REQUEST FOR PROPOSAL
(RFP #04201601)

For

Enterprise Resource Planning (ERP) Software

Release Date: May 16, 2016

For information:
Jon Stuckel
IT Director
(509) 737-6382
jstuckel@midcolumbialibraries.org
REQUEST FOR PROPOSAL

Enterprise Resource Planning Software

Notice is hereby given that proposals will be received by Mid-Columbia Libraries ("MCL") for:

RFP #04201601

Enterprise Resource Planning Software

Please send sealed proposals to Mid-Columbia Libraries:

Attention:
405 S Dayton Street
Kennewick, WA 99336

Date: June 14, 2016
Time: 4:00 PM Pacific Time

Proposals submitted after the due date and time will not be considered. Proposers accept all risks of late delivery of mailed submittals regardless of fault.

MCL reserves the right to:

- Reject any and all proposals, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate MCL to pay any costs incurred by respondents in the preparation and submission of a proposal, including but not limited to a respondent doing an on-site scripted product demonstration. Furthermore, the RFP does not obligate MCL to accept or contract for any expressed or implied services.

- Accept the proposal(s) or parts of a proposal deemed most advantageous to the MCL.

- Amend the RFP in any manner prior to contract award.

- Cancel or reissue the RFP.

- Obtain clarification of any point in a vendor’s proposal. Such clarifications can be in any form such as but not limited to conference calls, email communications, web demonstrations, on-site demonstrations or vendor headquarters visits.
• Share the RFP, proposals and subsequent vendor provided information with its consultant(s) in order to secure expert opinion.

• If applicable, request from the software vendor a different implementation provider or implementation team member(s) than the one proposed or at its sole discretion, select a different implementation provider or implementation team on its own.

• All proposals become the property of MCL. Materials submitted will not be returned to the proposer.

Public Disclosure Notice

In order to protect the integrity of the contracting process, proposals will not be disclosed until after award and signing of any and all contracts that may result from this Request for Proposal.

Proposers should be aware that any records they submit to MCL or that are used by MCL even if the proposers possess the records may be public records under the Washington Public Records Act (RCW 42.56). MCL must promptly disclose public records upon request unless a statute exempts them from disclosure. Proposers should also be aware that if even a portion of a record is exempt from disclosure, generally, the rest of the record must be disclosed. Exemptions, including those for trade secrets and "valuable formula," are narrow and specific. Proposers should clearly mark any record they believe is exempt from disclosure.

Upon receipt of a request for public disclosure, MCL will notify the RFP proposer of any public disclosure request for the proposer's proposal. If the proposer believes its records are exempt from disclosure, it is the proposer's sole responsibility to pursue a lawsuit under RCW 42.56.540 to enjoin disclosure. It is the proposer’s discretionary decision whether to file such a lawsuit. However, if the proposer does not timely obtain and serve an injunction, MCL will disclose the records, in accordance with applicable law.
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General Information

RFP Issued: May 16, 2016  
Proposals Due: June 14, 2016

<table>
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<tr>
<th>Request for Proposal Information:</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Number: RFP #04201601</td>
</tr>
<tr>
<td>RFP Title: Enterprise Resource Planning Software</td>
</tr>
<tr>
<td>Contact person: Jon Stuckel</td>
</tr>
<tr>
<td>Address: 405 S Dayton St. Kennewick, WA 99336</td>
</tr>
<tr>
<td>Email Address: <a href="mailto:jstuckel@midcolumbialibraries.org">jstuckel@midcolumbialibraries.org</a></td>
</tr>
</tbody>
</table>

1. PURPOSE

The purpose of this RFP is to solicit proposals from software vendors, systems integrators, implementation partners and/or Value Added Resellers (VARs) who can demonstrate that they possess the organizational, functional and technical capabilities to provide an Enterprise Resource Planning (ERP) solution that meets MCL’s needs.

MCL is seeking an integrated “off the shelf” packaged solution that will meet its core requirements out of the box with minimal modifications in order to enhance both internal and external access to MCL data, improve internal workflow and processes, maximize software efficacy, and reduce or eliminate “workarounds.” MCL expects the vendor to perform the related professional services (e.g. best practices guidance, training, project management, implementation, integration and report development) in a timely and professional manner with ERP experts experienced with successfully implementing the proposed solution at comparable institutions with similar requirements.

MCL will consider proposals from single vendors or from multiple vendors working as a team. In the event multiple vendors submit a proposal together, MCL expects that there will be one prime contact that will be responsible for the whole project and for coordinating the work of the other vendors.

The ideal vendor(s) shall have experience in successfully implementing the proposed solution at multi-location library systems or other public agencies of similar size to MCL. The successful
vendor shall be responsible for the final MCL approved design, installation, implementation and commissioning of the ERP system including development of user acceptance testing, system integration and connectivity to existing resources.

This RFP process seeks to provide the best overall ERP solution for MCL. Total cost of ownership will not be the only factor in making the determination. Other factors that may contribute to the selection process include but are not limited to:

- Project approach and understanding of MCL’s objectives and requirements
- Vendor’s implementation methodology and success
- Vendor’s installed base and experience with similar customers to MCL
- Feedback from customer references
- Ability to meet MCL’s requirements (software functionality, usability, performance, flexibility, integration, and technology)
- Cost and support quality for ongoing maintenance and support

2. BACKGROUND

Mid-Columbia Libraries is an inter-country rural library district headquartered in Kennewick, WA, that serves the over 250,000 residents of Benton, Franklin, and parts of Adams Counties. MCL has twelve branch libraries, a bookmobile and outreach services. MCL is governed by a seven member Board of Trustees appointed jointly by the Benton and Franklin County Commissioners.

**Server Infrastructure**

Mid-Columbia Libraries maintains a datacenter at our Kennewick location using commodity Dell hardware and VMWare-based virtualization systems. Data is backed up via a Unitrends Recovery device. Production operating systems are predominantly Windows Server 2008 and 2012, though some web-based services are hosted on Linux (CentOS). Authorization and authentication are provided via Active Directory, with LDAP available.

**Network Infrastructure**

Network hardware almost exclusively Cisco L3 switched, with current maintenance contracts in place.

The primary users of the desired ERP system are separated from the datacenter by a 100Mbps Metro Ethernet WAN. All other locations have a minimum connectivity of 25Mbps. The datacenter also distributes 200Mbps filtered Internet access to all locations. A secured wireless network is available to staff for MCL-provided equipment.
All locations maintain free public Internet access both on provided equipment and via open public wireless. All public traffic and is segregated, and is denied access to internal resources by default. MCL Facts and Figures:

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Number of Employees</td>
<td>130</td>
</tr>
<tr>
<td>Number of Branches</td>
<td>12</td>
</tr>
<tr>
<td>Annual Operating Budget</td>
<td>~ $10 million</td>
</tr>
<tr>
<td>Number of Possible Named Users</td>
<td>15</td>
</tr>
<tr>
<td>Number of Possible Concurrent Users</td>
<td>15</td>
</tr>
</tbody>
</table>

3. ERP REQUIREMENTS

MCL’s objective is to replace the current system with an integrated enterprise system which will optimally include the following functionality (modules):

<table>
<thead>
<tr>
<th>Modules/Functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Ledger, Fixed Assets</td>
</tr>
<tr>
<td>Inventory</td>
</tr>
<tr>
<td>Cash Receipting, Bank Reconciliation</td>
</tr>
<tr>
<td>Time and Attendance, Scheduling</td>
</tr>
<tr>
<td>Budget</td>
</tr>
<tr>
<td>Human Resources</td>
</tr>
<tr>
<td>Accounts Payable</td>
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<tr>
<td>Payroll</td>
</tr>
<tr>
<td>Purchasing</td>
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<tr>
<td>Reporting</td>
</tr>
</tbody>
</table>

MCL’s system environment includes an Integrated Library System (Polaris) which may interface with the proposed ERP solution as a later phase.

The more detailed functional requirements are in Attachment A – Functional and Technical Requirements. Although MCL desires a fully integrated ERP solution, if it is determined that the chosen ERP lacks sufficient HRIS functionality, they are open to the possibility of using a 3rd Party Timekeeping/Human Resources/Payroll solution. However, it is desired that the HRIS solution be a partner of or previously interfaced with the primary ERP system and that solution must be presented as part of this RFP.
An On-premises software implementation is preferable, but MCL is open to a Cloud implementation if advantageous to MCL. We have included a request for pricing for both On-premises and Cloud pricing in Attachment B – Price Proposal.

4. SCOPE OF WORK

MCL is seeking an integrated “off-the-shelf” solution that will meet its core requirements out of the box with minimal modifications. The goal of this strategy is to optimize system utilization for all users, improve response times, reduce errors, reduce manual efforts, improve analytical capabilities, and improve customer service. MCL intends to minimize its total cost of ownership while offering improved performance and levels of service, and to implement a system in which it can remain on the upgrade path with minimal cost and business impact.

5. SUBMITTAL REQUIREMENTS

Responses to this RFP must adhere to the submittal format described below with the information as identified in the following table. To prepare your proposal, follow these instructions:

- Open the electronic version of the forms of this RFP.
- If applicable, use copy and paste commands, copy sections and forms as necessary and paste them into a new file. Save the new file.
- Complete all of the forms in their native format (MS Word). Please do not change the format.
- Do not use hyperlinks to provide information (e.g. revenue data) and do not refer to other sections with similar information. It is important that each form is filled out individually, in its entirety.
- Your RFP response must adhere to the format described below with tabbed Sections (numbered as shown) and must contain the content to be included in each Section.
- Please create a table of contents with page numbers.
- Delete instructions (i.e. verbiage contained in brackets) from each form.
- When your proposal is complete, refer to the proposal submission instructions in this document.
<table>
<thead>
<tr>
<th>SECTION</th>
<th>TITLE</th>
<th>INFORMATION TO BE INCLUDED IN THIS SECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 1</td>
<td>Cover Letter</td>
<td>Provide a signed Cover Letter.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>✓ On your letterhead.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>✓ Signed by an official in your organization authorized to bind his or her firm to all statements, including services, terms and conditions, and prices, contained in the proposal.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>✓ State the length of time the proposal terms remain firm, which must be for a minimum of 120 days from the proposal due date.</td>
</tr>
<tr>
<td>Section 2</td>
<td>Company Information and</td>
<td>Complete the Company Information and Qualifications form in Attachment C.</td>
</tr>
<tr>
<td></td>
<td>Qualifications</td>
<td>✓ If a 3rd party implementation partner or a Value Added Reseller (VAR) is part of this proposal, complete the Implementation Partner/VAR Company Information and Qualifications form in Attachment C.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>✓ If a 3rd party HRIS partner is part of this proposal, complete additional forms as needed.</td>
</tr>
<tr>
<td>Section 3</td>
<td>Scope of Services</td>
<td>Provide the following:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>✓ Brief summary of your understanding of our project and the scope of work, and how you propose to meet our requirements and help us achieve our goals and objectives.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>✓ Brief high level summary of the major components/features of your proposed software product.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>✓ Summary of any other modules or services that you offer that we should be aware of.</td>
</tr>
<tr>
<td>Section 4</td>
<td>Functional and Technical</td>
<td>Complete the Functional and Technical Requirements form (Attachment A – Functional and Technical Requirements). Please do not change the format of the document. Do not provide hyperlinks to external information or refer to other materials provided in the RFP. It is</td>
</tr>
<tr>
<td></td>
<td>Requirements</td>
<td></td>
</tr>
<tr>
<td>SECTION</td>
<td>TITLE</td>
<td>INFORMATION TO BE INCLUDED IN THIS SECTION</td>
</tr>
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<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
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<td></td>
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<td>important that each form and each line item within those forms be filled out independently. Leaving a requirement blank may deem a vendor unresponsive.</td>
</tr>
<tr>
<td>Section 5</td>
<td>Price Proposal</td>
<td>Complete the Price Proposal form (see Attachment B – Price Proposal). If offering both On-premises and Cloud deployment options, please complete both price proposal forms.</td>
</tr>
<tr>
<td>Section 6</td>
<td>Customer References</td>
<td>Complete the Customer References form (see Attachment E – Customer References). Provide at least three references that are similar in size and requirements to MCL (preferably public agencies or libraries, rural/remote branches, number of users, etc.), and that have implemented your software in the past five years. Reference sites should be fully implemented and live on the current version of the software. References may be contacted (either via phone or on-site visit) as part of the proposal evaluation process.</td>
</tr>
<tr>
<td>Section 7</td>
<td>Implementation Methodology</td>
<td>Provide a brief overview of your implementation methodology and the expected timeframe for this project including resources that MCL will be required to provide. Please limit this to no more than three (3) pages.</td>
</tr>
<tr>
<td>Section 8</td>
<td>RFP Exceptions</td>
<td>Complete and sign the RFP Exceptions form in Attachment D – RFP Exceptions. Exceptions will not be considered unless outlined on the Exceptions form.</td>
</tr>
<tr>
<td>Section 9</td>
<td>Contracts, Terms and Conditions</td>
<td>Provide a copy of your proposed license, maintenance and implementation services agreements. If proposing a Cloud solution, include any additional or supplemental subscription and support agreements.</td>
</tr>
</tbody>
</table>
|          |                              | NOTE: Although you are providing a copy of your
SECTION | TITLE | INFORMATION TO BE INCLUDED IN THIS SECTION
---|---|---
| | proposed agreements, specific terms and conditions, as well as contract documents will be reviewed by MCL consultants and/or MCL’s attorney and will be subject to negotiation. | 
| Section 10 | Insurance Requirements | Please provide evidence of insurance in the required amounts. |

Submittals shall be delivered in a sealed envelope or sealed box clearly marked: **RFP #04201601 MCL Enterprise Resource Planning Software** by the deadline listed below.

**Required Number of Proposals**

Three (3) complete and bound proposals as well as two (2) electronic USB format drives should be included. The two (2) USB drives submitted should have the electronic proposal/response in BOTH PDF FORMAT AND THE NATIVE FILE FORMAT OF THE FORMS (Microsoft Word) and must be received by the date and time listed. MCL, at its discretion, may make additional copies of the proposal for the purpose of evaluation only. The original proposal will include original signatures, in ink, by authorized personnel.

### 6. RFP SCHEDULE

These dates are estimates and are subject to change by MCL.

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Release RFP</td>
<td>May 16, 2016</td>
</tr>
<tr>
<td>Questions (if any) Due</td>
<td>May 28, 2016 4:00PM PST</td>
</tr>
<tr>
<td>MCL Response to Questions</td>
<td>June 3, 2016</td>
</tr>
<tr>
<td>Proposal Responses Due</td>
<td>June 14, 2016 4:00PM PST</td>
</tr>
<tr>
<td>Proposal Evaluation Complete</td>
<td>July 18, 2016</td>
</tr>
<tr>
<td>Short List Vendor Demonstrations</td>
<td>August 15 – 26, 2016</td>
</tr>
</tbody>
</table>
7. RFP COORDINATOR/COMMUNICATIONS

Upon release of this RFP, all vendor communications should be directed to the RFP Coordinator listed below. Unauthorized contact regarding this RFP with other MCL employees may result in disqualification. Any oral communications will be considered unofficial and non-binding.

Name:    Jon Stuckel
Mailing Address:  405 S Dayton St. Kennewick, WA 99336
Telephone:  (509) 737-6382
E-mail:  jstuckel@midcolumbialibraries.org

8. QUESTIONS

Questions regarding this project must be sent to the RFP coordinator via email and are due by May 28, 2016 4:00PM PST. All Questions will be answered via email no later than June 3, 2016.

9. EVALUATION PROCEDURES

The RFP coordinator and other staff will evaluate the submitted proposals.

It is important that the responses be clear, concise and complete so that the evaluators can adequately understand all aspects of the proposal. MCL is not interested in unnecessary sales verbiage.

The evaluators will consider the completeness of the proposal, how well the vendor complied with the response requirements, responsiveness of vendor to requests, the number and nature of exceptions (if any), the total cost of ownership and how well the vendor’s proposed solution meets the needs of MCL as described in the response to each requirement and form.

As part of the evaluation, MCL reserves the right to request additional information, ask for a Web demo, and conduct conference calls to go over the response, or take any other action it deems necessary in order to do a thorough and objective evaluation of each response. This evaluation includes but is not limited to doing customer reference checks (including on-site), visiting vendor headquarters, and reviewing any other information about the vendor and its
solution (e.g. performance, viability, technology, mergers and acquisitions, organizational changes, litigation, industry analyses, etc.)

The evaluation process is intended to help MCL select the vendor with the best combination of attributes (including but not limited to total cost of ownership, ease-of-use, performance, reliability, vision, flexibility, stability, sustainability, vendor viability and vendor capacity to successfully implement this project) that meets its needs.

MCL also reserves the right to require that a subset/short list of finalist vendors make a presentation and/or do a scripted product demo to its selection team at a location and time chosen by MCL.

10. CONTRACT NEGOTIATION

MCL reserves the right to negotiate with the selected vendor that, in the opinion of MCL, has submitted a proposal that is the “best value.” In no event will MCL be required to offer any modified terms to any other vendor prior to entering into an agreement with a proposer and MCL shall incur no liability to any proposer as a result of such negotiation or modifications. It is the intent of MCL to ensure it has the flexibility it needs to arrive at a mutually acceptable agreement. Negotiations may include, but not be limited to: changes to scope of work, contract details (terms and conditions), contract payment details, and service requirements.

11. CONTRACT AWARD AND PROTEST

MCL reserves the right to make an award without further discussion of the proposals. The selected vendor will be expected to enter into a contract with MCL. If the selected vendor fails to sign the contract within 5 (five) business days of delivery of the final contract, MCL may elect to negotiate a contract with the next-highest ranked vendor. MCL shall not be bound, or in any way obligated, until both parties have executed a contract. No party may incur any chargeable costs prior to the execution of the final contract.

12. INSURANCE REQUIREMENTS

The selected vendor or vendors shall maintain insurance that is sufficient to protect the vendor’s business against all applicable risks, as set forth in MCL’s Standard Insurance Requirements in Attachment F. Please review insurance requirements prior to submitting a proposal. If the selected vendor is unable to meet these standard requirements, please note current or proposed insurance coverages as an exception to the RFP. Standard requirements may be negotiated if it is in the best interest of MCL.

13. COMPLIANCE WITH LAWS AND REGULATIONS
The vendor or vendors ultimately awarded a contract shall comply with federal, state and local laws, statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to: protection of public and employee safety and health, environmental protection, waste reduction and recycling, the protection of natural resources, permits, fees, taxes, public disclosure requirements, and similar subjects.

14. OWNERSHIP OF DOCUMENTS
Any proposals, reports, studies, conclusions, software modifications, and summaries prepared by the vendor for this project shall become the property of MCL.
Attachment A – Functional and Technical Requirements

Complete the Functional and Technical Requirements form and submit in the appropriate section of the proposal.

To open the document, click on the icon below.
Attachment B – Price Proposal

Complete the Price Proposal form and submit in the appropriate section of the proposal.

To open the document, click on the icon below.
Attachment C – Company Information and Qualifications

Complete the Company Information and Qualifications form for the Vendor and for any Implementation Partner or Value Added Reseller (VAR) participating in the proposal, and submit in the appropriate section of the proposal.

To open the document, click on the icon below.

Vendor Information
Attachment D – RFP Exceptions

Complete the RFP Exceptions form and submit in the appropriate section of the proposal.

To open the document, click on the icon below.

![Vendor Exceptions](image-url)
Attachment E – Customer References

Complete the Customer References form and submit in the appropriate section of the proposal.

To open the document, click on the icon below.

References
Insurance Requirements

MCL requires evidence of worker’s compensation and general liability insurance with minimum coverage of $1,000,000 per occurrence/$2,000,000 aggregate for personal injury and property damage.