Whatcom County
Request for Proposal
RFP #19-62

Notice is hereby given that sealed proposals will be received by Whatcom County Purchasing at its Office in the Administrative Services Finance Department located on the fifth floor of the Whatcom County Courthouse, 311 Grand Avenue, Suite 503, Bellingham WA 98225 for the following:

ENTERPRISE RESOURCE PLANNING SYSTEM (ERP) SOFTWARE CONSULTANT
UNTIL: 2:30 PM on Tuesday, September 10, 2019

At which time and place the responses will be publicly opened, and the names of the submitters identified. All interested people are invited to be present. Late submittals will not be considered.

Whatcom County is requesting qualifications and proposals from qualified individuals or firms interested in providing enterprise resource planning system software consulting services to assist Whatcom County plan to replace the current J.D. Edwards World (ERP) software, as further described in the RFP document.

The complete RFP document can be downloaded at no charge from the Whatcom County Purchasing website at http://www.co.whatcom.wa.us/Bids.aspx, see "Related Documents" at the bottom of the RFP posting page. If you are unable to download the documents from the website, contact Purchasing at FN_Purchasing@co.whatcom.wa.us (preferred), or phone (360) 778-5330.

Whatcom County affirms it will not discriminate against, or grant preferential treatment to any individual or group on the basis of race, sex, color, ethnicity, or national origin in the operation of public employment, public education, or public contracting. Whatcom County encourages disadvantaged, minority and women owned consultant firms to respond.

Whatcom County reserves the right to reject any or all proposals and to waive any irregularities.

Publication Dates: August 14 and 21, 2019.

Whatcom County
RFP #19-62
Enterprise Resource Planning System Software Consultant

BACKGROUND

Whatcom County is requesting statements of qualifications and proposals from qualified individuals or firms interested in providing consulting services to assist the County in replacing their current Enterprise Resource Planning (ERP) system. The County is using J.D. Edwards World software which was implemented in 1994.

The J.D. Edwards ERP systems provide integrated software. System functions include:

- General Ledger and Financial Reporting
- Payroll and Human Resources
- Purchasing and Accounts Payable
- Cash Receipts and Accounts Receivable
- Budget, Position Control and Capital Planning
- Job Cost and Contract Management
- Asset Management including Fleet Management.

Whatcom County has an annual budget of approximately $240 million and prepares payroll for 1,000 to 1,300 employees.

ERP system project objectives include:

- Consolidate operational software as much as possible in to an ERP system.
- Improve County-wide communication though shared access and common understanding of operational information.
- Provide users with an intuitive user friendly interface.
- Enable users to securely access the ERP system information remotely from smart phones, tablets and other devices.
- Improve business processes using electronic forms and workflow to eliminate paper processes.
- Enable county employees to enter time, access and update other employment related information online remotely.
- Improve customer service by improving employee, junior taxing district, vendor, and citizen access to operational information.
- Set up and maintain a secure system that has good internal controls and the ability to prevent unauthorized access.
- Enable users to access imaged source documents within the ERP.
- Embrace hosted cloud based software system.
- Establish back up data center for business continuity in the event of emergency.
- Incorporate industry best practices.
- Improve employee productivity with online system training for basic and advanced users.
- Provide electronic options for vendor payment.

The successful proponent will enter into a contract with Whatcom County and consulting services will take place in partnership with key County staff members.

SCOPE OF WORK

The selected consultant will provide expertise and lead Whatcom County staff in development of an ERP system needs analysis, development of a project plan, a project budget, and a request for proposal. Our target date for the completion of the request for proposal is the end of the first quarter of 2020. We would like to select a replacement ERP system in the fourth quarter of 2020. Whatcom County intends to move to a fully developed vendor supported cloud based infrastructure solution or a software as a service solution. Whatcom County purchased licenses for J.D. Edwards EnterpriseOne in October of 2000 which enabled us to augment our J.D. Edwards World Software. We have not implemented EnterpriseOne. A key aspect of the project is to

determine if Whatcom County should upgrade our existing J.D. Edwards software to EnterpriseOne or if we should move to a different ERP system vendor.

Proposed Description of Services

The Contractor will lead the County staff through the following process.

1. **System Review**
   - Document components that make up Whatcom County's current ERP system.
   - Document applications integrated into the current system.
     - Other applications
     - County custom integrations
   - Document key stakeholders.
   - Produce and present a draft systems review document to Project Steering Committee.
   - Revise and provide a final system review document.
2. **System Requirements**
   - Meet with Department stakeholders to document current system limitations and future requirements.
   - Identify the potential for consolidation of systems to a new solution.
   - Identify potential process improvement opportunities to improved efficiency.
   - Identify best practices.
   - Produce and present a draft systems requirements document to Project Steering Committee.
   - Revise and provide a final systems requirements document.
3. **Industry Review and Gap Summary**
   - Identify leading mid-market solutions and document how key attributes of their solutions align with the county's functional requirements including ability to integrate third party solutions.
   - Develop an estimate of the required budget to acquire and install a new ERP system and an estimate of ongoing costs of operating the system.
   - Produce and present a draft industry review and gap summary document including an analysis of advantages and disadvantages of implementing mid-market solutions identified to the Project Steering Committee.
   - Provide a cost benefit analysis for implementing J.D. Edwards EnterpriseOne compared to cost benefit of other mid-market solutions identified.
   - Provide a final industry review and gap summary document.
4. **High-Level ERP Replacement Plan**
   - Develop an ERP replacement approach and timeline.
   - Identify project costs and ongoing costs for a replacement ERP system including required integrations.
   - Produce and present a draft high-level ERP replacement plan for a phased approach for transition to a new ERP system based on realistic timelines and budgetary constraints to the Project Steering Committee and the County Executive.
   - Provide a final high-level ERP replacement plan for a phased approach for transition to a new ERP system.
   - Present a high level ERP system replacement plan to the County Council.

5. **Request for Proposal**
   - Work with Steering Committee to develop system requirements and Request for Proposal (RFP) to replace the current ERP system.

Optional

6. **Assist with Software Selection**
   - Assist Whatcom County with RFP evaluation and vendor selection process.

Consultants will be expected to provide project documents to Whatcom County electronically. All project documents must be prepared in Whatcom County accepted formats (Word, Excel, Visio, etc.).

CONTRACT

The successful proponent will be required to enter into a contract with Whatcom County.

PROPOSAL FORMAT

To be complete, the proposal must provide all the information requested in this RFP in the order that it is requested. Information must be organized and presented in the same order and sequence as presented below to facilitate the review by the County. A response of "see enclosed brochure" will not be considered adequate. Proposals must contain the following sections:

- Executive Summary Cover letter
- Individual and/or Firm Information
- Qualifications of Staff Assigned to this Project
- Understanding of Whatcom County Requirements
- Quote for Scope of Work
- Client References

Executive Summary Cover Letter

A cover letter shall be addressed to Brad Bennett, Project Manager. The letter should communicate the Contractor's particular strengths and why the Contractor should be chosen to provide the requested ERP System consulting services.

Individual and/or Firm Information

1) Provide name of firm and the firm's principal place of business, number of years in business, size of firm, and the name, email address, and telephone number of the consultant contact assigned to the project.
2) Provide a brief history and description of your firm. Include general information regarding organizational structure, size, capabilities, and the firm's qualifications and experience.
3) Provide a description of your firm's approach to this type of project including:
   a) Firm's qualifications and ability to undertake this project
   b) Methods and techniques the firm will employ
   c) Experience with other public entities
   d) Knowledge of, and experience in development of an ERP system needs analysis and development of an ERP request for proposals.
   e) Description of similar projects performed
   f) Describe the project management experience of the firm
   g) Describe your firm's procedures related to quality assurance

Qualifications of Staff Assigned to this Project

1) Include resumes for key personnel providing services.

2) Identify the roles and tasks these personnel will perform.
3) Describe the experience of the lead consultant in working with clients of similar characteristics as Whatcom County.
4) Provide any additional information that specifically addresses the firm's/individual's unique qualifications for the project.

Understanding of Whatcom County Requirements

Whatcom County would leverage consultant value by having county staff complete tasks under the consultant's direction.

1) Based on the intent of the proposed scope of work above propose a scope of work based on your firm's expertise.
2) Identify consultant deliverables included in your proposed scope of work.
3) Propose a budget for your scope of work identifying consulting hours and costs by key milestones.
4) Provide an estimated timeline to complete the scope of work including dates for key milestones.
5) Describe how your firm would utilize County staff.
6) Proposed communications plan with Whatcom County.

Client References

Provide at least five (5) client references. References should be entities for which your firm has performed similar projects in the public sector. Provide name, title, organization, email, and telephone number.

QUESTIONS

Until a contract is awarded, all inquiries specific to the scope of this RFP must be directed in writing to:

> Brad Bennett, Finance Manager, bbennett@co.whatcom.wa.us, and cc: Sara Winger, FN_Purchasing@co.whatcom.wa.us.

SUBMITTAL

Responses must be received **no later than 2:30 PM, Tuesday, September 10, 2019.**

Submit **one (1) original and three (3) copies** of the proposal, **and the full proposal in an electronic format on a USB thumb drive, or CD-ROM**, that includes all of the requested information in a sealed package marked on the outside as follows:

> Name of Submitter
> RFP #19-62, Enterprise Resource Planning System Software Consultant

Send or deliver the proposal to:

> Attn: Sara Winger, Purchasing Coordinator
> Whatcom County AS Finance/Purchasing
> 311 Grand Avenue, Suite 503
> Bellingham, WA 98225

Late submittals will not be considered. Responses transmitted directly to Whatcom County Government electronically or by fax will not be considered.

It is the submitter's responsibility to deliver the document to the proper address by the assigned time. Whatcom County accepts no responsibility for lost or misdirected submittals.

The County is not liable for any costs incurred by the Contractor before issuance of a contract. All costs incurred in responding to this Request for Proposal are solely the responsibility of the Contractor.

Proposals submitted will not be considered public information until after the award of the contract to the successful proposer. All materials submitted in response to this RFP become the property of Whatcom County and will not be returned.

EVALUATION CRITERIA

The County intends to select a contractor who is fully qualified, responsible, stable, and who can provide satisfactory service. Whatcom County will be the sole judge of whether or not a contractor is considered fully qualified and responsible for purpose of the required services.

Whatcom County reserves the following rights:

- To reject any or all proposals.
- To issue subsequent requests for proposals, if deemed necessary.
- Not to award a contract, if deemed necessary.
- To waive any irregularity or informalities in the proposal.
- To accept the proposal which the County deems most beneficial.
- To negotiate with the Contractor to further amend, modify, refine, or delineate a proposal with the exception of commissions.
- To negotiate and accept without re-advertising the RFP, the proposal of another Consultant in the event that a contract cannot be successfully negotiated with the selected Consultant.

To be considered, the submitting Contractor must supply all the information requested, in ink or typewritten, in the form requested by this document. The cover letter must be signed by an individual who is authorized to commit the Contractor to a binding agreement.

Proposals submitted will be rated and ranked by a selection committee. The County may interview those applicants deemed appropriate based on materials submitted. The County may request additional clarifying information from any applicant during the proposal evaluation.

The County intends to enter into a contract with the provider deemed the most responsible and responsive and whose proposal is determined to be the most advantageous to the County. The contract will incorporate the pertinent details of the proposal and the County's requirements.

The following evaluation criteria will be used (in order of importance):

- The adequacy of the proposal to meet or exceed the County's needs.
- Proposer's qualifications and understanding of Whatcom County requirements.
- Proposer's professional approach.
- Cost of services and timeline.