



# **Rancho Murieta CSD**

Community Services District

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ERP Project

Pre-Proposal Vendor Teleconference

07/01/2021

# Agenda

1. Welcome and Introductions
2. Vision and Expectations
  - Paula O'Keefe, Director of Administration
3. Today's Session
  - Review the ERP RFP
  - Respond to Inquires & Questions
4. Next Steps

# Rancho Murieta Community Services District (RMCSD)



- The District has not employed a prequalification process.
- No Vendors are either prequalified or precluded from responding to this RFP.
- The District has not engaged in any formal discussions or demonstrations with vendors in the past twelve months.

# Overview

- Overview of the District, the Administration, and the General Manger Vision
  - Paula O'Keefe, Director of Administration

# About the District

The District was formed in 1982 by State Government Code 61000 and following to provide essential services in Rancho Murieta. The District provides essential services to an area of 3,500 acres (covering roughly five and a half square miles) located in the beautiful, wooded hills of eastern Sacramento County. The approved master plan calls for residential development on 1,920 acres with single-family residences, townhouses, apartments, and mobile homes for a total of 5,189 units. Current estimates indicate Rancho Murieta has 2,700 households with a population of approximately 6,000 persons. The community is a balanced blend of both custom and production homes, townhouses, mobile homes, and a thriving retail complex. In addition, an airport, office building, fire station, and equestrian center are located in the District.

The District is an independent Special District which provides the following services:

- Water supply collection, treatment, and distribution
- Wastewater collection, treatment, and reuse (reclamation)
- Storm drainage collection, disposal, and flood control
- Security
- Solid Waste collection

# Table 01 – Statistics

No	Area	Statistics
1	FY 21/22 Operating Budget	\$7.5 million
2	Population Served	Approx. 6000
3	Total FTEs	Approx. 40
4	Fiscal Year	July 1- June 30

# RFP Schedule of Events

<b>Event</b>	<b>Estimated Date</b>
<b>RFP Published</b>	Monday, June 21, 2021
<b>Pre-Proposal Vendor Teleconference</b>	Thursday, July 1, 2021, at 12:30 pm PST
<b>Deadline for Questions From Vendors</b>	Wednesday, July 7, 2021, at 5 p.m. PST
<b>Deadline for Proposal Submissions</b>	Monday, July 26, 2021, at 5 pm PST
<b>Shortlist Vendors notified</b>	Week of August 9, 2021
<b>Vendor Demonstrations</b>	Week of August 16, 2021

# ERP RFP

## Overview



# Scope of Work – Table 03 Functional Areas

No	Functional Area
1	General Ledger and Financial Reporting
2	Purchasing
3	Bid and Contract Management
4	Accounts Payable
5	Budgeting - Operational, Personnel and Capital
6	Accounts Receivable and Cash Receipts
7	Fixed Assets
8	Project Accounting and Grant Management
9	Time Entry
10	Payroll
11	Human Resources, Personnel Management and Employee Relations
12	Benefits Administration
13	Learning and Performance Management
14	Utility Billing

# District and Project Staffing

- The District intends to have functional and business technical resources available during Project implementation.
- No dedicated staff full-time to the implementation and managing their core job responsibilities.
- Staffing considerations are a consideration for the District regarding both the implementation process and supporting the software once in an operations model.
- The District will perform additional resource planning based upon the selected Vendor(s).
- Vendors shall indicate in the proposal responses the estimated level of District resource involvement in the implementation process to allow the District to perform adequate planning.

# Number of Users

- Refer to the RFP

# Current System Functions

Current System Functions	
1	Accounts Payable
2	Accounts Receivable
3	Bid Administration
4	Budgeting
5	Cash Receipts
6	Fixed Assets
7	Fleet Management
8	General Ledger
9	Grant Management
10	Payroll
11	Human Resources
12	Inventory
13	Project Work Order Management
14	Purchasing
<b>Some functionalities are under or non-utilized but present in the current ERP</b>	

# Additional software Applications

No	Application	Use/Summary
1	MS Word	
2	MS Outlook	
3	MS Excel	
4	MS Access	
5	Bank Payment Center	El Dorado Savings, Banner Bank & Paymentus
6	Adobe Acrobat	
7	Aestiva	Workflow for Invoicing, Purchasing 5 people
8	Platinum Utility Star	5 people
9	CMMS	Work order system – 30 people
10	Paychex	35 people – payroll, time & attendance, human resources
11	SharePoint	Document storage
12	Global Search	Document storage

# Project Management

1. Project Management Plan: a detailed Implementation Project Plan that, at a minimum, includes the following:
  1. Objectives
  2. Deliverables and Milestones
  3. Project Schedule
  4. Resource Management Processes
  5. Scope Management Processes
  6. Schedule Management Processes
  7. Risk Management Processes
  8. Quality Management Approach
  9. Communication Management Approach
  10. Organizational Change Management Approach
  11. Status Reporting
2. Data Conversion Plan
3. Training Plan
4. System Interface Plan
5. Testing and Quality Assurance Plan
6. Pre- and Post-Implementation Support Plan
7. System Documentation
8. Risk Register

# Budget

- The District is committed to fully funding the one-time and recurring annual costs for implementing the Project and acquiring the software.
- Budget planning for this initiative is ongoing, and a specific amount for the software and implementation services portion has not yet been determined.
- The District will program the final budget based on the results of this RFP and final contract negotiations.
- The District is sensitive to the total costs and has listed cost as one of the several evaluation criteria in the RFP; however, this is not an opportunity to identify the lowest priced solution. This RFP opportunity is being presented as the best value solicitation and not a lowest-priced bid opportunity.

# Proposal Evaluation and Award

3.1 Evaluation Process

3.3 Evaluation Criteria



# Evaluation Process

- a. Vendor Shortlist
- b. Vendor Demonstrations
- c. Reference Checks
- d. Best and Final Offer and Request for Clarification

## 3.3.1 Short-List Identification

Criteria	Description	Points
Functionality	<ul style="list-style-type: none"> <li>The vendor's written responses to <u>the Functional and Technical Requirements</u> for proposed functional areas and overall software solution.</li> <li>The ability for the proposed software to <u>integrate</u> with the District systems environment.</li> </ul>	35
Technical	<ul style="list-style-type: none"> <li>Alignment of the proposed software to the <u>District's preferred technical specifications</u>.</li> <li>The vendor's written response to each Potential <u>Interface</u>.</li> <li>The level of <u>integration among proposed functional areas</u>.</li> </ul>	15
Approach	<ul style="list-style-type: none"> <li>The described approach to implement an <u>enterprise system</u> to achieve the District's goals and objectives.</li> <li>The alignment of the proposed implementation timeline to the District's desired <u>timeline</u>.</li> <li>The distribution of implementation tasks <u>among District and vendor teams</u>.</li> <li>The proposed <u>resources hours among District and vendor teams</u>.</li> <li>The vendor's approach to key implementation tasks including but not limited to <u>data conversion, testing, and training</u>.</li> <li>The vendor's planned <u>ongoing support</u> and maintenance services.</li> </ul>	20
Vendor Experience	<ul style="list-style-type: none"> <li>The vendor's experience <u>delivering the services</u> requested in the RFP.</li> <li>The vendor's experience with <u>similar implementations</u> for comparable organizations.</li> <li>The vendor's experience <u>deploying comparable interfaces</u> to the District's related applications.</li> </ul>	20
Proposed Staff Experience	<p>This criterion considers but is not limited to the following:</p> <ul style="list-style-type: none"> <li>The experience of named staff delivering services requested in the RFP.</li> <li>The experience of named staff with similar implementations for comparable organizations.</li> <li>The qualifications of named staff to deliver the services requested in the RFP with a focus on business process optimization.</li> </ul>	10

## 3.3.2 Finalists Identification

Criteria	Description	Points
<b>Functionality</b>	This criterion considers new information learned through <u>vendor demonstrations</u> including but not limited to the demonstrated user interface and the alignment of demonstrated functionality with preferred business processes.	15
<b>Technical Capabilities</b>	This criterion considers new information learned through the <u>Technical Discussion</u> as part of vendor demonstrations as well as other sessions.	5
<b>Approach Discussion</b>	This criterion considers new information learned through the <u>Implementation Approach Discussion</u> as part of vendor demonstrations as well as other sessions.	5
<b>Experience Discussion</b>	This criterion considers new information learned through the <u>Company Overview Discussion</u> as part of vendor demonstrations as well as other sessions.	5

### 3.3.3 Preferred Vendor Identification

Criteria	Description	Points
<b>Reference Feedback</b>	This criterion considers the feedback received from references related to the vendor's performance in the implementation including meeting project objectives and timelines, as well as the knowledge, skills, and experience of implementation staff; capabilities of the software; and ongoing vendor performance with support and maintenance.	20
<b>Comparable References</b>	This criterion considers the relevance of references related to organization size and location, structure of the organization, entity type (e.g. District/town/village), comparable scope, similar software version, and deployment model.	10

## 3.3.4 Cost Point Allocation

Criteria	Description	Points
<p><b>Cost</b></p>	<p>This criterion considers, as applicable, the price of the software licensing, services, and terms of any offered ongoing maintenance and support (including applicable service level agreements, disaster recovery, etc.) proposed in response to the information solicited by this RFP. Respondents will be evaluated on their pricing scheme, as well as on their price in comparison to the other proposers.</p> <p>In evaluating cost, the District may evaluate on a fully loaded ten-year cost of ownership. Fully loaded is defined to include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• Software purchase and implementation costs, ongoing support, and service costs</li> <li>• Hardware costs</li> <li>• Associated hardware support costs</li> </ul> <p>The District reserves the right to add their own estimates of the costs (including any anticipated savings) associated with the required level of internal staffing (business users and IT staff) for implementation and ongoing support, hardware and overhead costs, and savings. It may rely on the Respondent’s resource estimates as a basis for their calculations. The District may compare vendors of point solutions against other proposals for the respective functional area group.</p>	<p>40</p>

# Table 14 – Technical Proposal Organization Guidelines

Proposal Tab No.	Technical Proposal Section
Tab 1	Company Introduction and Relevant Experience
Tab 2	Software Solution
Tab 3	Project Approach and Implementation Methodology
Tab 4	Key Proposed Personnel and Team Organization
Tab 5	Project Schedule
Tab 6	System and Application Architecture
Tab 7	Data Conversion Plan
Tab 8	Security and Software Hosting
Tab 9	Testing and Quality Assurance Plan
Tab 10	Training Plan
Tab 11	Ownership of Deliverables
Tab 12	References
Tab 13	Warranty, and Escrow
Tab 14	Exceptions to Project Scope and Contract Terms
Tab 15	Functional and Technical Requirements Response
Supplements	Any Vendor-submitted materials or documentation not specifically requested through this RFP may be included as Supplements to the Proposal in a separately marked “Supplements” tab of the Proposal.

# Table 15 – Requirements Response Indicators

Indicator	Definition	Instruction
S	Standard: Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the Proposal from Vendors following agreed-upon configuration planning with the District.	Vendors are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system’s ability to meet the requirement.
F	Future: Feature/Function will be available in a future software release available to the District by October 1, 2021. At that point, it will be implemented following agreed-upon configuration planning with the District.	If a response indicator of “F” is provided for a requirement that will be met in a future software release, the Vendor shall indicate the planned release version, as well as the time the release will be generally available.
C	Customization: Feature/Function is not included in the current software release and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications. All related customization costs should be indicated in Attachment C – Cost Worksheets.	If a response indicator of “C” is provided for a requirement that will be met through a custom modification, the Vendor shall indicate the cost of such a modification.
T	Third Party: Feature/Function is not included in the current software release and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system. This system should be specified.	If a response indicator of “T” is provided for a requirement that will be met by integration with a third-party system, the Vendor shall identify this third-party system and include a cost proposal to secure this system. If the third-party system is a part of the Proposal, the third party shall respond to the appropriate requirements with a clear notation that the responses are provided by the third party.
N	No: Feature/Function cannot be provided.	N/A
I	Need More Information/Discussion	The District will coordinate with the Vendor to response to the questions. All questions and answers will be published on the FAQ on the District’s ERP Selection Web Site.

# Price Proposal

The Vendor's Price Proposal shall consist of three sections, as further described below:

1. The completed Cost Worksheets as contained in **Attachment C1 – Cost Worksheets**. Vendors shall not modify the worksheets in any way.
2. A narrative description of the proposed costs in response to **Attachment C2 – Cost Narrative**.
3. The Vendor's pricing is provided in the vendor's standard quoting/pricing format.



# Questions and District Responses

- All questions and Answers will be published on the District's Web site. The answers to your questions will be the official responses.
- All additional questions must be in writing and received by the District Business Partner by 7/7/2021.



# Next Steps

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Questions and Answers