

Village of Woodridge

REQUEST FOR QUALIFICATIONS

For Consulting Services for the Selection and Implementation
of an Enterprise Resource Planning System



RFQ Submittals Due February 11, 2013 by 4:00 PM

Submit One Original, Four Copies (one copy must be unbound) and One Electronic Copy to:

Village of Woodridge

ATTN: Peggy Halik

5 Plaza Drive

Woodridge, IL 60517

Electronic copies by flash drive or email to phalik@vil.woodridge.il.us

CONTACT: Peggy Halik, Assistant Village Administrator

phalik@vil.woodridge.il.us or (630) 719-4708

This RFQ is posted on the Village of Woodridge website at:

<http://www.vil.woodridge.il.us/DocumentCenter/View/819>

I. PROJECT SUMMARY & GENERAL PROVISIONS	page 3
A. Summary	
B. Scope of Services	
C. General Provisions	
II. IMPORTANT DEADLINES	page 4
A. Dates	
B. Respondent Questions & Requests for Additional Information	
C. Submission Manner, Time, Place, Date & Contact	
III. QUALIFICATIONS & SELECTION CRITERIA	page 5
IV. SUBMITTAL REQUIREMENTS	page 6
V. RIGHTS	page 7

I. PROJECT SUMMARY & GENERAL PROVISIONS

A. Summary

OBJECTIVE: The Village of Woodridge (“Village”) is seeking statements of qualifications from qualified companies that provide consulting services for Enterprise Resource Planning (ERP) systems. The Village is seeking a vendor to provide project management, conduct a needs assessment, prepare a comprehensive Request for Proposal (RFP), evaluate proposals and recommend a vendor, conduct contract negotiations, and oversee the installation and implementation of a new ERP.

DEMOGRAPHICS: The Village of Woodridge was incorporated in 1959 and is located approximately 25 miles west of Chicago. It consists of approximately 9.7 square miles of land area and has a population of 32,971. The total budget is \$40,584,368 and the General Fund budget is \$19,452,277. The Village employs 123 full-time (including 2 temporary) and 7 part-time employees and provides Police, Public Works, Water, Finance, Building, Zoning, Planning, and Administrative services. The Village has 120 computer users and is a member of the Municipal GIS Consortium. Fire protection is provided by three fire protection districts serving various parts of the community. Police dispatch services are provided by a regional dispatch center. Wastewater treatment services are provided by DuPage County and Illinois American.

BACKGROUND: The current Village of Woodridge ERP is Sungard HTE operating on an AS400 platform. Modules in use include: Building Permits, Cash Receipts, Fixed Assets, Accounting/Budgeting, Accounts Receivable/Payable, Business Licenses, Water Billing, Payroll/Personnel, Purchasing/Inventory, Work Orders/Facility Management, Code Enforcement, and Land/Parcel Management.

This ERP has been in place since 1997. The integration of modules has been a great strength of the ERP. Its inability to integrate with external databases and accommodate a more mobile and e-government world are current weaknesses of the system.

B. Scope of Services

The Village of Woodridge seeks an independent vendor with proven experience in ERP projects, including overall project management, needs assessment, RFP development, software selection, contract negotiations, and implementation.

Required services include, but are not limited to:

Project Management

- Provide competent leadership and responsible direction through successful performance of a variety of detailed, diverse elements of project management.
- Direct completion of tasks within estimated time frames and budget constraints.

Needs Assessment

- Understand and articulate the electronic information needs of all Village departments (reporting, analysis and management). This will include meetings with staff to determine current business processes and overlapping needs, improvement recommendations for processes, and perform a needs analysis.

Request for Proposal Development

- Develop ERP software specifications including establishing expectations as to the level of detail for the specifications, providing a base set of specifications, and facilitating the process of reviewing and finalizing the base specifications, including appropriate prioritization. Identify appropriate modules for required inclusion in the ERP and those which would be optional.
- Develop selection criteria and define decision-making process.
- Prepare and distribute the Request for Proposal (RFP) document.

Evaluation and Selection of Vendor

- Manage vendor Q&A during pre-proposal due date timeframe, including establishing and facilitating pre-proposal meeting, as well as working with the Village in preparing any RFP addenda.
- Facilitate proposal opening.
- Analyze and evaluate proposals and prepare proposal analysis document.
- Schedule and conduct vendor demonstrations, site visits, and reference checking.
- Assist in the selection of the preferred vendor and presentation of recommendation to Village Board.

Contract Negotiation

- Review license and support agreements and conduct contract negotiations.
- Present final contract to an internal ERP Committee for review and to the Village Board for approval.

Installation and Implementation

- Provide project management oversight during the implementation phase, including data conversion/migration monitoring, user acceptance testing, user training, and project closeout. This phase of the project can be structured as an independent contract for service.

C. General Provisions & Disclaimers

The Request for Qualifications (RFQ) is not a commitment or contract of any kind. The Village reserves the right to pursue any and/or all ideas generated by this request. Costs for developing submissions are entirely the responsibility of the respondents and shall not be reimbursed. The Village reserves the right to reject any and all submissions. The Village reserves the right to waive any requirements of this RFQ when it determines that waiving a requirement is in the best interest of the Village. Submittals are public records subject to disclosure under the Freedom of Information Act (FOIA). The Village cannot represent or guarantee that any information submitted in response to the RFQ will be confidential.

II. IMPORTANT DEADLINES

A. Dates

RFQ Announcement	January 21, 2013
Statement of Qualifications Submission Deadline	February 11, 2013, 4:00 PM
*Notification to Respondents	February 20, 2013
*Interview of Qualified Respondents	Feb. 25 – March 1, 2013
*Final Selection of Respondents	March 14, 2013

**These dates subject to change.*

B. Respondent Questions & Requests for Additional Information

Questions, clarifications, or requests for additional information regarding this RFQ must be made to the Village by e-mail to the attention of Peggy Halik, Assistant Village Administrator, at phalik@vil.woodridge.il.us. A list of questions received and answers given will periodically be posted on the Village website at <http://www.vil.woodridge.il.us/DocumentCenter/View/819>.

C. Submission Manner, Time, Place, Date & Contact

One (1) original, four (4) copies (one copy must be unbound), and one (1) electronic copy of the Statement of Qualifications submission must be received by the Village by February 11, 2013 at 4:00 PM. The submission packet is to be clearly labeled and delivered to the following address:

Village of Woodridge
ATTN: Peggy Halik
5 Plaza Drive
Woodridge, IL 60517

Electronic submission should be included in the submission packet by flash drive or emailed to phalik@vil.woodridge.il.us.

III. SELECTION CRITERIA

The Village reserves the right to designate respondents as qualified and to prepare a list ranking those designated as qualified on the basis of the Village's determination, in its sole discretion, of the best interests of the Village and the project.

The following criteria will be used in the evaluation and selection of the vendor. Note that this is not a comprehensive list and is not in order of priority:

1. Vendor stability and market experience
2. General knowledge of the ERP software industry and products
3. Experience working with municipalities of similar demographics to the Village of Woodridge
4. Experience performing the needs analysis and requirements gathering process
5. Experience in development of a RFP
6. Experience in identifying software/reseller selection criteria and weighting
7. Experience with the RFP process including scope definition, software selection criteria, developing a scheme for weighting or otherwise prioritizing the criteria
8. Experience with all phases of ERP implementation including installation, customization, go-live and change management
9. Experience negotiating contracts for the procurement, installation, customization and implementation of ERP software products.
10. Project planning and approach
11. Team organization and experience of individual team members
12. Completeness of work plan
13. Projected length of project
14. Cost

Respondents must have no financial interest with any software vendor, third-party organization or reseller providing ERP system software.

IV. SUBMITTAL REQUIREMENTS

Respondents are asked to submit evidence of their experience and qualifications to perform the work as identified in this document. Responses should include background data, detailed explanation of the methodology to be used, a detailed timeline that corresponds to the functions listed in the methodology, estimated costs related to the project, and staffing information, including resumes.

For each of the following items, provide a detailed explanation; for those areas pertaining to the respondent's experience performing that function, cite examples of the previous work and provide details of the project, scope of work performed, deliverables, and roles and responsibilities.

1. Company Background including the following:
 - a. Experience and first-hand knowledge of software selection of Enterprise Resource Planning (ERP) products and modules. Include the vendor/product/software experience and level of knowledge.
 - b. Experience with local government public sector, especially municipalities of a similar size and demographics to the Village of Woodridge.
 - c. Experience in Needs and Risk Assessments.
 - d. Experience in Business Process analysis and documentation in municipal government.
 - e. Experience gathering functional requirements across departments.

- f. Experience in Request for Proposal development.
 - g. Experience determining RFP evaluation criteria.
 - h. Experience in software selection.
 - i. Experience in analysis and risks of business process change and change management in relation to the implementation of an ERP system.
 - j. Experience with all phases of ERP implementation including installation, customization, go-live and change management
 - k. Experience negotiating contracts for the procurement, installation, customization and implementation of ERP software products.
2. Approach and methodology for this project.
 3. Proposed project team including each member's qualifications and previous experience in projects of this type.
 4. Cost Proposal for this project. Costs should be broken out as follows:
 - Needs Assessment
 - RFP Development
 - Evaluation and Selection
 - Contract Negotiations
 - Installation and Implementation
 - b. Please indicate the number of meetings your staff will attend to accomplish the work required.
 5. References: Provide five (5) references of previous projects similar in scope to that described in this RFQ for an organization similar in size, scope and function to the Village of Woodridge. Include:
 - a. Name of organization
 - b. Contact information
 - c. Systems recommendations
 - d. Description and final result of project
 - e. Time frame, original budget and final cost of the project

The project referenced must be fully completed. Partially completed projects or projects currently active should not be included in the five (5).

V. RIGHTS

The Village reserves the right, in its sole discretion, to modify, suspend or cancel the project. The Village reserves the right to modify, suspend or cancel any and all aspects of the selection process, including but not limited to this RFQ, and any and all portion of the developer selection process in or subsequent to the RFQ. The Village reserves the right to obtain further information from any respondent, to waive any defects as to form or content in the RFQ or any other step in the selection process, to reject any and all responses submitted, and to accept or reject any developer for entry into exclusive negotiations, a personal services contract, and/or agreement.