Request for Information No. 2025-031
Enterprise Resource Planning (ERP)

Due Date: **March 5, 2025**
Time: **2:00PM EST**
Receipt Location: Union County Government Center
Procurement Department
500 N. Main Street, Suite 709
Monroe, NC 28112
(Note: Follow the submittal instructions listed in this document to electronically upload a proposal package)

Procurement Representative

Cheryl Wright, CPPO, CLGPO
Director of Procurement & Contract Management
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E-mail: cheryl.wright@unioncountync.gov

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Union County, North Carolina
RFI 2025-031, Enterprise Resource Planning (ERP)

1   Intent of RFI

Union County invites all interested parties with ERP software, Implementation and Integration experience to submit a written response to this Request for Information (RFI). A company does not need to respond to the RFI to be eligible to respond to any future RFP solicitations. The future RFP will be open to all potential vendors.

A. Overview of Respondent Characteristics

It is desired that the Respondents meet the criteria listed below.
- The County prefers that a core component of the Respondent's proposed ERP software has been implemented and in production for a U.S. local government (County or City) of approximately the same size and complexity and Union County, NC Government.
- The County that systems implementation and integration Respondents be certified by one or more ERP software providers to implement software suites capable of meeting the County's overall business requirements.
- The County prefers that systems implementation and integration Respondents have successfully implemented an ERP software solution for a U.S. local government (County or City)

This RFI is being issued strictly for the purpose of gaining knowledge about current industry information regarding Enterprise Resource Planning (ERP) Software, Implementation and Integration Services and should not be construed as an intent, commitment, or promise to acquire goods, services, supplies or solutions offered. No contract will result from any response to this RFI. Any future procurement by the County will be the subject of a separate process and subject to final budget appropriations.

2   RFI Submittal Details

2.1 RFI SUBMISSION DEADLINE

All RFI submissions must electronically be received by the Union County Procurement Department no later than **2:00 PM EST on March 5, 2025** per the instructions below. Any submittals received after this date and time shall be rejected without exception.

2.2 RFI SUBMISSION REQUIREMENTS

The RFI submission responses **must be submitted electronically** using the following link: **https://lfportal.unioncountync.gov/Forms/procurementsubmit**. Select the Solicitation drop down arrow and choose this RFI from the list. Complete the form, upload your RFI submission response package, and select submit. An email will be sent to the address listed on the form as your confirmation of receipt.

The RFI submission response package should be signed by an authorized representative from the company. Instructions for preparing RFI submission package is provided herein.

Paper submissions will not be accepted.

There is no expressed or implied obligation for Union County to reimburse Offerors for any expenses incurred in preparing proposals in response to this request.

2.3   RFI QUESTIONS

RFI questions will be due on or before ***January 30, 2025 at 5:00 PM EST***. The primary purpose is to provide participating respondents with the opportunity to ask questions, in writing, related to the RFI.

Submit questions by e-mail to Cheryl Wright at Cheryl.wright@unioncountync.gov by the deadline shown above.   **The email subject line should identify the RFI number and project title.** All questions and answers may be posted as addenda on www.unioncountync.gov.

2.4   COMMUNICATION

All communications, any modifications, clarifications, amendments, questions, responses or any other matters related to this RFI must be made through the Procurement Contact noted on the cover of this RFI. If applicable, an addendum will be issued to answer questions.

3   PURPOSE

3.1   INTRODUCTION

Union County, NC ("County"), through the Information Technology Department, 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 Financial, Budget, Procurement/Purchasing, Payroll, Human Resources and other functions that align with these aspects of system capabilities. This RFI also request information on planning the implementation of an ERP system along with information regarding the integration within the ERP and with other systems.

The County (estimated population 257,859) is located in the central, southern piedmont. The County provides its residents with a full array of services that include public safety, water/wastewater utilities and sanitation, human services, cultural and recreational activities, and general government administration.

3.2   BACKGROUND (UC Financial System)

The County would like to look at alternatives to its Munis/Tyler Technology solution for Finance, Budget, Procurement, Payroll and Human Resources. The table listed below summarizes the existing ERP system and future plans for a new ERP system.

System/Application	Current	Plan
Finance	Munis	Replace with new ERP System
Budget	Munis	Replace with new ERP System
Human Resources	Munis	Replace with new ERP System
Procurement/Purchasing	Munis	Replace with new ERP System
Grants (if applicable)	Munis	Replace with new ERP System

The current Munis/Tyler Technology system is used by Finance, Budget, Payroll, Procurement, Human Resources and Grants. Each department has their own approval workflows and data tracking needs.

Estimated System Users by Function

Module	Estimated License Counts
Finance	
Budget	
Human Resources	
Procurement/Purchasing	
Tax Administration (if applicable)	
Grants (if applicable)	
Utility (If applicable)	

4. OVERVIEW OF PROJECT GOALS

The purpose of this RFI is for Union County's IT Department to acquire information to determine what current industry Enterprise Resource Planning (ERP) options are available that will meet the needs of Union County as described in this document.

The County expects to use this project to not only implement software, but also to implement significant changes in County policy or business processes. Some of the County's base goals include but are not limited to the categories listed below. We ask respondents to include industry best practice ERP topics that should be included in a future RFP solicitation.

- Business transactions can be completed remotely (Internet) without the need for physical interaction to ensure business continuity and delivery of services.
- Effective reporting of data and analytics to support decision-making for end users to readily access.
- Eliminate duplicate data entry and shadow systems.
- Standardization of financial, budget, human resources, payroll and procurement/purchasing processes to enhance efficiency and effectiveness of operations.
- Financial Goals
- Budget Goals
- Human Resources Goals
- Time Entry and Payroll Goals
- Procurement/Purchasing
- Project Timeline
- Implementation Approach
- Project Management
- Knowledge Transfer
- System Design
- Build
- Conversion
- Testing
- Go Live and Support
- Interfaces
- Data Conversion
- Project Staffing
- Number of Users by Department

5 CURRENT ENVIRONMENT

5.1 CURRENT SOFTWARE AND HARDWARE ENVIRONMENT

- Union County currently uses the Tyler Technologies Munis platform as its primary software solution for managing financial and human resource operations. Implemented organization-wide, Munis is the cornerstone for finance, budget, procurement, human resources, and grant management.

- In the Finance department, Munis is used for general ledger management, accounts payable, payroll, accounts receivable, and financial reporting. The system ensures accuracy, transparency, and consistency in financial transactions and provides detailed insights for informed decision-making.

- The Budget module allows for advanced budget forecasting, planning, and tracking, ensuring the County maintains control over financial resources and meets its fiscal goals.

- In Procurement, Munis simplifies and automates purchasing and vendor management, offering a centralized platform for purchase order processing. This enables procurement teams to manage supplier relationships effectively while ensuring compliance with organizational policies.

- The Human Resources Information System (HRIS) functionality within Munis currently supports HR operations, including salary, position control, deduction, and accrual administration and employee master records. The performance evaluation process is managed by supplemental software, Neogov, which Tyler Technologies does not actively support. Benefits administration is primarily a manual process. An integrated solution would enhance efficiency by reducing manual intervention and promoting seamless data flows between systems.

- The Grants Management module also provides end-to-end control over grant applications, funding, and compliance, ensuring that the organization maximizes its grant opportunities while adhering to all regulatory requirements. The County is currently supplementing this module with Ecivis, a non-Tyler Technologies-supported software.

- Tyler Technologies hosts the Munis platform in the cloud, providing employees with secure, web-based access to the system. This cloud-based solution allows for remote interaction, enhancing flexibility and reducing the need for on-premise infrastructure, thus ensuring business continuity and data security across departments.

5.2 OVERVIEW OF ANTICIPATED ERP FUNCTIONALITY

At a minimum, the ERP functionality should include software, implementation, project management, and other ongoing services. Refer to the chart below to review some of our requested areas to be included in the new ERP system. Include industry best practice information accordingly.

Functional Scope

Finance
• General Ledger
• Capital Assets
• Accounts Receivable
• Cashiering
• Accounts Payable
• Grants/Projects
• Vendor Self Registration
• Risk Management
• Treasury and Investment Management
Budgeting & Time Management
• Position Control
• Operating Budget
• Capital Budget
• Time Entry and Attendance
Scheduling
Human Resources/Payroll
• Applicant Tracking
• Performance Management
• Benefit Administration and Enrollment
• Deduction and Salary Administration
• Position Control
• Onboarding
• Accrual Management
• Leave Administration
Finance/Payroll
• Payroll
• Travel/Employee Reimbursement
Procurement/Purchasing
• Purchase Orders
• Contract Management /Administration
• Vendor Self Registration

6 INFORMATION REQUESTED

The County seeks information from respondents to assist in establishing an ERP initiative that will:

- Provide state of the art ERP system information to meet the needs of Union County.
- Eliminate department and system specific "shadow" systems, such as MS Excel spreadsheets, MS Access database, manual reports, and forms that staff may use because, our current phase of enterprise system does meet their needs;
- Reduce duplicative data
- Streamline and standardize processes;
- Reduce manual processes;
- Eliminate multiple sources of the same data, information, and other electronic content;
- Improve or upgrade reporting tools;
- Integrate core ERP systems and other systems beyond the core.

6.1 SOFTWARE FUNCTIONAL SCOPE

The County seeks information about resources available in the market to meet the system and software needs described, options for the underlying technical infrastructure supporting those systems and best practices in implementation and integration. Within the context of eventually replacing all existing systems over time, the County would like guidance regarding the best path forward on the scale from single vendor ERP to best-of-breed.

Any information that will help the County understand the feasibility of the following goals would be helpful.

- Share industry best practices inherent in the software can be adopted by the County with minimal or no customization of the underlying software.

- Share implementation and integration strategies that allow the organization to successfully deploy and adapt to the new software and business processes.

- Share industry best practice for strategically and successfully implementing a new ERP system for the Financial, Budget, Human Resources and Procurement/Purchasing.

We request your assistance with providing answers to the applicable questions listed in section 7 SUBMITTAL REQUIREMENTS.

6.2 TECHNICAL DELIVERY SCOPE

The County wishes to learn about the advancement of technical alternatives and potential benefits and limitations of possible hosted, managed services, cloud-based, or SaaS technical delivery models. At this time, the County will not commit to any specific technical delivery scope. Instead, the County wishes to use the RFI as an opportunity to better understand the current status of these alternatives and the likely state of the market when the County may initiate a RFP process in the future.

Respondents are encouraged to communicate the advantages of the various deployment options that may be available for the ERP software solution and the planned future direction of products to support or transition to alternative deployment models in the future.

We request your assistance with providing answers to the applicable questions listed in section 7 SUBMITTAL REQUIREMENTS

6.3 IMPLEMENTATION SERVICES SCOPE

The County seeks information about a comprehensive set of services that ensure ERP project success. These services would probably include the items listed below (include more as needed).
- Project Management
- Business Process Redesign
- Software Configuration
- Running existing systems on a parallel track until migration is complete;
- Development:
    - Enhancements and Modifications (if applicable)
    - Integration, Automated Interfaces or Scripts,
    - Custom Reports, Queries and Forms
    - Standard Workflows preferred but, include information for Custom Workflows,
    - Data Conversion; and
    - Other industry best practice methods that apply
- Security Configuration;
- Testing;
- Organizational Change Management and Communications Strategies;
- System Administrator Training;
- End-User Training;
- Documentation;
- Knowledge Transfer;
- Deployment (Roll-Out) Support; and
- Post-implementation Support

We request your assistance with providing answers to the applicable questions listed in section 7 SUBMITTAL REQUIREMENTS

6.4 PRELIMINARY IMPLEMENTATION TIMELINE AND PHASING

The County request industry best practice information for the items listed below.

- Typical cost effective and realistic timeliness for implementation of ERP initiatives for comparable organizations,
- Best practices regarding parallel versus serial implementation of ERP phases.
- Alternative timelines or phasing that would potentially reduce the cost and/or risk associated with the overall project.

7 SUBMITTAL REQUIREMENTS

A. PROPOSAL FORMAT

Along with providing information requested in other sections of this RFI, the County is asking all Respondents to submit a response containing the information listed below.

The proposal should be organized and identified by section as follows:

- **Tab A** – Cover Letter
- **Tab B** – Executive Summary
- **Tab C** – Questions Regarding Strategic Planning
- **Tab D** – Questions Regarding Software Solution
- **Tab E** – Questions Regarding Implementation Services
- **Tab F** – Additional Topics for All Respondents
- **Tab G** – Cost Information
- **Tab H** – Appendix A – RFI Submission form

TAB A – COVER LETTER

Provide the following information about your company. Respond to each item and provide supporting documentation and/or exhibits as requested or desired.

1. Legal Company Name and DBA (if applicable)

   Corporate Headquarters:
   Address
   Telephone Number
   Website Address

   Location Providing Service (if different from headquarters):
   Address
   Telephone Number

2. Name of Single Point of Contact
     Title
     <u>Direct</u> Telephone Number and/or extension
     Email Address

3. Name of Person with Binding Authority
     Title
     Address
     <u>Direct</u> Telephone Number and/or extension
     Email Address

4. Briefly describe your company's purpose, mission and values and explain how they will support the services listed in this RFI. Describe your interest in this type of project and the unique advantage your firm and team bring.

TAB B – EXECUTIVE SUMMARY

In this section, we ask that the Respondent condense and highlight the contents of the response in such a way as to provide the County with a broad understanding of the information provided. The maximum length of the Executive Summary should be three or five pages. This section of the response is intended to provide a clear and concise understanding of key aspects of the response as follows:

- List a statement as to whether the Respondent is providing information about ERP software, ERP implementation services, or both;

- Summary of best practices, recommended strategies and lessons learned that provide "best value" solutions for Union County, NC.

- Describe your companies experience with ERP solutions and/or services relevant to Union County.

TAB C - QUESTIONS REGARDING STRATEGIC PLANNING

1. Union County has approximately 1,500 employees.   Is the acquisition, implementation, and management of a comprehensive single-vendor ERP solution a realistic objective?

2. What are typical and effective solutions used by other cities of Union County's size?

3. What County staffing needs will the proposed solutions require for the implementation and long-term management?

TAB D – QUESTIONS REGARDING SOFTWARE SOLUTION

1. Technical Platform: Describe the recommended technical delivery platform for the proposed solution. As appropriate, describe the architecture that supports the solution, and critical technical components that are required. If the proposed solution can be offered on multiple platforms (i.e., on premise or hosted), provide a brief description of other platforms available. Discuss advantages and disadvantages that the County should consider when selecting the technical platform.

2. Product Summary: Respondents should provide software solution options which support the requirements as detailed previously in this document. For those elements of functional scope that are not supported by a particular vendor's offerings, third-party products, or suggestions of alternative approaches to meet the functional scope are encouraged.

3. Unique Requirements: The County desires to avoid customization of baseline software and adopt the business practices inherent in the software. However, the County may have business requirements that are unique to the County. With this understanding, describe your approach to addressing client-specific needs within your solution with regards to creating, configuring, and modifying business process models and workflows for business transactions based on business rules.

4. Test Environment: The County would like to know if it is generally possible to operate a test environment separate from the production environment for the purpose of testing and training and, if so, if this would generally require additional cost.

5. Software Maintenance: For any recommended software solution, please describe how the software is to be maintained with respect to routine updates (i.e., patches and fixes) to more significant upgrades (I.e., new functionality and/or technical capabilities) and whether the customer or the vendor will control these changes.

6. Source Code: Is it a reasonable request to ask for source code should the software vendor cease operations?

TAB E – QUESTIONS REGARDING IMPLEMENTATION SERVICES

1. Project Management: Describe effective implementation and project management methodology.

2. Project Staffing: Describe approaches to staffing ERP implantation projects that support success (i.e., use of on-site vs. off-site and full-time vs. part-time resources and how those resources are coordinated to work effectively with the County project team).

3. Project Roles: Based upon the planned scope and timeline of the project defined by the County, describe the roles and positions that would typically be expected of the customers organization.

4. Installation: Describe the typical installation process.

5. Interface Development and System Integration: Describe how interfaces between new and existing systems are developed, tested and documented toward achieving optimum practical system integration. Please also provide feedback on the effort and practicality of establishing interfaces between new/replacement systems and existing systems scheduled for replacement at a later date.

6. Data Conversion and Migration: Describe the process for successful conversion of historical data from existing systems and migration to new systems.

7. Business Process Workflows: Describe the type of business process workflow documentation that is required for implementation in new systems. Additionally, describe any assistance which is available to document or assess existing business process workflows and to migrate them to new systems with improvements as necessary or appropriate.

8. Testing Tools: Describe any tools and enablers included in your implementation approach that facilitate thorough and efficient functional testing of the ERP system.

9. Organizational Change Management: Describe your approach to organization change management and communications for a countywide ERP project to prepare users for new system adoption. Include in the description any deployments of social media or marketing approaches to reach a broader audience of stakeholders.

10. Training: Describe your approach to training the County project team and system end users. Include perspectives on train-the-trainer versus consultant led training delivery, and any successes or lessons learned from computer based training approaches to effectively train remote or large numbers of end users.

11. Timeline Recommendations: Describe any recommended changes to the County's deployment strategy and timeline based on your experience with similar projects in the public sector. The County would like to consider alternatives that may result in cost savings, risk reduction, or other strategic benefits.

TAB F – ADDITIONAL TOPICS FOR ALL RESPONDENTS

1. Pre-Implementation Activities: Describe any suggested activities that the County could complete prior to the start of the implementation project that would accelerate or facilitate the implementation effort.

2. RFP Contents: To assist the County in preparing the RFP for this project, please provide feedback for the items below.

- o Guidance on the appropriate level of business and technical details to be listed in the RFP.
- o Describe what, if any, documentation of existing business process workflow is appropriate to include in an RFP.

TAB G – COST INFORMATION

The County is seeking the best estimates of ERP software and implementation cost that can be obtained from Respondents based upon the information provided in this RFI. <u>The cost information and all information that we receive in response to this RFI will be used as planning estimates (if applicable)</u>.

TAB H – APPENDIX A – RFI SUBMISSION FORM

Include the completed Appendix A form in this section.

8 GENERAL TERMS AND CONDITIONS

The County will not be obligated as a result of this RFI. No contract will result from any response to this RFI. Any future procurement by the County will be the subject of a separate process and subject to final budget appropriations.

Information submitted in response to this RFI will become the property of the County and as such, may be subject to public review.

Information that is confidential or trade secret must be clearly marked as such and separated from the rest of the response. Union County is required to follow North Carolina laws regarding releasing confidential information.

The County will not pay for any information herein requested nor is it liable for any cost incurred by the vendor.

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9 APPENDIX A – RFI SUBMISSION

RFI# 2025-031, Enterprise Resource Planning (ERP)

This Proposal is submitted by:

Company Legal Name: _____

Representative Name: _____

Representative Signature: _____

Representative Title: _____

Address: _____

County/State/Zip: _____

Email Address: _____

Phone Number: _____

Website Address: _____