COUNTY OF AUGUSTA, VIRGINIA
18 Government Center Lane
Verona, VA 24482
https://www.co.augusta.va.us

REQUEST FOR INFORMATION

ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM, IMPLEMENTATION AND INTEGRATION SERVICES

RFI NUMBER:	RFI 2020-ERP	**Issued by:**	Elana Sorrell
ISSUE DATE:	February 25, 2020	**Telephone:**	540-245-5741
DUE DATE/TIME:	April 3, 2020 at 2pm (local time)	**Email:**	esorrell@co.augusta.va.us

1. INTRODUCTION

The County of Augusta, is issuing this Request for Information (RFI) to gather current market information for an Enterprise Resource Planning (ERP) software system to serve as a core business application for Finance, Payroll, Human Resources, Procurement, Asset Management, Tax Assessment, Collections, Permitting, Planning, Work Orders, Inspections/Code Compliance, Licensing, Customer Relationship Management (CRM) and other functions typical of such systems. This RFI also requests information on planning the implementation of an ERP system along with integration both within the ERP and with existing or other third-party systems.

2. PURPOSE

The County's purpose in issuing this RFI is to obtain information to assist County leadership in understanding current options for and approaches to meeting enterprise wide software needs to operate efficiently and effectively. Through this RFI, the County wishes to obtain information from Respondents that can assist the County in;

- Clarifying the competitive system requirements to ensure that we develop a well-conceived process that meets the needs of all participating County departments, that all viable options are considered fairly and equally, and that the overall process ensures an optimal outcome for Augusta County:
- Obtaining information about vendors that includes, but is not restricted to, identifying vendors who can provide ERP Systems, products and services in accordance with the competitive system of government procurement and its approved operational and financial rules and regulations. An important part of the selection criteria will be choosing a company that, in addition to providing a software solution that meets our requirements, ensures an acceptable level of support and service for a mission critical County wide enterprise level system at a competitive cost;
- Identifying the degree to which commercially-available ERP systems are likely to meet the County's administrative business requirements;
- Identifying what option would best meet the County's needs on the scale from best of breed to single vendor ERP;
- Best addressing the County's need to first replace legacy systems;
- Learning more about the pros and cons of various technology options, including on premise installation, hosted or managed service platforms, or software-as-a-service (SaaS);
- Obtaining representative cost estimates for ERP or equivalent software, including licensing/subscription fees, annual maintenance costs, hosting fees, and other ongoing costs that can be used for budgetary and planning purposes;
- Obtaining planning estimates of the cost to install, configure, and deploy the ERP solution in a countywide environment, using a phased approach;

- Obtaining planning estimates of appropriate County staffing recommended to prepare for, implement, manage, and maintain an ERP solution; and
- Composing an effective RFP to acquire a single vendor ERP, hybrid or best of breed software and services.

3. DEFINITIONS

Request for Information: An informal document issued when the County is not aware of the products available in the market which may satisfy its requirements. A RFI may result in the issuance of an IFB or RFP after the County determines the types of products that are available which will satisfy its requirements. An RFI cannot be made into an agreement.

County: Augusta County, and its officers, elected and appointed officials, employees and agents.

Respondent: An individual, company, firm, corporation, partnership, or other entity that submits a response to the RFI.

Response: Information submitted to the County by a Respondent pursuant to the Request for Information.

4. SCHEDULE

RFI Issued	February 25, 2020
Deadline for Questions	March 13, 2020
Deadline for Responses	April 3, 2020 at 2pm (local time)
Presentations/ Demonstrations, if conducted	Week of April 20, 2020

5. **BACKGROUND**: Augusta County is located in the Shenandoah Valley, around 150 miles southwest of Washington, D.C., 110 miles northwest of Richmond, and 90 miles north of Roanoke. It is also located at the junction of I-81 and I-64. Although primarily a rural county, the 2019 population estimate was 75,457 The County expenditures for FY2019 totaled $116,887,883, this included CSA, Social Services, and County Capital. Augusta County Public Schools expenditures for FY2019 totaled $120,881,800, this included all school funds including Cafeteria, Governor's School and Head Start. Total employees in FY2019 for the County, Schools and Shenandoah Valley Social Services total 364, 1,650 and 145, respectively. Additional information on the Audited Entities, including prior years' audits and budgets may be found at www.co.augusta.va.us under the Finance Department.

The Augusta County Public School System consists of five high schools, four middle schools, and nine elementary schools with a total enrollment of 9,925 in FY2019. More information on the Schools can be found at www.augusta.k12.va.us .

The County currently uses BAI Municipal Software on an IBM platform, which is used by the Treasurer, Commissioner of Revenue, County Finance, Human Resources, Building Inspection and School Finance. Shenandoah Valley Social Services uses Thomas Brothers and their records are reconciled with the County financial software monthly. The County manages approximately 30 bank accounts (including those held as fiscal agent). Fiscal Year 2019 collections of approximately $102,600,000 million for the County, $115,800,000 for the Schools, $17,400,000 for Shenandoah Valley Social Services.

The Economic Development Authority of Augusta County is a seven member board appointed by the Augusta County Board of Supervisors. The Authority issues separate financial statements.

The Middle River Regional Jail Authority is composed of representatives from the Counties of Augusta, and Rockingham, the Cities of Staunton, Waynesboro and Harrisonburg. The expenditure budget for the Authority in FY20 is $20.1 million. The Authority has approximately 179 employees.

6. SCOPE:

6.1. Current System/Conditions

Augusta County currently uses Bright and Associates Financial System for general ledger, Commissioner of the Revenue, Treasurer, Payroll, Accounts Payable and Building Inspections.

Augusta County statistical data can be found in Exhibit A.

6.2. Desired Outcome

The County desires information about the following functional areas.

a. General Ledger Transactions
- 1.1.a.a.1. Financial Reporting
- 1.1.a.a.2. Chart of Accounts
- 1.1.a.a.3. Journal Entry

b. Budgeting
- 1.1.a.b.1. Operating
- 1.1.a.b.2. Capital budgeting
- 1.1.a.b.3. Capital Improvement Planning
- 1.1.a.b.4. Budget adjustments/amendments

c. Purchasing
- 1.1.a.c.1. Bid quotes
- 1.1.a.c.2. RFP/RFI/RFQ templates
- 1.1.a.c.3. Purchase orders/Change orders
- 1.1.a.c.4. Contract templates
- 1.1.a.c.5. Inventory control

d. Accounts Payable
- 1.1.a.d.1. Vendor setup
- 1.1.a.d.2. 1099s

e. Fixed Assets Management
- 1.1.a.e.1. Asset Acquisition
- 1.1.a.e.2. Asset Inventory(Facilities, Equipment, Improvements, etc)
- 1.1.a.e.3. Transfer/disposal/retirements
- 1.1.a.e.4. Work Order
- 1.1.a.e.5. Service Requests

f. Treasury
- 1.1.a.f.1. Cash receipts
- 1.1.a.f.2. Disbursements
- 1.1.a.f.3. Interest Allocation
- 1.1.a.f.4. Bank Reconciliation

1.1.a.f.5. Investments
1.1.a.f.6. Licensing-Animals

g. Project Accounting and Grant Management

h. Human Resources
1.1.a.h.1. New Hire entry/Recruitment
1.1.a.h.2. Benefits enrollment
1.1.a.h.3. Personnel evaluations
1.1.a.h.4. Disciplinary actions/grievances
1.1.a.h.5. Employee file
1.1.a.h.6. Training/certifications

i. Payroll
1.1.a.i.1. Time entry
1.1.a.i.2. Time approval by management
1.1.a.i.3. Payroll calculation
1.1.a.i.4. Payroll processing
1.1.a.i.5. Leave Management (Sick, PTO, Family Sick, FMLA)
1.1.a.i.6. Personnel actions (salary adjustment/position changes)

j. Community Development
1.1.a.j.1. Planning and Zoning
1.1.a.j.2. Permitting & Inspections
1.1.a.j.3. Code Enforcement

k. Facilities Management
1.1.a.k.1. Work Orders

l. Commissioner of Revenue
1.1.a.l.1. Tax Assessment - Real Estate and Personal Property
1.1.a.l.2. Tax Assessment - Business License, Income and Misc Taxes
1.1.a.l.3. Tax Billing
1.1.a.l.4. Accounts Receivable and Collections
1.1.a.l.5. Computer-Assisted Mass Appraisal (CAMA)
1.1.a.l.6. Licensing-Professional/Occupational

m. Fleet Management

n. Government Transparency
1.1.a.n.1. Public Web Access

o. Implementation Process and Integration suggested timeline
1.1.a.o.1. Outline timeframe for implementation
1.1.a.o.2. Outline integration process in detail

6.3. Interface

A new ERP would potentially be required to interface and/or integrate with the following applications:

a. Thomas Brothers – Used by Social Services and Children’s Services

b. File Maker Pro, TalentED, Budget Generator, TimeClock Plus, Thompson Reuters, Bright & Associates and Plan Source – Used by Schools
c. Virginia Department of Taxation
d. DotNet and PayJunction Credit Card Application – Used by Treasurer
e. RecTRAC – Used by Parks & Recreation
f. Virginia Department of Motor Vehicles
g. Laserfiche
h. Vamanet
i. Kronos-Used by Regional Jail

7. PROPOSAL SUBMISSION INSTRUCTIONS

7.1. Submission Deadline: Responses must be submitted to the County no later than 2:00 pm EST on April 3, 2020.

7.2. Delivery Method: Respondents shall submit one (1) electronic copy of the signed response on a USB Jump Drive and one (1) hardcopy of the response to the County by mail or hand delivered. The County does not accept proposals delivered via USPS, FEDEX or UPS on weekends, holidays or after the hours of 8 a.m. to 5 p.m. Eastern Standard Time.
The Response shall be addressed to the following address:

Attn: Elana Sorrell
Re: RFI 2020-ERP
Augusta County Government Center
Finance Department
18 Government Center Lane
Verona, VA 24482

7.3. Questions and Addenda:
All communications relating to this solicitation must be emailed to Elana Sorrell at esorrell@co.augusta.va.us. For a question to be considered, the subject line of the email must state the following: **RFI 2020-ERP Questions**. All questions must be submitted by March 13, 2020 by 5 pm EST. No questions will be considered if they are received after that date/time. If any questions or responses require revisions to this solicitation, such revisions will be by addendum only.

Direct contact with County staff, representatives, and/or agents other than the Procurement Office is expressly prohibited except with the prior knowledge and permission of the Procurement Office.

7.4. Response Format:
Proposals shall be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFI. A Response submitted pursuant to the RFI shall include each of the following items in the order in which they appear below. Each item shall be clearly labeled, with pages numbered, and separated by tabs.

1. Title Page
    a. The RFI title and number;
    b. The Respondent's name, address, telephone number;
    c. The name and email address of the Respondent's authorized contact person with respect to the Response; and
    d. The date of preparation of the Response

2. Table of Contents
   The Table of Contents shall indicate the material included in the Response by tab and page number. The Table of Contents shall mirror the format set forth in this section and shall include all the items set forth below.

3. Tab I, Statement of Interest
   The Respondent shall provide a statement of interest explaining the Respondent's interest in providing an ERP Solution to the County, the Respondent's willingness and ability to accommodate the requirements of the County.

4. Tab II, Respondent Description
   The Respondent shall provide a description of its firm, which shall include the Respondent's experience, years in operation and owners and partners.

5. Tab III, Management Team
   The Respondent shall provide a description of the qualifications and experience of the Respondent's management team.

6. Tab IV, Comparable Projects
   The Respondent shall provide a description of the Respondent's experience with comparable operations.

7. Tab V, Client Contact Information
   The Respondent shall provide the name, address, and telephone number of at least three (3) local government entities for which the vendor has provided the ERP System.

8. Tab VI, Description of Services
   The Respondent shall describe their product(s) and services and answer the questions below. Please attach any supplementary materials that more fully describe the capabilities of your product.

   a. Experience
      - How long has your company been selling ERP software?
      - Do you have experience working with Local Government entities?

   b. Product
      - Product name, version and URL (if applicable)
      - Is your project 100% Cloud based?
      - Does your software have existing mobile applications and/or services?
      - Do you provide a report writer/query tool?
      - How often are upgrades released?

   c. System Functions
      - What architecture and framework does your software use?
      - What kind of Application Programming Interfaces (APIs) are there? Do you have experience interfacing with those applications listed in Section 3.3.?
      - Do you have experience integrating with Bright?
      - Does your software have other modules specific to Local Government not listed in Section 3.2?
      - What language will future applications need in order to interface with your software?

- Does your System offer the ability to eliminate department and system specific "Shadow" systems, such as MS Excel spreadsheets, MS Access Databases, manual reports and forms that staff use because our current enterprise systems do not meet their needs?

d. Budget Estimate
   - How is your software priced and what is the approximated price per available options?
   - How much are the estimated first year implementation costs?
   - What is the annual maintenance fee?
   - Do you provide consultancy services in the following areas: configuration, integration with other applications, data conversion, training, or other?
   - What webinars, on-site or off-site training and help is available for users?

9. Tab VII, Additional Information
   a. In addition to the required information stated above, the Respondent shall describe other services, products, and tools that would add value to the County's activities.

   b. Describe what information would be helpful from the County in order for a vendor to provide an appropriate response and pricing to a future Request for Proposals. This includes any additional statistical information about the County, its operations or current systems.

7.5. Conditions and Limitations:

This Request for Information does not represent a commitment or offer by Augusta County to enter into an agreement with a respondent, or to pay monies or costs incurred in the preparation of a response to this request. The County is not obligated to contact the respondents in regards to the responses submitted, to use the information provided by the respondents, or to return the responses to the individual respondents.

All costs incurred during response preparation or in any way associated with the response's preparation, response, or submission shall be the sole responsibility of the Respondent and will not be reimbursed by the County.

Responses to this RFI will not be considered a response to any future RFP. A competitive solicitation may be issued at a later date.

The County reserves the right to amend this RFI or to cancel this process, in whole or in part, at any time

7.6. Presentations/Demonstrations:

In order to develop a more comprehensive understanding of the information submitted by a Respondent, the County may invite certain Respondents to make presentations and/or participate in face-to-face or telephonic conversations. If conducted, these presentations will be held the week of April 20, 2020

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EXHIBIT A

No	Functional Area/Metric	Statistic
1	**General Ledger and Financial Reporting**	
	Number of Funds	County = 8 School Board = 9
	Number of Accounts	3500
2	**Fixed Assets**	
	Number of Fixed Assets	750
3	**Budgeting**	
	Operating Budget	County = 96,290,780 School Board = 110,100,207
	Capital Budget	County = 22,807,073 School Board = 362,468
	Number of departmental budgets prepared annually	11
	Number of capital budgets prepared annually.	County = 1 School Board = 1
4	**Purchasing, Bids, and Contract Management**	
	Number of Purchase Orders per year	County = 5,069 School Board = 5,130
	Number of Contracts generated annually	County = 15
5	**Accounts Payable**	
	Number of Vendors	County = 6,820 DSS = 300 School Board = 11,290
	Number of Invoices / Transactions per Year	County = 15, 717 School Board = 14,499 DSS = 12,164 VCTC = 1969
	Number of 1099's issued per Year	County = 148 School = 50
6	**Accounts Receivable and Cash Receipts (non-tax payment related)**	
	Number of Invoices/Statements generated annually	County = 75 School Board = 250
8	**Time Entry**	
	Number of exempt employees	County = 42 DSS = 16 MRRJ = 4
	Number of non-exempt employees	County = 300 DSS = 137 MRRJ = 166
9	**Human Resources**	
	Number of Employees	County = 478 DSS = 161 MRRJ = 181
10	**Payroll**	
	Number of W2s per Year	County = 609 DSS = 195 MRRJ = 227
	Number of Pay Periods	County = 12 DSS = 12

		MRRJ = 12
11	**Planning and Zoning**	
	Number of Planning Cases per Year	72 Special Use Permits (Zoning) 3 Variances (Zoning) 5 Rezoning's (Planning)
12	**Permitting**	
	Number of Permits Processed per Year	3,002
	Number of Permit Types	825 Building 933 Electrical 459 Plumbing 730 Mechanical 55 Manufactured Homes 3,002 Total
13	**Code Enforcement**	
	Number of Code Enforcement Cases per Year	279 Zoning Complaints Received