



Fallbrook Public Utility District

REQUEST FOR PROPOSAL

For

Enterprise Resource Planning Software

Release Date: January 13, 2025

Due Date: February 20, 2025, at 5PM Pacific Time

REQUEST FOR PROPOSAL

Notice is hereby given that proposals will be received by the Fallbrook Public Utility District (District) for an Enterprise Resource Planning (ERP) Software Solution. Proposals must be submitted both electronically and as a paper hard copy.

A single hard copy submission should be sent to:

Kevin Collins
Fallbrook Public Utility District
990 E. Mission Rd.
Fallbrook, CA 92028

Electronic submissions should be sent via email to Kevin Collins – kcollins@fpud.com.

Due Date and Time: February 20, 2025, at 5:00 PM Pacific Time

Proposals submitted after the due date and time will not be considered.

Questions regarding this Request for Proposal can be submitted via email to Kevin Collins – kcollins@fpud.com.

RFP Questions Due Date and Time: January 27, 2025, at 5:00 PM Pacific Time

The District will post responses to the questions on or before February 5, 2025.

Public Disclosure Notice

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

All responses to this RFP will become the property of the District upon receipt and will not be returned to the proposer. Once a final award is made, all responses, including financial and proprietary information, become a matter of public record, and shall be regarded by the District as such. Submittals and all documents shall not be marked confidential, trade secret or any similarly asserted grounds to resist public disclosure. The District shall not in any way be liable or responsible for the disclosure of any such records or portions thereof if the disclosure is made pursuant to a public records request.

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1. PURPOSE

The purpose of this RFP is to solicit proposals from software vendors, implementation partners or software resellers who can demonstrate that they possess the organizational, functional, and technical capabilities to provide an Enterprise Resources Planning system that meets the District's needs.

The ideal vendor shall have experience in successfully implementing and supporting the proposed solution at comparable organizations with similar requirements to the District. The successful vendor shall be responsible for the final approved design, installation, implementation, and commissioning of the ERP system, including development of user acceptance testing scripts, training, system integration and connectivity to existing systems as well as supporting the system long term.

2. BACKGROUND INFORMATION

The Fallbrook Public Utility District was incorporated on June 5, 1922, to serve water to an area of 500 acres from local area wells along the San Luis Rey River. Today the District provides imported water and sewer service to 35,000 residents living on 28,000 acres in Fallbrook. About 30 percent of the water is used by agriculture. The District also produces about one and one-half million gallons of recycled water daily that is used to irrigate nurseries, playing fields, landscaped freeway medians, homeowners associations and other common areas.

The ERP software currently in use at the District is Springbrook ERP, deployed on premises. The County has decided to go to the market to determine the best ERP solution available to meet its current needs.

Other primary applications that could potentially integrate with, or have data that interacts with a new ERP solution, are as follows:

- Cityworks (Enterprise Asset Management)
- ESRI ArcGIS (GIS)
- Itron (AMI Meters)
- Microsoft Office 365

Reference Exhibit A – Key Requirements and Pricing Estimates for a more complete listing of existing peripheral solutions in use.

3. ERP SYSTEM SCOPE

The scope of ERP software for this project includes the following areas of functionality:

Functionality	
General Ledger	Budgeting
Purchasing	Accounts Payable
Miscellaneous Accounts Receivable	Project Accounting
Fixed Assets	Inventory
Utility Billing	Human Resources
Payroll	Timekeeping
Reporting	

Detailed functional requirements are in Exhibit A – Key Requirements & Pricing Estimates.

4. SUBMITTAL REQUIREMENTS

Responses to this RFP must adhere to the submittal format described below with the information as identified in the following table. **Section 5 – Key Requirements and Pricing Estimates must be submitted in MS Word format.**

SECTION	TITLE	INFORMATION TO BE INCLUDED
Section 1	Cover Letter	Provide a signed Cover Letter.
Section 2	Company Background	Provide company background and experience. Please limit this to no more than 3 pages.
Section 3	Customer References	Complete the Customer References form – Exhibit B.
Section 4	Implementation Methodology	Provide a brief overview of your implementation project team and methodology and the expected timeframe for this project. Please limit this to no more than 5 pages.
Section 5	Key Requirements & Pricing Estimates	Complete the Key Requirements & Pricing Estimates form – Exhibit A. <u>Must be provided in MS Word format.</u>

5. RFP SCHEDULE

These dates are given as current estimates and are subject to change without notice by the District.

Event	Date
Newspaper Posting of Upcoming RFP	01/13/2025
Release RFP	01/13/2025
Questions (if any) Due	01/27/2025
District Response to Questions	02/05/2025
Proposal Responses Due	02/20/2025
Short List Vendor Notifications	April 2025
Short List Vendor Demonstrations	May 2025
Follow Up/Reference Checks	May/June 2025
Contract and Statement of Work Negotiations	Summer 2025
Contract Award	Summer 2025

6. RFP COORDINATOR/COMMUNICATIONS

Upon release of this RFP, all vendor communications to the District should be submitted via email to Kevin Collins – kcollins@fpud.com as provided in this request for proposal. PROPOSERS ARE SPECIFICALLY INSTRUCTED NOT TO CONTACT ANY OTHER DISTRICT PERSONNEL BETWEEN THE TIME OF PROPOSAL SUBMITTAL AND AWARD. Failure to strictly observe the foregoing prohibition may result in rejection of the violating proposer’s proposal, and, at the District’s discretion, rejection of future proposals submitted by the violating proposer. Any oral communication will be considered unofficial and non-binding.

7. PROPOSAL EVALUATION CONSIDERATIONS

The District will make the final determination of the selected vendor and have engaged SoftResources to support the District’s core team as they evaluate the submitted proposals.

The District evaluators will consider the completeness of the proposal, how well the vendor complied with the response requirements, responsiveness of vendor to requests, the total cost of ownership and how well the vendor's proposed solution meets the needs of the District as described in the response to each requirement.

SoftResources may request additional information, conduct clarifying conference calls, ask for a web demonstration, or take any other action it deems necessary in order to review and clarify submitted information for the District evaluation team. In addition, the District will require a short list of finalist vendors conduct a scripted product demonstration for its selection team.

Factors that will contribute to the decision of the selected vendor include but are not limited to:

- Project approach and understanding of the District's objectives and requirements
- The implementation timeframe
- Ability to meet the District's requirements (software functionality, usability, performance, flexibility, integration and technology)
- Vendor's existing install base and experience with customers similar to the District
- Feedback from customer references
- Vendor's implementation methodology and history of success
- Pricing based on 5-year total cost of ownership
- Ongoing maintenance and support

8. CONTRACT NEGOTIATION

The District reserves the right to negotiate with the selected vendor that, in the opinion of the District, has submitted a proposal that is the "best value." In other words, the District will select a vendor that they determine provides the best functionality/price/implementation value – which may mean they select a vendor that does not have the lowest cost. In no event will the District be required to offer any modified terms to any other vendor prior to entering into an agreement with a proposer and the District shall incur no liability to any proposer as a result of such negotiation or modifications. It is the intent of the District to ensure it has the flexibility it needs to arrive at a mutually acceptable agreement.

9. CONTRACT AWARD

The District 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 the District. The District 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.

Exhibit A – Key Requirements & Pricing Estimates

Please see the separate Key Requirements and Pricing Estimates document in MS Word format that has been provided as part of this RFP download.

The document does not contain a comprehensive list of all of the District’s ERP software requirements but includes the key requirements that will be used to evaluate the proposals and will be incorporated into the signed contract.

Each requirement has a ranking indicating the importance of the requirement to the District:

- R = Required
- I = Important
- N = Nice to Have
- E = Explore (see if the vendor could support this requirement, but not required)

Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must **provide a rating and a comment for every line item based on the table below.**

If the requirement does not pertain to the proposal being submitted, enter “N/A”. The comment should include a **brief 1-2 sentence explanation** of how the item is supported.

(Please do not put long paragraphs of information in the response, or insert documents/images.) **Please do not modify the format, font, numbering, etc. of this form in any way. The form MUST be submitted as a separate document in MS Word format in your RFP response.** If a submitted proposal includes blank responses, the RFP response may be eliminated from consideration. Apply the following rating system to each line-item requirement:

Y	Fully supported by the current release of the software.
3P	Supported with third party software (software not directly owned or controlled by the vendor submitting the proposal).
C	Customization is required to meet the requirement (changes to the underlying code must be made, a report must be specifically developed, tables have to be created or modified, etc.).
F	Future functionality on the product roadmap and supported in the next release of the software (or releases) within the next 1 – 2 years.
N	Not supported.

Sample Response Format: Please use the format below when completing your response.

	General	Rating and Comment
R	1. Audit trail with user, date, and time stamp throughout all modules.	Y System logs all transactions and stamps them with user, date, time and before/after values. A report can be generated to review audit history.

Exhibit B – Customer References

Provide at least (3) three references that are similar in size and scope to the District, and that have implemented the proposed software in the past five years. References should be fully implemented and live on the current version of the software.

Name of Customer:	
Number of Users:	
Contact Name/Title:	Telephone #:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Name of Customer:	
Number of Users:	
Contact Name/Title:	Telephone #:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Name of Customer:	
Number of Users:	
Contact Name/Title:	Telephone #:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Exhibit C – RFP Terms and Conditions

1. Amended Proposals

A proposer may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter. District personnel will not merge, collate, or assemble proposal materials.

2. RFP Amendments

The district may amend the RFP in any manner prior to contract award, or may cancel, postpone, or reissue the RFP at its sole discretion.

3. Proposer's Rights to Withdraw Proposal

Proposers will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The proposer must submit a written withdrawal request signed by the proposer's duly authorized representative addressed to the District contact listed in the RFP.

4. Proposal Offer Firm

Responses to this RFP, including proposal prices, will be considered firm for 180 days after the due date for receipt of proposals or 60 days after receipt of a best and final offer, if one is requested.

5. Right to Reject Proposals

The District reserves the right to reject any and all proposals for any reason, waive minor irregularities within the proposal, and to waive mandatory requirements. This right is at the sole discretion of the District. The District may accept the proposal(s) or parts of a proposal deemed most advantageous to the District.

6. RFP Costs

This RFP does not obligate the District to pay any costs incurred by respondents in the preparation and submission of a proposal, including but not limited to a respondent doing a scripted product demonstration. The RFP does not obligate the District to accept or contract for any services.

7. Change in Agreement or Representatives

The District reserves the right to require a change in the selected proposer, or representatives, if the assigned representatives are not, in the opinion of the District, meeting its needs adequately.

8. District Rights

The District reserves the right to award the proposal to separate proposers on any of the solutions or services as set forth in the proposer's proposal. It is further understood that if the proposer to whom any recommended award is made fails to enter into an agreement with the District, an award may be made to the next best qualified person or firm, who shall be bound to perform as if they received the award in the first instance.

9. Ownership of Documents

All documents submitted in response to the RFP and any proposals, reports, studies, conclusions, software modifications and summaries prepared by the vendor for this project shall become the property of the District.

10. Agreement Award

Proposal will be evaluated by a committee comprised of District staff. This agreement shall be awarded to the proposer or proposers whose proposal is best qualified, taking into consideration the evaluation factors set forth in the RFP. The District can obtain clarification of any point in a vendor's proposal, and may share the RFP, proposals, and subsequent vendor provided information with its consultant(s) to secure expert opinion. Such clarifications can be in any form such as, but not limited to, conference calls, email communications, web demonstrations, onsite demonstrations, or vendor headquarters visits. The District may conduct investigations with respect to the qualifications and experience of each respondent included in its proposal. The selected proposal will be at the District's discretion and may or may not have received the most points or be the lowest cost proposal.

11. Records and Audits

The proposer shall maintain such detailed records as may be necessary to demonstrate its performance of the duties required by this Agreement, including the date, time and nature of services rendered. These records shall be maintained for a period of three years from the date of the final payment under this Agreement and shall be subject to inspection by District. The District shall have the right to audit any billings or examine any records maintained pursuant to

this Agreement both before and after payment. Payment under this Agreement shall not foreclose the right of District to recover excessive and/or illegal payments.