Memorandum

DATE: **October 11, 2024**

FROM: **Rachel Hundley, Administrative Services Manager**

TO: **Prospective Enterprise Asset Management Software System Vendors**

SUBJECT: **Enterprise Resource Planning Software System Request for Proposal (RFP)**

Summary

The Novato Sanitary District is evaluating new software to satisfy its finance and human resources information management application needs.

The District appreciates a proposal response to include all costs associated with training, implementation, hardware specifications/hosting costs (if applicable), interface estimates, data conversion assistance, annual maintenance, and support.

- **Questions** related to this information request are to be directed**, by email** to Rachel Hundley, Administrative Services Manager no later than **Friday, November 1, 2024**. Only written questions submitted by email by the stated date will be accepted.
- All questions and responses will be compiled and submitted electronically in one general response memorandum on **Friday, November 8, 2024**.
- Vendor **responses are requested by 3:00 p.m. PT on Thursday, December 5, 2024**. Submit electronic responses to Rachel Hundley, Administrative Services Manager **by email**.

Thank you for your participation. We look forward to reviewing your response.

Rachel Hundley
Administrative Services Manager
Novato Sanitary District
500 Davidson Street
Novato, CA 94945

1. Purpose

This information was developed to facilitate the preparation of a proposal in response to this RFP and the subsequent evaluation of that response.

The Novato Sanitary District currently utilizes the following core systems:

- Financial Management
  - Quickbooks
    - Accounts payable
    - Accounts receivable
    - Cashiering
    - Fixed assets
    - General ledger
    - Purchasing
  - Microsoft Excel
    - Budgeting
    - Contract management
    - Project accounting
    - Financial and ad hoc reporting
- Human Resources Management as follows:
  - QuickBooks
    - Payroll
  - CalOpps – recruitment
  - Microsoft Excel
    - Timesheets

Integrations

- Third-Party Report Writing Services
- Email Integration
- Single Sign-On/Active Directory

2. System Functionality Requirements

The District is looking for an integrated system, which is to include the following primary functionality (modules). This list is not intended to be all-inclusive/exclusive.

Financial

- General Ledger
- Bank Reconciliations
- Budgeting (General, Salary, and Capital)
- Project Accounting
- Requisitions and Purchasing
- Contract Management
- Accounts Receivable and Miscellaneous Billing
- Cashiering and Payment Processing
- Accounts Payable
- Capital/Fixed Assets

- Financial Reporting
- Permitting

Human Management

- Applicant Tracking/Onboarding
- Human Resources
- Time & Attendance
- Payroll

Other

- Reporting – Ad Hoc
- GIS Integration
  - Including Parcel/Address Management
- Integrations (please reference **Appendix H** for specific requirements)

The District seeks to install the system utilizing the vendor to provide all services, including software, installation, process discovery, training, project management, interfaces, conversion assistance, maintenance, and support. Applicable hardware specifications with sizing documentation should also be provided.

3. Background

The District is looking for the best overall solution to meet its current and future needs. It is understood that there are no perfect solutions, and that the applicable vendor may vary in its capability to meet the District's overall system needs.

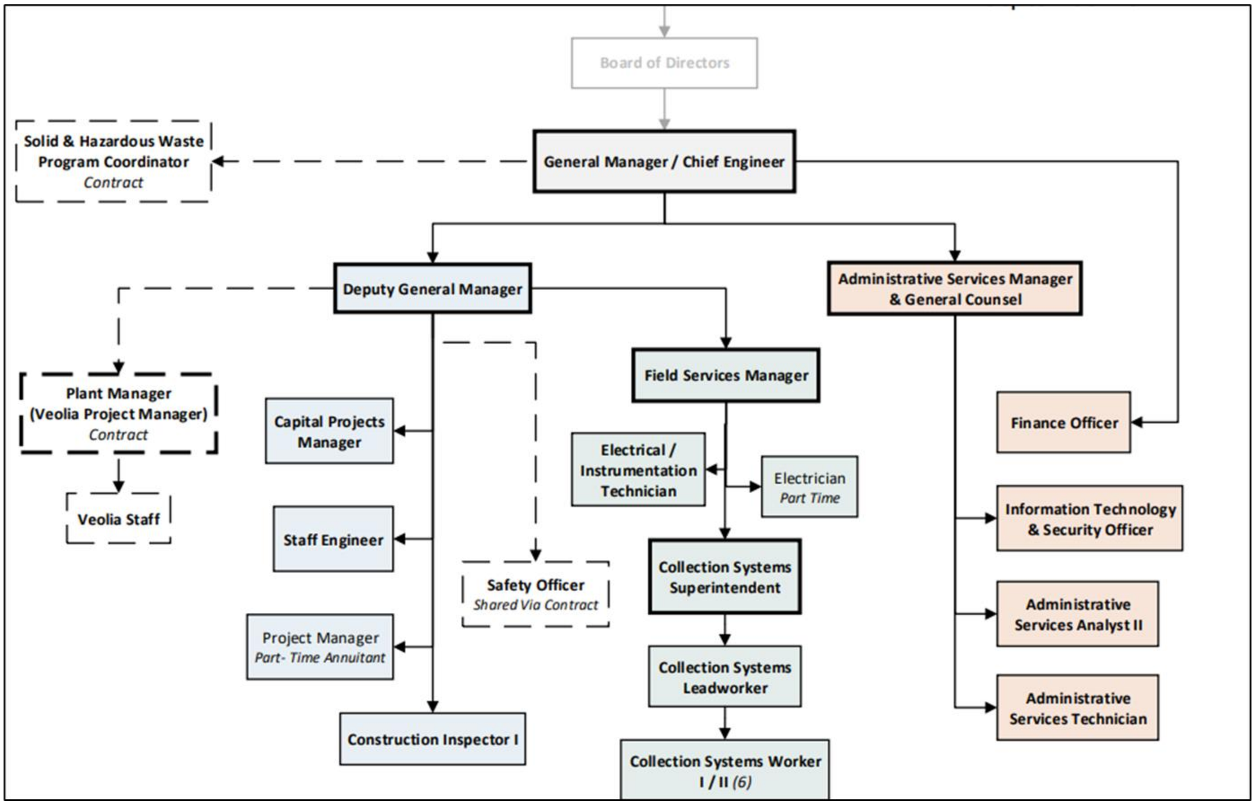
As a special district, Novato Sanitary District is an independent local agency with a publicly elected board of five directors, currently serving about 60,000 residents. The District's primary responsibilities include wastewater collection and treatment, water recycling, and solid waste collection and disposal. Novato Sanitary District provides responsible, environmental, and economical wastewater and solid waste resource management for Novato.

Some Novato Sanitary District statistics are identified in the table that follows:

Operating Budget	$13,495,259
Capital Budget	$12,146,925
Number of Employees (FTE)	21
Number of Permanent Part-Time Employees	3
Number of Customers	23,000

Below is the Novato Sanitary District's Organizational chart.

4. Organizational Chart



5. Process and Schedule

The process is for the District to review the responses, evaluate and demonstrate the proposed solutions, check references, conduct site visits, and finalize a project scope of work.

Selection Process	Target Dates
Release and Issuance of the Request for Proposal (RFP)	10/11/24
Vendor Questions Due	11/1/24
Date for the District to Provide Answers to Vendor Questions	11/8/24
Vendor Proposal Responses Due	12/5/24
Decision on Vendor Finalists (Short-List)	January 2025
Demonstrations by Vendor Finalists	February 2025
Reference Checks	February 2025
Final Vendor Selection	March 2025
Contract Negotiations	March – May 2025
Implementation Start	July 2025

6. Evaluation Criteria

The District reserves the right to select the vendor who best meets the overall needs, which is based primarily on the following criteria (not listed in any order of importance):

- The overall capability to provide the required software features and capabilities
- The amount of vendor support that will be available for implementation, conversion, training, ongoing modifications, and software support
- The total costs of the system implementation and ongoing support
- The vendor's performance record-to-date in meeting the requirements of its existing customers, as well as the availability of users similar to the District to allow reference investigation
- The financial stability, longevity, and strength of the vendor
- Ease and intuitive use of software

7. Specific Response Information

The following is a list of the District's specific concerns and information request items. Please respond to each issue in detail in a section of your proposal response.

A. Implementation Methodology

Please describe your implementation methodology with milestones and timeframes. Include a preliminary implementation schedule for all applications/functionality, including the required time for onboarding, planning, configuration system and application training and program testing. Please include how you expect to sequence the installation of the various applications or application groupings.

B. Training and Education

Please provide consulting and training options, including classroom (on-site and off-site), online (group and self-paced), training videos, and manuals. Include training for all required staff and users. Include ongoing training and user support group training.

C. Project Management

The District will provide a designated project manager and expects the vendor to do the same. Please include recommended vendor project management costs (**Appendix G**) in the response and **describe, in detail, services to be provided**.

D. Customer Implementation Responsibilities

Please describe and/or provide a list of the typical customer implementation responsibilities.

E. Workflow Capabilities

Please provide information on your system's workflow capabilities. Describe the integration level with all systems. If you have no workflow capabilities, please indicate.

F. Mobile Field Computing

Please describe your solution's mobile field computing options, including full application access through wireless VPN connectivity (i.e., no vendor software required), mobile field application for use with laptops or mobile field applications with use of tablets (e.g., iPads, Surface, etc.)

G. Reporting Capabilities

Please provide information on overall system/solution reporting capabilities (e.g., canned reports, ad hoc reporting, executive dashboard, etc.)

H. Software System Architecture

Please describe the programming languages, operating systems, user interface, and database management system used for your application.

I. Software Upgrades

Please describe your software versioning and update policies/practices. Include, at a minimum, how often you issue new versions and whether new versions are provided as part of your annual maintenance and support fees. Please explain the process of installing update patches and service packs.

J. Maintenance and Support

Please describe all support services available from your company in **Section 5 (Appendix C)**. Specifically address the following issues:

- Normal hours of availability
- Online support information
- Online chat
- Remote system access capabilities
- Access via a toll-free 800 number
- Costs
- Quality assurance program(s)
- Other support services
- Service-Level Agreements (SLA) – Response time (by priority or severity levels), escalation processes, and other metrics

K. Cost Considerations

Initial one-time costs for hardware (if applicable), implementation, training, software licensing, travel, and related costs, etc., must be included with the price proposal. See electronic price proposal form (**Appendix G**).

Recurring annual costs should be described in the proposal, clearly stating what is included (e.g., application upgrades, state and/or federal reporting requirements, hours of support, etc.) (**Appendix G**). The District prefers unlimited telephone support. If after-hours support is only available at an hourly rate, this should clearly be indicated.

The objective is to have **no hidden or unexpected costs**.

L. Vendor/Reseller Information

Please provide information related to your company as requested in **Appendix B**. In addition, specifically address the following issues:

- If you are a software reseller/partner, please provide the same company and reference information for your specific company in addition to the software vendor's information in **Appendices B and C**.
- If your proposed solution belongs to a parent/consolidation company, only provide references for the proposed solution in **Appendix C**.

M. References and User Base

Please provide references for ten (10) completed projects of similar scope and nature to the District, **preferably within the same region**. A reference worksheet is provided in **Appendix E**.

Additionally, please provide an organization-name list of all active customers within the state of California. Contact information is not necessary.

8. Integration/Interface Capabilities

The District is expecting to expand its integration and interfaces with key systems. Please include an estimated range of costs for the integrations below, if available. Costs for proposed integrations are to be included in **Appendix H** (MS Excel). A screenshot is provided below.

Appendix H
INTERFACE COSTS

Interfaces/Integrations Name	Description	Interface Direction(s) (One-way or Two-way)	Third-Party Software (Vendor Name, Product Name, & Version)	Frequency / Real-Time Active (As Needed, Scheduled or Real-time)	Integration Type (Import or Export)
General Ledger					
Bank Statement File	Ability to import a downloaded bank statement file in Bank Administration Institute (BAI) file format.	One-way	Westamerica Bank	As Needed	Import
Budgeting					
Microsoft Excel Budget *Import*	Provide the ability to import detailed budgets into the Budget modules from Microsoft Excel.	One-way	Microsoft Excel	As Needed	Import
Microsoft Excel Budget *Export*	Provide the ability to export detailed budgets from the Budget modules into Microsoft Excel.	One-way	Microsoft Excel	As Needed	Export
Cashiering & Online Payments					
Over the Counter Credit Card Payments	Ability to accept third-party over-the-counter credit card transactions.	Two-way	TBD	Real-Time	Import/Export
Online Credit Card Payments	Ability to accept third-party online customer credit card transactions.	Two-way	TBD	Real-Time	Import/Export
Image Cash Letter	Ability to generate an export file with deposit details and check images in place of traditional deposit reports and paper checks.	One-way	Westamerica Bank	As Needed	Export
Accounts Payable					
1099 Forms To IRS	Ability to electronically submit 1099 forms to the IRS.	One-way	IRS	As Needed	Export
1096 Forms To IRS	Ability to electronically submit form 1096 to the IRS.	One-way	IRS	As Needed	Export
Purchasing Cards (transaction details associated with GL accounts)	Ability to download purchasing card transaction file to post transaction detail to general ledger by general ledger account code. Note: each transaction is associated with a specific general ledger account number in the text file.	One-way	Chase	As Needed	Import
Positive Pay	Provide the ability to integrate with financial institutions for positive pay on accounts payable checks.	One-way	Westamerica Bank	As Needed	Export
Electronic Payments (ACH/Direct Deposit/Wires)	Ability for electronic payments to be made to vendors via ACH/Direct Deposit and wire transfers (Push Pay).	One-way	Westamerica Bank	As Needed	Export
Human Resources					
Affordable Care Act (ACA) information File Upload	Ability to upload Affordable Care Act (ACA) information.	One-way	IRS	As Needed	Export
Applicant Tracking	Ability to integrate with the Agency's Applicant Tracking System for importing employee record information.	One-way	CalOpps	As Needed	Import
Payroll					
Direct Deposit File	Report and data file for transmission to bank.	One-way	Westamerica Bank	As Needed	Export
Electronic Federal and State Files	Generate electronic file and all related forms (including W-2 reporting) for annual reporting to federal and state agencies, in accordance with their requirements.	One-way	IRS/ State of California	As Needed	Export
Retirement Plan File Export	Ability to export a file containing employee/employer retirement plan contributions.	One-way	Lincoln	As Needed	Export
CalPERS	Ability to export a file to be uploaded to CalPERS.	One-way	CalPERS	As Needed	Export
Land Management					
Electronic Plan Submittals	Ability to receive plan submittals electronically through the Agency's website.	One-way	Bluebeam	As Needed	Export
Others					
Digital Signatures	Ability to integration with a third-party to print secure, digital signatures on a contract.	Two-way	DocuSign	As Needed	Integration
Email Integration	Ability to send emails from system utilizing standard SMTP protocols.	Two-way	Outlook (Office 365)	As Needed	N/A
Single Sign-On / Active Directory	Support of Single-Sign-On and Active Directory.	Two-way	Office 365	As Needed	N/A
GIS & GIS Mapping (ESRI ArcGIS)	Ability to interface with GIS mapping products that support Esri formats.	Two-way	ArcGIS Online	Real-Time	N/A
Multi-Factor Authentication (MFA)	Support Multi-Factor Authentication (MFA).	Two-way	Office 365	As Needed	N/A
Rest API	Provide a REST API interface to facilitate querying data and integration.	Two-way	N/A	As Needed	N/A

9. User License Information

Description[1]	Quantity
Concurrent Users	10
Unique Full-User ID Licenses	11
Mobile User ID Licenses	8

[1]See the table under the "User Access Requirements by Module" of Section 3 *Specific Response Requirements* for user access requirements by individual module.

10. Volumes and Conversions

The tables below summarize the estimated volumes of transactions and records associated with the application processing requirements and preliminary conversion requirements.

Volumes Information

Volume Description	Quantity / Estimate Transactions
General Ledger	
No. of Funds	6
No. of GL Accounts (Active)	286
No. of Bank Accounts	7
Budgeting	
No. of Budget Transfers/Amendments (Annually)	4
No. of Budget Units	15
No. of Budget Levels/Versions	4
Operating Budget	$13,495,259
Capital Budget	$12,146,925
Projects & Grants Management	
No. of Projects/Programs (Active)	10-20
No. of Grants (Active)	1
Requisitions & Purchasing	
No. of Purchase Orders (Annually)	328
Average Number of Line Items Per PO/Requisition	3-8
Accounts Payable	
No. of Vendors (Active)	942
No. of A/P Invoices (Annually)	1,835
No. of A/P Checks (Annually)	1,562
No. of Employee Reimbursements (Annually)	30
No. of Employee-use Credit Cards	2
Check Run Frequency	Twice a Month
Accounts Receivable	

Volume Description	Quantity / Estimate Transactions
No. of Master Customer Records (Active)	631
No. of A/R Invoices (Annually)	120
Average Number of Line Items Per Invoice	2-10
Cash Handling/Management	
No. of Cash Receipt Transactions (est.) (Annually)	550
No. of Cashiering Locations (counters)	1
No. of Cashiering Terminals	1
No. of Online Payment Transactions (Annually)	0
Amount Collected From All Cashiering Transactions (est.) (Annually)	$25M
Fixed Assets	
No. of Fixed Assets	777
No. of Asset Additions	20
No. of Assets Retired	30
Human Resources	
No. of New Hires	1-2
No. of Job Applications	25
No. of Full-Time Employees	18
No. of Permanent Part-Time Employees	4
No. of Seasonal Employees	0
No. of Personnel Actions (e.g., Disciplinary, FMLA Requests, wage increase, etc.)	50
No. of Benefits Enrollees	19
No. of Benefit Plans	10
Pay Period Frequency	Monthly
Permitting	
Address Count	22,715 Residential Dwelling Units 1,050 Non-Residential Parcels
Parcels Count	20,172 Parcels Charged – Commercial and Residential (20,502 in District)
No. of Permits Applications	219
No. of Permits Issued	218
No. of Inspectors	1
No. of Inspections	120
No. of Annual Inspections	12 Industrial Dischargers – 130 FSEs (FOGs)

Conversion Information

The District anticipates electronic data conversions, depending on cost. Please include an estimated range of costs for data conversions for each application, if available, and a description of data that would be typically converted. Costs for proposed data conversion are to be included in **Appendix I** (MS Excel). A screenshot is provided below:

Appendix I CONVERSION COSTS						
Conversions	Description	Number of Records (Estimated)	No. of Years Of Data	Type of Data Conversion (Electronic, Manual, N/A)	Existing Software Application	Comments
Financial Management						
Chart of Accounts	Chart of account info including segments, control, accounts, due to/due forms, etc.	900	3	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.
General Ledger Account Activity (Detail)	Detail general ledger account activity	55,000	3	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.
Budgeting (Adopted Budgets)	Budget account balances for adopted budgets	3	3	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.
Budgeting (Amended Budgets)	Budget account balances for amended budgets	0	3	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.
Customer Master Records (Accounts Receivable)	Customer demographic data	700	N/A	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.
Invoices (Accounts Receivable)	History of all receivables open and closed	375	3	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.
Vendor Master Records (Accounts Payable)	Vendor master data including names, addresses, SSN/FID, etc.	800	N/A	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.
Vendor 1099 Records (Accounts Payable)	Vendor 1099 history	35	3	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.
Accounts Payable Check History	Vendor payment history, including check number, date, amount, etc.	12,000	3	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.
Accounts Payable Invoices	Vendor invoice detail	6,000	3	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.
Fixed Assets	Master fixed asset data including asset description, depreciation, location, etc.	800	N/A	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.
People Management						
Employee Payment History	Amounts for earnings and deductions with check number and date	2,000	3	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.
Employee Earnings & Deduction History	Amounts for earnings and deductions with check number and date attached to a pay code	2,000	3	Electronic	Microsoft Excel	Data will be extracted from QuickBooks as a spreadsheet.

11. Response Forms and Supporting Information

This section of the RFP explains the required response forms and other supporting information designed to assist the vendors in their response.

Appendices need be filled-in and submitted using these electronic forms (Excel). **Appendix A** – Enterprise Resource Planning Feature/Function Worksheet Tabs

Appendix B *Vendor Profile*

Appendix C *Vendor Software Support*

Appendix D *Vendor Customer Base*

Appendix E *Vendor References*

Appendix F *Vendor General System Information*

Appendix G *Cloud-Hosted Project Costs*

Appendix H *Interface Costs*

Appendix F *Conversion Costs*

Appendix J *Modification Costs*

Please also include in your response detailed information regarding **Section 6 (above) - Specific Response Information**:

A. Implementation Methodology
B. Training and Education
C. Project Management
D. Customer Implementation Responsibilities
E. Workflow Capabilities
F. Mobile Field Computing
G. Reporting Capabilities
H. Software System Architecture
I. Software Upgrades
J. Maintenance and Support
K. Cost Considerations
L. Vendor/Reseller Information
M. References and User Base