CORPORATION OF SHEPHERDSTOWN, WEST VIRGINIA

Request for Proposal (RFP)
For
ERP Software

**Bid Proposal due no later than 4:00 pm
on July 15, 2025
in Shepherdstown Town Hall
104 N. King Street, Shepherdstown, WV**

The Corporation of Shepherdstown (herein referred to as the "Council," "Town," or "Shepherdstown") is requesting Qualification and Price Proposals from interested parties for ERP Financial Software

The Council (or its designated representatives) will be evaluating submissions to this request and will ultimately select a firm judged to be both responsible and responsive to the request in every way, including having offered the most beneficial, appropriate price proposals. The Town reserves the right to interview some or all prospective firms to discuss Qualifications & Price Proposals.

Four (4) copies of submittals of Qualification & Price information from interested businesses should be enclosed in a sealed opaque envelope marked **"Financial Software."** Proposals must be submitted and time-stamped into the Town Office, Receptionist Area, 104 N King St., Shepherdstown, WV 25443, **no later than 4:00 p.m. on July 15, 2025.** Failure to provide the required information as requested in the RFP for Shepherdstown's review may result in disqualification.

Proposals will be opened and entered into public record on **July 15, 2025,** in the Town Meeting Room, 104 N. King St., Shepherdstown, WV 25443.

The Corporation of Shepherdstown shall make positive efforts to utilize Disadvantaged Business Enterprises for its supplies and services and shall allow these sources the maximum feasible opportunity to compete for contracts. Shepherdstown does not discriminate on the basis of race, color, national origin, sex, religion, age or disability for the provision of services.

The Town reserves the right to accept or reject any or all proposals, to waive technicalities, and to take whatever action is in the best interest of the Town.

I. INTRODUCTION:

Proposals are being requested from qualified vendor to submit bids for a Financial Software package as ordered by the Corporation of Shepherdstown, West Virginia, (hereinafter referred to as "Town" or "Council"). Only written responses to this RFP shall be considered. All materials submitted shall become part of the proposal.

II. BACKGROUND:

Shepherdstown is in the eastern panhandle of West Virginia in Jefferson County. According to 2020 Census information, Shepherdstown has a population of 1,531 including the on-campus student population at Shepherd University.

The Town provides its own solid waste collection as well as its own water and sewer service. In addition to the corporate limits, the water and sewer departments provide services to unincorporated territory adjacent to the Town limits. The water and sewer departments each have a budget separate of the Corporation budget.

The Town is governed by a mayor and town council.

III. SCOPE OF WORK

A. GENERAL
The Town is requesting bids for an integrated ERP software solution. Below is a list of modules of interest:

SOFTWARE:
- **General Ledger**
- **Purchasing**
- **Accounts Payable**
- **Payroll**
- **Accounts Receivable**
- **Projects/Grants**
- **Budget management/submissions**
- **Human resources**
- **Time and Attendance**
- **Utility Billing**
- **Business Licensing**
- **Building Permitting**
- **Parking Meters/Fines**
- **Municipal Court**
- **Police Department**

SERVICES
- **Project Management**
- **Software Installation/Configuration**
- **Data conversion**
- **Interface development**
- **Training**
- **Annual support/maintenance services**

The successful system will be the one that most clearly meets the needs and provides flexibility and configurability. An open architecture cloud-based solution that has the ability to interface with other internal and external systems is preferred.

The solution selected will be implemented using a phased approach as recommended by the selected Proposer and approved by the Town. The Town expects process improvement through implementation of new systems and intends to adopt the best practices offered by the selected Proposer. Proposers who are invited to demonstrate their product should be prepared to discuss the application's best practices and the system's ability to adapt to user preferences.

The Town has attempted to provide all information available. It is the responsibility of each Proposer to review, evaluate, and, where necessary, request any clarification prior to submission of a Proposal.

In summary, the Town prefers that the solution be developed, implemented and supported by a single vendor, or by one vendor in conjunction with a minimum of third- party vendors; and further, that the Solution run in the cloud and be compatible with Microsoft® Windows® Server operating system. Ideally, the Solution can operate in multiple environments for TEST, TRAIN and LIVE.

Platform The ERP solution must run in a Microsoft Windows Server environment Preference is for a web-based application if possible.

Integration The solution must be able to integrate with QuickBooks Online as well as the Water/Sewer/and Refuse billing software, BSI in order to integrate the data from these platforms fully into the new solution.

Security. It is expected that the new ERP system will have tight security controls which meet regulatory compliance and audit standards. Overall preference is for role-level security to the menu, function, screen and field level; security should flow through to standard as well as third party reporting tools.

Workstations – The solution should be able to handle at least 10 concurrent users at one time.

Reporting – The Town requires more user-friendly query and reporting tools that are intuitive to the end user community. Excel data export for manipulation is mandatory.

Mobile Accessibility - The Town is interested in exploring mobile technology and at minimum requires mobile time entry for remote access. Preference is iOS and iPhone compatibility, Android, or device and operating system agnostic. The ability to cache data from the server, allow data entry in the field without Wi-Fi or cellular connectivity, and re-synch data once connectivity is available is considered optimal but not required. Remote access using a tablet or laptop is acceptable.

Document Management. The Town does not currently use an electronic document management system. The ERP system should provide functionality to store documents related to transactions within the system. This will include a backlog of documents that require inputting into the document management system.

Information Technology Structure:

The Town outsources all IT services to a local vendor who provides technological support. Our vendor works with other municipalities that utilize an ERP program. The IT vendor is responsible for all IT-related programs and issues, including but not limited to:

- Managing the organization's hardware and software

- Providing a source of guidance for technology issues for staff and associated organizations;

- Maintaining information security and availability;

- Advance computer support;

- Data management, server maintenance, network communication, guidance and infrastructure management to deliver meaningful information.

- Backup, recovery and achieving.

Hardware Infrastructure

The following describes the areas of the Town's technical (hardware) infrastructure and environment.

TRANSACTION AND OPERATING VOLUMES: FINANCIAL/PR/HR	CURRENT
ORGANIZATION	
the Town number of employees	35 full time
the Town proposed FY25-26 expenditure budget	$6.1M
Total number of computer system users	~6

Number of concurrent Payroll system users	~3
Number of concurrent Human Resources system users	~3
Number of system printers	~3
Desktop Software	BSI
Desktop Operating System	Microsoft Windows
E-mail System	Microsoft Exchange server
Internet Browser	Chrome
Financial, Payroll and Human Services	
QuickBooks Online	5 users
Gusto Payroll	3 users

PROJECT TIMELINE

- Listed below are the projected dates and times of actions related to the Request for Proposals. These are estimated and are to set expectations for the project and will be finalized prior to formal contract aware.

SELECTION PROCESS	TIMEFRAME
RFP Issuance	May 23, 2025
Deadline for Questions	June 30, 2025
Vendor Proposals Due	July 15, 2025
Demonstrations of Software	No Later Than July 30, 2025
Council Approval	Same month as demo or next council meeting
Go-Live Expectation	9 months to a year

TECHNOLOGY

The Vendor is required to provide a general description of the application program product and how it will meet the requirements of this RFP.

- Please describe, including a diagram of the architecture of the system.

- Please specify the minimal and recommended hardware and software requirements of the client personal computers used to access the service.

- What server platform(s) does the Proposer's proposed application software currently operate on?

- What client environments are supported

- Does the system support industry-standard virtualization platforms? If so, which ones?

- Describe remote access capabilities.

- Does the system provide role-based security?

- Please touch on any future development/technology direction and/or development initiatives.

INTERFACE DEVELOPMENT

- Describe the Proposer's approach and methods for interfacing with 3rd party software systems.

- Describe the process for requesting software customization. How are requested changes in functionality prioritized by the Proposer?

REPORTING

- Describe the reporting capabilities of the proposed system.

- What is the proposed custom report writer and does the Proposer provide a library of customizable reports?

- What report services are offered?

- Describe the business intelligence reporting features included.

- Are there costs associated with this service?

IMPLEMENTATION

The Proposer is expected to provide information about the following services included which should be included in the proposed implementation project.

1. Implementation Methodology
2. Project Management Methodology
3. Project Timeline
4. Project Staffing
5. Operational Redesign
6. Change Management
7. Data Conversion
8. Training
9. Testing
10. Documentation
11. Reporting
12. Go Live Support

Implementation Methodology
- Describe how you transition from the sales cycle to the implementation phase.

- Provide a comprehensive description of your company's methodology for implementing your proposed software solution.

- Will 3rd party resources or contractors be utilized during this project?

- What level of guarantee is offered to ensure the quality of implementation services delivered?

Project Management Methodology
- Provide your approach to Project Management and the governance of the proposed implementation project.

- Describe how you intend to manage the project materials that are produced during the proposed project.

- Describe the project management resources that will be assigned to the Town's project.

- Describe the roles and responsibilities of both the Proposer and the Town project managers as proposed.

Project Timeline
- Describe how the project schedule will be developed to meet the Town's goals while minimizing project risk and any impact to current operations.

- What factors help you to determine the appropriate implementation project phases and project schedule?

- Provide a high-level project schedule based upon an estimated projected start date. If the Proposer is proposing a phased implementation approach, please indicate which products will be included in each project phase.

- Provide a sample project plan for implementing the proposed system. Include all major project activities, tasks, milestones, and resources with the appropriate dates and dependencies. This should be a Gantt chart developed using Microsoft Project.

Change Management
- Describe your approach to Change Management.

Data Conversion
- Describe your approach to the conversion of legacy data into the proposed system.

- How do you assist the Town to determine what data will be converted into the new system?

- Explain the costs associated with data conversion and how they are determined.

Training
- Describe your approach to Training the Town on the proposed system.
- Identify the types of training that will be offered to the Town resources. Specifically, Core users, Management, and End users.
- Indicate the options for on-site, off-site, and remote training services.

Testing
- Describe your approach to Testing throughout the proposed project.
- Describe testing activities for each of the following testing types:
  - System Testing
  - Static Environment /System Design Testing
  - Integration Testing
  - Parallel Process Testing
  - User Acceptance Testing

Documentation
- Describe the help features that are built into the proposed software.
- Describe what documentation is included with the proposed project. Specifically address User Guides, Technical Guides, Training Materials, and System Documentation.
- Identify any restrictions on the Town's use of all documentation.

Reporting
- Describe how the Town's reporting needs are identified and developed during the implementation project.

Go Live Support
- Describe the approach to preparing the Town's transition to Live Processing.
- Describe the support of the Town during the Go Live.
- Identify the type and level of Post Live on-site support that the Proposer's project team will provide to the Town.

SUPPORT AND ANNUAL SERVICES

Transition to Support
- Describe the process of preparing the Town for Live Processing.
- Describe the role of the Proposer's Support Department in this process.

Support Hours & Availability
- Provide the hours, phone number, and nature of telephone support services.

- Describe all methods for contacting and connecting with product support.

Support Features & Approach
- Define what services are covered by maintenance contracts.

- Are there additional charges associated with periodic releases and future functionality beyond the annual maintenance contract?

- Does the Proposer publish a product version life cycle?

- Priorities & Escalation

- Define the support call priority levels, the criteria used to determine the priority, and the response times associated with each level.

- Does the Proposer allow for escalation of support calls?

- Explain the call escalation procedure.

Upgrades, Fixes, Release
- Does the Proposer publish a product release life cycle?

- Explain the timing and nature of the Proposer's product release schedule.

- How are new versions of the proposed software deployed at the Town?

- Who is responsible for installing these upgrades?

- Are there costs associated with the upgrade process?

- How are bug fixes and product enhancements delivered and loaded into the Town's environment?

- Can these items be tested prior to impacting the production environment?

Support Tools
- Does the Proposer provide and maintain a customer-only support website with tools and features to assist the Town?

- Does the Proposer provide and maintain a searchable knowledge base of product support materials for the Town?

- Does the Proposer provide and maintain an electronic forum for collaboration between customers and employees?

- Does the Proposer facilitate and manage local, regional, and national user groups?

- Provide information about the location, frequency, and value of these groups.

- references should be similar in size to the Town and have a similar implementation scope. Regional clients are preferred.

IV. **Q&E / TECHNICAL PROPOSAL:**

Respondent shall respond to and reference each section and subsection for portion(s) of RFP proposal. ***At a minimum, your Qualifications Proposal shall include the following information. Failure to discuss each item may deem the submittal non-responsive and may result in non-consideration of respondent's services.***

A. Firm Information
    1. Primary contact Name, address, telephone number, email address of firm and parent company, if any, from which the project will be managed.
    2. Nature of firm and parent company, if any.

B. Firm Capabilities
    1. Describe the size of your firm/project office as related to the size of staff.
    2. Project Staffing.
    3. Describe the proposed project resources that will likely work with the Town during the implementation project.
    4. Provide key roles and responsibilities for the identified resources within the overall project.

C. Requirements
    1. Describe how the requirements of each module can be met by the solution.

D. Implementation
    1. A summary of the vendor's implementation plan that includes the methodology as well as a timeline for implementation.
    2. Identify key members and roles of on both the vendor and client side.

E. Support/Maintenance Policies and Procedures
    1. A summary of the vendor's policies and procedures relating to supporting the client throughout the entire process from implementation through go live support

F. Other Information
    1. Client Reference List
    2. Copy of the vendor contract to be used for software license, services, and maintenance.
    3. Exceptions to this RFP if any.

G. All technical proposals should include any conclusions, remarks and/or supplemental information that is pertinent to this request. Submitters are also required to provide written information regarding their inability to conform to any of the technical requirements listed above. Failure to do so will result in

disqualification of proposal.

V. PRICE PROPOSAL:
A.   At a minimum, your Price Proposal shall include the following:

1. A lump-sum price quotation for all services listed-Attachment A
   - Options to be listed for all modules

2. Proof of current business and contractor's licenses.

3. Statement that only US Citizens or legal immigrants are employed.

4. Proof of current workers' compensation coverage, if required.

5. Any conclusions, remarks and/or supplemental information pertinent to this request.

VI. TERM OF CONTRACT:

A. The contract will commence upon award by the Town.

B. If the Firm and/or Company awarded the bid subsequently fails to comply with the specifications, it will be given thirty (30) calendar days' notice to render satisfactory service. If at the expiration of such thirty (30) calendar days' notice, the unsatisfactory conditions have not been corrected, the Town reserves the right to terminate the contract.

VII. USE OF EXISTING DOCUMENTS:

Shepherdstown will cooperate to the fullest extent by making available to the Firm/Company all documents pertinent to this service that may be in the Town's possession. Shepherdstown makes no warranty as to the accuracy of existing documents nor will the Town accept any responsibility for errors and omissions that may arise from the Firm/Consultant having relied upon them.

VIII. COMPENSATION TO THE CONTRACTOR:
Invoices must be submitted to:

Shepherdstown
104 N. King Street
Shepherdstown WV, 25443
clerk@shephedstown.us

Payment will be made within thirty (30) days of receipt and approval.

IX. PROPOSALS AND AWARD SCHEDULE:

A. Proposals received prior to the deadline will be treated as confidential, until receipt of all Proposals and opening of the same. Proposals received after the deadline will not be considered in the evaluation process and will be returned unopened.

B. It is expected that the contract award will be made within forty-five (45) calendar days after the opening of proposals. The contract will be awarded to the Company whose proposal, conforming to this request, will be the most advantageous to the Town.

C. Proposals must give the full name and address of the proposer and the person signing the proposal shall indicate his or her title and/or authority to bind the firm in a contract.

D. Proposals may not be altered or amended after they are opened.

E. The approval or disapproval of the Company's Proposal will be determined by its response to this request and on past performance. No assumptions should be made on the part of the Firm/Company as to this Committee's prior knowledge of their abilities.

F. Shepherdstown reserves the right to request clarification of information submitted and to request additional information of one or more applicants.

X. TERMS AND CONDITIONS:

A. The Town reserves the right to reject any or all proposals or to award the contract to the next recommended Company if the successful Company fails to execute an agreement within ten (10) calendar days after being notified of the award of this proposal.

B. Shepherdstown reserves the right to request clarification of information submitted and to request additional information of one or more applicants.

C. Any proposal may be withdrawn up until the date and time set within this RFP for the opening of the proposals. Any proposal not so withdrawn will constitute an irrevocable offer, for a period of ninety (90) calendar days, to sell to Shepherdstown the services set forth above, in the manner and at the costs set forth.

D. The selected Company shall be required to enter into a contract agreement with the Town. Any agreement or contract resulting from the acceptance of the proposal shall be made on forms approved by Shepherdstown's legal counsel and shall contain, at a minimum, applicable provisions of this request for proposal. The Town reserves the right to reject any agreement that does not conform to this request for proposal and any Shepherdstown requirements for agreements

or contracts.

E.   Selected Firm/Company shall not assign any interest in the contract and shall not transfer any interest in the same without prior written consent of the Town.

F.   No reports, information or data given to or prepared by the Firm/Company under this agreement shall be made available to any individual or organization by the Firm/Company without the prior written approval of the Shepherdstown Town Council.

G.   Firms/Companies shall give specific attention to the identification of those portions of their proposals that they deem to be confidential, proprietary information or trade secrets and provide any justification on why such materials, upon request, should not be disclosed by the Town under the West Virginia Freedom of Information Act.

H.   Shepherdstown shall not be liable for any costs incurred by the Firm/Company regarding preparation of its proposal.

I.   Shepherdstown reserves the right to request interviews.

J.   Shepherdstown reserves the right to reject any and/or all proposals, to waive technicalities, and to take whatever action is in the best interest of the Town.

K.   Shepherdstown reserves the right not to hold discussions after award of the contract.

L.   By submitting a proposal, the Firm/Company agrees that it is satisfied, as a result of its own investigations of the conditions set forth in this request, and that it fully understands the obligations set forth therein.

M.   The Firm/Company shall abide by and comply with the true intent of the RFP and its Scope of Work and shall not take advantage of any unintentional error, ambiguity or omission, but shall fully complete every part as contemplated by the true intent and meaning of the scope of services described herein.

N.   The Firm/Company hereby represents and warrants:

1.   That it is now, or will be by the time its Proposal is opened, qualified to do business in the State of West Virginia and that it will take such action as, from time-to-time hereafter, may be necessary to remain so qualified;

2.   That it is not in arrears with respect to the payment of any monies due and owing the State, or any department or agency thereof, including, but not limited to, the payment of taxes and employee benefits, and that

it shall not fall into arrears during the term of the contract; that it shall comply with all federal, State, and local laws, ordinances, and legally enforceable rules and regulations applicable to its activities and obligations under the contract;

3. That it shall procure, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under the contract;

4. That the facts and matters set forth hereafter in the contract and made a part hereof are true and correct.

O. In addition to any other remedy available to Shepherdstown, breach of any of the services contracted herein shall, at the election of the Town, be grounds for termination of the contract. Failure of the Town to terminate the contract shall not be considered or construed either as a waiver of such a breach or as a waiver of any rights or remedies granted or available to Shepherdstown.

P. Hold Harmless/Indemnification: If a contract is awarded, the successful Firm/Company will be required to indemnify and hold Shepherdstown, its agents and/or employees harmless from and against all liability and expenses, including attorney's fees, howsoever arising or incurred, alleging damage to property or injury to, or death of, any person arising out of or attributable to the Firm's/Company's performance of the contract awarded. Any property or work to be provided by the Firm/Company under the contemplated contract will remain at the Firm's/Company's risk until written acceptance by the Town; and the Firm/Company will replace, at Firm's/Company's expense, all such property or work damaged or destroyed by any cause whatsoever, prior to its acceptance by the Town.

Q. Termination for Convenience: Shepherdstown may terminate this or any contract, in whole or in part, whenever the Town determines that such termination is in the best interest of the Town, without showing cause, upon giving 30 days written notice to the Firm/Company. Shepherdstown shall pay all reasonable costs incurred by the Firm/Company up to the date of termination. However, in no event shall the Firm/Company be paid any amount that exceeds the price proposed for the work performed. The Firm/Company will not be reimbursed for any profits which may have been anticipated but which have not been earned up to the date of termination.

Termination for Default: When the Firm/Company has not performed or has unsatisfactorily performed the contract, Shepherdstown may terminate the contract for default. Upon termination for default, payment may be withheld at the discretion of the Town. Failure on the part of a Firm/Company to fulfill the contractual obligations shall be considered just cause for termination of the contract. The Firm/Company will be paid for services satisfactorily rendered

prior to termination less any excess costs incurred by Shepherdstown in re-procuring and completing the work.

R.   The contractual obligation of Shepherdstown under the contract contemplated is contingent upon the availability of appropriated funds from which payment for this contract can be made.

S.   Interpretation: The contract resulting from this proposal shall be construed under the laws of the State of West Virginia.

XI.   **<u>INTERPRETATIONS, DISCREPANCIES, OMISSIONS</u>:**

Should any Firm/Company find discrepancies in, or omissions from, the documents or be in doubt of their meaning, they should at once request in writing an interpretation from the Town. All necessary interpretations will be issued to all Firms/Companies in the form of addenda to the specifications, and such addenda shall become part of the contract documents. Failure of any Firm/Company to receive any such addendum or interpretation shall not relieve such Firm/Consultant from any obligation under their proposal as submitted. Shepherdstown will assume no responsibility for oral instructions or suggestions.   ORAL ANSWERS SHALL NOT BE BINDING ON THE TOWN. No requests received after July 15, 2025, will be considered. Every interpretation made by Shepherdstown will be made in the form of an addendum that, if issued, will be sent by Shepherdstown to all interested parties.

ATTACHMENT A

PRICE PROPOSAL

<u>INSTRUCTIONS</u>

This sheet must be placed on the very top of your price proposal. The Town will utilize this sheet for the purpose of reading the proposal into the public record.

  Shepherdstown
  104 N. King St.
  Shepherdstown, WV 25443

Bid Title: **Financial Software**

Bid Due Date & Time: **July 15, 2025, no later than 4:00 PM**

Bid Opening Date & Time: **June 11, 2025, at 6:30 PM**

We have received all documents related to the above referenced project. We have examined all documents and have had the opportunity to examine the site area where the work is to be performed. We hereby propose to furnish all labor, materials, equipment and incidentals and to perform all operations necessary and required for the successful completion of the project.

Lump Sum Price for all Financial Software contained in Request for Proposal including all addendums and attachments:

$_____

Contractor Name &
Address:_____

_____

By:_____
(Authorized Signature)   (Date)

Title: _____

ATTACHMENT A

PRICE PROPOSAL

SOFTWARE MODULE COST BREAKDOWN -

List below the software option description and components as well as the costs associated –

General Ledger_____

Purchasing_____

Account Payable_____

Payroll_____

Accounts Receivable_____

Projects/Grants_____

Budget management/submissions_____

Human resources_____

Time and Attendance_____

Utility Billing_____

Business Licensing_____

Building Permitting_____

Parking Meters/Fines_____

Municipal Court_____

Police Department_____