**Eastern Shore of Virginia Broadband Authority**

**4174 Lankford Highway**

**Exmore, VA 23350**

**REQUEST FOR PROPOSAL No. 2015C-005**

**Project: New ERP system**

**PUBLIC NOTICE**

The Eastern Shore of Virginia Broadband Authority is soliciting proposals from qualified firms who wish to furnish, configure, install, and maintain a comprehensive Financial/Inventory system. Any proposed system must meet or exceed the existing requirements and be scalable in order to meet the ESVBAs future business and technology needs.

The Eastern Shore of Virginia Broadband Authority is accepting sealed proposals until: **2:00 PM EST, October 29, 2015.**

Copies of the RFP are available on the ESVBA’s website at [www.esvba.com](http://www.esvba.com) or, prospective vendors may purchase copies of the RFP from ESVBA for a non-refundable fee of $**100.00**.

NOTE: The ESVBA does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, §2.2-4343.1 or against a Supplier because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state or federal law relating to discrimination in employment.

The ESVBA is committed to increasing procurement opportunities for small and micro businesses, including small or micro businesses that are owned by minorities, women, or disabled veterans, strengthening the Commonwealth’s overall economic growth through the development of its suppliers.

**REQUEST FOR PROPOSALS**

Project Sponsor: **Eastern Shore of Virginia Broadband Authority (ESVBA)**

**4174 Lankford Highway**

**Exmore, VA 23350**

**(757) 414-0304**

**info@esvba.com**

Project Description: **New ERP system**

Project Location: **Accomack & Northampton Counties, Virginia**

Bid Release: **September 30, 2015, 5:30 PM EST**

Pre-Bid Conference: **October 15, 2015 9:00 PM EST**

**4174 Lankford Highway**

**Exmore, VA 23350**

Bid Submission Deadline: **October 29, 2015, 2:00 PM EST**

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1. **PURPOSE**

The purpose of this RFP is to solicit sealed proposals from qualified offerors to provide the Eastern Shore of Virginia Broadband Authority (ESVBA) with software, via either a software purchase, or purchased as an cloud-based annual subscription (with a 3-year price commitment) to provide comprehensive package providing general ledger, accounts payable/receivable, inventory management, customer relations manager, and overall ERP.

1. **BACKGROUND**

The ESVBA is a political subdivision of the Commonwealth of Virginia operating predominately on the Eastern Shore of Virginia serving the needs of Northampton and Accomack Counties. The ESVBA has operated with several disparate systems to manage its accounting/financial, inventory, and customer relations (CRM) needs. As the system we operate continues to grow and age, and as our needs become more sophisticated we are soliciting a bid to replace our current systems with one system that encompasses our needs. The ESVBA currently has less than 100 customers it bills, it has approximately 50 vendors and less than 1500 individual items within the current system.

1. **STATEMENT OF NEEDS**

The new ERP system will be required to support the following:

1. Standard Accounting System:
   1. Accounting under FASB standards
   2. Security levels for reviewers, book keepers, and administrators with limits to sensitive areas.
   3. Tracking of income and expenses
   4. Unlimited estimates and invoices including invoicing via PDF in emails.
   5. Customizable invoices that include branding
   6. Download transactions from bank and credit card accounts and sync with the system
   7. Print checks
   8. Direct access to journal entries.
   9. Import data from Excel spreadsheets, CSV files and Quickbook data files.
   10. Daily backups of all data restorable within one (1) business day
   11. Encrypted data and connectivity from user interface to system.
   12. System stored either locally as an application or remotely in the cloud as a SaaS.
   13. Web access to system, cross platform supporting Internet Explorer, Google Chrome, Mozilla Firefox and Safari
   14. Management of chart of accounts where accounts can be archived and closed out or re-created.
   15. Invoicing:
       1. Ability to create an unlimited number of invoices for unlimited number of customers, recurring and non-recurring.
       2. Ability to override normal bill for a specific period of time with notifications and a kickoff to a work-flow to change services on a schedule
       3. Advance or in-arrears billing
       4. One-time billing
       5. Partial-month proration
       6. Ability to apply complex Taxation including, town, county, state taxes as well as surcharges and fees including, but not limited to Federal Universal Service Fund (FUSF) and USAC fees.
       7. Ability to exempt from any, many or all taxes or fees/surcharges.
       8. Ability to store external data for users such as tax exemption forms.
   16. Manage and pay bills from vendors
   17. Enter bills and schedule payments
   18. Categorize income and expenses using job number/work order number/project numbers
   19. Option to process credit card payments using merchant services.
   20. Reporting:
       1. Provide extensive reporting such as balance sheets, income statements, trial balances, profit & loss, as well as reporting of top outstanding invoices, top revenues, etc.
       2. Extensibility to allow custom reports using 3’rd party packages such as Crystal Reports or exports of any data
       3. Reports of subscription, and renewal opportunities into CRM.
       4. Enterprise-wide transaction and custom reports, self-service (ad-hoc) reporting and analysis, analytical reporting (e.g. historical trends, forecasting)
       5. Visualizations of data (e.g., charts, graphs, etc.)
   21. Dashboard-like interface to allow customization of interface per-user
   22. Provide a work-flow creator to allow projects are send to the right departments for processing, events that trigger from dates/times, or other metrics within the financial system.
   23. Period locking to prevent incorrect postings in future periods
   24. Drill-down functionality to follow data and see transactions making up a specific amount.
   25. Period close checklist
   26. Full audit trail of all activities of users.
2. Inventory:
   1. The system must provide support for inventory tracking. Most of our inventory, when deployed, goes into a fixed asset category and needs to be tracked as such. We do not sell inventory, we are a services organization and as such need our items to move from an Inventory asset to a fixed asset for depreciation with different depreciation schedules on different items.
   2. We must have tracking of items in different warehousing locations including warehousing in vehicles.
   3. Shelf life tracking
   4. Items must have the ability to be documented where, in the warehouses, they are stored such as bins or racks
   5. The system must directly have or integrate with a third-party to be able to generate, print, and read bar codes on items, track those bar codes, and use a hand-held scanner for receiving and distributing items, both part numbers and serial numbers.
   6. Provide inventory counts of all items.
   7. Ability to load user-input on items such as an image of the item, a link to a website for the item as well as a user-defined description
   8. Storage of the item reference ID as a non-user-editable field to insure data integrity. Storage of user-configurable IDs for items as well as Vendor Part Numbers and Internal part numbers
   9. Provide an ability to create non-inventory items and expense items.
   10. Provided landed costs of items including allocating shipping costs towards item costs for a true costing.
   11. Lot tracking of items to allocate out items such as reels of cable or quantities of loose items such as nuts or bolts. Lot units including, but not limited to, each, foot, etc. Multiple lots stored under a common item for proper valuation.
   12. Calculate and report reorder points and preferred stocking levels based upon historical purchase and usage data as well as specific user-provided counts.
   13. Mark items against specific jobs/work orders/projects so we can report on total costing on a project-by-project basis.
   14. Store serial numbers for items and track each serialized item throughout its lifecycle from purchase, to deployment, to reclamation, to retirement (serial item history).
   15. Ability to create unlimited number of notes on serialized items.
   16. Provide the ability to transfer items between stocking locations
   17. Provide reports of inventory including categorization of items for end-of-year inventory counts, valuation of inventory, total deployed in a specified timeframe by category.
   18. Item distribution using LIFO, FIFO, or purchase or specific costs. Some items will be LIFO, some items, specifically serialized items, must maintain their exact costs and when deployed must allocate their specific costs as the item moves from inventory to the fixed asset.
   19. Ability to override how items move from Inventory, when necessary, to mark deployments as expense vs moving into the fixed asset categories.
   20. Return processing, both from the fixed assed back into inventory(“Returns”), as well as from inventory to the purchase vendor (“RMAs”).
   21. Ability to create Purchase Orders, new items, purchasing authority with authorizations with an unlimited number of vendors.
   22. Receipt of items with partial shipments as well as adjustment of quantities at time of receipt.
   23. Ability to, within the system, have an approval process to pay bills.
3. Job Costing:
   1. Ability to create ranges of job numbers/ work order numbers/ project numbers to track costs within financial system. These job numbers will tag assets, expenses, hours of contractors, vendor bills, etc.
   2. Job numbers will be reportable to show job description, total costs and a breakdown of hard-costs such as physical items as well as 3’rd party costs from vendors and loaded hourly costs from hourly contractors.
4. CRM:
   1. Lead management
   2. Contact management that integrates throughout the ERP
   3. Calendering and events
   4. Address book
   5. Notes and comments
   6. User form storage
   7. Contract / document management
   8. Sales Campaigns
   9. Work-flow processing of lead to opportunity to contract management including paperwork triggers and storage as well as common field completion to minimize redundancies.
   10. Executive reporting
       1. Funnel Reports / Probability-based forecasting
       2. Lead generation by sales person
       3. Closed opportunities by sales person
       4. Loss reports, categorization of lost opportunities
       5. Customer cancelation reports
       6. Sales forecasting
   11. Mass-email feature to contact all contracted or near-contracted customers
   12. Work-flow processing
5. We will be looking to load data from the current inventory and any transactions starting at the beginning of our fiscal year (July 1, 2015).
6. We will expect to initially require four (4) named users within the system and will need pricing identified to grow up to ten (10) users.
7. The awardee will be required to import data from Excel spreadsheets, comma-delimited files (CSVs) as well as Quickbooks datafiles to load into the new software).
8. Provide a costing for the option of a support contract for the software.
9. Provide detailed configuration for any hardware/software required to locally operate the software package (if not proposing a cloud-based platform)
10. **IMPLEMENTATION PLAN AND REQUIREMENTS:**
11. Provide an overview of the implementation plan, as well as the methodology used to install software (for those non-cloud based systems).
12. Provide a timeframe from award to full implementation assuming all datafiles can be furnished to the vendor in a timely manner. If the project is broken into phases, please provide the start and stop times for each phase through to being fully integrated and operational on the new system.
13. Provide details of the processes to upgrade any systems as the system is enhanced or repaired from bugs and whose responsibility it is to apply changes/patches.
14. Provide a timeframe for on-site training of staff to operate and use the software.
15. **PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:**
16. General Instructions
    1. Either a paper submission (hard copy):
       1. RFP Response: In order to be considered for selection, Offerors must submit a complete response to this RFP. One (1) original and one (1) copy of each proposal must be submitted to the issuing agency. No other distribution of the proposal shall be made by the Offeror.
       2. One (1) duplicate copy of above –marked as “COPY”
    2. Or electronic submission:
       1. One (1) electronic copy of proposal in a text searchable format (either MS Word, or text searchable PDF)
17. Proposal Preparation
    1. Ownership of all data, materials, and documentation originated and prepared for the ESVBA pursuant to this solicitation shall belong exclusively to the ESVBA and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of § 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. **The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information in the original signed proposal and paper copies. Additionally, the Offeror must submit a redacted copy of the proposal if invoking said protection.** The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.
    2. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
    3. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
    4. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross-references the RFP requirements. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
    5. As used in this RFP, the terms "must", "shall", "should" and “may” identify the criticality of requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or “may” are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and "shall" items may not be fully satisfied, but it is the intent to satisfy most, if not all, "must" and "shall" requirements. The inability of an Offeror to satisfy a "must" or "shall" requirement does not automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offerors’ proposal.
    6. A written narrative statement to include:
       1. Experience in providing the services described herein.
       2. Names, qualifications and experience of personnel to be assigned to the project.
    7. References: Provide a minimum of three (3) references for similar type projects. Include reference contact information (address, telephone number, contact person and email address). List the beginning and completion date for each project.
    8. Proposed Price. Provide an itemized cost proposal to accomplish the scope of services outlined in this RFP. Proposed cost must encompass all conversion, configuration, implementation, and training. The proposal must encompass the current requirements regarding quantities of items, customers, vendors, users, and items. The proposal must include the up-front costs as well as the annual costs with a fixed-schedule for the renwal for a 3-year term. The pricing must also include costing to increase the number of users as we grow.
18. **AWARD CRITERIA**
19. Selection shall be made of the contractor deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, experience, and feature compliance. Price shall be considered, but need not be the sole determining factor.

ESVBA may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (Code of Virginia, § 2.2-4359D).

1. **REPORTING**
2. The contractor shall provide the following documentation to the designated ESVBA point of contact for approval:
   1. Weekly progress reports outlining the following:
      1. The specific accomplishments achieved during the reporting period.
      2. The specific tasks completed pursuant to the provisions of the contract and the completion dates of such tasks.
      3. The projected completion dates for the remaining specific tasks required by the contract.
3. **PRICING SCHEDULE**

Offeror’s are to provide detailed pricing. Pricing Schedule must include all charges of any kind associated with the solution. ESVBA will not be liable for any fees or charges for the service/solution that are not set forth in the Pricing Submittal including, but not limited to unidentified hardware requirements to operate the system, licensing such as database licensing or operating system licensing.

Offeror must be willing and able to successfully provide the solution proposed for the prices given and to complete the project on a firm fixed-price.

All one-time and recurring costs and any underlying assumptions on the part of the Offeror must be clearly, conspicuously, and fully disclosed. If Offeror is proposing more than one solution type, it may also submit a bundled cost in addition to the separate individual solution costs.

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