



Highline Water District

Request for Proposal

Enterprise Resource Planning (ERP) Software and Implementation Services

Issue Date: November 8, 2022

Due Date: December 8, 2022

REQUEST FOR PROPOSALS

Notice is hereby given that proposals will be accepted by Highline Water District (The District), Washington, for:

Enterprise Resource Planning (ERP) Software and Implementation Services

File with Administrative Manager, Finance Department, 23828 30th Ave S, Kent, WA 98032 as follows: Proposals received later than **4:00 p.m. December 8, 2022**, will not be considered.

A copy of this Request for Proposal (RFP) may be obtained from the Districts web site at <http://www.highlinewater.org/>. On website homepage under notices at the middle of the page and then click on the Request for Proposals link.

RFP Proposals will be received by the following methods. Mail or hand delivered should be done so at the address below and labeled RFP Proposal. If you choose electronic, please send to the email listed below and also call the District to confirm receipt of the RFP.

Name: Anne M.-K. Paige
Highline Water District
Address: 23828 30th Avenue South
Kent, WA 98032
E-mail: customerservice@highlinewater.org

The District reserves the right to reject any and all proposals, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the District to pay any costs incurred by respondents in the preparation and submission of a proposal, including but not limited to a respondent doing onsite scripted product demonstrations. Furthermore, the RFP does not obligate the District to accept or contract for any expressed or implied services.

Anne M.-K. Paige
Administrative Manager

Dated this 8th Day of November 2022

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General RFP Information

Section I: General RFP Information

I.1 RFP PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit proposals from software vendors, to provide a Financial Management Software System and who can demonstrate that they possess the organizational, functional, and technical capabilities to provide an Enterprise Resource Planning (ERP) solution that meets the District's needs. The modules included are Financials, Human Resources, and Payroll. The District's preference is to select and begin implementation of a replacement ERP solution for full implementation by the end 2023. The District has funds to cover the entire cost of the project including, but not limited to: software, hardware (if needed), data transfer, interfaces, configuration, installation, training and the first two year's warranty and support.

I.2 INTRODUCTION

Highline Water District (The District) was organized in 1946 to provide water services to customers residing within the District boundaries. Currently, the District consists of 18-square miles and includes portions of seven cities within King County. The District serves 18,800 water meter connections to a population of approximately 78,000 residents and businesses that employ 28,000 people.

The mission of the Board of Commissioners and employees of Highline Water District is to provide high quality water and excellent customer service while effectively managing District infrastructure for a reliable water system today and for future generations.

I.3 BACKGROUND

The District currently uses Harris GEMS Financial Accounting and Human Resources System for its Financial, Human Resources, and Payroll modules. The version of software is running near the end of support. The Utility Billing and Cash receipting is Harris NorthStar. The work order, inventory, and timekeeping module is processed through Central Square (formerly Lucity). Miscellaneous billing is processed through QuickBooks. The Districts goal is to consolidate a Financial Management Software System under one umbrella that integrates with the billing and work order systems.

I.4 OBJECTIVES

The District is seeking an integrated system that will meet its core requirements with minimal modifications. The District expects the vendor to perform the related professional services (e.g., best practices guidance, training, project management, implementation, integration, and report development) in a timely and professional manner. Services should be provided by experienced ERP experts who have successfully implemented the proposed solution at comparable municipalities with similar requirements for the modules

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in scope, including Financials, Human Resources, Payroll, and Utility Billing systems.

The District will consider proposals from single vendors or from multiple vendors working as a team. If multiple vendors submit a proposal together, the District expects that there will be one prime contact that will be responsible for the whole project and for coordinating the work of the other vendors.

The ideal vendor(s) shall have experience in successfully implementing the proposed solutions at local government agencies of similar size to the District and/or in larger agencies. The successful vendor shall be responsible for providing the final District approved design, installation, implementation, and commissioning of the ERP system, including development of user acceptance testing, system integration and connectivity to existing resources.

This RFP process seeks to find the best overall system for the District's overall investment. The award shall be made to the qualified Vendor whose proposal is most advantageous to the District with price and other factors considered. Other factors that may contribute to the selection process include but are not limited to the following:

- Project approach and understanding of the District's objectives and requirements
- Supplier's implementation methodology and implementation success feedback from customer references
- Compliance with the District's terms and conditions
- Ability to meet the District's requirements including software modules, functionality, usability, performance, flexibility, integration, and technology
- Supplier's installed base and experience with municipalities similar to the District
- Supplier's installed base with similar municipalities in the State of Washington
- Ability to integrate with other districts systems
- Cost and quality of ongoing maintenance and support

Overall, the ERP system must provide the following:

- Compatibility with the District's technology strategic objectives
- A complete commercial system that has been successfully implemented in three agencies in the last 18 months for public agencies of comparable size and that follows best practices offered by the software
- Alignment with the functional requirements as defined in this RFP
- A solution that requires no modification to base code but is configurable to meet the needs of the District now and in the future
- An intuitive interface and an easy learning curve to facilitate rapid adoption and minimize the need for external on-going training services
- A system that is stable, secure, accessible, and supports business processes, service delivery, and transparency
- Vendor must have an ongoing and sustainable product and corporate strategy to avoid obsolescence

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- Comprehensive library of standard reports and tools for end user ad hoc reporting and queries
- Foster collaboration and process efficiencies between departments
- Easy integration with other systems
- Compliance with State of Washington requirements including BARS and DRS reporting

I.5 SCOPE OF WORK

The goal is to optimize system utilization for all users, improve response times, reduce errors, reduce manual efforts, improve analytical capabilities, and improve customer service. The District intends to minimize its total cost of ownership without any degradation in performance and level of service, and to implement a system which can remain on the upgrade path with minimal cost and business impact. The modules being considered in this evaluation that are required include the following:

Financial Modules - Required	Financial Modules - Required	HR Modules - Required
General Ledger	Capital Assets	Human Resources
Purchase Order	Budget	Timekeeping
Accounts Payable	Reports	Payroll
Miscellaneous Accounts Receivable and Cash Receipting	Financial Reporting	Applicant Tracking System (we think it should be identified in addition to the HR module)
Project Accounting		

The primary focus for this evaluation is to replace the Financials and Human Resource System with fully integrated modules that meet the specific requirements of the District. At the same time the District would like to review module options offered by vendors to support the following functional areas:

Other Modules - Consider
Work Order & Inventory
Utility Billing & Central Cashiering

The District would consider standalone 3rd party applications for these functions; however, the preference is for an integrated suite or open integration technology such as Web Services or prebuilt APIs to 3rd party solutions.

The following chart lists other District applications used that will be interfaced or integrated to the replacement ERP system:

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Application		Function	Integrate/Interface
US Bank		Banking	Possible
EAM (formerly Lucity)		Asset Management, Timekeeping	Yes
3 rd Party Payments		US Bank - e Lockbox US Bank - Merchant Accounts US Bank - Safekeeping Paymentech/Paymentus King County Merchant Transact Pay-by-Phone	Yes, if Utility Cashiering is replaced
King County	Warrants	Possible	
NorthStar		Utility Billing, Cashiering	Yes
Esri Arc Info 10.5		GIS System	Possible
Washington State Department of Retirement Systems		Employee Pension Program	Possible
Laserfische		Document Management and Retention	Possible

The District has identified a team of individuals that will be assigned to the implementation of replacement systems. The District requests vendors to indicate the level of staffing needed for implementation and ongoing efforts. Vendor should estimate hours for IT and business users by functional area.

I.6 CURRENT ENVIRONMENT

The District has approximately 34 full time employees. District employees are located at one (1) primary location.

The District's standard network operating system is Windows Server and Clients. The District uses Office 365. The data backbone is 10/100/1000 and 10 gigabit switches, firewalls, and routers.

All physical servers are on site, virtual server will be provided as needed, and both are backed up nightly. The District's backup files are stored offsite.

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I.7 OFFICIAL CONTACT AND PROPOSAL SUBMISSION ADDRESS

Upon release of this RFP, all vendor communications concerning the RFP should be directed to the District’s Administrative Manager listed below. Unauthorized contact regarding this RFP with any other District employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the District. Suppliers should rely only on written statements issued by the Administrative Manager that will be posted on the website. The District’s Administrative Manager for this project is:

Name: Anne M.-K. Paige
Address: Highline Water District
23828 30th Avenue South
Kent, WA 98032
E-mail: customerservice@highlinewater.org

Proposals must be received at the following address by no later than 4:00 pm PDT on December 8, 2022:

Late proposals will be kept but not considered for award. Proposals must be emailed and clearly addressed and marked with the RFP Financial Software System. Proposals may be mailed to the District, but must be received by the Administrative Manager no later than the above stated date and time. Hand delivered proposals will be received at the front desk in the main lobby of the District. E-mailed proposals should be labeled RFP and a call to the District for confirmation of receipt.

I.8 PROCUREMENT SCHEDULE

The procurement schedule for this project is provided in the following table. The District reserves the right to adjust this schedule as necessary:

Milestone	Deadline
RFP Issue Date	November 8, 2022
Submit Questions Regarding RFP	November 23, 2022, by 12:00 p.m. PDT
District Response to Questions	November 30, 2022
Proposals Due from Participating Vendors	December 8, 2022, by 4:00 p.m. PDT
Vendor Short List Identified	End of 2022
Vendor Notification and Delivery of Short List	End of 2022
Software Demos	January 2023
Due Diligence Phase – Finalist Vendor	To be determined
Contract Negotiations	To be determined
Implementation Kick-off	Spring 2023
Testing/Completion of Implementation	End of 2023

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I.9 EVALUATION PROCEDURES

The RFP coordinator and other staff will evaluate the submitted proposals. The initial Technical and Functional Evaluation will be based on written responses to this RFP.

It is important that the responses be clear, concise, and complete so that the evaluators can adequately understand all aspects of the proposal. The District requests that unnecessary sales verbiage be excluded from their submission.

The evaluators will consider the completeness of the proposal, how well the vendor complied with the response requirements, responsiveness of vendor to requests, the number and nature of exceptions (if any) the vendor takes to the terms and conditions, the total cost of ownership and how well the vendor's proposed solution meets the needs of the District as described in the vendor's response to each requirement and form.

As part of the evaluation, the District reserves the right to request additional information, ask for a web demo, conduct conference calls to review the response, or take any other action necessary to perform a thorough and objective evaluation of each vendor's response. This evaluation includes, but is not limited to conducting customer reference checks, visiting the vendor's headquarters, and reviewing any other information about the vendor and its solution (e.g., performance, viability, technology, mergers and acquisitions, organizational changes, litigation, industry analyses, etc.)

The evaluation process is intended to help the District select the vendor with the best combination of attributes, including but not limited to total cost of ownership, ease-of-use, performance, reliability, vision, flexibility, stability, sustainability, vendor viability and vendor capacity to successfully implement the selected applications.

The District also reserves the right to require that a subset of finalist vendors make a presentation and conduct a scripted product demonstration to its selection team at a location and time chosen by the District.

I.10 TERMS AND CONDITIONS

RFP AMENDMENTS

The District reserves the right to change the schedule or issue amendments to the RFP at any time. The District also reserves the right to cancel or reissue the RFP.

PROPOSAL ACCEPTANCE

The District reserves the right to accept the bid, or parts of a bid deemed most advantageous to the District. If applicable, the District reserves the right to request from the software vendor a different implementation provider, systems integrator and/or Value-Added Reseller than the one proposed, or, at its sole discretion, select a different implementation provider, systems integrator and/or Value-Added Reseller on its own.

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COOPERATIVE PURCHASING

RCW 39.34 allows cooperative purchasing between public agencies (political subdivisions) in the State of Washington. Public agencies which have filed an Intergovernmental Cooperative Purchasing Agreement with Highline Water District may purchase from the District contracts, provided that the supplier agrees to participate. The District does not accept any responsibility for purchase orders issued by other public agencies.

VENDOR'S COST TO DEVELOP PROPOSAL

Costs for developing proposals in response to the RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to the District.

WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

REJECTION OF PROPOSALS – WAIVER OF INFORMALITIES OR IRREGULARITIES

The District reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the District.

PROPOSAL VALIDITY PERIOD

Submission of the proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the District and the successful vendor.

PUBLIC DISCLOSURE NOTICE

Under Washington State law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voicemail materials and/or transcriptions, recordings, or reproductions thereof) submitted in response to this request for proposals (the "documents") become a public record upon submission to the District, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law.

Documents identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence.

If the District receives a request for inspection or copying of any such documents provided by a vendor in response to this RFP, it will promptly notify the vendor at the address given in response to this RFP that it has received such a request.

Such notice will inform the vendor of the date the District intends to disclose the documents requested and affording the vendor a reasonable opportunity to obtain a court order prohibiting or conditioning the release of the documents.

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The District assumes no contractual obligation to enforce any exemption.

Any information contained in the proposal that the vendor desires to claim as proprietary or confidential, and exempt from disclosure must be clearly designated, including identifying the page and particular exception(s) from disclosure. The District will try to respect all material identified by the vendor as being proprietary or confidential, but requests that vendors be highly selective of what they mark as confidential. The District will decide predicated upon applicable laws and can choose to disclose information despite its being marked as confidential or proprietary.

Marking the entire proposal as proprietary or confidential, and therefore, exempt from disclosure will NOT be accepted or honored and may result in disclosure of the entire proposal or disqualification of the proposal solely at the discretion of the District.

Documents identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence, the information is publicly available, the information is already in the District's possession, the information is obtained from third parties without restrictions on disclosure or the information was independently developed without reference to the confidential information.

CONTRACT AWARD AND EXECUTION

- The District reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the District.
- The general conditions and specifications of the RFP and as proposed by the District and the successful vendor's response, as amended by agreements between the District and the vendor, will become part of the contract documents. Additionally, the District will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.
- The vendor selected as the apparently successful vendor will be expected to negotiate and enter into a contract with the District.
- The vendor agrees that this RFP, the vendor's response to the RFP (proposal) and a mutually agreed upon Statement of Work will be included as part of the executed contract.
- If the selected vendor fails to sign the contract, the District may elect to cancel the award and award the contract to the next-highest-ranked vendor.
- No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract or unless otherwise agreed to in writing by both parties.

OWNERSHIP OF DOCUMENTS

Any reports, studies, conclusions, and summaries prepared by the vendor shall become the property of the District.

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CONFIDENTIALITY OF INFORMATION

All information and data furnished to the vendor by the District, and all other documents to which the vendor employees have access during the term of the contract, shall be treated as confidential to the District. Any oral or written disclosure to unauthorized individuals is prohibited.

Vendor Instructions

Section II: Vendor Instructions

II.1 LETTER OF INTENT

Vendors wishing to submit proposals are encouraged (but not required) to provide a written Letter of Intent to propose by November 23rd, 2022. An email attachment sent to customer-service@highlinewater.org is acceptable. Please identify the name, address, phone, and email address of the person who will serve as the key contact for all correspondence regarding this RFP.

A Letter of Intent is required if a vendor would like to be directly notified with a list of the questions and answers that will be generated from the pre-proposal process.

II.2 VENDOR QUESTIONS

Vendors who request a clarification of the RFP requirements must submit written questions to the Administrative Manager by 4 p.m. Pacific Time on November 16, 2022, via email to: customerservice@highlinewater.org. Responses to all questions submitted by this date will be posted to our website by 12:00 p.m. on November 23, 2022. The list of questions and answers will also be sent to those submitting a Letter of Intent to the District.

II.3 RFP RESPONSE FORMAT

Proposals shall be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content, cost effectiveness of the proposal, and adherence to the presentation structure required by this RFP and not on volume. All proposals and accompanying documentation will become the property of the District and will not be returned.

Proposals must be delivered by the date and time indicated in Section I.7 to the Administrative Manager noted in this RFP. RFP Proposals will be received by the following methods. Mail or hand delivered should be done so at the address below and labeled RFP Proposal. If you choose electronic, please send to the email listed below and also call the District to confirm receipt of the RFP.

Vendor responses should be provided in the order and format outlined in the chart below. Your response should include each section detailed below in the order presented, separated with tab dividers. Use the numbering system noted in this table including Section and Sub-Section (e.g. 2.a, 2.b, 2.c, etc.).

Failure to address all items will impact the evaluation and may classify the response as non-responsive and preclude it from further consideration.

Vendor Instructions

Section	Milestone	Deadline
--	Table of Contents	A Table of Contents that identifies the sections included in the RFP response.
1	Cover Letter	A transmittal letter addressed to the contact person on the cover of the RFP. The Proposal must be signed by an official authorized to legally bind the vendor.
2	Vendors Qualifications and Experience	A review of the qualifications and experience of the vendor including the following: <ol style="list-style-type: none"> a. An overview description of the vendor’s qualifications related to the requirements described herein. b. Number of years the firm has provided the products and services outlined in the RFP. c. Name of the Principal or Project Manager who will have direct and continued responsibility for the project. This person will be the District’s staff contact on all matters dealing with the project and will handle the day-to-day activities through completion. d. List of all persons assigned to the proposed implementation team, including a listing of their job responsibilities for this project. e. Identify any services that will be outsourced to a sub-contractor. The vendor will be responsible for verifying the experience and qualifications for any outsourced work to sub-contractors. The vendor is also responsible for paying its employees and any sub-contractors the vendor hires.
3	Requirements	Using the form provided as Exhibit A, complete the Requirements Document following the instructions provided on the form. Each item should have a ranking and a specific qualitative comment about how the software supports the requirement. Vendors should not modify the document format, font, or layout in their response.
4	Pricing	Using the form provided as Exhibit B, complete the pricing summary for the user counts defined in this RFP. Pricing must be complete and list any available discounts. Pricing information supplied with the response must be valid for at least 180 days. All one-time and recurring costs must be fully provided. Provide estimates of total hours and hourly rates associated to each line item for services costs for implementation. Estimates for implementation services should include but not be limited to: <ol style="list-style-type: none"> a. Implementation of the software b. System configuration c. Training d. Data conversion e. Interfaces or integration f. Travel estimate g. Post Go-Live Support

Vendor Instructions

Section	Milestone	Deadline
4	Pricing continued	Additional backup documentation that supports the pricing summary page should be provided in this section.
5	Implementation	<p>An overview of the vendor’s implementation methodology including but not limited to the following:</p> <ul style="list-style-type: none"> a. MS Project Plan: defining all Phases, Tasks and Timeline. b. Recommendation as to an implementation by phase or all modules at one time. The Districts goal is to be live on as many modules as possible by December 2023. c. District Resources: IT and business roles, responsibilities, average estimated time per month by functional area. Indicate any additional resources needed. d. Vendor resources: roles, responsibilities, average estimated time per month. e. Process Improvement: approach to process improvement through implementation. The District’s preference is to modify processes where necessary to leverage best practices offered by the software. f. Data Conversion: tools, methodology, experience with conversions from Harris GEMS, recommendation for data to be converted. g. Environments available including production, test, train, etc. h. Testing: approach, resources available, documentation provided, etc. i. Training: approach, on-site, online, resources available, documentation provided. The District prefers a hybrid mix of training services; vendor led and train the trainer. j. Integration: approach, tools, experience. k. Post Go-Live Implementation Support.
6	Support	<p>Support services offered and recommended including:</p> <ul style="list-style-type: none"> a. System Administration: performance monitoring, tuning, loading of patches and version releases. b. Disaster Planning and Recovery. c. User Groups, Conferences, Community Forums, Knowledge Base, etc. d. End User Support: number of staff offering user support, hours of service, average and guaranteed response time, ticketing system used, escalation process, user forums, etc. e. Software Upgrades: timing, support provided, documentation. f. Documentation: description and examples of user, administrator, and technical system references and help materials, e.g., procedures, definitions, configuration, ERD, API's, etc.
7	Information Technology	<p>Specific Technology topics to review for the proposed solution include:</p> <ul style="list-style-type: none"> a. On Premises. b. District prefers hosting servers onsite and retain data for the long term. c. Hardware specifications. d. Diagram of proposed server(s) for typical implementation. e. Database diagrams and data dictionary. f. Mobile hardware and operating system specifications. g. Support for Service-Oriented Architecture.

Vendor Instructions

Section	Milestone	Deadline
7	Information Technology Continued	<ul style="list-style-type: none"> h. APIs offered and languages supported. i. Remote access capabilities. j. Languages, structures, or frameworks used e.g., SQL, etc. k. Define maintenance responsibilities; vendor and District for on-premises.
8	Training: Post Go Live	Training resources provided for technical and user training post go live; approach to delivery, training materials provided, and available online tutorials, etc.
9	References	Using the form provided as Exhibit C, provide five references that are similar in size and project scope to the District. Indicate the degree to which the references have implemented your solution. Three references shall be current customers and two references shall be past customers.
10	Contract Performance	Indicate if during the past five years the Vendor has had a contract terminated for convenience, non-performance, or any other reason, or has entered into legal action with a customer. Describe the situations including name and address of contracting party and circumstances.
11	Vendor Contract Samples	Provide contract templates utilized by vendor including but not limited to Software License, SaaS License, 3 rd Party Agreements, Maintenance, Services, Service Level Agreements, Remote Access, etc.
12	Non-Collusion Certificate	Complete the Non-Collusion Certificate form provided as Exhibit D.