



Request for Proposal

Enterprise Resource Planning (ERP)
Systems Review, Analysis and Assessment
Project

Executive Office

Overview

The Boston Public Health Commission (BPHC) is the local public health department for the City of Boston and the country's oldest health department. BPHC's mission is to protect, preserve, and promote the health and well-being of all Boston residents, particularly the most vulnerable. We envision a thriving Boston where all residents live healthy, fulfilling lives free of racism, poverty, violence, and other systems of oppression. BPHC staff have been on the front lines of the COVID-19 response, the movement for racial equity, and efforts to address the opioid epidemic.

Over the past few years, public health challenges have intensified and the demands on BPHC have grown. With the COVID-19 pandemic, Boston has seen an intensified need for a strong public health infrastructure as the health and wellness of Boston residents has been impacted by so many challenges. Added to Covid-19 and other emerging infectious diseases (i.e., monkeypox), increased mental and behavioral health needs, the enduring and growing opioid epidemic, greater strain on our healthcare systems, stark racial and ethnic disparities in health outcomes, and increased cost of living have made it difficult for individuals and communities across Boston to address basic and more complex needs. In large part because of competing priorities and limits in capacity, the foundational capabilities of BPHC's HR and Finance departments have remained essentially at pre-pandemic levels.

All service contracts awarded by the Boston Public Health Commission may be subject to following the City of Boston's living wage ordinance. This ordinance requires that all employees working on sizable city contracts earn an hourly wage that is enough for a family of four to live at or above the federal poverty level. This wage amount called the living wage, is recalculated every year. For more information, please visit <https://www.boston.gov/worker-empowerment/living-wage-division>.

As part of BPHC's efforts to have an equitable procurement process, BPHC will consider and encourage Certified Underrepresented Businesses Enterprise (CUBE) that includes; Minority-owned Business Enterprises (MBE), Women-owned Business Enterprises (WBE), Veteran-owned Business Enterprises (VBE), Disability-owned Business Enterprise (DOBE), Lesbian Gay Bisexual Transgender Business Enterprises (LGBTBE), Minority Non-Profit (MNPO), Women Non-Profit (WNPO), Minority Women Non-Profit (MWNPO) and local businesses to apply to this RFP.

Project

BPHC is seeking a consultant to assess and document all aspects of its current Enterprise Resource Planning (ERP) systems and prepare a comprehensive Statement of Work (SOW) and Request for Proposal (RFP) for the creation and/or replacement of existing Enterprise Resource Planning System (ERP) with a comprehensive and state-of-the-art system. The requested ERP system should have integration and scalability to support the Enterprise, Financial, Human Resources and other related systems that is comprehensive to the union and federal grant activity that exists within our organization.

Our current ERP consists of the modules below:

Financial management:

- Finance and Accounting: Microsoft Dynamics GP 2018 R2 version 18.00.0496
- Grants: Microsoft Dynamics GP 2018 R2 version 18.00.0496 and ReQlogic version 12
- Procurement: ReQlogic version 12
- Accounts Payable: ReQlogic version 12 and Microsoft Dynamics GP 2018 R2 version 18.00.0496

- Revenue: Microsoft Dynamics GP 2018 R2 version 18.00.0496, CareLogic (SaaS) and ReQlogic version 12
- Planning and Budgeting – Oracle Hyperion
- Auditing: Fastpath Assure
- SSO authentication: FastPath Config Active Directory Desktop version 5.4.7.0
- Analytics and Reporting: Microsoft Dynamics GP 2018 R2 version 18.00.0496 and Microsoft SSRS
- Capital Assets: Microsoft Dynamics GP 2018 R2 version 18.00.0496

Human Capital Management (HCM) module:

- ADP Enterprise HR version 5.22.26
- ADP Workforce Management Hiring
- Analytics and Reporting: ADP Enterprise HR version 5.22.26

The goals of this project are to:

- Catalog and diagram the workflows, processes and procedures utilized by BPHC staff and departments to execute critical functions.
- Determine specific organizational requirements and needs that must be considered when evaluating new financial software and systems.
- Provide interested parties with the information necessary to respond to a Request for Proposal to replace current ERP programs and applications.
- Align BPHC financial operations with modern standards and best practices for large public health agencies and departments.
- Develop an action plan for the procurement and integration of a modern ERP system that meets the needs of the organization and its end users.
- Produce a comprehensive RFP to find a vendor to offer solutions to assist BPHC with replacing its existing financial and Human resources computer systems with an ERP system that is streamlined, user friendly, fully integrated, adaptable to change and will grow with us.
- Streamline HR Processes to reduce the time and effort required to manage HR related tasks and centralize data.
- Improve data accuracy and access to help ensure that employee information is up-to-date and accurate.

RFP Timeline

Friday, June 30, 2023	RFP Legal Notice publication in The Boston Globe
Friday, June 30, 2023	RFP available online at Bids and RFPs Boston.gov
Friday, July 14, 2023	<p>Questions due in writing by 5:00PM EST to:</p> <p>Steve Simmons CFO SSimmons@bphc.org</p> <p>Subject: Questions - Enterprise Resource Planning (ERP) Systems Review, Analysis and Assessment Project</p>
Wednesday, July 19, 2023	Responses to questions available on Bids and RFPs Boston.gov by 5:00PM EST

Friday, July 28, 2023	RFP due by 5:00PM EST to: Procurement@bphc.org Subject: Enterprise Resource Planning (ERP) Systems Review, Analysis and Assessment Project - Proposer's Name <p style="text-align: center;">There is no exception to this deadline date</p>
Friday, August 25, 2023	Notification of Decision Desired date to notify selected vendors however, BPHC has the discretion to extend this date without notice. BPHC reserves the right to accept or reject any or all proposals. BPHC reserves the right to select multiple proposers for award. The contract(s) resulting from this RFP shall be in effect when all necessary contract documentation is fully executed by BPHC and awarded vendor(s).

Scope of Work

BPHC wishes to replace its legacy systems within the Finance and Human Resources Departments with a more user-friendly, modern, and integrated enterprise system. At a minimum, the replacement system should include the existing functionalities listed below:

- **General Ledger** – (journal entries, cost transfers, time sheet adjustments, monthly closes, budget amendments, project setups, bank and balance sheet account reconciliations, capital Assets, financial statement management reporter and ad hoc reporting.)
- **Procurement** – (requisitioning, approval routing, purchase order creation and liquidation, contract creation, tracking and management, ad hoc reporting.)
- **Accounts Payable** – (vendor management, invoice and credit processing, vendor payments and voids, 3rd party vendor integration, 1099 generation and reporting, AP/GL reconciliations, Ad hoc reporting.)
- **Revenue/Accounts Receivable** – (3rd party billing administration, cash receipt applications, generate and post customer invoices, remote deposit, and ad hoc reporting.)
- **Budgeting/Forecasting** – (editable project database that interfaces with GL and payroll systems, application of a fringe benefit and indirect cost rate, reforecast 1 & 2 capable, annual operating budget, capital budget, FTE reporting, ad hoc reporting.)
- **Project Accounting/Grant Accounting** - (Pre-Award and Post-Award Management) (grant tracking and monitoring, (internal and external grant reporting, grant billing and revenue recognition, fringe benefit and indirect cost allocations, cost transfers, time sheet adjustments, time sheet certifications, budget set ups, grant contract database, LOC draw calculations, subrecipient single audit report tracking, subrecipient SAM registration tracking, real time spending projections, ad hoc reporting.)
- **Payroll** – (Employee data management, payroll processing for union/nonunion (including OT and special circumstance per union contracts, security and data privacy, self-service features, time & attendance integration, direct deposit and payment management capabilities, integration and scalability with other financial and benefit systems, tax management, ad hoc reporting.)
- **Human Resources Employee Data Base Management** (Employee information management, employee self-service, manager self-service, vendor self-service, personnel administration, position control, time entry, benefit and leave management, applicant tracking, recruitment and onboarding, compliance and record keeping, training and development, compensation, ad hoc reporting and analytics).

Each functionality should be provided by the same vendor as part of a comprehensive and completely integrated software solution, compatible with standard IT infrastructure, and accessible remotely.

This project will commence with the selection of a consultant or firm to perform a discovery of our existing systems, processes and organizational needs including pain points. A thorough documentation and assessment will serve as the basis for the development of a comprehensive Statement of Work (SOW) and Request for Proposal (RFP) to procure the new system. Specifically, a qualified consultant will be engaged to perform the following tasks:

- 1) Meet with representatives from the Finance Department, Human Resources Department and ITS Department to learn about their roles, responsibilities and the software that they currently use to accomplish their work.
- 2) Interview stakeholders throughout the organization to identify gaps, flaws, inefficiencies and redundancies in workflows and procedures.
- 3) Review relevant laws, policies and regulations that govern transactions and activities to ensure compliance and reporting obligations can be satisfied.
- 4) Recommend solutions to improve the current processes, procedures and workflows that will increase efficiency and productivity.
- 5) Create a written report that describes the key findings from the assessment including diagrams of workflows, internal operating procedures, proposed recommendations and best practices, and other critical factors that should be considered when evaluating replacement options.
- 6) Prepare an RFP for BPHC to post on its web site to seek a vendor who can provide solutions to replace our existing ERP systems with a comprehensive and state-of-the art ERP system that is streamlined, user friendly, fully integrated, adaptable to change and will grow with us.

Period of Performance

Parties that wish to respond to this RFP must review the Scope of Work provided above and submit any questions about the project by 5:00 PM on July 14, 2023. Final submissions must be received by 5:00 PM on July 28, 2023 in order to be considered. All activities associated with preparing a response to this RFP must be performed within this timeframe.

Qualifications

A qualified consultant will demonstrate:

- Strong understanding of all aspects of government accounting, full scope of human resources consistent needs, 3rd party billing, grants administration, payroll, indirect cost and fringe benefit allocation, budgeting, accounts payable, procurement and contract management.
- Strong knowledge of Generally Accepted Accounting Principles (GAAP); Health Insurance Portability and Accountability Act (HIPAA); and Office of Management and Budget (OMB) Guidance for Federal Awards
- Expertise in analyzing and reviewing the financial systems of large organizations to identify inefficiencies and deficiencies and make recommendations.
- Experience with the acquisition, configuration, implementation, and customization of financial systems for government agencies and non-profit organizations.
- Ability to collect and interpret information and data from stakeholders and end users.
- Ability to present and communicate complex ideas verbally, in writing, and visually to diverse audiences with varying levels of understanding.

- Experience working with city, state, or federal public health agencies and departments.
- Familiarity with the City of Boston preferred.

Proposal Requirements

A consultant will be chosen based on their qualifications and experience, project cost, strategy to address the scope of work, and timeframe for completing the project.

To be considered for this award, the proposal must include:

1. Description of the approach to the work, including justifications for this approach and qualifications to undertake this work, no longer than two (2) pages.
2. All proposals should include an anticipated timeline and work plan.
3. Resume or Curriculum Vitae (CV) for all proposed personnel on the project.
4. Detailed, itemized budget for period of performance, including costs specific to activities and deliverables within the scope of work.
5. Three examples of relevant work and similar projects completed by the consultant.
6. If you are an LLC, provide the appropriate documentation along with your proposal.
7. Optional: Certified Vendors (CUBE) must submit a copy of the Commonwealth of Massachusetts certification along with their proposal.
8. Optional: BPHC may request work outside the scope above that we may want selected vendor to support. Provide hourly rates for key project staff.

Submission Instructions

Proposals must be submitted in a PDF format via email to: Procurement@bphc.org

Email Subject: Enterprise Resource Planning (ERP) Systems Review, Analysis and Assessment Project – Proposer’s Name

Proposals are due by Friday, July 28, 2023, at 5:00 PM EST (No exceptions to this due date)