



Project #: RFQ-10-4040-001

Advertisement Date: September 8, 2023

Proposal Opening Date: September 21, 2023, 1:00 p.m.

ERP Software Services
Request for Qualifications (RFQ)

Proposals will be opened at 1:00 p.m. on Thursday, September 21, 2023. All proposals must be sealed and clearly labeled 'ERP Software Services' RFQ-10-4040-001.

There is no expressed or implied obligation for the City of North Augusta to reimburse responding firms for any expense incurred in the preparation of submittals in response to this request. The City reserves the right to amend and/or cancel this Request for Qualifications at any time prior to the submittal deadline set forth herein.

Mail proposals or submit in person to:

City of North Augusta
Department of Finance
Lynda Williamson, Director of Finance
100 Georgia Ave
PO Box 6400
North Augusta, SC 29861
Phone: 803-441-4206
Email: lwilliamson@northaugustasc.gov

Intent

The City of North Augusta seeks to contract for professional ERP Software services for the purposes of replacing current software services of the day to day support activities of most departments in the City of North Augusta. The City is looking for qualified firms that will have software to provide support for the Finance Department in the form of Accounting, Fund Management, Utility Billing, Tax Billing, Cash Collections, Budgeting, Payroll, Accounts Payable, and Asset Management. The City is also looking for the same ERP system to provide support to the other Departments in the form of Planning, Permitting, Inspections, Licensing, GIS, and Economic Development. Online access for customers of the City's various departments is a requirement for this project.

Background and Project Goals

The City serves an area of approximately 21 square miles with a population of approximately 25,000. The City's fiscal year begins on January 1 and ends on December 31.

The City provides the following services to its citizens:

1. Residential and commercial sanitation services (including recycling).
2. Water, wastewater, and stormwater services.
3. Police and fire protection.
4. Parks and recreation services.
5. Planning and zoning.
6. General administration.

The City has a total payroll of approximately \$21.4 million covering approximately 255 employees.

The City is organized into five functional areas including General Administration, Public Safety, Public Works, Recreation and Parks, and Public Utilities. The accounting and financial reporting functions of the City are centralized in the Finance Department.

More detailed information on the government and its finances can be found in annual budgets and comprehensive annual financial reports available on our website at www.northaugustsc.gov.

It is the goal of the city to have this project fully live by July 1, 2024.

Scope of Services

Core Application Software:

General and Technical
Financials

General Ledger
Cash Receipting
Accounts Payable
Budgeting
Bank Reconciliation
Utility Billing
Tax Billing

Purchasing
Contract Management
Grant Management and Accounting
Licensing
Fixed Assets
Cash Receipting
Online Customer Account Access

Human Capital Management

Employee Records / Personnel Actions
Employee and Manager Self-Service
Employee Performance Management

Employee Benefits
Compensation

Time & Attendance

Payroll
Permitting
Licensing
Code Enforcement
Planning/Project Management
GIS
Inspections
Economic Development

Services Scope:

Software Access / Set-up
Security Design and Configuration
Data Conversion and Migration
Integration and Interface Development
Testing Services
Training Services
Knowledge Transfer to Staff
System Documentation Development
Software Deployment
Ongoing Support and Maintenance Services
Ongoing Hosting Services

Submittal Requirements

Proposals shall include the following and shall be organized using each of the below required elements as section headings:

- A. Provide the firm's physical address, telephone number and email address of key personnel contact, to receive notifications and reply to inquiries from the City.
- B. Provide a brief history description of the firm including years in business, area of specialization and location of corporate headquarters.
- C. Detail the firm's experience and performance in the same or similar areas of expertise and its adaptability to provide required services for the project.
- D. Detail the firm's current and projected workload and its ability to meet the City's proposed project goal.
- E. Provide names and resumes of key professionals who would be assigned to the project.
- F. Provide three references of past and/or current clients that includes entity name, representative, phone number and services provided.

Proposal Evaluation and Selection

The selection of the most highly qualified firm will be made based on demonstrated qualifications as determined by the City based upon qualifications submitted in response to this RFQ.

During the evaluation process, the City reserves the right, where it may serve the City's best interest, to request additional information and/or clarifications from Respondents. At the direction of the City, some or all of the Respondents may be requested, and required for continued consideration, to appear for an oral interview/presentation at date, time and location designated by the City as part of the evaluation process.