San Joaquin Valley
Air Pollution Control District

Request for Proposal:

Enterprise Resource Planning Solution

December 18, 2023

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1. INTRODUCTORY NOTES

This Request for Proposal is being issued by San Joaquin Valley Air Pollution Control District ("SJVAPCD") to identify a replacement Enterprise Resource Planning (ERP) system.

In addition to this document, this RFP package includes the following appendices, provided in separate files and requiring completion by respondents:

Supplement	Description & Action Required
Appendix 1 – System Requirements	This is an Excel file with SJVAPCD business requirements. Bidder is required to return this file, indicating if and how the proposed software solution meets each individual requirement. Please return this file making sure to indicate **no more than one (1) answer for each requirement**. Bidders are encouraged to include comments in the far-right column to describe functionality or explain how the solution addresses the requirement.
Appendix 2 – Total Cost of Ownership	This Excel file is the format for bidders to provide cost information for the proposed solution. Please provide solution cost information specifying **list price, % discount offered, and net price offered**. Provide costs at the most granular level to aid SJVAPCD in making cost/benefit decisions on proposed solution components. Also, please provide pricing for all deployment models below, if offered by your organization. **On Premise Pricing**: Refers to a license purchase with deployment on SJVAPCD-owned servers, running in a SJVAPCD-owned or controlled data center. Include pricing for maintenance (patches, new releases, etc.) and remote support, assuming SJVAPCD will operate the servers, perform backups, etc. **Cloud Based Pricing**: Refers to vendor's cloud offering. Please specify if the solution is Hosted-Managed perpetual licensing or a subscription-based deployment model. Provide additional details of services including but not limited to initial software license cost and all related costs that include data center and hardware, support, systems management, and maintenance including system upgrades. **Implementation**: Provide an estimate of implementation costs, outlining the estimated hours by project phase and a blended hourly rate for those hours. Also provide an estimate of travel expenses that would be incurred.

2. ABOUT SAN JUAQUIN VALLEY AIR POLLUTION CONTROL DISTRICT

The San Joaquin Valley Air Pollution Control District is made up of eight counties in California's Central Valley and governed by a fifteen-member Governing Board. As a public health agency, the primary mission of the San Joaquin Valley Air Pollution Control District is to improve the health and quality of life for all Valley residents through efficient, effective, and entrepreneurial air quality management strategies.

The revenue to fund the District's annual operating budget comes from three sources. Permit fees paid annually by applicable businesses operating within the District, Motor vehicle registration fees, and annual grants from either the California Air Resources Board or USEPA.

To learn more about SJVAPCD, please visit the website https://www.valleyair.org/

This solicitation is not an offer to enter into a contract but rather an invitation to provide proposals, which will be used in the selection of suitable software to support its Business Operations functions. The submission of proposals in response to this solicitation neither commits SJVAPCD to award a contract to any respondent, (even if all requirements stated in this solicitation are met) nor limits SJVAPCD's right to further negotiate in its best interest.

The terms "Vendor", "Proposer", and "Contractor" are used interchangeably in this document to refer to respondents of this RFP.

3. OBJECTIVES OF RFP

This RFP is being issued as part of the process to evaluate and select the most appropriate ERP solution to support business operations for SJVAPCD. This RFP is the initial method used to analyze the ERP vendor's software offering. In conjunction with providing the information requested in this RFP, selected short-listed software vendors should expect to perform scripted software demonstrations for SJVAPCD.

SJVAPCD is evaluating possible replacements for its Financial, Human Resources Management System, and Fixed Asset systems. Microsoft's Serenic Navigator is the current ERP System and houses most of the financial transactions. The remaining software is comprised of custom homegrown solutions which govern asset management, grant and fund accounting and distribution, and Human Resources.
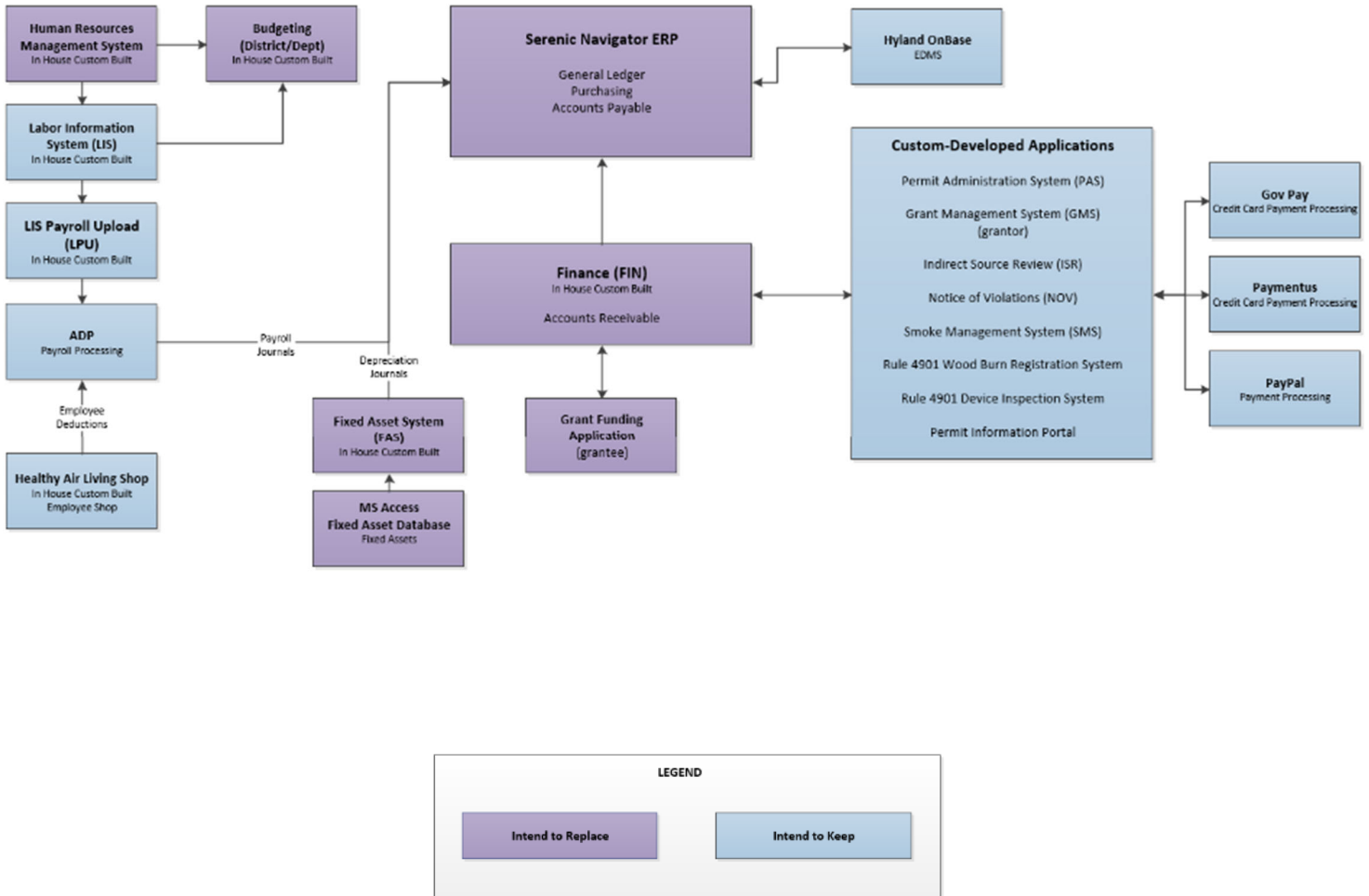
4. PROJECT BACKGROUND AND OBJECTIVES

SJVAPCD desires to replace its current ERP platform with the following objectives in mind:

- Implement a platform with a modern look and feel, with thoughtful, intuitive functionality.
- Provide a system for organization-wide reporting capabilities.
- Provide a system that fully integrates finance, supply chain, human resources, third party payroll, and time management applications.
- Provide easy access to real-time integrated data that enables and facilitates sound business decisions.
- Improve the "speed of business".
- Automate current manual processes.
- Reduce the use of Excel and stand-alone tools to manage business information. The objective is to use Excel as an integrated tool, where applicable, that reduces (but does not eliminate) importing/exporting data.
- Provide robust mobile capabilities where appropriate.

5. CURRENT SYSTEM LANDSCAPE

The following diagram outlines the current scope of systems targeted for replacement. It is preferred by the client that their new ERP is an **On-Premise Solution** and able to integrate with each of the legacy applications which are not being replaced. SJVAPCD is also open to looking at cloud-based solutions.

Diagram of current system landscape showing:

Intend to Keep (blue):
- Human Resources Management System — In House Custom Built
- Labor Information System (LIS) — In House Custom Built
- LIS Payroll Upload (LPU) — In House Custom Built
- ADP — Payroll Processing
- Healthy Air Living Shop — In House Custom Built, Employee Shop
- Hyland OnBase — EDMS
- Custom-Developed Applications:
  - Permit Administration System (PAS)
  - Grant Management System (GMS) (grantor)
  - Indirect Source Review (ISR)
  - Notice of Violations (NOV)
  - Smoke Management System (SMS)
  - Rule 4901 Wood Burn Registration System
  - Rule 4901 Device Inspection System
  - Permit Information Portal
- Gov Pay — Credit Card Payment Processing
- Paymentus — Credit Card Payment Processing
- PayPal — Payment Processing

Intend to Replace (purple):
- Budgeting (District/Dept) — In House Custom Built
- Serenic Navigator ERP — General Ledger, Purchasing, Accounts Payable
- Finance (FIN) — In House Custom Built, Accounts Receivable
- Fixed Asset System (FAS) — In House Custom Built
- Grant Funding Application (grantee)
- MS Access Fixed Asset Database — Fixed Assets

Connection labels: Payroll Journals, Depreciation Journals, Employee Deductions

LEGEND
- Intend to Replace (purple)
- Intend to Keep (blue)

6. SCOPE OF ERP PROJECT

The scope of this project will include the implementation of a new ERP system, consisting of the major capabilities outlined in this section.

Detailed requirements can be found in Appendix 1 – System Requirements. Notwithstanding those requirements, the outline of major system capabilities below describes the nature of the system desired.

Major System Capability	Major Features
Cross-Functional	- System Navigation - System Access and Security - Workflows, Notifications & Alerts - Document Management - Queries, Reporting & Dashboards - Integration/Communication
Procurement	- Supplier Management - Contract Management - Sourcing - Requisitions - Purchase Orders - Receiving - Inventory
Finance & Accounting	- General Ledger - Grant Management - Project Accounting - Accounts Payable - Accounts Receivable - Fixed Assets - Period End Close - Bank/Credit Card Management - Budgeting - Expense Management Tax
Human Resources	- Core HRIS - Position Control - Recruiting - Onboarding/Offboarding - Performance Management - Benefits Management - Compensation - Education/Training - Manager Self-Service - Employee Self-Service

SJVAPCD expects the need for the following approximate number of users. Bids shall include these user license types in these quantities at a minimum:

- 33 full-function users with access to all system features granted through security.
- 32 limited users with access to limited functions.
- All 354 employees will need access to employee self-service.

7. VENDOR EVALUATION PROCESS AND TIMELINES

Based on vendor responses to this RFP, SJVAPCD will select finalists that will be invited to follow-up their response with remote/virtual demonstrations. During these sessions, key SJVAPCD employees and stakeholders will evaluate the vendor's ability to meet key business requirements, using specific demonstration scripts that reflect typical use cases encountered and critical needs that must be demonstrated.

The timeline envisioned for this selection process follows (all dates subject to change as solely determined by SJVAPCD).

RFP Process Step	Anticipated Date
Deadline for Questions	January 17, 2024
RFP responses due	January 26, 2024
Short-listed vendors selected; demonstration scripts issued to short-listed vendors; vendor discovery sessions for short-listed vendors	February 14, 2024
Vendor demonstrations (and follow-ups, if required)	March 2024
Identification of vendor(s) of choice	April 4, 2024

The vendor(s) of choice should be prepared to begin preliminary contract negotiations immediately after being identified as such. These negotiations will finalize any contract terms, such as pricing, project timeline, migration of existing data, implementation process, and acceptance criteria. SJVAPCD reserves the right to enter into contract negotiations with one or more shortlisted vendors. Assuming contractual terms, pricing, and other implementation project details are mutually agreeable, the final vendor selection decision will be made, and contracts signed following project approval by executive management.

The vendor's proposal shall specifically delineate exceptions to, deviations from, and changes to the requirements or terms and conditions of this RFP. Such exceptions or deviations will be considered in evaluating the proposals.

8. EVALUATION CRITERIA

SJVAPCD will evaluate vendors based on, but not limited to, the following evaluation criteria:

- Ability to select software to meet the company's business requirements.
- Ability to effectively demonstrate product capabilities to SJVAPCD staff during vendor demos.
- The solutions' technical evaluation and integration capabilities.
- Costs including both software licensing and implementation.
- Solution provider's reputation in the industry.
- A proposed implementation strategy and plan.
- Demonstrated expertise of the projected implementation team.
- The solution provider's support and maintenance capabilities.
- Quality of reference checks.

9. RESERVED RIGHTS OF SJVAPCD

At its own discretion, SJVAPCD reserves the right to do any of the following:

- Accept or reject any or all responses received for this request for any reason.
- Cancel this request for proposal or the project for any reason.
- Change any of the terms of this request or the requirements of the project.
- Discuss the project or negotiate any agreements with more than one bidder.
- Investigate any bidder to see if it is qualified to do the project.
- Ask any bidder to explain its response.
- Re-open or ask more bidders to participate in the request process.
- Award contracts to multiple bidders for various parts of the project.
- Award contracts for less than the entire project.

10. BIDDER QUALIFICATION REQUIREMENTS

Prime Contractors

While any respondent may have subcontractors that form part of the proposal, the respondent shall be wholly responsible for the proposal and for all obligations and liabilities that flow from the proposal, including through any agreement or agreements that may ultimately result from this procurement process.

Regulations and Licenses

The successful Bidder shall adhere to all applicable Federal, State, and Local Codes, Rules, and Regulations.

Nondiscrimination and Workplace Safety

The successful Bidder agrees to abide by all federal, state, and local laws, rules and regulations prohibiting discrimination in employment and controlling workplace safety.

Experience

Bidder represents to SJVAPCD that it is experienced in and thoroughly familiar with all aspects of the services required hereunder and is properly qualified as applicable and is equipped, organized, and financially able to perform the services. Bidder shall warrant that all persons assigned by it to the performance of this contract shall be employees of the Contractor (or specified subcontractor) and shall be fully qualified to perform the work required. The Contractor shall include a similar provision in any contract with any subcontractor selected to perform work under this contract. Laws and Permits and Other Licenses should be available for review upon request by SJVAPCD.

Insurance

Certificates of Insurance evidencing coverage under all applicable and necessary policies of insurance, and which designate the District as an additional insured under such applicable policies, are not required for the submittal of a proposal but must be submitted prior to the signing of the contract with the selected provider.

11. CONFIDENTIAL INFORMATION OF SJVAPCD

All information provided by or obtained from SJVAPCD in any form in connection with this RFP either before or after the issuance of this RFP (a) is the sole property of SJVAPCD and must be treated as confidential, (b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract, (c) must not be disclosed without prior written authorization from SJVAPCD and (d) will be returned or destroyed by respondent to SJVAPCD immediately upon the request of SJVAPCD.

12. PARTIES TO BEAR THEIR OWN COSTS

The cost of developing and submitting the bid response is entirely the responsibility of the Bidder and includes costs to determine the nature of the engagement, preparation of the bid response, submitting the bid response and other costs associated with this request. All responses will become the property of SJVAPCD.

13. INSTRUCTIONS FOR SUBMISSION

Vendors should submit their written proposals no later than the close of business on **January 26, 2024.** Questions should be directed to the individuals listed below. Proposals must be submitted in electronic format <u>preserving the structure of Appendices 1 and 2</u> by the due date listed above to:

> Steve Ditty
> steve.ditty@panorama-consulting.com
> +1 (513) 284-2226
> and
> Jen Cali
> jen.cali@panorama-consulting.com
> +1 (720) 798-1688

Proposals are to remain valid for a period of no less than one-hundred twenty (120) days from the date of submittal.

14. REQUESTED PROPOSAL CONTENT

In addition to the general response, please provide responses to RFP Appendices 1 and 2 in the documents and formats provided.

The general response should include at a minimum the following information. Respondents are welcome to provide any other information that may assist SJVAPCD in its selection process.

Reference Client Descriptions/Case Studies and Overall Client statistics

Although SJVAPCD will not conduct reference calls until later stages of this selection process, please provide a minimum of three client descriptions or case studies (preferably for organizations in the same or a similar industry, and of comparable size) describing the solution implemented. Please make sure to include only references to clients that implemented the product(s) proposed in your response, not previous generations of your proposed product(s). In case your organization/solution becomes a finalist in the selection process, the clients referenced in these descriptions or case studies should be available for reference calls.

In addition to these specific reference clients, it would be helpful for SJVAPCD to understand more about your clients currently using your proposed solution in similar industries or agencies.

To this end, it would be helpful for you to provide:

i. Representative sample of names and number of customers using your proposed solution in the United States and in North America

ii. Representative sample of names and number of customers using your proposed solution In public sector organizations, local government, municipalities and/or non-profits/associations

Implementation Approach

SJVAPCD understands that ERP implementation projects are often unique, depending on the client's specific circumstances. That said, SJVAPCD would like to understand your general approach to implementing the proposed solution. Based on your current understanding of SJVAPCD needs as communicated in this RFP (or through RFP questions and answers), please include in your response a description of your recommended implementation approach, including the following:

- Implementation methodology
- Timing / order of proposed rollout (if recommending a phased approach)
- Proposed project plan with milestones.
- Assumptions regarding implementation activity ownership (or RACI matrix of implementation activities): what activities solution provider will be responsible for, and what activities SJVAPCD team members will be responsible for
- SJVAPCD resource commitment assumptions and percentage of time required by each resource by project phase.
- Composition of vendor's proposed implementation team
- Resumes/CVs of key proposed team members
- Additional third-party support or consulting required to implement the proposed solution.

Key Tools/Implementation Accelerators

Describe any tools available to help accelerate the implementation of the proposed system. This may include tools in areas such as:

- Interfaces/integration (available tool sets, information about APIs)
- Data conversion (responsibilities, available tool sets)
- Training toolsets
- Ongoing support and maintenance

Support and Maintenance

Describe the approach for providing post-implementation support and maintenance services.

Solution Costs

Please detail the estimated costs of your proposed solution in Appendix 2 – Total Cost of Ownership. Be sure to provide costs for all deployment modes offered, including On Premise and Cloud based.

Below is a list of the requested cost components that should be provided:

1. Software licenses (or subscription costs), by functional module.
2. Training and support modules or materials.
3. Third-party partner product costs.
4. Ongoing annual maintenance and support fees.
5. Implementation services – by project phase, estimated hours and blended rates. Include costs for training and conversion. If possible, estimate costs for any known interfaces or other development work.
6. Expected travel expenses.
7. Any other services required to implement the product.
8. Estimated internal support structure for customer.

Please be sure to include costs for any third-party/partner products proposed as part of your solution. If you respond that you meet a requirement by way of a third-party/partner product, you must cost that product in your response.

15. RESPONSE CHECKLIST

For your convenience, the following elements comprise what SJVAPCD will consider a complete response.

Proposal Element	Description/Comment	Included?
1. Description of vendor		
2. Description of proposed solution	Describe third-party components if applicable.	
3. Solution usage at other clients	Ensure you report on the same version as proposed.	
4. Client descriptions/case studies	For the same solution as proposed.	
5. Proposed implementation approach		
6. Proposed implementation timeline		
7. Implementation phasing recommendation		
8. Vendor implementation team structure		
9. Resumes/CVs of key vendor implementation team personnel		
10. Implementation resource requirements from SJVAPCD	What project activities will SJVAPCD be responsible for? How many resources will be required? For how much time?	
11. Description of SJVAPCD responsibilities during implementation project		
12. Proposed post-implementation support approach		
13. Appendix 1 – System Requirements	Include comments as desired.	
14. Appendix 2 – Total Cost of Ownership	• Ensure pricing is provided for all deployment models offered. • Provide pricing for SJVAPCD. • ***Ensure all solution components mentioned in Appendix 1 are included in TCO*** (including third-party add-ons) • If any modules are considered optional, label them as such.	