

RFP NO. 2017-1629

CONTRACT FOR THE PROCUREMENT AND INSTALLATION OF AN ENTERPRISE RESOURCE PLANNING SYSTEM (ERP)

PART IV. – SCOPE OF SERVICES

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1.0 EXECUTIVE SUMMARY

1.1 GENERAL CITY OF EAST POINT INFORMATION

THE CITY OF EAST POINT

The City's Mission is to provide exceptional city services in the most professional, courteous and effective manner to enhance the quality of life in East Point, Georgia. East Point is a City of excellence in providing housing and business development opportunities, public safety, recreational and cultural activities.

East Point is a city southwest of the neighborhoods of Atlanta in Fulton County, Georgia, United States. It is a government organization comprised of the following departments: Office of City Manager, City Attorney, Finance, Human Resources, Public Works, Police, Fire, Parks & Recreation, Courts, Planning & Zoning, Economic Development, Water, Electric, Solid Waste, Customer Care, and Information Technology.

The scope of the proposal must address each point as defined in the RFP Objectives section (SEE SECTION 2.1 Implementation Services, Objectives and Contractor Deliverables). The City is seeking an ERP system that utilize a standard web browser as well as mobile applications to access and perform work in the system.

1.2 PURPOSE OF THIS RFP

The City of East Point seeks to procure an Enterprise Resource Planning (ERP) system that will provide users the software modules needed to manage business goals. The system will empower users and provide solutions including, but not limited to, operational and capital budgeting, strategic/long range planning and forecasting, business intelligence/decision support, cost accounting and other transactional activities.

The proposed solution must integrate with The City's current systems as described in section **2.1 Interfaces** and support the City's business goals. The ERP system will be utilized in support of the following functional areas:

- Budgeting (Operational and Capital)
- Strategic/Long Range Planning and Forecasting
- Business Intelligence/Decision Support
- Cost Accounting
- Forecasting and Reporting

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- Software Licenses:
 - Application Software
 - System Software

- Implementation Services:
 - Project Management
 - Installation
 - Application Configuration
 - Data Migration
 - Integration with current Network Environment
 - Testing
 - Training
 - Go-Live Support and Stabilization Services

- Support and Maintenance Services

1.2.1 SCOPE OF SERVICES

SOFTWARE CUSTOMIZATION PLAN

The Proposer must provide a detailed software solution and plan that includes all required customizations and their impact on the project schedule, budget, objectives and deliverables.

1.3 SOFTWARE MODULES

1. HUMAN RESOURCES (SEE APPENDIX A – HUMAN RESOURCES FOR MORE INFORMATION)
 - Applicant Tracking System / Talent Management / Recruitment/Background Investigations
 - Position Control
 - Benefits Administration
 - Manager & Employee Self Service (ESS)
 - Performance Management
 - Leave Management
 - Family and Medical Leave Act (FMLA) Tracking / Management
 - Claims Tracking for Self-Insurance / Risk Management / SCHIP Reporting
 - Workers Comp – First Report of Injury Only

 - Recruitment & Selection
 - Compensation & Classification Administration
 - Training & Development
 - Risk Management

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2. PENSION ADMINISTRATION (SEE APPENDIX A – PENSION ADMINISTRATION FOR MORE INFORMATION)
 - Manage Active/Retirees Database
 - Calculate Benefits Accrual (owed to retirees)
 - Benefits remittance and reconciliation
 - Reporting
 - Import/Export (.xls, word, .pdf, .csv)
 - Document Management

3. FINANCE (SEE APPENDIX A – FINANCE GENERAL FOR MORE INFORMATION)
 - Payroll/Timekeeper Bank Reconciliations
 - Budget Administration / Forecasting (Position / Project)
 - General Ledger
 - Journal Processing
 - Fixed Assets
 - Accounts Payable / Vendor Maintenance / P-Cards
 - Accounts Receivable / Cash Requirements
 - GASB Compliant
 - Reporting to Outside Agencies
 - Taxes
 - Check Processing
 - Vendor Maintenance
 - Revenue / Cash receipts
 - Formula calculation
 - Dashboards
 - Summary and Detail reporting
 - Dynamic reporting (Drill down, modeling, forecasting)

4. PURCHASING / PROCUREMENT (SEE APPENDIX A – WORK ORDERS FOR MORE INFORMATION)
 - Requisitioning
 - Requisition Buyer Processing
 - PO Entry
 - Reporting Functions
 - Stock Inventory Management
 - Fixed Assets

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5. WORK ORDERS / FACILITIES MANAGEMENT (SEE APPENDIX A – WORK ORDERS FOR MORE INFORMATION)
 - Asset Maintenance
 - Job Costing and Billing
 - Pre-Encumbering
 - Facilities Maintenance
 - Utility
 - Integrated with Finance and other City departments
 - Fixed Assets
 - Life Cycle Management
 - Estimating
 - Order Location mapping

6. CASH RECEIPTS (SEE APPENDIX A – FINANCE ACCOUNTS RECEIVABLE FOR MORE INFORMATION)
 - Automated Bank Reconciliation process
 - Cash Management
 - Record Transactions, Pooled Cash
 - Cash Flow Forecasting
 - Cash Flow Journal (Summary & Detail)

7. DEBT SERVICE (SEE APPENDIX A – FINANCIAL ADMINISTRATION GENERAL FOR MORE INFORMATION)
 - Debt Service Journal

8. ACCOUNTS PAYABLE (SEE APPENDIX A – FINANCIAL ADMINISTRATION ACCOUNTS PAYABLE FOR MORE INFORMATION)
 - Invoice Processing
 - General Ledger Accounting
 - Vendor Management

9. ACCOUNTS RECEIVABLE (SEE APPENDIX A – FINANCIAL ADMINISTRATION ACCOUNTS RECEIVABLE FOR MORE INFORMATION)
 - Full Cash Station Support
 - Creates Bill Payment receipts with online print option
 - Bank lockbox and Web import Interface

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- Cash Reconciliation/Batch processing
- Daily Cash Journal
- Accommodates partial payments, overpayments and both positive and negative adjustments
- Allows payment effective date to be adjusted to determine
- Future payment amounts or back posting
- Supports Pre-pay or installments
- Provide multiple ways to apply payments; by charge, Charge group, by account, by bill
- Workflow approval processes are available to regulate
- Payment, reversal and refund procedures

10. EXTENDED REPORTING (SEE APPENDIX A – INFORMATION TECHNOLOGY FOR MORE INFORMATION)

- Dynamic Reporting
- Drill downs
- Dashboards
- Forecasts
- Modeling
- Scenario Planning

11. CUSTOMER CARE (SEE APPENDIX A – CUSTOMER CARE FOR MORE INFORMATION)

- Integrate with current programs (IVR, AMI)
- “One-stop shop” for City billing and collections, meters
- Payment Processing
- Automated Customer Account Management (Shut-off notifications, Alerts, Active/Inactive)
- Reporting
- Dashboards
- Manage Work orders
- Historical data storage

12. CUSTOMER INFORMATION SYSTEMS (SEE APPENDIX A – CUSTOMER CARE FOR MORE INFORMATION)

- Customer Demographic (Gender, ethnicity, age, household income, home owner, education, marital status, children)
- PCI Compliance

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- Store Customer Data
- Account Management
- Address database
- Interface with other API systems

13. GMBA ACCOUNTING (SEE APPENDIX A – FINANCIAL ADMINISTRATION GENERAL FOR MORE INFORMATION)

- Manage G/L coding structure
- Period Closes
- Reporting
- Import/Export (.xls, word, .pdf, .csv)

14. BANK RECONCILIATION (SEE APPENDIX A – FINANCIAL ADMINISTRATION FOR MORE INFORMATION)

- Reference GL to Bank Account Number
- Provides “bank items” reconciliation file of adjustments, deposits, and AP and Payroll reconciliation files
- Drill down into transaction details
- Creates account numbers for bank codes

15. TAX (SEE APPENDIX A – FINANCIAL ADMINISTRATION FOR MORE INFORMATION)

- Ability to upload tax digest from county website
- Automatic calculation of interest
- Support Tax Billing (Residential, Business)
- Ability to generate account statements (Range of accounts and customers)
- Create customizable invoices summary and detail
- Interface and integrate with current systems (See Section **2.1 INTERFACES**)
- Automatic Notifications
- Integrated with core financial modules
- Document management
- Retain historical tax data along with current year data

16. ASSET TRACKING & LIFE-CYCLE MANAGEMENT (SEE APPENDIX A – WORK ORDERS FOR MORE INFORMATION)

- Forecasting Equipment / Asset Needs

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- Equipment Assigned to Employees
- Warehousing
- Inventory
- Fixed Assets
- Maintenance
- Locations
- Transaction Audit Trail

17. FLEET OPERATIONS (SEE APPENDIX A – FLEET MANAGEMENT FOR MORE INFORMATION)

- Vehicle / Equipment – Procurement
- Preventative Maintenance
- Inventory / Asset Tracking
- Parts – Procurement / Inventory Management
- Repair & Maintenance – Work Order / Workflow
- Tire Management
- Fuel Management – Third Party Software Interface
- Billing
- Motor Pool Tracking
- Warranty Tracking – Vehicle & Parts

18. INFORMATION TECHNOLOGY (SEE APPENDIX A – INFORMATION TECHNOLOGY FOR MORE INFORMATION)

- Asset Management and Reporting
- Plug Ins
- API capability
- Systems integration
- Data migration
- Technology Layers (Presentation, Business Logic)
- Perpetual upgrades
- Mobile Apps
- Online/Offline Functionality
- Automatic Sync
- Security
- User Level Network Access Management

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- Web based
- Dashboards
- Dynamic Reporting
- Paper reduction management

19. PLANNING & ZONING (SEE APPENDIX A – PLANNING & ZONING FOR MORE INFORMATION)

- Land Development
- LAND/PARCEL MANAGEMENT
- Zoning
- Inspections
- Integrated with Land Management
- Site history
- GIS Interface
- Document Management
- Import/Export (.xls, word, .pdf, .csv)

20. BUILDING PERMITS (SEE APPENDIX A – PLANNING & ZONING FOR MORE INFORMATION)

- Support multiple permit types (Construction, Business, Property, etc.)
- Integrated into other modules (Business Licenses, Land Management, Finance, etc.)
- Support and Track permit types
- Site History
- Issuance of Permits (Individual homeowner & contractors)
- Certificates of Occupancy
- Ability to Scan and document management

21. BUSINESS LICENSES (SEE APPENDIX A – PLANNING & ZONING FOR MORE INFORMATION)

- Maintain the City's general business license master database
- Ease of Use License Issuance (one step, print license, issue receipt)
- Renewals
- Import/Export (.xls, word, .pdf .csv)
- Document Management

22. CODE ENFORCEMENT (SEE APPENDIX A – CODE ENFORCEMENT FOR MORE INFORMATION)

- Records, stores and retrieves investigative and follow up information
- Activity Tracking

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- Auto Notifications
- GIS Interface and integration
- Systems Integration
- Historical data capture
- Document Management
- Case coordination

23. PARKING TICKETS MANAGEMENT

- Process Parking Tickets and Integrate with existing software
- EDI capability
- Reporting

24. CONTRACT MANAGEMENT SYSTEM (SEE APPENDIX A – CONTRACT MANAGEMENT FOR MORE INFORMATION)

- Roles-Based Workflow Engine
- Current and historical contract views
- Bid Administration
- Contract Entry and Maintenance
- Multi Year capability
- Contract Approval Hierarchy
- Track Subcontractors
- Track Milestones
- Integrated with Financial Administration
- Document Management

25. GRANTS

- Create separate Grants and track the entire grant process, from application through conversion to a project.
- Automatically create projects from Grants
- Drill down into project numbers
- FPO to track spend
- Track sub-grantors and sub-grantees
- Import/Export (.xls, word, .pdf, .csv)
- Document management

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26. CASE MANAGEMENT

- Interface and integrate with current systems

27. PARKS AND RECREATION (SEE APPENDIX A – PARKS & RECREATION FOR MORE INFORMATION)

- Manage Park and Recreation Programs
- Integrated with Financial Administration
- Document Management
- Customized Reporting

28. WATER & SEWER (SEE APPENDIX A – WATER & SEWER FOR MORE INFORMATION)

- Track WIP's
- Interface with Financial Administration Payroll
- Interface and integrate with current systems (XC2, GIS, Auto CAD, AMI, etc.)

29. ELECTRIC (SEE APPENDIX A – ELECTRIC FOR MORE INFORMATION)

- Work Order Management
- New Vendor set up
- Interface with current systems
- Document Management
- Reporting
- Job Costing

30. DEPARTMENT OF PUBLIC WORKS (SEE APPENDIX A – DEPARTMENT OF PUBLIC WORKS FOR MORE INFORMATION)

- Inventory/Work Order Management
- Meter Management
- Interface with current systems
- Real time updates
- Reporting
- Document Management

31. SOLICITATION

- RFP/RFI/RFP Templates

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- Data integration
- Reporting

32. INSURANCE

- Should be included with Contracts
- Required for Ordinance compliance

33. MOBILE APPLICATIONS

- Work Orders
- Purchasing
- Approval/Reject
- Timekeeping
- Reports
- Support for the top mobile technology operating system
- Consistent device specific interface
- Secure platform - Interchangeable licenses
- Complete real-time access to ERP data
- Document Control
- Electronic Signatures
- Labeling
- Inventory
- Maintenance and Repair
- Production Reporting
- Quality Management
- Payroll
- Warehouse Management
- Work Order Management
- Workflow

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1.4 ENVIRONMENT SUMMARY

CURRENT CITY OF EAST POINT ENVIRONMENT SUMMARY

DESKTOP ENVIRONMENT:

- Equipment: Dell
- Operating System Software: Windows 7, Windows 10
- Office Software: MS Office Suite 2013
- Network Authentication: Active Directory, LDAP

DATA CENTER SERVER ENVIRONMENT:

- Equipment: Dell & IBM
- Local Storage < 1 TB usable
- Dell R710, Rack Mount Server
- SAN Storage
- Dell storage SC420 – 30TB
- Operating System Software: Windows 2012
- Database Management System: MS SQL Server 2008/2012

FINANCIAL APPLICATIONS:

- Financial system: Sungard Navilon (H.T.E)
- Core Platform: AS/400

TELECOMMUNICATIONS:

WIRED NETWORK INFRASTRUCTURE:

- Wide Area Network infrastructure: All remote locations are connected via Metro Ethernet connection with a minimum of 100 mbps.
- Local Area Network infrastructure port speeds 1 G 1048 mbps/sec Ethernet. No redundancy

WIRELESS NETWORK INFRASTRUCTURE: N/A

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1.5 COMPUTING STANDARDS

This section describes the City of East Point's current computing standards. Proposed software solutions should be built upon and use modern technologies to the maximum extent feasible.

DESKTOP AND LAPTOP STANDARDS

Desktop Component	Standard
Desktop Equipment	Dell
Operating System Software	Windows 7, Windows 10
Business Software Suite	MS Office 2013 with backward compatibility
Browser	Internet Explorer 11, Firefox, Chrome
Network Authentication	Active Directory, LDAP

SERVER AND OPERATING SYSTEM AND DATABASE STANDARDS

Server Component	Standard
Server Hardware	Dell & IBM
Application Server Software	Microsoft Windows Server 2008, 2012 VMWare 3.5, 5.5, 6.0
Database Server Software	Microsoft SQL Server 2008, 2012
Web Servers	Microsoft IIS
Virtualization Software	VMWare vSphere/ESX/ESXi
Enterprise Storage Platform	Dell Storage SC420
Backup Platform	Arch Server

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1.6 INFORMATION SECURITY

The Proposer's solution must comply with the following security standards at a minimum:

- PCI Compliance
- SSH Connection – AS/400
- Sarbanes Oxley Compliant (SOC 2)
- GASB
- The Proposer must provide secure connections for the following devices offline
 - Laptops
 - Tablets
 - Mobile Phones

1.7 BACKGROUND/KEY METRICS:

A. HUMAN RESOURCES:

1. Applicants/posting: 5 per month / 60 per year
2. New Hire per month/year: 2-3 per month / 36 per year
3. Number of active employees
 - Fulltime: 509
 - Part-time: 20
4. Number of retired employees: 360
5. Number of HR associates utilizing HR systems: 5
6. Number of employees with health insurance: 495

B. FINANCIAL – PAYROLL:

1. Total number of pay-periods in a year: 26
2. Total number of direct deposit per month: 900
3. Total number of print check per month: 150
4. Total benefit codes: 31
5. Total open position codes: 100

C. FINANCIAL – BUDGET

1. Total Budget System Users: 5
2. Capital: 1050 Yearly Transaction Summary
3. Electric: 67,111 Yearly Transaction Summary
4. General: 83,493 Yearly Transaction Summary
5. Budget phases: Departmental request; City Manager Review; Adopted Budget

D. FINANCIAL – FIXED ASSETS:

1. Total active commodities: 716,027

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E. CUSTOMER CARE

1. Active monthly customers: ~18,000
2. Active Residential: 13,000
3. Active Commercial: 5,000
4. Tax collecting properties : 14,000 Business and Residential

F. PLANNING AND ZONING

1. Total number of Occupied Units: 13,115
2. Total number of Parcels: 30,000
3. Total number of Active Business Licenses: 2237
4. Number of Monthly Business License Applications: 10-50
5. Number of Zoning requests: 5-10
6. Number of Monthly Inspections: 118
7. Tax Allocation Districts: 2

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1.8 NUMBER OF USERS

Proposers should utilize the following estimated user counts for pricing purposes. These are provided for reference purposes only and are not intended to be limiting. The Proposed system must support a minimum of 500 users concurrently.

ESTIMATED SYSTEM USERS BY FUNCTION

Module	Estimated Department User Counts	Estimated Concurrent User Counts
Finance Administration		
Financial Administration General	100	85
Strategic Planning and Forecasting	10	5
Customer Care		
Customer Information Systems	50	35
Planning and Zoning		
Land/Parcel Management	25	20
Human Resources		
Applicant Tracking	7	5
General Users		
All Modules	300	250

1.9 SOFTWARE

SEE SECTION 1.3 (Software Modules) and respective APPENDIXES mentioned in the Software Modules (SECTION 1.3).

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2.0 IMPLEMENTATION SERVICES, OBJECTIVES AND CONTRACTOR DELIVERABLES

The Proposer must implement all software modules. The Proposer must install and configure the software and perform data migration, data validation, interface connectivity, testing, and training and manage business process changes.

See objectives and deliverables are below.

OBJECTIVE 1: PROVIDE PROJECT MANAGEMENT AND COORDINATION

Deliverable 1.1	Baseline Detailed Project Work Plan
Purpose	The Proposer provide a project baseline and identify the specific tasks, resources and milestones necessary for timely delivery of project phases.
Deliverable 1.2	Project Status Reports
Purpose	The Proposer must provide weekly project status reports and updates including completion percentages.
Deliverable 1.3	Key Performance Metrics
Purpose	The Proposer must provide the City with key metrics to measure each phase of implementation.

OBJECTIVE 2: PERFORM INITIAL INSTALLATION.

Deliverable 2.1	Hardware Specifications and Software Installation
Purpose	1) The Proposer must provide the City with all necessary hardware specifications. 2) Install and configure the proposed ERP software.

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OBJECTIVE 3: CONDUCT GAP ANALYSIS AND CONFIGURE SOFTWARE

Deliverable 3.1	Conduct Gap Analysis
Purpose	The Proposer must identify and resolve any configuration gaps. The vendor will be responsible for implementing all software solutions to meet business goals.
Deliverable 3.2	Configured Software Ready for Test
Purpose	<ol style="list-style-type: none"> 1. The Proposer must provide a functioning software program configured for testing and training purposes. 2. The test environment should be available to the City during the conversion phase for data validation and must remain available post implementation indefinitely.
Deliverable 3.3	Application Architecture Documentation
Purpose	The Proposer must provide documentation of the software's configuration and must include a process flow that meets business goals.

OBJECTIVE 4: DATA MIGRATION AND VALIDATION

Deliverable 4.1	Data Conversion Plan
Purpose	The Proposer must create, develop and execute a comprehensive plan to convert all data. All data must be approved by the City before conversion.
Deliverable 4.2	Migrated Data
Purpose	<ol style="list-style-type: none"> 1. The Proposer must convert and migrate all approved data into the new software in accordance with the Data Conversion Plan. 2. The Proposer must validate each data to ensure all approved data has been migrated.

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OBJECTIVE 5: DEVELOP INTERFACES

Deliverable 5.1	Interface Specifications and Implementation
Purpose	The Proposer must document the specifications in a comprehensive step-by-step how to guide for system interface connectivity. The Proposer must integrate proposed ERP system with the modules outlined in Section 2.1 INTERFACES .
Deliverable 5.2	Tested Interfaces
Purpose	The Proposer must provide use case scenarios for interface testing, deliver results of the testing, propose and implement solutions for test errors.

OBJECTIVE 6: ERP SYSTEM PERFORMANCE TESTING

Deliverable 6.1	Test Plan and Scripts
Purpose	The Proposer must provide use case scenarios for testing each module (including stress testing), conduct testing and deliver results of the testing. The Proposer must propose and implement solutions for test errors.
Deliverable 6.2	Volume/Stress Testing Report
Purpose	The Proposer must create documentation reporting the results of performance and user acceptance testing (UAT).

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OBJECTIVE 7: CONDUCT ERP TRAINING

Deliverable 7.1	Training Plan
Purpose	The Proposer must create, develop and execute a training plan that ensures end-users are properly trained on all software modules.
Deliverable 7.2	Training Materials
Purpose	The Proposer must provide comprehensive training manuals for all end users. The training manuals, including all newer versions be made available online and via hard copy to any user that requests them.
Deliverable 7.3	Training
Purpose	The Proposer must provide on-site modular training on the proposed ERP solution and ongoing training for all users. The Proposer also provide a comprehensive how to manual for each module.
Deliverable 7.4	Provide Technical & Business Operations Manual
Purpose	The Proposer must provide Technical and Business Operations Step-by-Step Manuals that cover all ERP modules.
Deliverable 7.5	Support
Purpose	The Proposer must create and provide a plan to mitigate and resolve all errors reported by end users. The Proposer must provide a plan of action and service level agreement (SLA) with specific steps and timeline to resolve reported issues.

OBJECTIVE 8: REPORT DEVELOPMENT / DASHBOARDS

Deliverable 8.1	Reporting Specifications
Purpose	<p>The Proposer must meet all reporting requirements of the City and create <u>ALL REPORTS</u> requested as part of the deployment of the system. The Proposer must develop the following report types, including but not limited to:</p> <ol style="list-style-type: none"> 1. Demand Reports 2. Ad hoc Reports 3. Automated Reports 4. Customized Reports 5. Standard Reports

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2.1 INTERFACES

The Proposer must provide a solution that integrates and includes, but is not limited to, the below applications.

REQUIRED INTERFACES

Vendor / Application Name	Function	Integration Plan
Tantulus/AMI	Meter Data Collection Management	• Integrate with ERP
AquaHawk	Billing portal	• Integrate with ERP
Courtware	Fines, Billing, Collection	• Integrate with ERP
GIS & CAD	Geographic Information System & auto cad	• Integrate with ERP
MVRS/IVR	Meter Data/ Bill Collection	• Integrate with ERP
XC2	backflow prevention software	• Integrate with ERP
ACOM	Check Printing	• Replace with ERP
AS/400 / H.T.E.	Database / GUI	• Replace with ERP
Fleet Management	Fleet Management	• Integrate with ERP
AIM 2.4	Fuel Management	• Integrate with ERP
Office Applications	Spreadsheet / Utility	• Replace with ERP
Neo-Gov / Click2gov	API Web	• Integrate with ERP

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2.2 DATA MIGRATION

DATA MIGRATION

Source System	Data Category	Data Elements
All Modules		
AS/400 - HTE		<ul style="list-style-type: none">• All Data in AS/400 into new database

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3.0 EVALUATION CRITERIA AND PROCESS BRIEF

- Proposer must provide the data migration plan and will be responsible for all data migration.
 - Provide your methodology for data conversion and key milestones in the process.
- Proposer must provide all the data mapping between current system (AS/400 H.T.E) and proposed system.
- The Proposer must convert all data into the proposed solution.
- The Proposer must validate and test software modules prior to go live cut over and provide documentation of all testing, programming and setup features.
 - For example, validate account balances and utility account information accuracy and load the data into the new database.
- The Proposer must provide a test environment that runs concurrent to the production environment.