



CONNERSVILLE UTILITIES

Water • Sewer • Storm Water



Request for Proposals

Enterprise Resource Planning (ERP) Software and Implementation Services

Issued by:

City of Connersville, Indiana Utilities

**Proposals must be submitted
No later than 12:00 PM (EST) on Thursday, September 2nd, 2021 to:**

City of Connersville, Indiana
Connersville Utilities
216 Vine Street
P.O. Box 325
Connersville, Indiana 47331
Attn: Cindy Lunsford

LATE PROPOSALS WILL BE REJECTED

For further information regarding this
RFP contact: Cindy Lunsford, Steve Anami, or Chris Strom
Email: clunsford@connersvilleutilities.com, chris.strom@bakertilly.com,
steve.anami@bakertilly.com

Issued: Thursday, August 5th, 2021

Request for Proposal (RFP)

Schedule of Events

August 5th, 2021	RFP issued
August 13th, 2021	<p>Intent to Respond and Questions from Proposers due</p> <p>Submit Intent to Respond and Questions to: Cindy Lunsford and Baker Tilly</p> <p>Email: clunsford@connersvilleutilities.com, chris.strom@bakertilly.com, steve.anami@bakertilly.com</p> <p>Proposers who intend to respond to this RFP must submit an email with all contact information to the email address listed above. All questions must be submitted in writing via email. Responses will not be issued for questions submitted after the August 13th, 2021 deadline. Responses to questions will be issued via addendum(s) to all Proposers who have submitted an Intent to Respond.</p>
August 17th, 2021	Addendum issued (if required) via email to all Proposers who have notified Connersville Utilities of their Intent to Respond
September 2nd, 2021	<p>DUE DATE FOR PROPOSALS</p> <p>Proposals shall be received by Connersville Utilities, 216 Vine Street, Connersville, Indiana 47331 P.O. Box 325 by 12:00 p.m. (EST).</p> <p>LATE PROPOSALS WILL BE REJECTED.</p>
October 6th, 2021	Connersville Utilities will notify selected Proposers of its decision to move forward with product demonstrations.
Week of October 18th, 2021	<p>Proposer demonstrations</p> <p>Note that proposers are expected to provide a lab environment where Connersville Utilities staff can experience the proposed system in a test environment in addition to conducting scripted demonstrations. Proposers are expected to provide all equipment and hardware required for the lab environment.</p>

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Method of submittal: Written proposals must be in a sealed envelope and clearly marked in the lower left-hand corner: "Sealed Proposal - ERP Software and Implementation". Proposals must be received by 12:00 pm (EST), local time, on September 2nd, 2021.

Three paper copies of the proposal must be submitted. In addition, one electronic copy of the proposal and any supporting documentation in PDF format (*Attachments B, C & D should be submitted in Excel – not PDF*) must be submitted on a USB flash drive. Proposals submitted by telephone, facsimile or electronic transmission will not be accepted. Proposers accept all risks of late delivery of mailed proposals, regardless of fault. Proposals arriving after the deadline will be returned unopened and will not be considered.

Submit Proposals to:

**City of Connersville, Indiana
Connersville Utilities
216 Vine Street
P.O. Box 325
Connersville, Indiana 47331
Attn: Cindy Lunsford**

Although every effort will be made to follow this schedule, Connersville Utilities reserves the right to modify the dates as necessary and to accommodate special circumstances. Any such revision will be formalized by the issuance of an addendum to the RFP. All Proposals are due by the time specified. Any Proposal received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Connersville Utilities reserves the right to amend the RFP at any time, and the amended RFP will be posted, and Proposers who have submitted an Intent to Respond will be notified of the amended RFP.

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1.0 Information and Instructions

1.1 General Information/Project Overview

Connersville Utilities is seeking proposals from qualified Proposers to provide Enterprise Resource Planning (ERP) software and implementation services. The general scope for this procurement includes general ledger, budget management, purchasing, fixed assets, accounts payable, accounts receivable, human resources/payroll, utility billing, parcel management, time and attendance, inventory management, grant/project management and work orders. Submittal of a proposal does not create any right or expectation to a contract with the Connersville Utilities.

Connersville Utilities has hired Baker Tilly US, LLP to facilitate the selection process. Baker Tilly US, LLP will play no role in the selection of the finalist Proposer; an internal Connersville Utilities project team is overseeing the entire selection process and will make recommendations for selection.

1.2 Definitions

- A. Shall – The term "shall" denotes mandatory requirements.
- B. Must – The term "must" denotes mandatory requirements.
- C. May – The term "may" denotes an advisory or permissible action.
- D. Should – The term "should" denotes a desirable action.
- E. Contractor – A Proposer who contracts with Connersville Utilities.
- F. Utility – Connersville Utilities
- G. Discussions – For the purposes of this RFP, a formal, structured means of conducting written or verbal communications/presentations with responsible Proposers who submit proposals in response to this RFP.
- H. RFP – Request for Proposal.
- I. Proposer – Person or entity responding to this RFP.
- J. Agreement – A contract between the Contractor and Connersville Utilities.
- K. Evaluation Committee – A Committee of Connersville Utilities staff members established for the purposes of evaluating proposals submitted in response to this RFP.

1.3 About Connersville Utilities

The City of Connersville, established in 1813, is located approximately 65 miles east of Indianapolis. The Utility serves a population of nearly 13,000 residents and occupies a land area of 7.68 square miles. Connersville Utilities is a community-based and citizen owned utility providing safe and reliable drinking water, as well as, waste and storm water management services. The Utility serves approximately 5,900 residential customers and a total of approximately 6,700 customers.

Currently, the Utility has 32 employees, 28 full-time and four (4) part-time, spread out within seven Department divisions – Waste Water Treatment Plant, Sewer Crew, Maintenance Crew, Water Plant, Water Crew, Meter Management, and Administration. This project focuses on the processes and technology supporting these functions.

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1.4 About this Project

Connersville Utilities ("Utility") recently evaluated how financial, utility billing, human resources, and various other functions are managed across the organization. The Utility currently utilizes Civica CMI Solutions to support many of its financial and operational activities. Modules used include: general ledger, accounts receivables, accounts payable, utility billing, and cashiering. Other systems the Utility has are Badger Beacon Meter Reading Software for meter reading operations, and Paymentus for credit card payment processing. Additionally, the Utility has a shared services agreement with Fayette County, IN for GIS services which is operated and managed by WTH Technology.

This RFP is part of a concerted effort by Connersville Utilities to look at effectively positioning financial, human resource, payroll, and operational functions and systems for the next 10-15 years. The Utility is seeking to implement a "vanilla" software package to limit the amount of modification to the base application. It also requests that the selection process minimize impact to ongoing operations. The Utility is looking for the best solution which can provide both the breadth and depth for these functional areas. Proposers should use the minimum functional requirements provided in Attachment C for more detail regarding intended scope. The scope for this procurement is summarized in the following figure.

Financials and Operations	
General Ledger	Advanced Scheduling
Accounts Payable	Accounts Receivable and Cashiering
Utility Billing	Fixed Assets
Purchasing	Asset/Equipment Inventory
Work Orders	Parcel Management & GIS
Budgeting	Project & Grant Management
Human Resources/Payroll	
Personnel Administration	Benefits Administration
Payroll	Time and Attendance

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1.5 Current Environment

While it is difficult for Connersville Utilities to identify the exact number of Users accessing the ERP environment, Proposers shall utilize the following estimates for pricing. The descriptions below are for reference purposes only and provided as guidelines.

Type of User	Description	Estimated Number Users
Professional Users	Entering and/or approving transactions in the system on a regular basis. May utilize the system for inquiry and standard reporting purposes (e.g., looking up account balances, invoice status, vendor payments, etc.) and advanced reporting (e.g., budget document, dashboards, etc.).	32
Power Users	Perform, approve, and/or update any transaction in the system	10
Advanced Users	Advanced reporting, dashboarding and transaction approval capabilities (i.e. may have ultimate approval authority within a specific module)	10
Self-Service Users	Will use the system to enter time and leave requests, update address and direct deposit information, and check leave balances.	32

It is likely some users will fall into more than one of the categories defined above (i.e., neither the rows nor columns are intended to be additive in any way). For example, a professional user may also be a self-service user. The estimates provided above are intended only to assist Proposers in determining the number of various types of licenses.

1.6 Potential Interfaces

Proposers shall evaluate the following list of potential interfaces. In the event the Proposer's software does not offer or have the capability of one of the listed items below, the Proposer shall explicitly note which functions are not offered or available. In addition, the Proposer shall explicitly note the cost of a third-party interface, if applicable. If the Proposer does not include such information, Connersville Utilities have the authority to reject the proposal.

Function	Purpose/Use	System/Platform	Nature of Interface
Utility Billing	Provides Meter Data for Water Reads	Badger Beacon Meter Reading Software	One-Way
Cashiering	Processing credit card payments	Paymentus	Two-Way
Parcel Management & GIS	Working with maps and geographic data	ThinkGIS <i>(managed by WTH)</i>	One-Way

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1.7 Data Conversion

Proposers shall assume Connersville Utilities wishes to convert at a minimum, the following data to be used in any ERP solution. As part of Attachment D – Price Proposal, proposers shall fill out tab 3, specifying data conversion costs for each of the following:

Source System	Data Element	Minimum Conversion Requirements
Civica CMI Solutions	Financial / Accounting / General Ledger	Current, plus 18 years historical
Civica CMI Solutions	Vendor Record	Current, plus 18 years historical
Civica CMI Solutions	Customer records and meter data history	Current, plus 18 years historical

1.8 Technical Environment

Current Connersville Utilities technical environment is explained below:

Type	
Server Hardware	Dell PowerEdge T440
Virtualization	N/A
Server Operating System	Windows Server 2019
Mail Server	GoDaddy hosted Office 365 Exchange
Web Server	Wordpress Custom Hosted
Workstation	Windows 10
Network	Currently - unmanaged gigabit switches To Be Installed - Ubiquiti USW-Pro-48-POE (48 port gigabit POE switches)
Office Applications	Microsoft Office 2013 - 2019
Report Writer	N/A
Backup and Recovery	Tape Backup and Synology Drive
Security	Currently – Kaseya/AVG To Be Installed - Ubiquiti Unifi Security Gateway Pro (USG-PRO-4)

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1.9 Warranty

Connersville Utilities desires the software and implementation services procured pursuant to this RFP to have a minimum warranty. The extent of the warranty coverage will be evaluated as part of the overall procurement process.

Software

The selected software Proposer must warrant that the proposed software will conform in all material respects to the requirements and specifications as stated in this RFP. In addition, the selected Proposer must warrant that the content of its proposal accurately reflects the software's capability to satisfy the functional/technological requirements as included in this RFP. Furthermore, the warranty, at a minimum, should be valid for the duration of the implementation and until final acceptance (as will be defined during the negotiation process) of all modules/suites/applications included in the implementation.

Implementation Services Firm

Connersville Utilities also require a warranty for the services (e.g., work products, developed modifications, and system configuration) for a minimum of 24 months after the final acceptance date (as will be defined during the negotiation process) of the respective modules.

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2.0 Preparing and Submitting a Proposal

2.1 General Instructions

Proposal submittals should include three hard copies and one electronic copy in PDF format on a flash drive, submitted to the following address:

**City of Connersville, Indiana
Connersville Utilities
216 Vine Street
P.O. Box 325
Connersville, Indiana 47331
Attn: Cindy Lunsford**

Proposals are due on or before 12:00 PM (local time) on September 2nd, 2021.

Failure to submit three hard copies and one electronic copy in PDF format on a flash drive by the due date specified above will be deemed non-responsive and will result in disqualification from the RFP process. Specify "ERP Software Proposal" on the exterior of the envelope. Proposals will not be opened publicly. Proposals submitted after the due date and time will be returned unopened. No verbal, telephone, email, or fax proposals will be considered. A submittal checklist is provided as Attachment A.

2.2 Proprietary Information

Trade secrets as that term is defined in Indiana law submitted by a proposer in connection with this procurement shall not be subject to public disclosure. However, the Proposer must invoke this protection prior to or upon submission of this RFP, and must identify the specific area or scope of data or other materials to be protected and state the reasons why protection is necessary. An all-inclusive statement that the entire proposal is proprietary is unacceptable. A statement that costs are to be protected is also unacceptable. During the evaluation process prior to the selection of the Vendor, the Vendor's proposal will be deemed confidential and shall not be disclosed except to the evaluation team.

2.3 Eligibility

Proposers must demonstrate that they, or the principals assigned to the project, have successfully completed services, similar to those specified in the Scope of Services section of this RFP, to at least three agencies similar in size and complexity to Connersville Utilities to be eligible to respond to this RFP.

2.4 Required Elements of Proposals

Proposals shall provide a straightforward, concise delineation of the Proposer's capability to satisfy all of the elements and requirements of the RFP both in content and in sequence. Each proposal shall be submitted in the requested format and provide all pertinent information. One original copy of each proposal shall be signed in ink by a duly authorized officer of the company. A proposal will not be considered if it modifies or fails to conform to each of the requirements set forth in this section. The proposal must conform to the outline below and contain all requested information in the same sequential order as outlined below. Proposals deviating from the proposal format and organization may be removed from further consideration.

Proposers must assemble their proposals in strict adherence to the layout requirements so that competing proposals can be equally and easily compared. Failure to follow all proposal layout requirements may result in disqualification. Each Proposer is required to submit the proposal in a sealed package. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The proposal shall be organized into the following major sections:

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- 0.0 Introductory Material (Title Page, Letter of Transmittal, and Table of Contents)
- 1.0 Executive Summary
- 2.0 Scope of Services
- 3.0 Company Background (including most recent audited financial statements)
- 4.0 Proposed Application Software and Computing Environment
- 5.0 Responses to Functional/Technical Requirements (Attachment C)
- 6.0 Implementation Plan
- 7.0 Training Plan
- 8.0 Maintenance and Support Program
- 9.0 Essay Responses to the Connersville Utilities Specific Issues
- 10.0 Client References (Attachment B)
- 11.0 Exceptions to the RFP
- 12.0 Sample Documents
- 13.0 Price Proposal (Attachment D)

2.5 Background Material

The Title Page must show the subject, name of the Proposer, address, telephone number, email address, and the date. Letter of Transmittal, executed by an authorized representative, and Table of Contents must also be included.

2.6 Executive Summary – Proposal Section 1.0

This part of the response to the RFP should be limited to a brief narrative summarizing the proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel.

2.7 Scope of Services – Proposal Section 2.0

This section of the proposal should include a general discussion of the Proposer's overall understanding of the project and the scope of work proposed.

- List and describe all proposed modules. Proposer must explicitly state the software module name and versions that are proposed as part of this ERP solution. All modules shall be listed on Attachment D (Price Proposal) and included in the price proposal.
- Confirm the proposed cost is reflective of the number of users Connersville Utilities has defined in the Current Environment section. Describe the approach to licensing (i.e. site license versus per user). If licensing is based on user count, provide the tiers of users used to determine pricing.
- All functional requirements that are responded to with a positive response (anything except "NA") will be considered to be in scope. The proposal, including price and staffing requirements, must address all of these requirements.
- Proposers may indicate some modules as "optional." Optional modules shall not be included in the overall price proposal, however, prices for optional modules (including software license and implementation) should be provided. If a module required to fulfill some requirements is listed as optional, the appropriate response code is "NA." Proposers should then indicate in the comments column that the module is available but optional.

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- What are the proposed third-party applications? The Proposer shall explicitly state the name of any third-party products that are part of the proposed solution to Connersville Utilities or any third-party firms providing services for implementation, training, or other services. For each third-party product or service provider, there shall be a statement about whether the Proposer's contract will/will not encompass the third-party product/service and/or whether Connersville Utilities will have to contract on its own for the product.
- The Proposer shall also provide written proof that it has approved access to the third-party software source code (owned or in escrow) and that the Proposer has the ability to provide long-term support for the third-party software components of its system.
- Proposers must include the price for any third-party products, including software license, hardware prices (if pertinent), maintenance, implementation, training, and any other related prices in the total price of the proposal. Third-party software included in the proposal must be included in any demonstration of functionality if the Proposer is invited to that phase of the evaluation.
- If third-party products or services are proposed, Proposers must complete Attachment B (References) for each third-party product or service proposed.
- Confirm the data conversions that have been proposed. Connersville Utilities expects Proposers to include all conversions listed in section 1.7 of the RFP.
- Confirm all interfaces that have been proposed. Connersville Utilities expects Proposers to include an interface to all systems listed in section 1.6. If Proposers do not include all interfaces, please provide an explanation.
- List all modifications/customizations/enhancements to the software that have been proposed as part of the scope. Modifications listed here should accommodate all functional requirements in Attachment C listed as "MOD." If customizations are not part of scope, the correct response to the functional requirements should be "NA."

2.8 Company Background – Proposal Section 3.0

This section of the proposal should provide a general overview of the company responding to the RFP, including any subcontractors and/or third parties. Please provide the following information:

- **Prime Software Firm and Implementation Firm:** Please provide an overview of the company(ies) (including sub-contractors) represented in this response. In the case of teamed responses, please reply to all questions for each company involved. In addition to the Proposer's overview, please address the following items:
 - Describe the proposing company's (ies') structure(s) (corporation, partnership, or privately held).
 - Describe the number of years the company(ies) in this proposal have been in software and professional services.
 - State the location of the primary office(s) from which this engagement will be serviced and the range of activities performed at that office.
- **Prime Software Firm and Implementation Firm:** The Proposer should include information with regard to the organization's resources that it deems advantageous to the successful provision of the requested products and services. This might include management capabilities and experience, technical resources, and operational resources not directly assigned to this project, but available if needed.
- **Shared History:** Provide a history of the previous work conducted individually and as a team by the software and implementation firms included in this proposal, including third-party software providers and sub-contractors.

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- **Financial Information:** For all companies proposed in this proposal (including sub-contractors), provide an overview of the company's Financial Stability in terms of the past five years. In addition to the Proposer's overview, please address the following items:
 - Description of any litigation or pending litigation arising from any of the firms' performance in the last five years.
 - Description of any investigations of any of the proposing firms by State or Federal regulatory or law enforcement agencies in the last ten years.
 - Description of the amounts and types of professional liability insurance and the name of the carrier.
- **Prime/Sub Relationship Structure and Project Resource Resumes:** Provide a detailed description of the prime/sub relationship structure being proposed for this project. Please provide a resume for each proposed team member for all implementation firms and subcontractors in the proposal. Connersville Utilities expects those key individuals will provide services on this project from start to finish, ensuring continuity and success. Elaborate on the Proposer's willingness and ability to maintain key personnel dedicated to the project, both in terms of reassignment within the organization and retaining them generally as employees. Additionally, if there is a change in key personnel on the project, Connersville Utilities requires approval of these changes. Further, any ramp-up time and costs incurred due to transitioning personnel will not affect the project timeline nor the overall cost to Connersville Utilities.
- **Subcontractor Information:** The Proposer shall list any subcontractor's name, address, and state of incorporation that are proposed to be used in providing the required products and services. The subcontractor's responsibilities under the proposal, the anticipated dollar amount for a subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities must be included for each subcontractor. This assurance in no way relieves the Proposer of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal.

2.9 Proposed Application Software & Environment – Proposal Section 4.0

The Proposer must present, in detail, features and capabilities of the proposed application software. In addition to the description, answers to the following questions must be provided in succinct narrative form (at least one paragraph per item):

Application Overview

- Provide the name of the proposed system(s), modules within each system, middleware, the current version(s), and release date(s). Identify each system as core software or third-party software.
- Describe the Web functionality of the proposed systems, both current capabilities, and future direction.
- Identify the programming language for each module of the proposed systems, including the report writer(s). Additionally, identify any programming languages that are proprietary.
- Describe in detail the proposed database platform(s) for the proposed solution.
- Describe the system technical architecture (i.e. multi-tiered, thin client, web-based, etc.)
- Describe the integration of the proposed system modules. Identify any modules that are not fully integrated.
- Describe in detail the proposed IT technical development toolset solution for this proposal.

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Technology Overview

Connersville Utilities is intending to procure any required hardware for the project through existing procurement contracts. Therefore, it is critical that the Proposer include detailed specifications and recommendations for hardware sizing appropriate to the requirements for Connersville Utilities. Connersville Utilities will develop the hardware estimate for the Cost Proposal based upon the representations provided by the Proposer(s).

Describe in detail the proposed hardware environment solution for this proposal. Include the following items:

- Describe the hardware required for Connersville Utilities to support the scope of the software proposed within the RFP response:
 - Server recommendations/requirements (including detailed specifications) for all components of the solution (database, application, web, third-party, printing, etc.)
- Explain the approach to sizing of the hardware environment.
- Describe how the Proposer will take responsibility for approving the sizing of the hardware infrastructure given Connersville Utilities intends to procure the hardware.
- Describe the number of environments recommended for Connersville Utilities to maintain both pre-implementation and post-implementation and the purpose of each environment. (At a minimum, Connersville Utilities would like to maintain two environments: one live and one for testing.)
- Describe the recommended workstation configuration, including any and all user peripherals (including detailed specifications).
- Discuss the Proposer's flexibility in supporting different types of platforms, including the Trimble T10 platform. How is the Proposer adapting to rapidly changing technology?

Network Environment

Describe in detail the proposed network environment solution for this proposal. Include the following items:

- Describe the preferred physical architecture for the Proposer's solution. Also, include documentation on the conceptual and preferred technologies the Proposer's solution uses.
- Describe the Proposer's architecture roadmap for upcoming and future releases.
- Describe the overall networking and connectivity solution that will be necessary to provide access to the ERP, including from the following locations outside the Connersville Utilities network:
 - Employees using wireless devices in the field (e.g., handheld devices or laptop computers).
 - Employees working from home, a hotel or other locations where a VPN connection is not available.
 - Other locations.
- Describe the specifications of the network and connectivity infrastructure required to support the ERP solution.
- Describe the assumptions around network bandwidth required for each desktop workstation.
- Describe the Proposer's recommended and ideal environment for Connersville Utilities.

Reporting and Data Warehousing

Report Writing Tools: Describe in detail the proposed report writing tools solution for this proposal. Include the following items:

- Describe the recommended solution's reporting capabilities (dashboards, scorecards, shared reports, event triggered reporting, report versioning, and job scheduling).
 - Describe how user created templates can be shared in a user community.

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- Describe the reporting application architecture and how it relates to the back-end infrastructure. Differentiate between any architecture components
 - Describe the impact using the report writer will have on the production environment.
 - Describe whether you do/do not recommend running reports against mirrored databases.
- Describe in depth any analytical reporting capabilities within the product(s).
- Describe and differentiate between embedded/online transactional reporting against any analytical reporting.
- Describe in detail any third-party proposer reporting engines embedded within the product(s).
 - Describe any Architecture or Reporting Licenses you have with third parties.
- Describe any performance concerns in using the report writing tools.
- Describe the following information analysis and reporting tools provided by the proposed system:
 - Standard on-screen inquiries
 - On-screen print screen capabilities for screens, inquiries, and reports
 - Query tools
 - Report writer

ERP Application Security

Describe in detail the proposed solution's security tools and capabilities for this proposal. Include the following items:

- Describe the recommended solution's approach to role based security.
- Describe in detail the Proposer's proposed single sign-on and Active Directory solution for this proposal. Include the following items:
 - Describe in detail how the product(s) support single sign-on.
 - Describe in detail how the product(s) support active directory.
- Describe in detail how the Proposer's proposed solution would protect the privacy of information designated as private or confidential such as social security numbers, credit card numbers, ACH transactions, information, and employee health information—which is processed or stored.
- Describe in detail the Proposer's transaction log and audit trail capabilities, including the data recorded and the tools used to view and report the information.
- Describe how electronic signatures are used within the application. Are they certificate or credential based?
- Describe the encryption technology used within the system.
- Explain any other differentiating security features within the solution.
- Explain why the Proposer's solution is a best practice solution from a security standpoint.
- If the Proposer's company is issued an SSAE16 report or equivalent, please include a copy of the most recent report in the response. If not, please explain why the Proposer's company does not get an SSAE16 issued and describe the internal controls in place to protect against cybersecurity incidents and other risks.

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2.10 Responses to Functional/Technical Requirements – Proposal Section 5.0

Proposers shall use the format provided and add explanatory details as necessary in a separate spreadsheet using the requirement number as a reference. The following answer key must be used when responding to the requirements.

Response to Functional Requirements			
F	Provided fully functional out of the box or with configuration (no custom development)	CR	Custom Report Development Required
MOD	Modification/Customization/Software Enhancement (Any custom development that will cost extra)	TP	Third-party Software Required to Fully Provide Requirement (Third-party Software Must be Proposed)
SR	Provided with Standard Report or Reporting Tool	NA	Not Included in the proposal

- Functional requirements represent functionality that is currently needed as well as functionality that is expected or is likely to be required in the future. **Failure to provide some requirements or excluding some requirements will not eliminate the Proposer from contention.** Connersville Utilities will evaluate the proposal as a whole, including price/value comparisons when evaluating proposals.
- Proposers must use one code only per requirement. The spreadsheet is locked to enforce this. All requirement responses must be submitted in the format presented in the attached spreadsheet (Attachment C). The requirements responses submitted, including requirement responses, will become attached to the software license and implementation services contract. Proposers are expected to warrant all positive responses (every response except "NA"). For requirement responses, other than "NA," Proposers must indicate the module or product that is required to meet the requirement.
- For requirement responses of "CR," Proposers must provide estimated costs and projected time to complete the customization.
- All responses which are marked F, MOD, CR, SR, or TP must be included in the scope, cost proposal, and staffing matrix submitted in the proposal. Furthermore, the module necessary to perform that functionality must be included in the scope and cost of the proposal.
- If a module is required for only a few functional requirements and it is not cost-efficient to include in the proposal, the Proposer should mark the requirement as "NA" and indicate accordingly in the comment field that this module is available but not being included in the proposal.
- If functionality is not available, but expected to be available in future versions of the software, the expected release date can be noted in the comments column.

2.11 Implementation Plan – Proposal Section 6.0

Connersville Utilities expect to provide staffing of 50% of the total implementation hours, but reserves the right to alter the mix upon further discussion with Proposers. Pricing should assume 50% implementation work effort by the Utility and 50% work effort by implementation consultants.

Implementation Methodology & Approach

Provide an overview of the implementation methodology, including a description of the approach including project initiation/planning, design, configuration, development, testing, training, conversion, and post go-live support. In addition to the overview, please address the following items:

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- Describe how the implementation plan has been designed in such a way to minimize any negative impacts on existing Connersville Utilities operations and responsibilities.
- Describe how the implementation plan has been designed to provide for the deployment and use of management, supervisory, or other key personnel during the project. (The detailed plan below should show all management, supervisory and key personnel that will be assigned to manage, supervise and monitor the project.)
- Describe how the implementation plan has been designed in such a way to minimize the startup time of the project.
- Describe specific actions Connersville Utilities could take to support an accelerated startup. Describe how the implementation plan makes use of subcontractor(s), if any, on this project.
- Describe how the implementation work plan will be maintained and updated throughout the course of the project.
- Describe the Proposer's experiences with organizations that have successfully prepared for, implemented, and supported the solution. Additionally, for each experience, describe what items/actions led to the organization being prepared.
- Describe experiences with organizations that have not been successful or have struggled in preparing for, implementing, and supporting the solution. Additionally, for each experience, describe what items/actions caused the failure or struggle, and how you would recommend Connersville Utilities prepare to ensure success.

Implementation Work Plan & Deliverables

Please provide a detailed work plan for each phase of the implementation. The work plan section should include the following:

- **Phases and Major activities**
 - Description of each phase (e.g. system design, modification, installation, implementation, technical training, user training, and acceptance).
 - Description of major activities within each phase showing all significant tasks required for successful completion of the Phase objectives.
- **Detailed timeline** (by Gantt, Pert or other chart)
 - Timeline details for all phases indicating the start dates, end dates and milestones.
 - Timeline details for all major activities indicating the start dates, end dates and milestones.
 - Timeline details for all deliverables indicating the start dates, end dates and milestones.
- **Resource allocations**
 - Identification of hours by resource (Connersville Utilities, Proposer and any sub-contractors) for all phases.
 - Identification of hours by resource (Connersville Utilities, Proposer and any sub-contractors) for all major activities.
- **Deliverables**
 - Comprehensive inventory of project deliverables by phase.
 - Detailed description of all deliverables (e.g. process documentation, interface specification, etc.)
 - Identification of major dependencies for each deliverable.
 - Detail the deliverable acceptance period for each deliverable.
 - Provide samples of all major deliverables proposed.

Implementation Project Team

Please provide a detailed description of the project organization strategy for the proposed work plan. As part of the description, please address the following items:

- Detailed description of the team structure and roles for all firms involved (including sub-contractors) and Connersville Utilities.
- Detailed description of the responsibilities for each role defined in the team structure for all firms involved (including sub-contractors) and Connersville Utilities.
- Detailed description of the number of personnel and the estimated hours for all firms involved (including sub-contractors) and Connersville Utilities.

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Project Management

Describe in detail the proposed project management approach for the proposal. Include the following items:

- Describe what status reporting and frequency of communication will be proposed for Connersville Utilities.
- Describe the project coordination, documentation, and communication tools you will provide for the project (e.g. SharePoint)
- Describe the approach that will be used to manage scope and changes during the course of the project.
- Describe the approach that will be used to assess go-live readiness.

Testing Approach

Describe in detail the proposed testing approach for the proposal. Include the following items:

- Describe the different aspects of testing included within the approach (e.g. unit, integration, security, parallel, system, stress, performance, regression, etc.).
- Describe the testing environment recommended for testing.
- Describe the user acceptance testing recommended.

2.12 Training Plan – **Proposal Section 7.0**

The Proposer must provide a detailed plan for training. This information **MUST** include:

- Describe how a training environment would be created and maintained.
- Describe, in detail, the proposed approach to training for this project (i.e. onsite at Connersville Utilities vs. at Proposer facilities, train the trainer vs. train all users), training materials, and methodologies. Please include all software (including third-party products) proposed in the proposal. **This should be the SPECIFIC approach to training that was included in the cost proposal, not just the general training options you offer.**
- Identify what other tools are optionally available for Connersville Utilities.
- Describe whether or not custom training materials will be provided by the Proposer based upon Connersville Utilities configurations, modifications, and process decisions during the implementation. If custom training material is not recommended to be provided by the Proposer (i.e. Connersville Utilities are responsible for custom training materials), please estimate the cost for the Proposer to create the custom training materials.
- Describe the technical training and knowledge transfer approach to IT personnel to support the ERP hardware, if necessary.
- Describe the proposed methodology and approach for ongoing training. Address the procedures for training new users and for delivering refresher training to existing users.
- Identify whether all manuals are updated with each new release of software.
- Identify whether online help is provided.
- Identify whether online tutorials are provided.
- Describe whether and how the help feature can be called from the specific transaction being processed (field-sensitive help).

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2.13 Maintenance and Support Program – Proposal Section 8.0

The proposal must specify the nature of any post-implementation and ongoing support provided by the Proposer including:

- Describe the maintenance and support package you are proposing to Connersville Utilities.
 - Fully describe the terms and conditions of the annual software maintenance agreements.
 - Please include a copy of the standard agreement.
 - Note if the maintenance and support package differ for any of the proposed software solutions, including third-party solutions
- Describe why this is the best option for Connersville Utilities.
 - Describe the ongoing support services provided, including hours of operation, procedures, and problem escalation measures available.
 - Describe the ratio of customers to support personnel.
 - Describe the customer support locations and hours of operation in terms of EST.
 - Describe the committed support time for support questions.
 - Describe the average response time for support questions.
 - Describe the range of response time for support questions.
 - Identify whether the support is available seven (7) days a week, 24 hours a day. If so, identify the cost above your recommended support.
 - Identify whether onsite support is available if needed. Describe how onsite support costs are handled.
 - Describe the available web-based support options.
 - Describe any web-based reporting tools available to review open/pending support issues.
- Describe the Proposer's approach to recruiting and retaining quality support staff. What are the training requirements of support staff?
- Describe the other maintenance and support packages available to the Utility that are not proposed (including Helpdesk type support)

2.14 Connersville Utilities Specific Issues to be Addressed - Proposal Section 9.0

Below is a list of questions the Connersville Utilities staff would like to be addressed in detail to ensure the proposed system has the capabilities needed. Proposers are required to answer these questions with as much detail as possible. Proposers are strongly encouraged to ensure the question responses specifically pertain to this RFP and is not comprised of marketing material.

1. There are instances that a customer may have a lien on their property and the Utility needs to know about the lien when the customer is making a payment on their utility account. Please describe how the system can "flag" a customer's account to notify staff that there is a lien on the property.
2. Currently, each type of utility service is financially tracked and maintained as separate funds. Each year the Utility is required to produce individual budgets for each utility. Please describe if your proposed system has the ability to fulfill this function and how. Please be sure to include specifics.
3. After a customized form has been created, describe the process for further editing the document and the parties involved (Utility staff, vendor, etc.) If any fees are associated with updating custom forms, please generally describe the fee structure.

2.15 Client References – Proposal Section 10.0

Connersville Utilities considers references for both the software and implementation services to be important in its decision to award a contract. Using the form provided in Attachment B, please provide three public sector client references for clients serviced in the past five years. At least one of the references should be similar in size to Connersville Utilities and have a similar implementation scope. State of Indiana clients are preferred. If the software proposer is different from the implementation firm, three references should be provided for each. Additionally, provide three references for any third-party software firm. All references should be for fully completed (live) installations, completed within the past five years.

Finally, in addition to the references, proposers must submit a list of Midwest clients currently using or implementing the software solutions proposed.

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2.16 Exceptions to the RFP – Proposal Section 11.0

All requested information in this RFP must be supplied. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section, and a written explanation shall include the scope of the exceptions, the ramifications of the exceptions for Connersville Utilities, and the description of the advantages or disadvantages to Connersville Utilities as a result of exceptions. Connersville Utilities, in its sole discretion, may reject any exceptions or specifications within the proposal.

2.17 Sample Documents – Proposal Section 12.0

Proposers shall include sample copies of the following documents. Although they are sample forms, the documents must contain all material terms so that Connersville Utilities can fairly evaluate the Proposer's forms.

- > Sample software licensing agreement.
- > Sample maintenance agreement.
- > Sample implementation services agreement.
- > Sample documentation (user guides, training materials, etc.).
- > Sample implementation project plan.

2.18 Price Proposal – Proposal Section 13.0

Proposers shall submit price proposals according to the format provided in Attachment D to this RFP. Connersville Utilities reserves the right to contact Proposers on price and scope clarification at any time throughout the selection process and negotiation process.

It is important that Proposers use the format presented in this RFP. Attachment D shall include the total price for all software, services, and additional costs to acquire all software and services referenced in the proposal including third-party prices. If third-party products or services are included, do not provide separate versions of Attachment D (Costs) for each third-party product.

Do **NOT** use "To Be Determined" or similar annotations in the cells for cost estimates. Connersville Utilities is asking Proposers to estimate prices and hours for all categories with the understanding that they may have to make assumptions. Such assumptions should be stated. Proposers may submit additional pricing sheets as an addendum to the cost template; however, the cost template **MUST** be completed.

Connersville Utilities may award a purchase contract, based on initial offers received without discussion of such offers. A Proposer's initial offer should, therefore, be based on the most favorable terms available. It may also request revised pricing offers from such Proposers, and make an award and/or conduct negotiations thereafter.

3.0 PROPOSAL SELECTION AND AWARD PROCESS

3.1 Evaluation and Selection

A review and selection committee ("Selection Committee") consisting of Utility representatives will review and evaluate all proposals. As part of the selection process, the Selection Committee may interview none, some, or all of the Proposers for the Agreement. The Selection Committee will then make a recommendation to the Utility as to which Proposer should be awarded the Agreement.

The following criteria shall aid the Selection Committee in recommending which Proposer should be awarded the Agreement:

- Technical competencies as evidenced by the professional qualifications and related work experience of the firm. Specific professional qualifications, training, and experience of the assigned and committed personnel for the satisfactory performance of this work.
- Previous experience of the firm with related work. Positive references shall be considered.
- The Proposer's pricing to complete the Services.
- The firm's understanding of the Services to be performed and a description of the technical approach to be taken to accomplish the Services.

3.2 Verbal Presentations – Scripted Software Demonstrations

Selected Proposers may be required to make verbal presentations and scripted software demonstrations to supplement their proposals. Connersville Utilities has reserved the week of **October 18th, 2021** for this purpose. Proposers will be required to have live demonstrations as well as a concurrent lab environment where users can access the proposed system. Proposers should plan to have enough staff onsite to provide coverage for both live demonstrations and the lab. Proposers should supply all equipment and hardware required for the lab environment. Connersville Utilities will make every reasonable attempt to schedule each presentation at a time that is agreeable to the Proposer. Failure of a Proposer to conduct a presentation to Connersville Utilities on the date scheduled may result in rejection of the Proposer's proposal.

3.3 Site Visits with Government Users in Live Environment

Connersville Utilities may conduct site visits to local government users of selected Proposers in order to observe the software in a live operating environment. This would be done prior to or after the scripted software demonstrations have been completed.

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4.0 GENERAL TERMS AND CONDITIONS

4.1 Termination of RFP

Connersville Utilities reserves the right, at its sole discretion, to terminate this process at any time, or reject any and all proposals without penalty, prior to the execution of the Agreement.

4.2 Final Selection

Following the review by Connersville Utilities, the final selection, if any, will be based on the proposal which best meets the requirements set forth in the RFP and is in the best interest of the Utility.

4.3 Execution of Agreement

Connersville Utilities reserves the right to award the contract to the next most qualified firm if the successful firm does not execute a contract within 30 days after the award of the proposal.

4.4 Clarification

Connersville Utilities reserves the right to request clarification of information submitted and to request additional information of one or more Proposers.

4.5 Withdrawal of Proposal

Any proposal may be withdrawn up until the date and time set above for the opening of proposals by written request. Any proposals not so withdrawn shall constitute an irrevocable offer, for a period of 90 days, to provide the Services to Connersville Utilities, or until one or more of the proposals have been approved, whichever occurs first.

4.6 Agreement

Any agreement or contract resulting from the acceptance of a proposal must comply with any and all applicable Indiana laws, be on forms supplied and approved by Connersville Utilities, and is *not* subject to automatic renewals. Connersville Utilities reserves the right to reject any agreement that does not conform to the request for proposal and the Utilities requirements for agreements and contracts.

4.7 Offers Only

Proposals submitted are offers only, and the decision to accept or reject is a function of quality, reliability, capability, reputation, and expertise of the firms submitting proposals. Issuance of this RFP does not obligate the Utility to pay any costs incurred by a respondent in its submission of a proposal or making any necessary studies or designs for the preparation of that proposal, or for procuring or contracting for the services to be furnished under this RFP.

4.8 Acceptance/Rejection

Connersville Utilities reserves the right to accept the proposal that is, in its judgment, the best and most favorable to the interests of Connersville Utilities, and the public; to reject the low price proposal; to accept any item of any proposal; to reject any and all proposals; and to waive irregularities and informalities in any proposal submitted or in the RFP process; provided, however, that the waiver of any prior defect or informality shall not be considered a waiver of any future or similar defect or informality. Proposers should not rely upon, or anticipate, such waivers in submitting their proposal.

4.9 Retention of Proposals

Connersville Utilities reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether the proposal is selected.

Attachment A – RFP Submittal Checklist

Task	Reference	Submitted
Background Material	2.5	
Executive Summary	2.6	
Scope of Services	2.7	
Company Background (including copy of certificate of insurance)	2.8	
Proposed Application Software and Environment	2.9	
Responses to Functional/Technical Requirements - (Attachment C) Excel Format	2.10	
Implementation Plan	2.11	
Training Plan	2.12	
Maintenance and Support Program	2.13	
Connersville Utilities Specific Issues to be Addressed by RFP	2.14	
Client References (Attachment B) Excel Format	2.15	
Exceptions to the RFP	2.16	
Sample Documents	2.17	
Price Proposal (Attachment D) Excel Format	2.18	
Other Required Attachments		
Attachment A RFP Submittal Checklist		
Attachment B Software Reference Form		
Attachment C Requirements Matrix		
Attachment D Price Proposal		
Number of Hard Copies	3	
Number of Digital Copies	1 - USB	

Attachment B – Software Reference Form

References shall be included subject to Connersville Utilities preferences cited in Section 2.15 of the RFP.

(Separate Excel Document Provided for Completion)

Attachment C - Requirements Matrix

(Separate Excel Document Provided for Completion)

Attachment D – Price Proposal

(Separate Excel Document Provided for Completion)