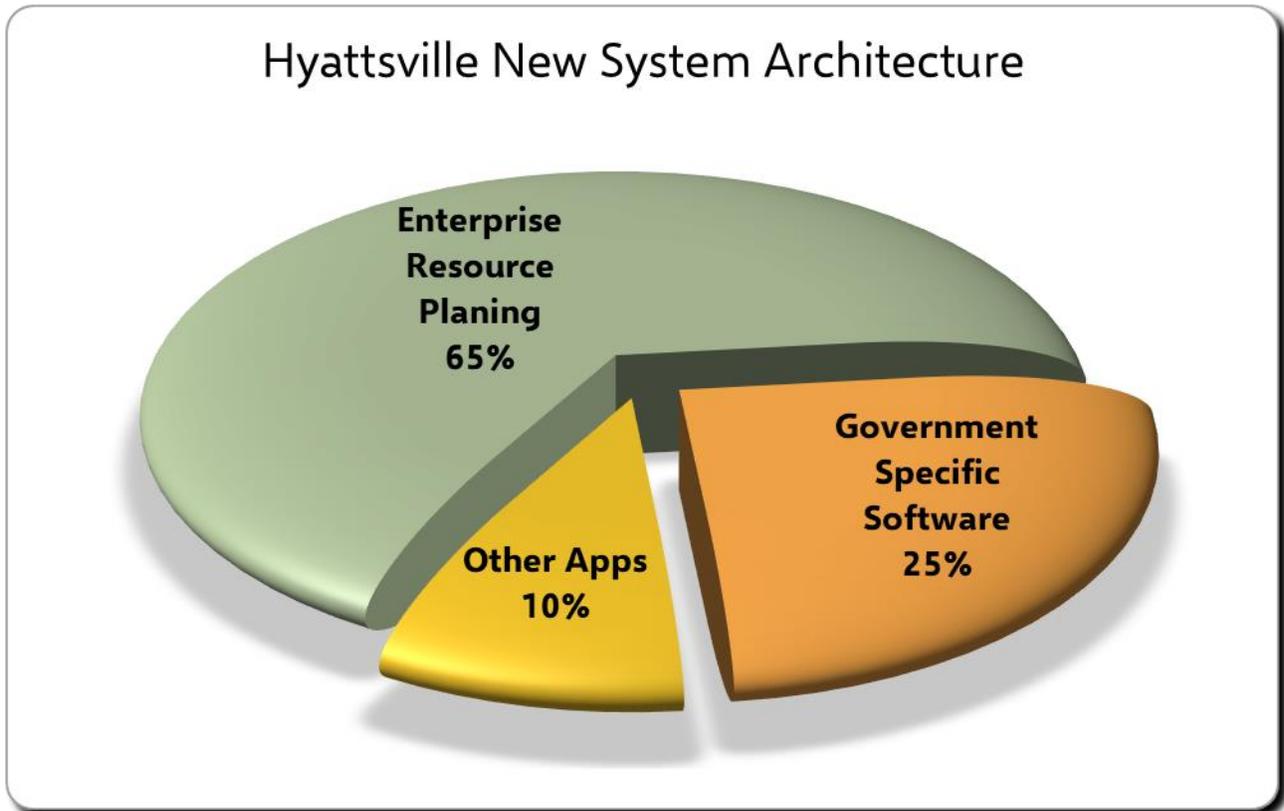
The City of Hyattsville is looking for new software to achieve the goals of:

- ① Replace most of the current technology with Enterprise Resource Planning software, with the likelihood of utilizing some standalone software for the functions which your ERP does not address.
- ① Improve the support of financial and accounting applications
- ① Automate Human Resource applications and processes
- ① Create a centralized repository for information and data to be stored and shared
- ① Streamline processes to allow rapid, real-time access to information
- ① Improve our ability to manage and track information and data
- ① Create efficiencies within or across departments
- ① Simplify reporting, and utilize dashboards and business intelligence software
- ① Track activities, inventory, processes, etc.
- ① Facilitate project planning, manage and track progress



## System Concept

It is anticipated that most of the processing will occur within the Enterprise Resource Planning system, as show in the **green** section below. Our intent is to accomplish most of the functions which are not included in the new ERP system with one third-party government specific package (**orange**). The remainder of the functions will be accomplished with either the existing application or a new third-party application (**yellow**). All systems considered must be Office 365 compatible. Percentages shown below are estimates.



## Required ERP Modules (Project Scope)

### Wholesale Distribution

- ✓ Accounts Receivable
- Customer Order Processing
- ✓ Sales Analysis / Forecasting Analysis
- ✓ Purchasing
- ✓ Inventory Management
- Warehouse Management
- ✓ Accounts Payable
- ✓ General Ledger
- Material Requirement Planning (MRP 1)
- Electronic Data Interchange (EDI)
- Warehouse Management Systems (WMS) to manage the storage and the movement of inventory.

### Manufacturing

- Bill of Material (BOM)
- Manufacturing Work Orders
- Manufacturing Requirement Planning (MRP 2)
- Lot Traceability
- Shop Floor Control
- Product Quality
- Capacity Planning
- Finite Scheduling
- Food Manufacturing Capable
- Pharma/Medical Device Manufacturing Capable
- Apparel Manufacturing Capable
- Manufacturing Execution System (MES)

✓ = required modules

### Additional Modules

- ✓ Customer Relationship Management (CRM)
- Product Lifecycle Management (PLM)
- Professional Services Automation (PSA)
- Customer Service Management
- Field Service: Real-time transfer of service calls to field technicians
- Field Service: Parts used & labor vs. planned
- Field Service: On-the-go parts purchase
- Field Service: Repetitive Contract Billing
- ✓ Project Management
- ✓ Business Intelligence / Report writing
- ✓ Internal Equipment Repair and Service
- Sales Force Automation
- Commerce
- ✓ Enterprise Portal
- ✓ Fixed Assets
- ✓ Payroll (or exporting hours to payroll service)
- ✓ HR (Human Resources)
- Rental Management
- Retail Merchandise Planning
- AutoCAD Interface
- Retail Point-of-Sale
- ✓ Document Storage (Paperless office)

## Current Software and Project Plan

The technology that the City of Hyattsville currently uses is listed below.

Function or System	Current Technology	Hyattsville Principal	Interface	Phase	Ideal Concept	Vendor Response
Agenda Management	Granicus Solutions, Trello	Laura Reams	N	2	ERP if available	
Budget	MS Excel	Ron Brooks	NA	1	Replace with ERP	
Business License	Comcate	Jim Chandler	N	2	ERP if available	
Cashiering (Cash/ Revenue Collection & Mgt) POS	Paper-based (need to confirm)	Ron Brooks	NA	1	Replace with ERP	
Code Compliance	Comcate	Jim Chandler	N	2	ERP if available	
Contract Management	MS Office, forms, paper docs	Ron Brooks	N	1	ERP if available	
Document Management	File Server & file cabinets	Laura Reams	NA	1	ERP if available	
Facility Management	FacilityDude	Lesley Riddle	N	2	ERP if available	
Financials (GL,AP,AR)	ADS ProFund (Tyler Tech)	Ron Brooks	NA	1	Replace with ERP	
Financials (Payroll, HR)	ADS ProFund (Tyler Tech)	Ron Brooks	NA	1	ERP if available	
Fixed Assets	MS Excel, ADS ProFund	Ron Brooks	NA	1	Replace with ERP	
Fleet Management	Dossier	Lesley Riddle	N	2	ERP if available	
GIS (geographic information system)	ESRI ArcGIS (Mapping & Analytics)	Jim Chandler	N	2	ERP if available	
Grants Management	MS Office, forms, paper docs	Ron Brooks	N	1	ERP if available	
Human Resources	MS Office, paper documents	Vivian Snellman	NA	1	Replace with ERP	
Inventory / DPW	MS Excel, FacilityDude, Dossier	Lesley Riddle	NA	1	Replace with ERP	
Parking Compliance	Duncan Solutions	Jim Chandler	N	2	ERP if available	
Permitting	MS Excel	Jim Chandler	N	1	ERP if available	
Procurement/ Purchasing	MS Office, forms, paper docs	Ron Brooks	NA	1	Replace with ERP	
Time clock	Time Guardian (PD & DPW only)	Amal Awad / Lesley Riddle	NA	1	Integrate with or Replace with ERP	
Timekeeping	MS Excel	Amal Awad / Lesley Riddle	NA	1	Replace with ERP	
Timekeeping (PD)	Custom web app developed & only used by PD	Amal Awad / Lesley Riddle	NA	NA	Replace with ERP	

Please enter a code in the “Vendor Response” column as shown on the next page.



## Method of Fulfillment for Each Function or System

Please respond to each of the Function or System requirements listed above by indicating the appropriate number, as defined below, for each Function or System, and add any supporting comments or documentation you deem relevant, regarding how your software will improve our processes.

1. **More information** is required
2. **Yes.** Functionality is provided out of the box, and is operational at other sites
3. Achieved via **software configuration, screen generator, or reporting tool**
4. Accomplished through the implementation of **Third-Party software** or Add-on
5. Functionality is provided through **API or programming customization** of the application
6. Functionality is provided through a **future release** to be available within 1 year
7. Functionality is **not provided**



## Document Management System

The City of Hyattsville has a requirement for a Document Management System, integrated with the ERP system. In addition to storing system produced documents going forward, the DMS must also be capable of scanning and storing paper documents currently residing in file cabinets. Desired features and questions include those below:

- ⦿ Documents produced within ERP Are archived automatically.
- ⦿ Please indicate how your DMS provides flexible and smooth access to documents.
- ⦿ Can the DMS automatically import electronic transactions such as faxes?
- ⦿ How can hard copy documents be scanned and indexed according to criteria? Please describe the scanning process.
- ⦿ Does the DMS comply with fiscal, legal, and regulatory requirements?
- ⦿ There are many existing documents which need to be scanned. Do you offer a scanning service, or must the customer perform the scanning?
- ⦿ If the system platform is in the cloud, where is the central document repository stored?
- ⦿ Please describe the document backup arrangement.
- ⦿ Can documents be accessed on the Internet?
- ⦿ Please include an estimate of all costs involved, including scanning if available.

## General Conditions for Proposals

- ⦿ Pricing Estimates must be valid for a minimum period of ninety days from the date they are submitted.
- ⦿ The proposal must be signed by a designated representative or officer who is authorized to bind the vendor contractually.
- ⦿ Submission of a signed proposal to the City will be interpreted to indicate the Vendor's willingness to comply with all terms and conditions set forth the herein.
- ⦿ The City of Hyattsville reserves the right to reject any RFP submissions, and further reserves the right to re-issue the RFP.
- ⦿ Proposals from all Vendors meeting the minimum qualifications detailed in this solicitation will be reviewed and evaluated. The vendors best meeting the experience and approach will then be selected for the "short list" and asked to demonstrate the solution.
- ⦿ The RFP responses will be received by the City Clerk, no later the date listed in our timetable, and shall be emailed to vince@EnterpriseResourceConsulting.com and Tnicholson@hyattsville.org, in pdf or docx format.
- ⦿ For additional information regarding the services specified in this request for qualifications, email vince@EnterpriseResourceConsulting.com and tnicholsondouglas@hyattsville.org. Questions specific to this solicitation will be accepted until the "Deadline for questions" date listed on the "Our Timetable" page above.
- ⦿ The City of Hyattsville reserves the right to cancel, amend, modify, or otherwise change this application process at any time at the City's discretion.
- ⦿ No additions or changes to any proposal will be allowed after the application due date, unless such modification is specifically requested or approved by the City of Hyattsville. The City, at its option, may seek retraction and/or clarification by an applicant regarding any discrepancy or contradiction found during its review of applications.
- ⦿ Developers, Contractors, Companies, Vendors, or Subcontractors which are either suspended or debarred from performing work by the State of Maryland or within Prince George's County, Maryland are prohibited from submitting an application under this Program. A V e n d o r that submits a proposal that is found to have been suspended and/or debarred from conducting business within Prince George's County, Maryland, such Vendor will be reported to the State's Attorney General and Comptroller's Office.
- ⦿ Vendors responding to this solicitation must be prepared to provide substantiation of any experience, performance, ability and/or financial sureties claimed in their proposal that the City of Hyattsville deems to be necessary or appropriate.



- ⦿ The City of Hyattsville reserves the right to correct any inaccurate awards of monies under this Program made to an applicant. This may include, in extreme circumstances, revoking an award of funds made under this program to an applicant subsequently awarding those funds to another applicant.
- ⦿ Vendors are responsible for all costs and expenses incurred in the preparation of a proposal to respond to this solicitation.
- ⦿ This solicitation is not a contract and will not be interpreted as such.
- ⦿ The Vendor submitting a proposal certifies and warrants that all payments of fees charged by any subcontractors pursuant to that contract are the sole responsibility of the Vendor.
- ⦿ All subcontractors to be used must be disclosed in the proposal.
- ⦿ It is the policy of the City of Hyattsville that all legal disputes are heard in a court of law in Prince George's County, Maryland, and that each party is responsible to pay for the cost of their own legal fees.



## Proposal Requirements

All proposals should be prepared concisely and in a logical order that addresses all the stated requirements, and comply in accordance with the following:

- ⦿ Vendor must comply with RFP instructions.
- ⦿ Explain the technical solution and approach
- ⦿ Include the staffing approach and qualifications
- ⦿ Show all subcontractors to be employed
- ⦿ Include three public sector references of similar size and scope
- ⦿ Describe the implementing firm's experience and capabilities with public sector organizations
- ⦿ Include the proposed timeline
- ⦿ Include a pricing estimate. Please indicate each pricing element separately and show the grand total of all components over a ten-year period, including anticipated updates.



## Pricing Estimate Requirements

- ⦿ Please base cost estimates on a single tenant cloud platform (including all anticipated hosting fees) if that is the intended platform or indicate the estimates for the alternate platform.
- ⦿ Please base cost estimates on 25 concurrent, or 100 named users, and propose a solution which will allow for a potential of at least additional 200 users and include the cost to add each additional user.
- ⦿ Solution must allow for users to access the system from Windows and Apple PCs, Android and Apple phones, and Android and Apple pads.
- ⦿ In addition to detailed pricing estimate, please include a ten-year total cost of ownership including hosting service and all anticipated software upgrade costs for Phase 1. Please list phase 2 costs separately.
- ⦿ List the browsers which are certified to access the system, or any required client software.
- ⦿ List the base ERP package designation and authoring company.

## Requirements – Additional Questions

### The Software

- ⦿ Please explain how you believe training for implementation team and users should be accomplished?
- ⦿ What training delivery methods are available? (videos, webinars, train-the-trainer options, classroom, etc.)
- ⦿ What is involved in customizing the software if necessary?
- ⦿ Does the proposed software have development tools so that a non-programmer may develop a new business process in the system? (e.g. new fields/files, changes to screens, new screens, etc.)
- ⦿ Will you provide full source code, or put it in escrow, included in the price of the software?
- ⦿ Is the software written in a commercially available development language(s) which is still being enhanced and supported by the supplier? Please specify.
- ⦿ Is your company the original author of the proposed software?
- ⦿ What Database Management System(s) does your software employ?
- ⦿ When was the code base of the business logic originally developed?
- ⦿ How many clients are you currently supporting who are utilizing this software?
- ⦿ What percentage of your clients are on the latest release of the software, and when was the latest release?
- ⦿ How often are upgrades to the software planned to be released?
- ⦿ What levels of support are available, and what are the hours of operation and response times?
- ⦿ Where is your support team(s) located, and what is their typical response time?
- ⦿ Who will be supervising our implementation, and what is their experience in working with organizations like ours?
- ⦿ Please provide information on your implementation methodology.
- ⦿ Please provide an estimate of the typical implementation time frame for an organization of our type and size.
- ⦿ Please indicate how the software interfaces with MS Office.
- ⦿ Please indicate if the software is capable of interfacing with a VOIP phone system.
- ⦿ Does the system include Project Management, or can it interface with third-party software such as MS Project?

## Company

- ⦿ How long has your company been in business?
- ⦿ What is the major benefit of choosing your company rather than a competitor?
- ⦿ What experience do you have working with companies in our industry?
- ⦿ Are there any anticipated mergers or acquisitions pending?

Contact Details:

Company Name:

Person responsible for Response:

Email:

Phone Number:

Position:

## Pricing

We will be calculating a 10-year total cost of ownership (TCO). Please include that number, and the necessary components for that calculation.

- ⦿ Are programming modifications done at a fixed cost, or time and materials?
- ⦿ How are additional users added to the system and what costs are involved?
- ⦿ Will you provide a written statement of work dictating what work will be performed as part of the implementation?
- ⦿ Is there a flat fee or capped number of hours associated with that work?
- ⦿ What are your hourly rates for implementation, training, etc.?
- ⦿ Are software upgrades included in the support fee, or is there an additional cost?
- ⦿ Will program customizations cause additional expense, in order to take advantage of software upgrades?
- ⦿ What are the ongoing support costs?



## Budget

Our anticipated budget will be determined after our review of the RFP responses. If your proposal exceeds the budget, we will let you know before the determination of a “short list” is made.

## Notes and Instructions

1. Our intention is to calculate the total cost of ownership over a ten-year period. Please include budgetary pricing for the software for phase 1 that appears to be needed to meet our requirements, sufficient to that end. All estimated costs should be presented including software licenses, annual maintenance, implementation, program modifications, software upgrades, hardware, and training. Please list phase 2 costs separately.
2. It is anticipated that responses can be processed from the material in this document, but if you would like the opportunity to discuss the RFP or your response, a telephone conversation can be requested by emailing [vince@EnterpriseResourceConsulting.com](mailto:vince@EnterpriseResourceConsulting.com). Written questions may also be submitted to the same email address to further clarify anything in this document.
3. Vendors on the “short list” will be expected to provide a software demonstration which will accommodate geographically diverse participants.
4. A demonstration script will be provided to vendors. Demonstrations will be limited to a maximum of four hours. It is possible that a brief meeting or demonstration will be requested for a later time for follow up questions or clarifications.
5. Any use of subcontractors must be identified in the response.
6. By responding to this Statement of Requirements, you acknowledge that it will be done completely at your company expense, and no information other than that which is already in the public domain will be made available to any third parties without express prior consent from City of Hyattsville.
7. Pre-Bid Meeting/Conference There will be a non-mandatory pre-proposal meeting/conference Tuesday, October 30, 2018, at the City of Hyattsville, Municipal Building, 4310 Gallatin Street, Maryland 20781 at 2:30PM on the second floor in Prangley Room.
  - a. Please call or email Julius Wiggins Contracts and Procurement, 301-985-5070 or Enter[jwiggins@hyattsville.org](mailto:jwiggins@hyattsville.org) for conference phone number information and access code.