

**REQUEST FOR PROPOSAL (RFP)  
FOR  
Enterprise Resource Planning (ERP) Software  
and Implementation  
PROPOSAL #IT-2016-0001**

Issued by:  
Ascension Parish Government



**Proposals must be submitted  
No later than 4:00 PM 1/31/2017 to:**

**Physical Delivery**  
Ascension Parish Purchasing Office  
615 E Worthey Street  
Gonzales, LA 70737

**Mailing Address**  
Ascension Parish Purchasing Office  
PO Box 2392  
Gonzales, LA 70707

**Online**  
**[www.centralauctionhouse.com](http://www.centralauctionhouse.com)**

**LATE PROPOSALS WILL BE REJECTED**  
Proposals shall be opened publicly at the physical location identified above and only proposers submitting proposals shall be identified aloud. Prices shall not be read.

For further information regarding this  
RFP contact Joan Shivers, Purchasing Director  
At (225) 450-1014  
Email: [jshivers@apgov.us](mailto:jshivers@apgov.us)

Issued: December 22nd, 2016

*Ascension Parish Enterprise Resource Planning (ERP) Software and  
Implementation RFP #IT-2016-0001*



## Request for Proposal (RFP) Schedule of Events

|  |  |
|--|--|
| <b>December 22nd, 2016</b>   | RFP issued to Vendors  |
| <b>January 18th, 2017</b>  | Questions from Vendors due (written only)  |
| <b>January 12<sup>th</sup>, 2017<br/>January 19<sup>th</sup>, 2017</b> | Responses to Questions posted  |
| <b>January 31st, 2017</b>  | DUE DATE FOR RFP<br>Proposals shall be opened publicly at 615 E Worthey Street, Gonzales, LA 70737. LATE PROPOSALS WILL BE REJECTED.   |
| <b>February, 2017</b>  | Evaluation team reviews vendor responses, conducts meetings to determine which vendors will be asked to demonstrate.   |
| <b>March, 2017</b>   | Vendor demonstrations. Vendors will be required to provide a lab in addition to demonstration presentations.   |
| <b>Method of submittal</b>   | Cost information must be submitted in separate SEALED envelope.<br><br>SEALED envelope only, by mail delivery or in person. No fax or email. Submit one (1) signed original response and eight (8) additional copies. Please also submit a USB flashdrive with an electronic copy. |
| <b>Submit Proposals to</b>   | Attn: Joan Shivers, Purchasing Director<br>Ascension Parish, Purchasing Office<br>615 E Worthey Street<br>Gonzales, LA 70737   |
| <b>Purchasing Contact</b>  | P: (225) 450-1014<br>email: purchasing@apgov.us  |

Although every effort will be made to follow this schedule, the Parish reserves the right to modify the dates as necessary and to accommodate special circumstances. Any such revision will be formalized by the issuance of an addendum to the RFP. All RFP's are due by the time specified. Any RFP received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive.

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# *Ascension Parish Enterprise Resource Planning (ERP) Software and Implementation RFP #IT-2016-0001*

## **1.0 Information and Instructions**

### **1.1 General Information/Project Overview**

Ascension Parish, LA is seeking proposals from qualified proposers to provide for Enterprise Resource Planning (ERP) software and implementation services. The general scope for this procurement includes financial management and human resources/payroll software. Submittal of a proposal does not create any right or expectation to a contract with the Parish.

The Parish has hired Baker Tilly Virchow Krause, LLC to facilitate the selection process. Baker Tilly Virchow Krause, LLC will play no role in the selection of the finalist vendor; an internal Parish project team is overseeing the entire selection process and will make recommendations for selection.

### **1.2 Definitions**

- A. Shall – The term “shall” denotes mandatory requirements.
- B. Must – The term “must” denotes mandatory requirements.
- C. May – The term “may” denotes an advisory or permissible action.
- D. Should – The term “should” denotes a desirable action.
- E. Contractor – A Proposer who contracts with the Parish.
- F. Parish – Ascension Parish Government.
- G. Discussions- For the purposes of this RFP, a formal, structured means of conducting written or oral communications/presentations with responsible Proposers who submit proposals in response to this RFP.
- H. RFP – Request for Proposal.
- I. Proposer – Person or entity responding to this RFP.
- J. Agreement – A contract between the Contractor and the Parish.
- K. Evaluation Committee – Committee established for the purposes of evaluating proposals submitted in response to this RFP.

### **1.3 About Ascension Parish**

Ascension Parish is located to the west of Lake Maurepas. The City of Donaldsonville serves as the Parish seat. The Parish was created in 1807, encompasses 303 square miles, and has a population of roughly 107,215. The Parish has an operating budget of roughly \$132.5 million.

The Parish reserves the right to select, negotiate and subsequently award, the proposed service which best meets our required needs, quality levels, and budget constraints. The award may be in part or whole. To learn more about Ascension Parish, please visit our website at <http://www.ascensionparish.net/>.

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## **1.4 About this Project**

In 2016, Ascension Parish (“the Parish”) began efforts to re-evaluate how its human resource, financial, payroll and other data is managed across the organization. Currently, the Parish employs approximately 400 individuals in a wide range of positions performing a multitude of occupations, including: Public Works personnel, Homeland Security/Emergency Preparedness personnel, Public Utilities personnel, Drainage personnel, Recreation personnel, Planning and Development personnel, Engineers, Human Resources personnel, Video Programming personnel, Health and Mental Health personnel, Public Safety personnel, Animal Control personnel and administrative services. This project focuses on the administrative functions affecting the staff in all Parish occupations.

The Parish currently uses an AS400 to support many of its financial, payroll and human resources activities. Modules used include general ledger system which includes receipts, encumbrances and check reconciliation; accounts payable; purchase orders/requisitions, and payroll. In addition to the AS400 modules, the Parish utilizes a number of third party and custom developed systems. For example, the Parish uses Cartegraph for its workorder system and two systems for utility billing. More significantly, the Parish relies on numerous more manual, non-integrated systems, such as paper forms and Excel spreadsheets to manage the Parish’s administrative transactions.

The scope for this procurement is summarized in the following figure. The Parish seeks to implement a “vanilla” software package and to limit the amount of modification to the base application. It also requests that the selection process minimize impact to ongoing operations. Proposers should use the minimum functional requirements provided in Attachment D for more detail regarding intended scope and follow the specific guidance provided in Section 4.6 of this document when completing their proposal.

| Financials and Operations            |                                    |
|--------------------------------------|------------------------------------|
| General Ledger                       | Budget Development and Management  |
| Accounts Payable                     | Accounts Receivable and Cashiering |
| Purchasing                           | Fixed Assets                       |
| Utility Billing                      | Inventory Management               |
| Workorders                           | Grants and Project Accounting      |
| Public Information Requests          | Payroll                            |
| Facility and Event Management        |                                    |
| Human Resources/Payroll              |                                    |
| Personnel Administration             | Benefits Administration            |
| Workers Compensation/Risk Management | Position Management                |
| Recruitment/Applicant Tracking       | Compensation                       |
| Performance Reviews                  | Training                           |

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The following serves as the basic motivations for replacing the current financial system:

**Need to share information across departments and agencies.** Management discussed the need to view information across multiple departments/agencies. For example, grants data is used by Finance, Purchasing, individual departments, and projects. Currently, data may be located in multiple systems (Excel, AS400, New Vision, etc.) and may not necessarily reconcile with one another. Managers would like to be able to access and integrate data across business lines in order to improve service, decision making and overall operations.

- > **Current systems do not fully support business needs.** In many of the functional areas, staff has developed an intricate system of workarounds in order to produce a desired result. For example, the procurement system, New Vision, does not support day-to-day operation or modern purchasing methods so staff maintain multiple separate Excel files to track data and perform every day work.
- > **Need for one-stop shopping.** Parish staff tries to be responsive to customer needs, both internal and external. Staff expressed a need to provide both employees, residents and businesses with portals which would allow for them to, at minimum, begin transaction requests. This includes vendor registration, online payments and employee inquiries.
- > **Shift from transactional focused to analytics.** Due to limitations of the AS400 and not using the system to its fullest capacity, Parish staff still spend too much of their time processing transactions and moving paper (or emails) around the organization. This is not only attributed to a limitation of the current system, much of this has to do with the multiple layers of approval required for many transactions at the Parish (purchase requisitions, hiring requests, etc.). We highly recommend that prior to implementation, the Parish review transaction approval levels for key processes and determine if approvals are value added or arbitrary. It was clear from the Executive Visioning session that the Parish wants to move away from this transaction based environment towards an environment where data can be easily accessed and used to make strategic business decisions. Further, management expressed an interest in having access to dashboards or other data analytics in order to begin to assess operations from an efficiency standpoint.
- > **Network of systems required to manage Parish business is too complex.** Because the core system, the AS400, as implemented, does not meet all of the Parish's information needs, staff have developed Excel spreadsheets and paper forms to address the need to complete work in a given area. This complexity creates issues with data integrity. Simply put, there are many versions of the truth as data exists in so many different areas. This results in substantial amounts of reconciliation between multiple data sources, decreasing the efficiency of the process. When items do not match, staff will spend hours trying to reconcile them.
- > **Reduction of paper transactions.** While management indicated that their staff are pretty lean and efficient, they did indicate that there is too much paper supporting operations. They feel that with a new, cohesive ERP, paper processes should reduce significantly, thereby enhancing the efficiency of the remaining system.
- > **Lack of standardized and user driven report writing.** Most report writing at the Parish is compiled through separate spreadsheets or custom reports designed with assistance from the Technology Office or vendors. In a new ERP environment, reporting should be in the hands of the user; departments should be able to easily develop reports and query the system for the information they need to make business decisions.
- > **Electronic capabilities maximizing administrative efficiencies are missing.** Electronic features such as workflow do not exist in the AS400 and several periphery systems. Additionally, the system does not support electronic attachments. As a result, staff use email to approve transactions and email inboxes have become the system of record, storage area and audit trail for multiple transactions. As a result, the Parish utilizes a large amount of email storage which will only continue to grow in size and expense. In a new system, features such as user-based security, attachments and audit trails would allow the Parish to more effectively manage the data in the system and report on how it changes over time. Ensuring that staff will make use of these modern features will be a critical point for the Parish moving forward and gaining maximum use of the system.

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## **1.5 Five to Ten Year Vision for Ascension Parish Administrative Applications**

The long term vision for the Parish's business systems is to maximize its data management capabilities in order to increase business efficiencies, reduce dependency on paper and utilize interfaces between systems in order to create a single, integrated system focused on the delivery of real-time data. The primary need is to move the Parish from a transaction focused environment to one that utilizes its data for analytical purposes. Typically, where business processes are dependent upon paper and multiple unconnected systems, the focus is on completing a transaction and not on the information itself or how it can be used to improve business operations. When the focus on the process is removed, staff are able to focus more on data analysis.

The long term vision for the Parish is based upon the following:

- > Business, Employee and Manager Self Service
- > Efficient tracking of Natural Disaster Related Expenses
- > Data Driven Decision Making
- > Enhanced Accountability
- > Mobile Computing
- > Standardization of Business Processes
- > Data Progression
- > Online Options and Transparency
- > Provide 311 Service

## **1.6 Business Context & Needs Assessment Summary**

The Parish conducted a Needs Assessment as part of an effort to determine the scope of any future system functionality. The following sections describe the limitations of the current environment and provide an overview of the future business needs.

### **General Ledger (GL)/Budget Control**

The system capabilities overall meet the Parish's functional needs, but there are also a number of manual entries required. Manual entries are required primarily because Department systems are not integrated with the AS400 Finance system. For example, utility billing revenue is reconciled by the Finance Department and transferred daily, then entered as a journal entry to post to the General Ledger. For time efficiency purposes, Finance staff records daily deposits as one line item rather than the individual transactions. Thus, details for the transactions are not reflected in the General Ledger or recorded in the system. To view details, Finance staff must refer back to the reports received from utility billing instead of having the capability to drill down to details within the system. This manual process requires more investment of time and money than if the systems were integrated.

The current system allows for various budget controls. For instance, there are system initiated warnings when a requisition is entered that puts an account over budget. This is a soft warning that can be surpassed without additional approval. The system also allows for a 13<sup>th</sup> period, allowing the Parish to have an additional period to close-out and reconcile at year end.

### **Strengths**

- > System allows for multiple fiscal years to be open
- > System supports the character limit needs for account numbers
- > System provides account validation and budget check
- > System accommodates automatic and reoccurring JEs for monthly transfers, insurance premiums, self-insurance funds, and sinking fund payments.
- > General ledger transactions are recorded and reconciled
- > System allows for retroactive posting for audit entries
- > System searches by partial fields and date parameters
- > Parish has implemented procedures to strengthen internal controls and begin monthly reporting

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## **Weaknesses**

- > The Parish does not currently utilize the full functionality of the current system
- > Integration with the payroll system posts the JEs but does not provide employee detail
- > The COA does not easily accommodate GAAP, GASB and CAFR reporting
- > Departments use their own systems for financial transactions, such as cash receipting, which are not integrated to the AS400 system, requiring multiple duplicative, manual entries
- > System does not provide sufficient drill-down searching capabilities
- > The Parish does not use sub-ledgers for projects and grants
- > Reporting is not flexible
- > Staff in the departments are not as familiar with GL segment codes as they should be

## **Business Needs**

- > Integration with other Parish systems
- > Enhanced financial reporting capabilities and dashboarding
- > Reduced journal entries
- > Detail including employee information for automatic postings to the General Ledger from the payroll system
- > Line item budget control
- > Contract management integration with PO functionality
- > Ability to query general ledger transactions by any field and unique identifier

## **Budget Development and Management**

The budget process is highly centralized and occupies much of the Finance staff's time from August until December. Finance staff prepare an Excel budget workbook current year actuals through June 30<sup>th</sup> and the current year budget. These workbooks are saved in Excel format and Departments are given access to the workbooks for the areas that they oversee. Meetings are set with the Departments and the Assistant Treasurer reviews the budget changes by each line item with the Department Director. Once updates are made, the Assistant Treasurer reviews the budgets with the CFO. Approval is escalated to the Parish President. Upon approval, the Finance staff manually splits the budget into funds for the budget book. The CFO presents the budget book to the Finance Committee who then presents the budget to the whole Council. The budget is adopted in November as an ordinance. Per the home rule charter, the budget must be submitted 75 days prior to the end of the fiscal year (calendar year cycle) and must be adopted 30 days prior to the end of the fiscal year.

Another issue in this area is the preparation of the capital improvement plan (CIP) budget. Staff indicated that capital projects are usually within budget overall, but that funds are often allocated in a fiscal year and then not spent until the following year. While capital projects must be proposed and approved by the Council as part of the budget, there is no centralized planning and long-term prioritization of projects. Like the budget process, capital budgets are compiled using Excel and projected a year out.

## **Strengths**

- > Receive the GFOA budget award
- > Budget is developed, vetted and approved by the Parish Council each year
- > System allows for budget scenario analysis
- > System allows for mass salary increase and decrease

## **Weaknesses**

- > Budget process is cumbersome and is prepared using multiple Excel spreadsheets
- > System does not output reports in formatting that is state budget law compliant

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- > System has limited forecasting tools
- > System does not provide capital budgeting capability
- > System does not output charts and graphs in a format usable for the budget book
- > System lacks vacancy reporting and thus, is tracked offline
- > Position budgeting is manual
- > Budget adjustments are not numbered in the system, nor scanned, making tracing of transactions difficult
- > No use of approval queues
- > Limited reporting with no overall picture of where spend is happening
- > Line item budget control may create additional work
- > Capital budgeting process lacks best practice framework
  - Personnel costs are not included in the CIP
  - Future operations costs are not considered
  - No ranking/prioritization system
  - Projects are not coordinated between departments

## **Business Needs**

- > Conduct CIP budgeting using best practices
- > Robust forecasting
- > Integration with employee counts/payroll for position budgeting
- > Reports in formatting that is state budget law compliant
- > Department driven reporting
- > Drill down capabilities
- > Readily available data for trending research

## **Accounts Payable**

The process for managing payables is very manual and paper intensive. Invoices are supposed to be received first by Finance and then sent to the appropriate Department for signature and attachment of supporting documentation. Sometimes, invoices will be provided directly to the Department that purchased the goods or services. These invoices do not always make it back to Finance for payment at which point Finance would only learn of the unpaid invoice if a vendor called.

Staff relayed that a significant portion of their time is spent following-up with different individuals for required supporting materials or for approvals. Also, tracking for the Parish's various roads projects has become a cumbersome process since the Parish is not using a sub-ledger for project accounting.

## **Strengths**

- > Payments can be allocated to multiple General Ledger accounts
- > System provides the majority of the reporting needs of the Parish
- > The system prevents duplicate payments against an invoice
- > System enables payment of multiple invoices on one check and vice versa
- > AS400 prevents the printing of blank, negative or zero amount checks
- > Ability to print custom messages on checks
- > Reversal of checks is simple

## **Weaknesses**

- > Tracking of retainage and notifying vendors is complex and cumbersome
- > Paper intensive review and approval processes
- > Payment approvals are not consistently provided in a timely manner which delays invoice payments
- > System does not flag payments where a PO has not been issued

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- > Cannot electronically receive invoices (e-mailed invoices are printed out)
- > Separate vendor is used to download 1099 forms as they are not available in the system
- > Retainage is manually tracked by the Legal Department and the Finance Department
- > System does not accommodate rules to split payment by a percent of a fund

## **Business Needs**

- > Electronic storage of invoices and other documents
- > Workflow
- > Built-in 1099 and W-9 forms
- > Ability to “blind” fields containing sensitive information
- > Electronic invoicing
- > Invoicing based on contract milestones
- > Ability to see payment address on check before printing
- > Ability for multiple payment batches to be running at one time
- > Ability to set up recurring payments; payment templates
- > Ability to track and report on retainage
- > Positive pay

## **Accounts Receivable and Cashiering**

The Parish’s AR process is characterized by a confluence of multiple stand alone and paper systems. The Parish does not do a high amount of billing; the majority of transactions are point of sale. Departments that do invoice are the Lamar Dixon Convention Center, Mental Health bills insurance companies, and the Finance Department invoices for various rent payments and the sale of stockpile materials to municipalities. Point-of-sale transactions occur throughout the Parish and require varying degrees of manual manipulation before they can be recorded in the general ledger. The Planning and Zoning Department uses MyPermitNow for permit and plan review related fees, Lamar Dixon uses ResNexus for RV rentals, Utilities uses UBS and Muni Billing for utility payments and Recreation uses Excel to track payments and issue receipts. Payment information is provided daily to Finance and then entered in aggregate to AS400. This is not only duplicative but makes it difficult to do any sort of analysis on revenue coming into the Parish.

For areas where the Parish does create invoices and bill customers, receivables are tracked in Excel and not booked to the General Ledger until the end of the year. This is not ideal, but since the amount of invoicing that occurs is low, it is manageable.

## **Strengths**

- > Payments are received and recorded to the GL for various Parish services/fees
- > MyPermitNow has provided greater automation of point of sale transactions for permits

## **Weaknesses**

- > Multiple, separate systems
- > Standalone systems such as MyPermitNow and ResNexus are not integrated with the AS400
- > Receivables are not recorded to the GL at the time of invoicing
- > Partial payments must be tracked in Excel
- > Tracking grant receivables is cumbersome and manual
- > Reporting capabilities are limited
- > Inefficient receipting activities (paper receipts, excel summaries, upload from MyPermitNow)
- > Outstanding AR for the Parish is not known (collection rate, etc.)
- > Inability to electronically route in AS400 for creation and approval of the AR

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## **Business Needs**

- > Single source of data related to Accounts Receivable
- > Decentralized invoicing
- > Master customer records where resident can pay multiple bills at once
- > Decentralized payment that is still integrated with the general ledger
  - User driven payment
  - Self-Service
- > Enhanced reporting
  - Drill down capabilities
  - Standard reports
- > Single POS interface for all geographic locations where payments are being taken

## **Purchasing**

The purchasing process at the Parish is highly paper based. The New Vision purchasing user interface was built on top of the AS400 system and has very limited functionality. An additional procurement issue is the maintenance of a master vendor list. The system cannot keep track of the commodities each vendor has to offer, so Purchasing keeps a paper vendor list. Procurement does not track vendor performance as even keeping the vendor email address up to date poses a challenge.

A primary pain point for the Parish stems from a State of Louisiana law which requires the Parish to track purchases by commodity code on an annual basis. Once the total purchases for that commodity code exceed \$30,000 within the calendar year, the Parish must go out to bid for purchases of that commodity code for the remainder of the year. Exceptions to this are items purchased through State contracts, which have already been publicly bid. This results in a laborious process of tracking the various commodity amounts manually as the system does not have the capacity to generate a report of this type. A standard report to track purchases by commodity code over a certain time period should be built into any new system that the Parish purchases

## **Strengths**

- > Commodity coding is used
- > Project and grant codes are captured
- > Personal relationship with vendors
- > Maintain compliance and no regulations
- > Departments are able to purchase and receive goods and services

## **Weaknesses**

- > Cannot print requisition in on a single page
- > Cannot run open PO report
- > Inability to split purchases by percentage to different funds at the requisition stage and by line item
- > System cannot notify Purchasing of an emergency purchase
- > PO form has to be purchased because system cannot print out PO based on a template
- > Labor intensive purchasing processes do not allow staff to spend time on analytics and purchasing strategy
- > There is no help function available in the system
- > Cannot make change to an issued PO and must override it from the Finance side
- > Split fund items must be entered multiple times
- > Economies of scale are not taken advantage of
- > Vendor list is not kept in the system, and vendor performance is not centrally tracked and documented
- > Multiple requisitions cannot be combined into a single PO
- > Unable to track credit card purchases

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## **Business Needs**

- > Streamlined purchasing processes from approval to receipting
- > E-vendor capabilities
- > Ability to track spend amount for a specified time period
- > More strategic approach to purchasing
- > Enhanced capability to perform analytics
- > Reduction in dual-entry and paper based processes
- > Drill-down capability with attachments
- > Ability to track credit card purchases
- > Vendor self-service

## **Fixed Assets**

Fixed Asset CS – Thomson Reuters is the primary system used to track fixed assets at the Parish. The IT department tracks assets in the WASP asset tracking software which has barcode functionality. The Finance Department has a well-defined process to identify fixed assets (defined as assets over \$5,000). Any requisition requests over \$5,000 are processed by a chief accountant and coded as a fixed asset. The fixed asset code follows the asset through to the invoice stage so that staff knows when payments are made to record the payment in the Thomson Reuters system.

The primary system limitation is the transfer and disposal of assets. The current system does not allow assets to be transferred across departments. A “new” asset must be created if the asset is moved to a proprietary or general fund. The system also allows for only one classification (SOLD) to dispose of the asset. Staff has created a work-around system of noting the disposal category in the memo sections but live fields for classification would streamline the reporting processes. Additional live fields for asset characteristics (e.g.: license plate numbers) would further support the needed functionality.

## **Strengths**

- > System tracks non-depreciable assets
- > Staff tracks if assets are associated with grants
- > Fixed assets are tracked and depreciated
- > System accommodates the Parish’s straight line depreciation method
- > Staff quarterly completes a physical audit of assets

## **Weaknesses**

- > Cannot add value to an asset after it has been depreciated
- > Assets cannot be tied to employees by employee ID
- > Transferring assets between departments is cumbersome and requires creating a new asset record
- > System does not have the option to classify assets as retired
- > System usability is slow and often freezes or locks
- > Reporting is cumbersome
- > Departments do not report transfer of fixed assets to Finance in a consistent manner

## **Business Needs**

- > Straight line depreciation
- > Multiple classification categories for the end of the life of an asset (e.g.: sold, retired, etc.)
- > System notifies user if asset sold is purchased with a grant or donation
- > Master asset list
- > Unique identifier set by the user within financial system for each fixed asset
- > Ability to work across fiscal years

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- > Enhanced reporting
- > Ability to add component parts to an asset after it has been depreciated
- > Department training related to fixed assets
- > Funding source tied to the asset (grant, donation, etc.)
- > Ability to associate FEMA codes with assets

## **Project and Grant Accounting**

The Engineering, Public Works and Recreation Departments are primarily responsible for project management throughout the Parish and Parish staff have been working to standardize their policies and procedures related to project management. However, the Parish still has a mostly manual (and unstandardized) approach to project management. Additionally, the Parish is not using a sub-ledger for projects which makes project accounting and reporting difficult. Currently, project information is being tracked in multiple separate systems; project managers have their own tracking spreadsheets, information may also be entered into Microsoft Project. Financial data is entered into the AS400 but Excel spreadsheets are also be used to track project expenses and retainage. Having multiple systems where project data is tracked not only causes duplicative data entry but also means that there is no single version of the truth for Parish projects.

Similarly to project management, grants management is a highly manual process and is not supported by the AS400 system. The Parish is not using a sub-ledger for grant accounting so almost all of the project expense tracking and reconciliation is done outside of the AS400 and then reconciled back to the general ledger. This creates a large amount of work for the individuals managing grants and detracts from time they could be spending on seeking other grant opportunities. The primary pain point for Grants is that the AS400 has no lifecycle grant management capabilities. Due dates and outstanding tasks must be tracked manually which is difficult given the current amount of grants being managed by the Parish.

### **Strengths**

- > Projects are completed and budgets are tracked
- > Parish staff see project management as a critical area and have worked on standardizing the procedures and requirements across departments
- > The Parish receives grant funding and meets its reporting requirements

### **Weaknesses**

- > The system does not track grant or project deadlines
- > Project management is mainly paper or Excel based (some project managers will begin using Primavera which will help to track project milestones and schedules)
- > Reporting is difficult for grants and project since data is often in multiple forms and places
- > Project estimation is done outside of the system and inconsistent; not tied to comprehensive capital budgeting process and does not include internal costs or future operating costs
- > Projects are not consistently tracked by phase
- > No performance measurement tracking
- > Project milestones are not able to be tracked in the system
- > Internal costs (personnel, equipment) are not included in project costs
- > Project management data is stored in multiple, separate systems – data redundancies
- > At project close, no automatic notification to create the fixed asset
- > No partial closes of project phases
- > Substantial time spent in linking information between systems – no common platform

### **Business Needs**

- > Grant and project subledgers
- > Use of performance metrics
- > Reliable and current data

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- > Tighter integration between grant and project accounting and management
- > Ability to track multiple grant funding sources related to one project
- > Ability to identify assets created by projects
- > Formal methodology for cost estimation
- > Enhanced project management capabilities; tracking of project milestones and phases
- > Robust reporting for grants and projects
- > Ability to track sub-recipients in the system
- > Ability to effective date funds at grant end date
- > Tighter integration for projects and grants with other modules such as purchasing, work orders and financial modules
- > Standard reports for Council and other stakeholders
- > Dashboarding capabilities to track grant and project milestones and expenditures

## **Inventory Management**

Inventory management is tracked through multiple systems at the Parish and is tracked separately by each department or division with inventory items. Utilities uses Cartegraph to track meter inventory (for Ascension Consolidated Utility Districts No. 1 and 2), Public Works also uses Cartegraph. The IT Department uses WASP, and Fleet Management uses Excel. Facilities and the Jail also maintain their own inventory levels. The Parish does not maintain an inventory warehouse and all inventory is maintained with the respective department. The primary weakness of inventory management at the Parish is that every department or division is using their own system to track inventory and none of these systems are integrated with the general ledger. The primary driver for an inventory management system is the need to begin housing and tracking inventory for the Utilities Department with the recent addition of the Parish Utilities of Ascension.

### **Strengths**

- > Parish maintains limited amounts of inventory to maximize resources
- > Parish tracks purchases by commodity codes
- > Public Works inventory is tied to work orders and project costs

### **Weaknesses**

- > No single inventory system, tracking varies by department
- > Critical spares list is not maintained
- > Weak internal controls

### **Business Needs**

- > Single policy on what should be stored and tracked in inventory
- > Maintain records of inventory counts
- > Maintain record of critical parts
- > Tighter internal controls
- > Capability to track additional inventory details such as warranties
- > Integration with other Parish systems such as work orders and purchasing
- > Automated reorder points
- > FIFO and LIFO accounting
- > Modern inventory management system with barcoding capabilities

## **Workorders**

The Parish has several separate systems for workorder management and relies on a mix of paper and mobile devices to distribute and track workorders. Cartegraph is the primary workorder system used by Public Works, Drainage, Waste Water, Utilities, Maintenance, and Emergency Management. Fleet uses IMS Maintenance Pro while Recreation uses Excel spreadsheets. For non-emergency workorders, the departments using Cartegraph

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will create the work order in Cartegraph and assign the work order in Excel. Fieldworkers either print it out or update on their iPad and take notes on the workorder while in the field. Paper based forms are turned in to a clerical worker who types the information back into Cartegraph. Additionally, the Parish currently has limited mobile solutions for their workorders. The Parish has also begun researching a 311 service and how that would allow citizens to make automated requests.

## **Strengths**

- > IMS Maintenance fulfills the needs of the Parish to track vehicle maintenance and keeps repair history
- > Departments are able to submit workorder requests and have work completed
- > Cartegraph has integrated inventory
- > Cartegraph can create workorder template for multiple workorders
- > Has mobile component and allows attachments
- > Emergency Management can track major accidents and critical facilities

## **Weaknesses**

- > Multiple, separate systems used to track work orders
- > No easy way to schedule and assign the work orders
- > Facility work orders are completely paper based
- > Search function is lacking
- > Functionalities are not intuitive
- > Not tied to live GIS data and does not validate parcel data
- > Not integrated with Utility Billing system so lack of clear meter data
- > Not integrated with the New Vision purchasing system
- > Work order task tracking is mostly paper based with the exception of drainage workorders
- > Limited mobile solution
- > Lack of data within systems prevents use of performance metrics
- > No ability to identify a road as closed in the event of an emergency

## **Business Needs**

- > Expand mobile solution
- > Decentralized service requests and tracking
- > Reporting capabilities that enable performance measurement and job efficiency
- > Reduction of data redundancies and paper
- > Consistent prioritization of work orders and tasks
- > Integration with purchasing system, inventory system, general ledger, live GIS data, and Utility Billing system
- > Ability to identify road closure

## **Utility Billing**

The Parish provides water and waste water services to the following three areas:

- > Ascension Consolidated Utility District No. 1 ( ACUD 1) - West of Mississippi River
- > Ascension Consolidated Utility District No. 2 (ACUD 2) - East of the Mississippi River
- > Parish Utilities of Ascension - Formerly Peoples Water Service Company

Muni Billing is the system used to bill ACUD 1 with Neptune meter readers. The water and waste water services for ACUD 2 are outsourced. Meter reading and billing for Parish Utilities of Ascension is contracted to Utility Data Systems who uses proprietary UBS meter billing and reading software. Neither system is integrated with the AS400 system. This results in many manual and duplicative processes to transfer the information from the utility systems to the AS400.

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The recent acquisition of Parish Utilities of Ascension has greatly expanded the number of customers the Parish serves. ACUD 1 serves approximately 700 customers. ACUD 2 serves approximately 450 customers. Parish Utilities of Ascension serves approximately 3,300 customers. As such, the scale of the Parish utility operations has more than quadrupled. To increase efficiency of staff time use, the Parish needs to transition to a new utility billing system that can accommodate the current increased scale of services as well as any future operational scale increases.

## **Strengths**

- > Payments are received
- > Staff runs variance reports monthly
- > Generating bills is user-friendly and a relatively seamless process
- > Payments are not accepted in the field
- > System accommodates partial or split payments
- > Parish Utilities of Ascension: Billing cycles are based on geography

## **Weaknesses**

- > Multiple meter reading systems
- > District 1: No online bill payment option
- > Not integrated with the general ledger; substantial data entry redundancies
- > Multiple manual entries needed due to lack of system integration
- > Systems are not integrated with ESRI GIS
- > Newly acquired system that services a new region is unfamiliar and system integrations are unknown

## **Business Needs**

- > Ability to print bills on post cards
- > Interface and integration with all other financial modules
- > System tracks records by parcel
- > Customer historical information is maintained with the parcel and the customer
- > Customer historical information is carried with the customer if customer moves
- > Bar code scanning
- > Enhanced reporting capabilities by route
- > Consumption reports by route
- > A single, smart meter-reading system
- > Billing cycles, maintenance requests and shut offs linked to geographic location
- > Customer self-service and e-billing
- > Ability to sort by variance to spot billing irregularities
- > Single record of all Parish utility assets
- > Automatic calling (robo-calls), for boil orders, etc.
- > Barcodes on invoices capability
- > Ability to attach PDF or image of customer licensing
- > Online bill payment
- > Multiple rate structures segregated by regions
- > Tracking of meter location that inhibits user ability to assign a meter to more than one location
- > Tracking of customer interactions

## **Human Resources and Benefits**

The main personnel record at the Parish is a paper file although elements of the salary structure are maintained in AS400. A large amount of duplicative data entry is being performed as information is being stored in the paper file. Because the AS400 does not have the functionality required to meet the HR Department's needs,

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multiple systems are used, data redundancies exist and much manual manipulation of data is required. This leads to a complex and transaction-focused human resource management process.

Another area where the Parish lacks automation is within applicant tracking. The applicant management process at the Parish is entirely manual. Although the Parish job application is posted online, it is in PDF format that the applicant must either mail or e-mail in. When an application has been received all applicant tracking takes place in an Excel document. If an applicant is hired, their information must be hand-keyed into AS400 and added to an additional Excel benefits document.

It should be noted that the Parish does not have union employees. The requirements attached to this RFP contain several references to bargaining units. These requirements are not currently applicable to the Parish but are contained in the requirements in the event that the Parish ever needs this functionality.

## **Strengths**

- > Applicants have multiple ways to submit applications (in-person and online via a PDF)
- > Staff has created multiple manual systems to effectively track and administer active and inactive staff and benefits
- > Staff centrally maintains employee files and retains employment change documentation

## **Weaknesses**

- > Job titles and requirements require Council approval standardized
- > Employee files are paper based
- > Historical data is records based and unsearchable for trend information
- > Applicant tracking and approvals is through email
- > All job descriptions and positions are predefined and require Council approval
- > Applicant hiring approval (internal and external) requires multiple approval levels
- > Background check turn-around time varies and is dependent on the Sherriff's Department workload
- > Performance reviews are not uniformly conducted across the Parish
- > No system with learning management capabilities
- > Licenses are recorded in individual employee files
- > Job requisitions are paper based
- > Online applications are PDFs and require manual entry into the payroll and finance systems
- > Applicant tracking is manual
- > Data does not flow through the system from one component to another
- > Cannot track if an applicant previously worked for the Parish
- > Trainings are tracked manually
- > Performance management is paper based
- > Supervisors are not trained on the disciplinary action process
- > Highly manual processes do not allow for a strategic approach to human capital management
- > Open enrollment is manual
- > No ability to mass purge information after statute of record retainage time has passed
- > Workers compensation is manually managed
- > Getting reports for public information requests is a manual process

## **Business Needs**

- > Electronic personnel files – management of human capital
- > Position control (FTE count, vacancy listing, etc.)
- > Integration with systems to be retained
- > Free up staff time to be more strategic in human capital management
- > Staff ability to create and approve position descriptions
- > Learning and performance management

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- > Security features, field-level security
- > Reduced dependency on Excel and paper forms
- > Ability to mass purge data associated with records after a user-defined time

## **Time and Attendance**

Kronos is used to keep track of time for hourly employees at the Parish. Most hourly employees have access to a time clock. Exceptions based time entry is done for exempt employees and is entered by designated timekeepers in each department. Leave requests are submitted via a paper form or emailed to the timekeeper. Payroll reviews the time entries to ensure correct entries and proper approvals. Time data is uploaded from Kronos to Paymate, the AS400 payroll module.

### **Strengths**

- > Can check leave requests against leave balances
- > The system accommodates the Parish's leave types
- > Employee cannot approve their own time
- > Time approval can be delegated to someone else

### **Weaknesses**

- > Cannot track pay history
- > Lack of ability to escalate approvals within the system
- > Not using automation or workflow for timesheet approval for all employees
- > Lacks the ability to designate approval for supervisors without also assigning lower level managers equal approval access

### **Business Needs**

- > Remote and self-service leave management
- > Approval queues
- > Reduction in dual entry
- > FMLA tracking

## **Payroll**

The Parish has made some significant strides towards implementing modern payroll processes. For example, most Parish employees are enrolled in direct deposit except for two employees. However, the Parish still relies on paper and other systems to complete the payroll process. Employee self-service is a major component of a modern HR system that the Parish is lacking.

### **Strengths**

- > Paymate has the ability to split salary payments by percentage from different funds
- > Most Parish employees are on direct deposit
- > Parish successfully executes payroll for staff as scheduled
- > The system accommodates all of the necessary pay codes
- > The system has payroll salary tables
- > The payroll system integrates with G/L
- > AS400 has the ability to cut federal and FICA checks, but the functionality is not used

### **Weaknesses**

- > Cannot prorate a pay adjustment
- > Unable to print prior monthly report. Report only has YTD data

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- > System cannot handle mass salary increases
- > Budgeted positions are not tracked in the system – vacancy reports are not produced
- > System is being used as employee based, not position based
- > Salaries are not tied to positions
- > Limited forecasting capabilities

## **Business Needs**

- > Prior monthly reports
- > Prorating pay adjustment
- > Individual employee payroll report with history
- > Ability to handle mass salary increases
- > Pay history tracking
- > Decreased processing times
- > Variance reporting
- > Position control within the system
- > Position-based system with vacancy reporting
- > Authorization workflow
- > Employee Self Service
- > Electronic signature
- > Ability to set rules for taxable and non-taxable expense reimbursements (e.g.: travel mileage, meals, etc.)
- > Ability to generate a travel expense list with user defined date parameters and fields

## **Facilities and Events Management**

The Parish manages and operates a large event and convention center, Lamar Dixon. An RV park is also located on the grounds. The Parish relies heavily on a paper based system for facility and event management. Receivables are tracked in Excel spreadsheet. Reserve5 by ResNexus is used for RV park reservations. However, the system has limited functionality and reporting ability. For example, it cannot report by events, and customer cannot make reservations online.

## **Strengths**

- > Can process refunds for credit cards through the system
- > Events are hosted

## **Weaknesses**

- > All paper based system
- > Reserve5 only have two tiers of permission
- > Unable to forecast revenue for budget planning
- > Cannot report by events
- > Cannot make online reservations
- > Cannot track hours by events
- > No notification if vendor did not pay
- > Cannot handle different rate structure

## **Business Needs**

- > Perform profitability analysis by event
- > Status of contract management
- > Notification when payments are due

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- > Forecast capability
- > Track time to events
- > Must be able to handle different rate structure

## **Public Information Requests**

Public information requests are submitted online through a PDF form or in person at the Parish Administrative office. The legal department manages all requests. All requests are forwarded to the In-house Counsel/ADA for review to confirm that response to the request will not release any sensitive employee information (sick leave, workman's compensation, etc.) nor expose the Parish to liability. Reasonable requests are forwarded via email to the pertinent Department. Lawsuits are filed in response to requests that would cause a financial strain on the Parish's time and resources. The lawsuit amount is filed to compensate for the cost of looking-up the information. By law, all requests must be replied to within 72 hours. Tracking of the progress of the requests is completed by a paper process of tracking the physical submitted requests.

### **Strengths**

- > Response process is well defined and understood by the staff

### **Weaknesses**

- > Requests cannot be refused at submittal based on the exceptions and exemptions of who is eligible request information
- > Tracking of current and outstanding requests is manual
- > Monitoring to confirm sensitive information is not distributed is completed manually

### **Business Needs**

- > Ability to notify requestors of eligibility to request information prior to submittal
- > Tracking of pending responses and their status (time limits, awaiting department feedback, lawsuit filed, etc.)
- > Track prior requestors
- > Track types of requests

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**1.7 Current Environment**

While it is difficult for the Parish to envision exactly who will use the system in what manner in an ERP environment, proposers shall utilize the following initial estimates for pricing purposes. The descriptions below are for reference purposes only and are provided as guidelines. They are not intended to be comprehensive, nor limiting. Please also note that the “named” and “concurrent” user columns are intended to be completely overlapping. In other words, each column describes the same user population in a different way, so the proposer shall not add the two columns together when totaling the user count.

| <b>Type of User</b> | <b>Description</b>   | <b>Estimated Number of Named Users</b>                   | <b>Estimated Number of Concurrent Users</b> |
|---------------------|--|--|---|
| Inquiry Users       | Utilize the system for inquiry and standard reporting purposes (e.g., looking up account balances, invoice status, vendor payments, etc.)        | 50   | 20  |
| Professional Users  | Enter and revise journal voucher/ entry  | 10   | 10  |
|                     | Enter requisitions and direct PO's   | 25   | 15  |
|                     | Enter and revise budget requests   | 15   | 10  |
|                     | Enter and process personnel requisitions and personnel action forms  | 3  | 3   |
|                     | Project managers (enter and monitor project budget, establish project plans, prepare project reports, monitor contracts, etc.)                   | 7  | 4   |
|                     | Approvals (part of approval workflow chains and must be able to update or delete any of the transactions or documents sent to them for approval) | 30   | 15  |
|                     | Enter time entry   | 400 total<br>200 using time clocks<br>200 using computer | 300   |
| Power Users         | Perform, approve, and/or update any transaction in the system  | 30   | 20  |
| Report Developers   | Generate ad hoc reports  | 10   | 5   |
| Developer Users     | Update tables, change workflow paths, configure screens, etc. (no changes to source code)  | 5  | 2   |
| Self Service Users  | Employee Self Service  | 400  | 300   |
|                     | Vendor Self Service  | 200  | 100   |

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It is highly likely that some users will fall into more than one category as defined above (i.e., neither the rows nor columns are intended to be additive in any way). For example, a developer user may also be a power user. The total number of users is likely to be less than 600, based upon employee self-service requirements. The breakdowns provided above are intended only to assist proposers in proposing the correct number of various types of licenses.

**1.8 Potential Interfaces**

Proposers shall evaluate the following list of likely interfaces. If the proposer agrees that it is unlikely that the functionality as described in the description column can be provided by the proposer's software, the cost of an interface to these systems **MUST** be included in the cost of the proposal. If the interface cost does not include all of the following interfaces, proposers must be very specific about which are not included and provide a detailed explanation of how that functionality will be performed.

| <b>Function</b>                        | <b>Purpose/Use</b>  | <b>System/Platform</b> | <b>Nature of Interface</b> |
|--|---|------------------------|----------------------------|
| General Ledger and Accounts Receivable | Parish's bank to process electronic wire transfers and post to the GL and process receivable transactions |                        | One Way                    |
| Timekeeping and Attendance             | Time entry and leave accrual  | Kronos                 | Two Way                    |
| Asset Management                       | IT asset tracking with barcode scanning   | WASP                   | One Way                    |
| Asset Management                       | Geolocation of assets   | GIS                    | Two Way                    |
| Utility Billing                        | Automatic meter reading   | Neptune                | Two Way                    |
| Utility Billing                        | Automatic meter reading   | UBS                    | Two Way                    |
| Accounts Receivable                    | Permit fee payment  | MyPermitNow            | One Way                    |
| Workorder Management                   | Workflow approvals and tracking   | Cartegraph             | One Way                    |
| Workorder Management                   | Incident management related to workorders   | WebEOC                 | One Way                    |
| Fleet Maintenance                      | Fleet maintenance workorder management  | IMS Fleet Maintenance  | One Way                    |
| Payroll                                | Salary schedule and position management   | Paymate/AS400          | One Way                    |

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**1.9 Data Conversion**

For purposes of determining level of effort for data conversion, proposers shall assume that the Parish wishes to convert at least the following data:

| <b>Source System</b>                                | <b>Data Element</b>   | <b>Years Retained</b>                               |
|---|---|---|
| AS400   | Financial balances and budgeted values (rollover balances plus 2 years of summary level balances and transaction history) | Current fiscal year plus 5 prior                    |
| AS400 & Kronos                                      | Payroll, HR, and Absence history  | All   |
| AS400 & New Vision                                  | Purchase Orders   | Current open  |
| AS400   | Vendor File, Payment History, and Invoice History   | Active vendors and 3 year history for those vendors |
| Fixed Asset CS – Thompson Reuters                   | Fixed Assets  | Current Balances                                    |
| AS400, UBS, Muni Billing, MyPermitNow, and ResNexus | Accounts Receivable   | Open receivables                                    |
| AS400   | Accounts Payable  | Outstanding checks                                  |
| AS400 & New Vision                                  | Purchase Orders and receiving history   | All open and 2 years of history                     |

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## **1.10 Technical Environment**

Servers

VMware running on 3 server cluster

Operating Systems

Windows

Mail Server

On premise Exchange

Web Server

IIS

Workstation

Windows PC's

Network

Gig Ethernet with 10Gig links and Metro E or fiber to remote locations

Database

SQL and Oracle

Office Applications

Microsoft Office

Report Writer

Microsoft integrated with SQL

Backup and Recovery Software

Buying VEEM 1<sup>st</sup> q 2017

Security

Bluecoat

Web Development Tools

Joomla

In regard to the Parish's technology architecture as it relates to this project, proposers shall take into consideration the following preferences:

| <b>Technical Function</b> | <b>Preferred Technology/Platform</b>   |
|---------------------------|--|
| Server Operating Systems  | Windows Server 2008 and newer  |
| Client Operating Systems  | Windows 7 and 10   |
| Database Software         | Oracle Enterprise Version 11 g - 11.2.0.3.0<br>Oracle Enterprise Version 11 g - 11.2.0.1.0<br>SQL Server 2012 Standard Version 2011.1.3000.0<br>SQL Server 2012 Standard Version 2011.2.5058.0 |

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|                      |                                     |
|----------------------|-------------------------------------|
|                      | (Currently moving away from Oracle) |
| Web Browser          | Chrome, IE, Firefox                 |
| Mail Server Software | Exchange 2010                       |
| Office Applications  | Office 2010 and newer               |

The Parish prefers software that is standards-based and does not lock the Parish into proprietary technology. In addition, the Parish preference is for GUI-based applications running in a client-server or Web-based environment. Applications should be user-friendly and table-driven, and able to utilize the Parish's existing network.

The technology standards and preference information is provided for informational purposes only. Proposers are encouraged to recommend the optimal enterprise technology environment to support its proposed solution.

**1.11 Current Functional Statistics**

The following table contains information regarding the Parish's current operations by function. Proposers shall refer to these tables when responding to the business requirements and the cost spreadsheets.

|  |   |
|--|---|
| <b>HR/Payroll:</b>                             |   |
| Payroll Direct Deposits (Including Pensioners) | 13,000 DD & 100 checks                      |
| 1099 R Issued (2015)                           | 381 1099 misc/s                             |
| W-2's Issued                                   | 63 Medicare only 590 regular                |
| Number of Active Employees                     | 578 not including seasonal                  |
| <b>General Ledger:</b>                         |   |
| Number of Funds                                | 61  |
| Number of Accounts – active                    | 74 depts / 93 asset codes / 397 expenditure |
| <b>Operating Budget:</b>                       |   |
| Operating Budget (2016)                        | 107,387,500                                 |
| Capital Budget                                 | 32,125,500                                  |
| Number of Journal Entry Batches/Year           | 13,000                                      |
| <b>Capital Assets:</b>                         |   |
| Number of Items                                | 6200  |
| <b>Accounts Receivable:</b>                    |   |
| Number of Invoices/Year (2015)                 |   |
| <b>Accounts Payable:</b>                       |   |
| Number of Vendors                              | 2,784                                       |
| Number of Invoices/Year (2015)                 | 42,000                                      |
| Number of Checks/Year (2015)                   | 11,000                                      |
| <b>Purchasing:</b>                             |   |
| Number of PO's/Year                            | 11976                                       |
| Number of Requisitions/Year                    | 12453                                       |
| <b>Projects/Grants:</b>                        |   |

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|   |  |
|---|--|
| Capital projects in progress                    | 50   |
| Number of Grants/Year                           | 40   |
| <b>Benefits:</b>                                |  |
| Benefits provided                               | Health, Dental, Life and Vision; Employer Contribution to H.S.A. accounts; Sick and Vacation Leave; Supplemental (Life, Short-Term Disability, etc.); 13 paid Holidays; Retirement; Supplemental Retirement through Nationwide |
| <b>Time and Attendance:</b>                     |  |
| The Parish tracks time by the following:        | Exception based<br>Scanned time in/out using Kronos time clocks  |
| <b>Utility Billing:</b>                         |  |
| Number of customers served (not contracted out) | Approximately 4,000  |
| <b>Work Orders and Inventory:</b>               |  |
| Types of inventory tracked                      | Sand, Limestone, gravel  |
| <b>Facility and Event Management:</b>           |  |
| Annual number of events                         | 150  |
| RV rental customers per year                    | 7000   |
| <b>Information Requests:</b>                    |  |
| Number of requests per year                     | 65   |

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## **2.0 PREPARING AND SUBMITTING A PROPOSAL**

### **2.1 General Instructions**

The evaluation and selection of a contractor and the contract will be based on the information submitted in the vendor's proposal plus references and any required on-site visits or oral presentations. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response. More detail on the required components of a proposal is provided in Section 4.0 of this document, and a submittal checklist is provided as Attachment A.

### **2.2 Legibility/Clarity**

Responses to the requirements of this RFP in the formats requested are desirable with all questions answered in as much detail as practicable. The Proposer's response is to demonstrate an understanding of the requirements. Proposals prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet the requirements of the RFP is also desired. Each Proposer is solely responsible for the accuracy and completeness of its proposal.

### **2.3 Confidential Information, Trade Secrets, and Proprietary Information**

The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall only apply to the technical portion of the proposal. The cost proposal will not be considered confidential under any circumstance. Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

For the purposes of this procurement, the provisions of the Louisiana Public Records Act (LSA-R.S. 44.1, et. seq.) will be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information they submit in conjunction with this procurement may not be subject to public disclosure, protections must be claimed by the Proposer at the time of submission of its Technical Proposal. Proposers should refer to the Louisiana Public Records Act for further clarification.

The Proposer must clearly designate the part of the proposal that contains a trade secret and/or privileged or confidential proprietary information as "confidential" in order to claim protection, if any, from disclosure. The Proposer shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of his proposal sought to be restricted in accordance with the conditions of the legend:

"The data contained in pages \_\_\_\_ of the proposal have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this Proposer as a result of or in connection with the submission of this proposal, the Parish of Ascension shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the Parish of Ascension's right to use or disclose data obtained from any source, including the Proposer, without restrictions."

Further, to protect such data, each page containing such data shall be specifically identified and marked "CONFIDENTIAL".

Proposers must be prepared to defend the reasons why the material should be held confidential. If a competing proposer or other person seeks review or copies of another proposer's confidential data, the Parish will notify the owner of the asserted data of the request. If the owner of the asserted data does not want the information disclosed, it must agree to indemnify the Parish and hold the Parish harmless against all actions or court proceedings that may ensue (including attorney's fees), which seek to order the Parish to disclose the information. If the owner of the asserted data refuses to indemnify and hold the state harmless, the Parish may disclose the information.

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The Parish reserves the right to make any proposal, including proprietary information contained therein, available to Parish personnel, the Parish Council, or other Parish and state agencies or organizations for the sole purpose of assisting the Parish in its evaluation of the proposal. The Parish shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation in these evaluations.

If your proposal contains confidential information, you should also submit a redacted copy along with your proposal. If you do not submit the redacted copy, you will be required to submit this copy within 48 hours of notification from the Purchasing Office. When submitting your redacted copy, you should clearly mark the cover as such - "REDACTED COPY" - to avoid having this copy reviewed by an evaluation committee member. The redacted copy should also state which sections or information have been removed.

## **2.4 Proposal Response Organization and Format**

Each Proposer shall submit one (1) signed original response. Eight (8) additional copies of the proposal should be provided. Please also provide the proposal on a USB flash drive.

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### **3.0 PROPOSAL SELECTION AND AWARD PROCESS**

#### **3.1 Evaluation and Selection**

All responses received as a result of this RFP are subject to evaluation by the Steering Committee for the purpose of selecting the Proposer with whom the Parish shall contract.

To evaluate all proposals, a committee whose members have expertise in various areas has been selected. This committee will determine which proposals are reasonably susceptible of being selected for award. If required, written or oral discussions may be conducted with any or all of the Proposers to make this determination. Any such written or oral discussions shall be initiated by the Steering Committee.

Results of the evaluations will be provided by the Steering Committee to the Purchasing Director. Written recommendation for award shall be made by the Purchasing Director to the Parish President and Chief Financial Officer for the Proposer whose proposal, conforming to the RFP, will be the most advantageous to the Parish, price and other factors considered.

The committee may reject any or all proposals if none is considered in the best interest of the Parish.

#### **3.2 Proposal Scoring**

The evaluation committee shall assign points to its evaluation of each Proposal as follows:

| <b>Evaluation Criteria</b>  | <b>Possible Points</b> |
|---|------------------------|
| Compliance with the RFP   | 15                     |
| Understanding of the Project  | 10                     |
| Approach to the Project   | 10                     |
| Ability to perform within the stated timeframe  | 20                     |
| Qualifications of the Proposer, including, but not limited to, its experience and personnel assigned to the Project | 20                     |
| Overall costs and fees to be charged  | 10                     |
| Proposal quality and references   | 15                     |
| <b>Total</b>  | <b>100</b>             |

The proposal will be evaluated in light of the material and the substantiating evidence presented to the Parish, not on the basis of what may be inferred.

The scores will be combined to determine the overall score. The Proposer with the highest overall score will be recommended for award.

#### **3.3 Oral Presentations – Scripted Software Demonstrations**

Selected vendors will be required to make oral presentations and scripted software demonstrations to supplement their proposals. We will reserve 3 weeks in March, 2017 for this purpose. The Parish will make every reasonable attempt to schedule each presentation at a time which is agreeable to the proposer. Failure of a proposer to conduct a presentation to the Parish on the date scheduled may result in rejection of the vendor's proposal. During the presentation time, the Parish requires all vendors to host lab sessions in addition to the

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demonstration. The purpose of the labs is to give Parish staff the opportunity to use the proposed software first-hand and to ask any detailed questions that may not have been answered during the demonstrations.

### **3.4 Site Visits with Government Users in Live Environment**

The Parish may conduct site visits to local government users of selected vendors in order to observe the software in a live operating environment. This would be done after the scripted software demonstrations have been completed.

### **3.5 Right to Reject Proposals and Negotiate Contract Terms**

The Parish reserves the right to reject any and all proposals or accept any proposal deemed to be in the best interest of the Parish. The Parish reserves the right to negotiate the terms of the contract, including the award amount, with the selected proposer prior to entering into a contract. If contract negotiations cannot be concluded successfully with the highest scoring proposer, the Parish may negotiate a contract with the next highest scoring proposer.

### **3.6 Contract Award and Execution**

The Parish reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offers received.

The RFP, including any addenda, and the proposal of the selected Contractor will become part of any contract initiated by the Parish.

If the contract negotiation period exceeds thirty (30) days or if the selected Proposer fails to sign the contract within seven calendar days of delivery of it, the Parish may elect to cancel the award and award the contract to the next-highest-ranked Proposer.

Award shall be made to the Proposer with the highest points, whose proposal, conforming to the RFP, will be the most advantageous to the Parish, price and other factors considered.

The Parish intends to award to a single Proposer.

### **3.7 Notice of Intent to Award**

Upon review and council approval of the evaluation committee's and agency's recommendation for award, the Purchasing Office will post score sheets on the Parish website:

<http://www.ascensionparish.net/index.php/departments/m-z/purchasing/bid-information>

A contract shall be completed and signed by the Parish and by the successful proposer on or before the date indicated in the "Schedule of Events." If this date is not met, through no fault of the Parish, the Parish may elect to award the next most advantageous Proposer.

### **3.8 Contract Negotiations**

If for any reason the Proposer whose proposal is most responsive to the Parish's needs, price and other evaluation factors set forth in the RFP considered, does not agree to a contract, that proposal shall be rejected and the Parish may negotiate with the next most responsive Proposer. Negotiation may include revision of non-mandatory terms, conditions, and requirements. The Purchasing Office must approve the final contract form and issue a purchase order, if applicable, to complete the process.

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## **4.0 SUBMITTAL REQUIREMENTS**

### **4.1 Submission of Proposals**

Proposals in response to this RFP shall be considered received at the time actually received by the addressee or designated agent. All proposals and other communications shall be addressed as follows:

Ascension Parish Purchasing Office  
Attn: Joan Shivers, Purchasing Director  
615 E Worthey Street  
Gonzales, LA 70737  
Phone: 225.450.1014  
Email: [jshivers@apgov.us](mailto:jshivers@apgov.us)

Each Proposer shall submit one (1) signed original response and eight (8) additional copies of the proposal should be provided. These must be received at the office listed above by 4:00 p.m. local time on the date listed on the cover page. Proposals received after this specified date and time will be considered late and will not be considered for evaluation.

Each proposal shall be in the form specified in this RFP, and in a sealed envelope with outside markings identifying (1) the Proposal Name; (2) RFP Number; (3) Project Number; and (4) Proposal Opening Date.

### **4.2 Eligibility**

To be eligible to respond to this RFP, the proposing firm must demonstrate that they, or the principals assigned to the project, have successfully completed services, similar to those specified in the Scope of Services section of this RFP, to at least three agencies similar in size and complexity to Ascension Parish.

### **4.3 Required Elements of Proposals**

Proposals shall provide a straightforward, concise delineation of the proposer's capability to satisfy all of the elements and requirements of the RFP both in content and in sequence. Each proposal shall be submitted in the requested format and provide all pertinent information. One original copy of each proposal shall be signed in ink by a duly authorized officer of the company. A proposal will not be considered if it modifies or fails to conform to each of the requirements set forth in this Section. The proposal must conform to the following outline and contain all requested information in the same sequential order as outlined in this section. Proposals deviating from the proposal format and organization may be removed from further consideration.

So that competing proposals can be compared equally, Proposers must assemble their proposals in strict adherence to the layout requirements. Failure to follow all proposal layout requirements may result in disqualification due to non-responsiveness. Each proposer is required to submit the proposal in a sealed package. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the proposed products and services to satisfy the requirements of the RFP. Attention should be given to accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled. The proposal shall be organized into the following major sections:

- 0.0 Introductory Material (Title Page, Letter of Transmittal, and Table of Contents)
- 1.0 Executive Summary
- 2.0 Scope of Services
- 3.0 Company Background (including most recent audited financial statements)
- 4.0 Proposed Application Software and Computing Environment
- 5.0 Responses to Functional/Technical Requirements (Attachment D)

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- 6.0 Implementation Plan
- 7.0 Training Plan
- 8.0 Maintenance and Support Program
- 9.0 Essay Responses to Ascension Parish Specific Issues
- 10.0 Client References (Attachment B)
- 11.0 Exceptions to the RFP
- 12.0 Sample Documents
- 13.0 Price Proposal (Attachment E)
- 14.0 Acknowledgment and Waiver of Protest Rights (Attachment C)

## **4.4 Background Material**

The Title Page must show the RFP number, subject, name of the proposer, address, telephone number, email address and the date. Letter of Transmittal, executed by an authorized representative, and Table of Contents must also be included.

## **4.5 Executive Summary – Proposal Section 1.0**

This part of the response to the RFP should be limited to a brief narrative summarizing the proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel.

## **4.6 Scope of Services – Proposal Section 2.0**

This section of the proposal should include a general discussion of the proposer's overall understanding of the project and the scope of work proposed.

- List and describe all proposed modules. Proposer must explicitly state the software module name and versions that are proposed as part of this ERP solution. All modules shall be listed on Attachment E (Price Proposal) and included in the price proposal.
- All functional requirements that are responded to with a positive response (anything except "N") will be considered to be in scope. Proposal, including price and staffing requirements, must address all of these requirements.
- Proposers may indicate some modules as "optional." Optional modules shall not be included in the overall price proposal, however, prices for optional modules (including software license and implementation) should be provided. If a module required to fulfill some requirements is listed as optional, the appropriate response code is "N." Proposers should then indicate in the comments column that module is available but optional.
- What are the proposed third-party applications? The proposer shall explicitly state the name of any third-party products that are part of the proposed solution to the Parish or any third-party firms providing services for implementation, training, or other services. For each third-party product or service provider there shall be a statement about whether the proposer's contract will/will not encompass the third-party product/service and/or whether the Parish will have to contract on its own for the product.
- The proposer shall also provide written proof that it has approved access to the third-party software source code (owned or in escrow) and that the proposer has the ability to provide long-term support for the third-party software components of its system.

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- Proposers must include the price for any third-party products, including software license, hardware prices (if pertinent), maintenance, implementation, training, and any other related prices in the total price of this proposal. Third-party software included in the proposal must be included in any demonstration of functionality if the proposer is invited to that phase of the evaluation.
- If third-party products or services are proposed, Proposers must complete Attachment B (References) for each third-party product or service that is proposed.
- Please confirm the data conversions that have been proposed. The Parish expects proposers to include all conversions listed in section 1.9 of the RFP
- Please confirm all interfaces that have been proposed. The Parish expects proposers to include an interface to all systems listed in section 1.8. If proposers do not include all interfaces, please provide an explanation.
- Please list all modifications/customizations/enhancements to the software that have been proposed as part of scope. Modifications listed here should accommodate all functional requirements in Attachment D listed as "MOD." If customizations are not part of scope, the correct response to the functional requirements should be "N."

## **4.7 Company Background – Proposal Section 3.0**

This section of the proposal should provide a general overview of the company responding to the RFP, including any subcontractors and/or third parties. Please provide the following information:

- **Prime Software Firm and Implementation Firm:** Please provide an overview of the Company(s) (including sub-contractors) represented in this response. In the case of teamed responses, please reply to all questions for each company involved. In addition to your overview, please address the following items:
  - Describe the proposing companies' structure (corporation, partnership, or privately held).
  - Describe the number of years the companies in this proposal have been in software and professional services.
  - State the location of the primary office(s) from which this engagement will be serviced and the range of activities performed at that office.
- **Prime Software Firm and Implementation Firm:** The proposer should include information with regard to the organization's resources that it deems advantageous to the successful provision of the requested products and services. This might include management capabilities and experience, technical resources, and operational resources not directly assigned to this project, but available if needed.
- **Shared History:** Please provide a history of the previous work conducted individually and as a team by the software and implementation firms included in this proposal, including third party software providers and sub-contractors.
- **Financial Information:** For all companies proposed in this proposal (including sub-contractors), provide an overview of the company's Financial Stability in terms of the past year, 3 years, 5 years and finally 10 years. In addition to your overview please address the following items:
  - Please provide audited Financial Statements for the last fiscal year available
  - Please describe any litigation or pending litigation arising from any of the firms' performance in the last five years.

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- Please describe any investigations of any of the proposing firms by State or Federal regulatory or law enforcement agencies in the last ten years.
- Please describe the amounts and types of professional liability insurance and the name of the carrier. Please provide a copy of the certificates of insurance.
- **Prime/Sub Relationship Structure and Project Resource Resumes:** Please provide a detailed description of the prime/sub relationship structure being proposed for this project. Please provide a resume for each proposed team member for all implementation firms and subcontractors in this proposal. The Parish expects that key individuals will provide services on this project from start to finish ensuring continuity and success. Elaborate on your willingness and ability to maintain key personnel dedicated to the project, both in terms of reassignment within your organization and retaining them generally as employees. Additionally, if there is a change in key personnel on the project, the Parish requires approval of these changes. Further, any ramp up time and costs incurred due to transitioning personnel will not affect the project timeline nor the overall cost to Ascension Parish
- **Subcontractor Information:** The proposer shall list any subcontractor's name, address and state of incorporation that are proposed to be used in providing the required products and services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the vendor of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal.

## 4.8 Proposed Application Software & Computing Environment –Proposal Section 4.0

The proposer must present, in detail, features and capabilities of the proposed application software. In addition to the description, answers to the following questions must be provided in succinct narrative form (at least one paragraph per item):

### Application Overview

- Provide the name of the proposed system(s), modules within each system, middleware, current version(s), and release date(s). Identify each system as core software or third party software.
- Describe the Web functionality of the proposed systems, both current capabilities and future direction.
- Identify the programming language for each module of the proposed systems including the report writer(s). Additionally identify any programming languages that are proprietary.
- Are the APIs for your proposed solution fully documented and will they be provided to the Parish?
- Describe in detail the proposed database platform(s) for your proposed solution.
- List the Windows environments currently supported.
- Describe the system technical architecture (i.e. multi-tiered, thin client, web-based, etc.)
- Describe the integration of the proposed system modules. Identify any modules that are not fully integrated.
- Describe in detail your proposed IT technical development toolset solution for this proposal.
- Describe how your solution would be performance tested.
- Describe how your solution would perform during peak periods (e.g., benefits enrollment).
- Will your firm commit to transaction response times? If so, what is your stated commitment?
- Describe the monitoring tools to be used and how alerts from the monitoring of various components of the solution (e.g., physical infrastructure operating systems, integration services, and applications) would be managed and integrated for root-cause analysis of incidents and problems.

### Technology Overview

Ascension Parish Technology Office is intending to procure any required hardware for the project through existing procurement contracts. Therefore, it is critical that the proposer include detailed specifications and

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recommendations for hardware sizing appropriate to the requirements for the Parish. The Parish's Technology Office will develop the hardware estimate for the Cost Proposal based upon the representations provided by the vendor(s).

Describe in detail your proposed hardware environment solution for this proposal. Include the following items:

- Describe the hardware required for Ascension Parish to support the scope of software proposed within the RFP response:
  - Server recommendations/requirements (including detailed specifications) for all components of the solution (database, application, web, third-party, printing, etc.)
- Explain your approach to sizing of the hardware environment.
- Describe how the vendor will take responsibility for approving the sizing of the hardware infrastructure given the Parish intends to procure the hardware.
- Describe the number of environments recommended for the Parish to maintain both pre-implementation and post-implementation and the purpose of each environment. (At a minimum, the Parish would like to maintain two environments: one live and one for testing.)
- Describe your recommended workstation configuration including any and all user peripherals (including detailed specifications).
- Describe your recommended mobile device(s) technology environment and your strategy for continuing to support developments in mobile technology.

## **Network Environment**

Describe in detail your proposed network environment solution for this proposal. Include the following items:

- Describe the preferred physical architecture for your solution. Also include documentation on the conceptual and preferred technologies your solution uses.
- Describe your architecture roadmap for upcoming and future releases.
- Describe the overall networking and connectivity solution that will be necessary to provide access to the ERP, including from the following locations outside the Parish network:
  - Employees using wireless devices in the field (e.g., handheld devices or laptop computers).
  - Employees working from home, a hotel or other locations where an Ascension Parish network connection is not available.
  - Other locations.
- Describe the specifications of the network and connectivity infrastructure required to support the ERP solution.
- Describe the assumptions around network bandwidth required for each desktop workstation.
- Describe your recommended and ideal environment for the Parish.

## **Document Management Tools**

Describe in detail your proposed workflow tools solution for this proposal. Include the following items:

- Describe how your solution enables document storage and retrieval so that source documents can be tracked within the system.

## **Workflow Management Tools**

Describe in detail your proposed workflow tools solution for this proposal. Include the following items:

- Describe how your solution enables workflow management both within the solution and integrating with other tools.
- Describe specifically which modules of your software support the standard workflow tools.
- Describe specifically which modules of your software do not support workflow.

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## **Reporting and Data Warehousing**

Report Writing Tools: Describe in detail your proposed report writing tools solution for this proposal. Include the following items:

- Describe the recommended solution's reporting capabilities (dashboards, scorecards, shared reports, event triggered reporting, report versioning, and job scheduling).
  - Describe how user created templates can be shared in a user community.
- Describe the reporting application architecture and how it relates to the back-end infrastructure. Differentiate between any architecture components (Independent data marts, Bus Architecture, Hub and Spoke, Centralized or Federated).
  - Describe the impact using your report writer will have on the production environment.
  - Describe whether you do/do not recommend running reports against mirrored databases.
- Describe in depth any analytical reporting capabilities within the product(s).
- Describe and differentiate between embedded/on-line transactional reporting against any analytical reporting.
- Describe in detail any third party vendor reporting engines embedded within the product(s).
  - Describe any Architecture or Reporting Licenses you have with third parties.
- Describe how metadata is created, administered/maintained and shared in terms of business, technical, application, and process metadata.
- Describe any performance concerns in using the report writing tools.
- Describe the following information analysis and reporting tools provided by the proposed system:
  - Standard on-screen inquiries
  - On-screen print screen capabilities for screens, inquiries and reports
  - Query tools
  - Report writer
- Describe how the product(s) create value at an organization level from the perspective of business intelligence and meeting strategic directives.
- Describe how your solution enables business intelligence both with the solution and integrating with other tools. Please list any other tools to which your solution has been successfully integrated.
- Identify any reporting limitations for producing reports on data contained within the database via the proposed toolsets.
- Describe the security architecture in place to prevent unauthorized data access through the report writer.
- If your proposed solution includes a third party report writer, how does the third party monitor data security?

Data Warehouse/Data Mart: Describe in detail any proposed data warehouse/data mart solution for this proposal. Include the following items:

- Describe if the software product or specific module being proposed in your solution includes data warehouse / data mart reporting functionality.
- If your proposed solution includes such functionality, explain the features, functionality, data model, extract/load capabilities, and reporting available.

## **ERP Application Security**

Describe in detail your proposed solution's security tools and capabilities for this proposal. Include the following items:

- Describe the recommended solution's approach to role based security.
- Describe in detail your proposed single sign on and Active Directory solution for this proposal. Include the following items:
  - Describe in detail how the product(s) support single sign-on.
  - Describe in detail how the product(s) support active directory.

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- If LDAP is utilized for authentication/authorization which version will be used? Also describe the integration with the Active Directory.
- Describe in detail how your proposed solution would protect the privacy of information designated as private or confidential such as social security numbers, credit card numbers, ACH transactions, information, and employee health information—which is processed or stored.
- Describe in detail your transaction log and audit trail capabilities including the data recorded and the tools used to view and report the information.
- Describe how electronic signatures are used within the application. Are they certificate or credential based?
- Describe the encryption technology used within the system.
- Explain any other differentiating security features within your solution.
- Explain why your solution is a best practice solution from a security standpoint.
- If your company is issued an SSAE16 report or equivalent, please include a copy of the most recent report in your response. If not, please explain why your company does not get an SSAE16 issued and describe the internal controls in place to protect against cybersecurity incidents and other risks.

## **4.9 Responses to Functional/Technical Requirements – Proposal Section 5.0**

Responses to the requirements listed in Attachment D to this RFP must be provided in this section of the proposal. Proposers shall use the format provided and add explanatory details as necessary in a separate spreadsheet using the requirement number as a reference. The following answer key must be used when responding to the requirements.

| Response to Functional Requirements |   |    |  |
|-------------------------------------|---|----|--|
| F                                   | Provided fully functional out of the box or with configuration (no custom development)        | CR | Custom Report Development Required   |
| MOD                                 | Modification/Customization/Software Enhancement (Any custom development that will cost extra) | TP | Third-party Software Required to Fully Provide Requirement (Third-party Software Must be Proposed) |
| SR                                  | Provided with Standard Report or Reporting Tool   | N  | Not Included in this Proposal  |

- Functional requirements represent functionality that is currently needed as well as functionality that is expected or is likely to be required in the future. **Failure to provide some requirements or excluding some requirements will not eliminate the proposer from contention.** The Parish will evaluate the proposal as a whole including price/value comparisons when evaluating proposals.
- Proposers must use one code only per requirement. The spreadsheet is locked to enforce this. All requirement responses must be submitted in the format presented in the attached spreadsheet (Attachment D). The requirements responses submitted, including requirement responses, will become attached to the software license and implementation services contract. Proposers are expected to warrant all positive responses (every response except “N”). For requirement responses, other than “N,” proposers must indicate the module or product that is required to meet the requirement.
- For requirement responses of “CR”, proposers must provide estimated costs and projected time to complete the customization.
- All responses which are marked F, MOD, CR, SR, or TP must be included in the scope, cost proposal and staffing matrix submitted in this proposal. Furthermore, the module necessary to perform that functionality must be included in the scope and cost of this proposal.

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- If a module is required for only a few functional requirements and it is not cost-efficient to include in the proposal, the proposer should mark the requirement as “N” and indicate accordingly in the comment field that this module is available but not being included in the proposal.
- If functionality is not available, but expected to be available in future versions of the software, the expected release date can be noted in the comments column.

## **4.10 Implementation Plan – Proposal Section 6.0**

The Parish expects to provide staffing of 50% of the total implementation hours, but reserves the right to alter the mix upon further discussion with proposers. Pricing should assume 50% implementation work effort by the Parish and 50% work effort by implementation consultants.

### **Implementation Methodology & Approach**

Please provide an overview of your implementation methodology, including a description of your approach including project initiation/planning, design, configuration, development, testing, training, conversion, and post go-live support. In addition to your overview please address the following items:

- Describe how the implementation plan has been designed in such a way to minimize any negative impacts on existing Parish operations and responsibilities.
- Describe how the implementation plan has been designed to provide for the deployment and use of management, supervisory or other key personnel during the project. (The detailed plan below should show all management, supervisory and key personnel that will be assigned to manage, supervise and monitor the project.)
- Describe how the implementation plan has been designed in such a way to minimize the startup time of the project.
- Describe specific actions the Parish could take to support an accelerated start-up. Describe how the implementation plan makes use of subcontractor(s), if any, on this project.
- Describe how the implementation work plan will be maintained and updated throughout the course of the project.
- Describe your experiences with organizations that have successfully prepared for, implemented and supported your solution. Additionally, for each experience describe what items/actions led to the organization being prepared.
- Describe your experiences with organizations that have not been successful or have struggled in preparing for, implementing and supporting your solution. Additionally, for each experience describe what items/actions caused the failure or struggle, and how you would recommend the Parish prepare to ensure success.

### **Implementation Work Plan & Deliverables**

Please provide a detailed work plan for each phase of the implementation. The work plan section should include the following:

- **Phases and Major activities**
  - Description of each phase (e.g. system design, modification, installation, implementation, technical training, user training, and acceptance).
  - Description of major activities within each phase showing all significant tasks required for successful completion of the Phase objectives.
- **Detailed timeline** (by Gantt, Pert or other chart)
  - Timeline details for all phases indicating the start dates, end dates and milestones.
  - Timeline details for all major activities indicating the start dates, end dates and milestones.
  - Timeline details for all deliverables indicating the start dates, end dates and milestones.
- **Resource allocations**
  - Identification of hours by resource (Parish, vendor and any sub-contractors) for all phases.

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- Identification of hours by resource (Parish, vendor and any sub-contractors) for all major activities.
- **Deliverables**
  - Comprehensive inventory of project deliverables by phase.
  - Detailed description of all deliverables (e.g. process documentation, Telestaff interface specification, etc.)
  - Identification of major dependencies for each deliverable.
  - Detail the deliverable acceptance period for each deliverable.
  - Provide samples of all major deliverables proposed.

## **Implementation Project Team**

Please provide a detailed description of the project organization strategy for the proposed work plan. As part of your description, please address the following items:

- Detailed description of the team structure and roles for all firms involved (including sub-contractors) and the Parish.
- Detailed description of the responsibilities for each role defined in the team structure for all firms involved (including sub-contractors) and the Parish.
- Detailed description of the number of personnel and the estimated hours for all firms involved (including sub-contractors) and the Parish.

## **Project Management**

Describe in detail your proposed project management approach for this proposal. Include the following items:

- Describe what status reporting and frequency of communication will be proposed for the Parish.
- Describe the project coordination, documentation, and communication tools you will provide for the project (e.g. SharePoint)
- Describe the approach that will be used to manage scope and changes during the course of the project.
- Describe the approach that will be used to assess go-live readiness.

## **Testing Approach**

Describe in detail your proposed testing approach for this proposal. Include the following items:

- Describe the different aspects of testing included within your approach (e.g. unit, integration, security, parallel, system, stress, performance, regression, etc.).
- Describe the testing environment recommended for testing.
- Describe the user acceptance testing recommended.

## **4.11 Training Plan – Proposal Section 7.0**

The proposer must provide a detailed plan for training. This information **MUST** include:

- Describe how a training environment would be created and maintained.
- Describe your proposed approach to training for this project (i.e. on site at the Parish vs. at vendor facilities, train the trainer vs. train all users), training materials, and methodologies. Please include all software (including third party products) proposed in this proposal.
- Identify whether there is instructor-lead, classroom training available.
- Identify whether there is computer-based training available. If so, identify what is included in this proposal.

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- Identify what other tools are optionally available for the Parish.
- Provide a list of the courses proposed, with the course name, description, and hours.
- Describe in detail how training regarding the operation and use of the ERP will be delivered to each subset of the end-user community, and what tools and materials will be employed.
- Describe the time commitment required of each group of trainees.
- Describe whether or not custom training materials will be provided by the vendor based upon the Parish's configurations, modifications and process decisions during the implementation. If custom training material is not recommended to be provided by the vendor (i.e. the Parish is responsible for custom training materials), please estimate the cost for the vendor to create the custom training materials.
- Describe your technical training and knowledge transfer approach to IT personnel to support the ERP hardware, if necessary.
- Describe the proposed methodology and approach for ongoing training. Address the procedures for training new users and for delivering refresher training to existing users.
- Identify whether your system includes a user reference manual and a technical reference manual.
- Identify whether the technical reference manual includes descriptions and diagrams of the relational database structure, tables, and elements within the database. Please provide a sample of description and diagram the relational database structure, tables, and elements within the database.
- Identify whether all manuals are available in electronic format.
- Identify whether all manuals are updated with each new release of software.
- Identify whether online help is provided.
- Identify whether online tutorials are provided.
- Describe whether and how the help feature can be called from the specific transaction being processed (field-sensitive help).
- Provide a sample training plan relevant to this implementation.
- Describe the benefits and risks to your proposed training strategy.

## **4.12 Maintenance and Support Program – Proposal Section 8.0**

The proposal must specify the nature of any post-implementation and on-going support provided by the vendor including:

- Describe the maintenance and support package you are proposing to the Parish.
  - Fully describe terms and conditions of your annual software maintenance agreements.
  - Please include a copy of your standard agreement.
- Describe why this is the best option for the Parish.
  - Describe the ongoing support services provided, including hours of operation, procedures, and problem escalation measures available.
  - Describe the ratio of customers to support personnel.
  - Describe your customer support locations and hours of operation in terms of CST.
  - Describe the committed support time for support questions.
  - Describe your average response time for support questions.

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- Describe your range of response time for support questions.
- Describe a typical customer support call based on an application error.
- Describe a typical customer support call based on a data error (interface not working, data not replicating).
- Describe a typical customer support call based on a report not working properly or displaying incorrect data.
- Describe the follow-up process with a client after resolution of a help desk call.
- Identify whether the support is available seven (7) days a week, 24 hours a day. If so, identify the cost above your recommended support.
- Describe your support staffs ability to "log in" to the customer system for certain types of support. Explain the process and the security supporting the process.
- Identify whether onsite support is available if needed. Describe how onsite support costs are handled.
- Describe the available web-based support options.
- Describe any web-based reporting tools available to review open/pending support issues.
- Describe the other maintenance and support packages available to the Parish that are not proposed (including Helpdesk type support)

## 4.13 Ascension Parish Specific Issues to be Addressed by RFP –Proposal Section 9.0

The Parish has some unique questions or business process needs that it would like addressed as part of this RFP. Proposers are required to answer these questions with as much detailed information as possible. Proposers are strongly encouraged to make sure the response answers the questions and is not comprised of marketing material. These questions may appear again during software presentations and during contract negotiations.

Encumbrance of funds: At the time of encumbrance (creation of PO), the Parish would like the ability to split funds at the line item level or at the total value of a PO. The Parish would like the ability to allocate multiple funds to each line item. Please describe the system's ability to complete this action. For example, if a PO contains Line Item A and Line Item B, the Parish would like the ability to allocate funding from multiple GL strings to Line Item A which may or may not be a different allocation percentage than what is used for Line Item B.

Tracking commodity codes: The Parish requires a public bid for any commodity code in which \$30,000 is spent over a rolling 12 month period. The \$30,000 limit applies to single purchases or cumulative purchases for that commodity code. Describe the system's capability to track and report expenditures against a commodity on a rolling 12 month basis. Also, describe the system's ability to notify designated users when a commodity code is nearing the \$30,000 threshold.

Asset management: The Parish would like the ability to add value to an asset (i.e.: a new part is added) that has already been depreciated without affecting the original purchase amount of the asset. Please describe the system's capability to accommodate this functionality.

Designation of Fixed Assets: The Parish uses an expenditure code that departments must complete to denote a fixed asset at the time of requisition. The Parish also uses a different expenditure code to denote grants. Only one expenditure code can be used, so fixed assets purchased by grants are not identified by the code as a fixed asset. The Parish currently has an individual review all POs/grants to identify if they are for a fixed asset item. Please describe the system's capability to designate all assets over the amount of \$5,000 as fixed assets and route those requisitions to a designated user in Finance.

Paycheck adjustments: The Parish's current system calculates taxes deducted from paychecks with the assumption that the amount of the bi-weekly check is constant throughout the year (so the bi-weekly check multiplied by 26 determines the tax bracket of the employee). Therefore, in months in which an employee receives a higher than normal paycheck (e.g., overtime) the system may calculate an employee's annual pay to fall into a higher tax bracket and deduct too much in taxes. Discuss how the system calculates tax deductions to accurately identify the correct tax bracket and calculate the correct deductions.

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Live update procedures: The Parish would like minimal system down-time during system updates. Please describe your live – update procedures and efforts made to minimize impact on business operations. Specifically, please address your use of a test environment and live environment.

## **4.14 Client References – Proposal Section 10.0**

The Parish considers references for both the software and implementation services to be important in its decision to award a contract. Using the form provided in Attachment B please provide three (3) public sector client references. At least one of the references should be similar in size to the Parish and have a similar implementation scope. Regional clients are preferred but the Parish understands this may be difficult and inability to provide regional references will not negatively impact the evaluation process. If the software vendor is different from the implementation firm, three (3) references should be provided for each. Lastly, please provide (3) three references for any third-party software firms. All references should be for fully completed (live) installations, completed within the past five (5) years.

## **4.15 Exceptions to the RFP – Proposal Section 11.0**

All requested information in this RFP must be supplied. Proposers may take exception to certain requirements in this RFP. All exceptions shall be clearly identified in this section and a written explanation shall include the scope of the exceptions, the ramifications of the exceptions for the Parish, and the description of the advantages or disadvantages to the Parish as a result of exceptions. The Parish, at its sole discretion, may reject any exceptions or specifications within the proposal.

## **4.16 Sample Documents – Proposal Section 12.0**

Proposers shall include sample copies of the following documents. Although they are sample forms, the documents must contain all material terms so that the Parish can fairly evaluate the proposer's forms.

- > Sample software licensing agreement.
- > Sample maintenance agreement.
- > Sample implementation services agreement.
- > Sample standard reports.
- > Sample documentation (user guides, training materials, etc.).
- > Sample implementation project plan.
- > Sample live update procedures.
- > Sample budget template.

## **4.17 Price Proposal – Proposal Section 13.0**

Proposers shall submit price proposal in a separate and sealed packet according to the format provided in Attachment E to this RFP. The Parish reserves the right to contact proposers on price and scope clarification at any time throughout the selection process and negotiation process.

It is important that proposers use the format presented in this RFP even if another format is provided. Attachment E shall include total price for all software, services, and additional costs to acquire all software and services referenced in the proposal including third party prices. If third party products or services are included, do not provide separate versions of Attachment E (Price Proposal) for each third-party product.

Do **NOT** use "To Be Determined" or similar annotations in the cells for cost estimates. The Parish is asking proposers to estimate prices and hours for all categories with the understanding that they may have to make assumptions. Such assumptions should be stated. Proposers may submit additional pricing sheets as an addendum to the cost template; however the cost template **MUST** be completed.

The Parish may award a purchase contract, based on initial offers received without discussion of such offers. A proposer's initial offer should, therefore, be based on the most favorable terms available. It may also request revised pricing offers from such proposers, and make an award and/or conduct negotiations thereafter.

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**4.18 Acknowledgment and Waiver of Protest Rights – Proposal Section 14.0**

Proposer shall execute and have notarized an Acknowledgment and Waiver of Protest Rights (Attachment C) and shall produce same to the Parish along with its proposal. Such Waiver shall state that Proposer has read this RFP and the Waiver, and understands that the Parish's obligations under this RFP are not dictated by Louisiana Public Bid Law or the Louisiana Procurement Code. As such, Proposer understands that it is provided no opportunity for protest and waives all such rights

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## **5.0 CONTRACT TERMS AND CONDITIONS**

Below are standard contract terms and conditions that the Parish expects to be part of any agreement with the finalist vendor(s). Please indicate your willingness to comply with each condition by noting any exceptions per the instructions in Section 4.15 of this RFP. Contract terms in the final agreement should include, but will not be limited to, those listed below.

### **5.1 Payment Terms**

Payment for the ERP System and for the implementation services rendered pursuant to any agreement resulting from this RFP shall be made in amounts and at times set forth in the resulting agreement (the "Agreement"). A purchase order will be issued, and all invoices must reference the purchase order number. Payment shall be made upon receipt of original invoice(s) in accordance and in conformity with payment dates for bills and claims as established by the Parish. Prior to payment, the proposer must submit an original dated itemized invoice of services rendered. (Photographs or facsimiles of invoices will not be accepted.) Any reimbursement for expenses, as allowed in the Agreement and that are included in the invoice(s), must be supported with attached original billings for such expenses.

Implementation services will be paid on a not-to-exceed basis as described, only on a deliverable completion basis, meaning the Parish will pay only when the proposer has satisfactorily completed mutually agreed upon payment deliverable, as will be defined in the Statement of Work as part of the Implementation Services Agreement (the "Implementation Services Agreement"). In addition, the Parish will apply a retention rate of fifteen percent (15%) to all service payments, with such retention being released on final acceptance of the entire system, which will be defined during the contract negotiation phase.

### **5.2 Software License**

The proposer shall grant the Parish a perpetual, nontransferable, nonexclusive license under the terms of the Agreement to use the ERP System on its network, [or on an externally (third party) hosted network, or as part of a software as a service model] the Parish shall have the absolute right to upgrade or replace any equipment in the network and continue to use the ERP System on the network. The Parish shall not be required to pay the proposer any additional licensing fee or other fees as a result of using the ERP System in conjunction with the upgraded or replacement equipment on the network.

### **5.3 Software Maintenance Fees**

The Parish will require fixed maintenance fees for five (5) years following implementation for budgeting purposes.

### **5.4 Additional Users and Modules**

The Parish will require a "price protection guarantee" for a minimum of two (2) years from the effective date of the software license for additional Parish users and modules that are listed in the RFP but are not initially purchased.

### **5.5 Delivery of the Project Plan and Other Key Deliverables**

The project plan is to be delivered within a contractually specified timeframe after contract signing. Delay or failure to complete in a timely manner in this regard will result in the assessment of liquidated damages up to \$1,000 per day. Other key deliverables (Design Document, Go-Live Date, and any other deliverable that can be deemed substantially the responsibility of the vendor) will also be subject to the assessment of liquidated damages up to \$1,000 per day if the vendor misses these key timeframes.

### **5.6 Services and Statement of Work**

All work performed by the proposer for the Parish as agreed to in writing under the Implementation Services Agreement (the "services"). Such services are set forth in the Statement of Work ("SOW").

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The intent of the Implementation Services Agreement is for the services to be completed in the detail described in the SOW, which is attached to, and part of the Implementation Services Agreement. Except as otherwise explicitly stated in the Implementation Services Agreement, the proposer will furnish all labor, materials, equipment, products, tools, transportation, and supplies required to complete the services. The proposer will provide services to the Parish as required in the Implementation Services Agreement and the SOW. Any additional services will be mutually agreed to in writing by each party through a change order process.

## **5.7 Documentation and Copyright**

Collected data, analyses, and any analytical processes, programs and files developed as a contractual requirement are the sole property of the Parish. Programs shall be completely documented, including the file layout of tapes, disks, and so on. The Parish may, at its sole discretion, waive title to any portion or to all data and analyses. The Parish has the sole right to copyright any process or program and may license its use by others for a fee or without charge.

## **5.8 Parish Property**

The use of Parish property must be approved in advance by the Parish's project manager. If the Parish has agreed to provide Parish owned property, the following special provisions shall apply:

The amount of Parish property to be furnished to the contractor may be increased or decreased by written direction of the Parish's project manager and the contract price shall be adjusted to reflect the change pursuant to the stipulations of the "changes" article.

The proposer shall insure all Parish property in their possession or control and shall be liable to the Parish for the fair market value of any damage or loss to Parish property, aside from that incurred by normal wear and tear. The proposer shall maintain the property in operating condition, with the cost being chargeable to the contract.

All Parish property shall be returned promptly upon completion of the contract or otherwise disposed of, as directed in writing by the Parish. All costs of shipment or disposal are a contract cost.

Unless specifically stated otherwise in writing, Parish property may be used only for the performance of this contract.

Title to all Parish property shall remain in the hands of the Parish at all times. Title to the property acquired by the contractor for use under the contract shall vest in the Parish upon delivery to the contractor.

Any dispute concerning interpretation of the provisions of this article shall be subject to the stipulations of the "Disputes" article.

In the course of performing the responsibilities under this contract, the parties may be exposed to or acquire information that is proprietary to or confidential to the other party or its affiliated companies or their clients. Any and all information of one party in any form obtained by the other party or its employees, agents or representatives in the performance of this Agreement that is appropriately marked or identified in writing as proprietary, shall be deemed to be confidential and proprietary information of such party. The parties agree to take reasonable steps to hold such information in strict confidence and not to copy, reproduce, sell, assign, license, market, transfer, give or otherwise disclose such information to third parties or to use such information for any purposes whatsoever, without the express written permission of the other party. The parties shall use reasonable efforts to advise each other immediately in the event that either learns or has reason to believe that any person who has had access to Confidential Information.

## **5.9 Intellectual Property Rights**

The proposer will indemnify and hold harmless the Parish from liability of any kind, including costs and expenses for or on account of any copyrighted service marked, trademarked, patented or un-patented invention, process, article or work manufactured or used in the performance of the contract, including its use by the Parish. If the proposer uses any design, device, materials or works covered by letters, service mark, trademark, patent,

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copyright or any other intellectual property right, it is mutually agreed and understood without exception that the proposal prices will include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.

## **5.10 Changes**

The Parish's project manager may, at any time, by a written order and without notice to the insurers make changes within the general scope of the contract in any one or more of the following: a) specifications or statement of work and b) place of performance or delivery. If any such changes cause an increase or decrease in the cost of or the time required for the performance of this contract, whether changed or not changed by any such order, an equitable adjustment shall be made a) in the contract price or time of performance or both and b) in such other provisions of the contract as may be so affected; and the contract shall be modified in writing accordingly. Any claim by the proposer for adjustment under this article must be asserted within 30 days from the date of receipt by the proposer of the notification of change, provided, however, that the Parish's project manager decides that the facts justify such action, may receive and act upon any such claim asserted at any time prior to final payment under this contract. Failure to agree to any adjustment shall be a dispute concerning a question of fact within the meaning of the clause of this contract entitled "disputes." However, nothing in this article shall excuse the contractor from proceeding with the contract as changed.

## **5.11 Laws and Regulations**

The proposer shall comply with all applicable laws, ordinances, and codes of the State of Louisiana and Ascension Parish. It shall be the responsibility of the contractor to be knowledgeable of all federal, state, Parish and local laws, ordinances, rules and regulations that in any manner affect the items covered herein which may apply. Failure to comply with all applicable laws, ordinances and codes may lead to termination of the contract.

## **5.12 Disputes**

This agreement is to be governed by the laws of Louisiana, and it is agreed that the venue for any and all litigation arising out of this contract shall be in the 23<sup>rd</sup> Judicial District Court, Parish of Ascension, Louisiana.

## **5.13 Indemnification and Limitation of Liability**

Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon performance of their respective duties under the contract.

Contractor shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully indemnify and hold harmless the Parish from suits, actions, damages and costs of every name and description relating to personal injury and damage to real or personal tangible property caused by Contractor, its agents, employees, partners or subcontractors in the performance of the contract, without limitation; provided, however, that the Contractor shall not indemnify for that portion of any claim, loss or damage arising hereunder due to the negligent act or failure to act of the Parish. In connection therewith, the Contractor shall execute the Hold Harmless Agreement furnished by the Parish. Work may not commence until such Hold Harmless Agreement is executed by the Contractor and received by the Parish.

Contractor will indemnify, defend and hold the Parish harmless, without limitation, from and against any and all damages, expenses (including reasonable attorneys' fees), claims judgments, liabilities and costs which may be finally assessed against the Parish in any action for infringement of a United States Letter Patent with respect to the Products, Materials, or Services furnished, or of any copyright, trademark, trade secret or intellectual property right, provided that the Parish shall give the Contractor: (i) prompt written notice of any action, claim or threat of infringement suit, or other suit, (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense, and (iii) assistance in the defense of any such action at the expense of Contractor. Where a dispute or claim arises relative to a real or anticipated infringement, the Parish may require Contractor, at its sole expense, to submit such information and documentation, including formal patent attorney opinions, as the Parish shall require.

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The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon: (i) Parish's unauthorized modification or alteration of a Product, Material, or Service; (ii) Parish's use of the Product, Material, or Service in combination with other products, materials, or services not furnished by Contractor; (iii) Parish's use in other than the specified operating conditions and environment.

In addition to the foregoing, if the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion as the Parish's exclusive remedy to take action in the following order of precedence: (i) to procure for the Parish the right to continue using such item(s) or part(s) thereof, as applicable; (ii) to modify the component so that it becomes non-infringing equipment of at least equal quality and performance; or (iii) to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality and performance, or (iv) if none of the foregoing is commercially reasonable, then provide monetary compensation to the Parish up to the dollar amount of the Contract.

The Parish may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor, or may proceed against the performance and payment bond, if any, as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them.

## **5.14 Warranty**

A warranty is sought for both the software and implementation services. It is assumed that proposers have priced their services to recognize these warranty provisions. The extent of the warranty coverage will be evaluated as part of the overall procurement process.

**Software.** The selected software proposer will warrant that the proposed software will conform in all material respects to the requirements and specifications as stated in this RFP. That is, the detailed requirements as stated in this RFP and responded to with a positive response (anything except for "NA") will become part of the selected proposer's software license and the software proposer will warrant to the requirements. The selected proposer must warrant that the content of its proposal accurately reflects the software's capability to satisfy the functional/technological requirements as included in this RFP. Furthermore, the warranty, at a minimum, should be valid for the duration of the implementation and until final acceptance (as will be defined during the negotiation process) of all modules/suites/applications included in the implementation.

**Implementation Services Firm.** The Parish also requires a warranty for the services (e.g., work products, developed modifications, and system configuration) for a minimum of 24 months after the final acceptance date (as will be defined during the negotiation process) of the respective modules. The proposer and any implementation services firm must ensure that the implemented software conforms to the requirements with a positive response (any except for "NA") and warranted by the software vendor.

**Insurance Requirements.** Contractor agrees to procure and maintain at their expense, until the completion and final acceptance of the services covered in this agreement, insurance of the following kinds and amounts, with insurance companies authorized to do business in the State, covering all operations under this agreement performed by them:

- a. Workers or Workmen's Compensation and Employer's Liability Insurance, in the statutory provided limits covering all of the Contractor's employees engaged in services hereunder in amounts not less than \$500,000 combined single limits coverage.
- b. Public Liability and, for each motor vehicle used in performance hereunder, Automotive Public Liability in amounts not less than \$1,000,000.00 combined single limits.

WAIVER: Except as otherwise provided by law, the coverage requirements of this section maybe waived in whole or in part on agreements under \$50,000.00, and the Parish is authorized to use its discretion in regard to insurance requirements for such contracts. Except as otherwise provided by law, the Parish President or the Parish Chief Administrative Officer is authorized to omit in whole or in part the insurance requirements of this section in connection with such contracts.

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A Certificate of Insurance providing a thirty (30) day period for notice of cancellation or significant change will be required as proof of coverage. This certificate will be furnished to Parish before work commences.

Insurance is to be placed with insurers with an A.M. BEST'S RATING OF NO LESS THAN A:VI. This requirement will be waived for workers' compensation coverage only if Contractor has workers' compensation coverage provided by with companies who participate in the State of Louisiana Worker's Assigned Risk Pool or Louisiana Worker's Compensation Corporation

## **5.15 Termination of the Contract for Cause**

The Parish may terminate the contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the contract, or failure to fulfill its performance obligations pursuant to the contract, provided that the Parish shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct such failure and thereafter proceeded diligently to complete such correction, then the Parish may, at its option, place the Contractor in default and the contract shall terminate on the date specified in such notice.

The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the Parish to comply with the terms and conditions of the contract, provided that the Contractor shall give the Parish written notice specifying the Parish's failure and a reasonable opportunity for the Parish to cure the defect.

## **5.16 Termination of the Contract for Convenience**

The Parish may terminate the contract at any time by giving thirty (30) days written notice to the Contractor of such termination or negotiating with the Contractor an effective date.

The Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily.

## **5.17 Termination for Non-Appropriation of Funds**

The continuance of the contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the Parish Council. If the Parish Council fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced for any lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

## **5.18 Quantities**

The quantities referenced in the RFP are estimated to be the amount needed. In the event a greater or lesser quantity is needed, the right is reserved by the Parish to increase or decrease the amount, at the unit price stated in the proposal.

The Parish does not obligate itself to contract for or accept more than its actual requirements during the period of the contract, as determined by actual needs and availability of appropriated funds.

## **5.19 Contract and Execution of Contract**

Unless otherwise specified in the proposal, the successful proposer agrees to enter into the contract on the form prepared by the Parish, a copy of which will be on file in the Ascension Parish Purchasing Office.

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## **5.20 Delays in Delivery**

Delays in delivery caused by any bona fide strikes, government priority of requisition, riots, fires, sabotage, acts of God, or any other delays deemed by the Parish to be clearly and unequivocally beyond the contractor's control will be recognized by the Parish. The contractor may be relieved of the responsibility of meeting the delivery time as stipulated in the contract upon contractor's filing with the Parish's just and true statements requesting an extension of delivery, signed by the contractor and giving in detail all the essential circumstances which, upon verification by the Parish, justify such action under the provisions of this section by the Parish.

## **5.21 Fair Employment Practices**

All Bids shall be subject to the provisions of Louisiana State Statutes relating to prohibition of discrimination in employment. This provision shall be applicable and incorporated as part of any contract or bid award.

## **5.22 Non-Discrimination**

In performing in accordance with the terms of the Bid, the contractor agrees not to discriminate against any qualified employee or qualified applicant for employment because of sex, race, religion, color, national origin or ancestry, age, disability, lawful source of income, marital status, sexual orientation, gender identity or expression, past or present membership in the military service, familial status, or based upon affiliation with, or perceived affiliation with any of these protected categories as defined in Louisiana State Statutes. Contractor is required to include a similar provision in all subcontracts. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, lay-off or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. The contractor further agrees to take affirmative action to insure equal employment opportunities for persons with disabilities. The contractor agrees to post in conspicuous places available for employees and applicants for employment notices to be provided by the contracting officer setting for the provisions of the nondiscrimination clause.

## **5.23 Federal Executive Orders 12549 and 12689 Debarment and Suspension**

Ascension Parish reserves the right to cancel this contract with any federally debarred contractor or a contractor that is presently identified on the list of parties excluded from federal procurement and non-procurement contracts.

## **5.24 Responses to Remain Open**

Responses must remain open and will be deemed to be open and subject to acceptance until awarding of the contract is finalized, or a minimum of sixty (60) days unless otherwise specified following the date set forth for the receipt and filing of the response to the proposal.

## **5.25 Ascension Parish Procurement Reserves the Right to:**

- Accept or reject all or part of any proposal submitted and accept such proposal deemed to be in the best interests of the Parish;  
Reject any and all proposals received in response to this request;
- Accept a proposal that is not the lowest cost;
- Request clarification regarding any proposal;
- Make a partial award, or not make any award.

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## **5.26 Interest in Contract**

No officer, employee or agent of the Parish who exercises any functions or responsibilities in connection with the review, approval or administration of this contract shall have any personal interest, direct or indirect, in this contract.

## **5.27 Important – Failure of Compliance**

Failure on the part of the responder to comply with all of the instructions and terms of these Terms and Conditions may result in proposal rejection by the Parish, and/or cancellation of orders without liability to the Parish.

## **5.28 Errors and Omissions in Proposal**

The Parish will not be liable for any error in the proposal. Proposer will not be allowed to alter proposal documents after the deadline for proposal submission, except under the following condition: the Parish reserves the right to make corrections or clarifications due to patent errors identified in proposals by the Parish or the Proposer. The Parish, at its option, has the right to request clarification or additional information from the Proposer.

## **5.29 Changes, Addenda, Withdrawals**

The Parish reserves the right to change the Schedule of Events or issue Addenda to the RFP at any time. The Parish also reserves the right to cancel or reissue the RFP.

If the Proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the Proposer, cross-referenced clearly to the relevant proposal section, prior to the proposal opening, and should be submitted in a sealed envelope. Such shall meet all requirements for the proposal.

## **5.30 Withdrawal of Proposal**

A Proposer may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by the authorized representative of the Proposer must be submitted to the Purchasing Office.

## **5.31 Material in the RFP**

Proposals shall be based only on the material contained in this RFP. The RFP includes official responses to questions, addenda, and other material, which may be provided by the Parish pursuant to the RFP.

## **5.32 Waiver of Administrative Informalities**

The Parish reserves the right, at its sole discretion, to waive administrative informalities contained in any proposal.

## **5.33 Ownership of Proposal**

All materials (paper content only) submitted in response to this request become the property of the Parish. Selection or rejection of a response does not affect this right. All proposals submitted will be retained by the Parish and not returned to Proposers. Any copyrighted materials in the response are not transferred to the Parish.

## **5.34 Cost of Offer Preparation**

The Parish is not liable for any costs incurred by prospective Proposers or Contractors prior to issuance of or entering into a Contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Proposer in responding to the RFP are entirely the responsibility of the Proposer, and shall not be reimbursed in any manner by the Parish.

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## **5.35 Non-negotiable Contract Terms**

Non-negotiable contract terms include but are not limited to taxes, assignment of contract, audit of records, EEOC and ADA compliance, record retention, content of contract/order of precedence, contract changes, governing law, claims or controversies, and termination based on contingency of appropriation of funds.

## **5.36 Taxes**

Any taxes, other than state and local sales and use taxes from which the Parish is exempt, shall be assumed to be included within the Proposer's cost.

## **5.37 Proposal Validity**

All proposals shall be considered valid for acceptance until such time an award is made, unless the Proposer provides for a different time period within its proposal response. However, the Parish reserves the right to reject a proposal if the Proposer's acceptance period is unacceptable and the Proposer is unwilling to extend the validity of its proposal.

## **5.38 Prime Contractor Responsibilities**

The selected Proposer shall be required to assume responsibility for all items and services offered in his proposal whether or not he produces or provides them. The Parish shall consider the selected Proposer to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

## **5.39 Use of Subcontractors**

Each Contractor shall serve as the single prime contractor for all work performed pursuant to its contract. That prime contractor shall be responsible for all deliverables referenced in this RFP. This general requirement notwithstanding, Proposers may enter into subcontractor arrangements. Proposers may submit a proposal in response to this RFP, which identifies subcontract(s) with others, provided that the prime contractor acknowledges total responsibility for the entire contract.

If it becomes necessary for the prime contractor to use subcontractors, the Parish urges the prime contractor to use Louisiana vendors, including small and emerging businesses, a small entrepreneurship or a veteran or service-connected disabled veteran-owned small entrepreneurship, if practical. In all events, any subcontractor used by the prime should be identified to the Parish.

Information required of the prime contractor under the terms of this RFP, is also required for each subcontractor and the subcontractors must agree to be bound by the terms of the contract. The prime contractor shall assume total responsibility for compliance.

## **5.40 Audit of Records**

The Parish Auditor, state auditors, federal auditors or others so designated by the Parish, shall have the option to audit all accounts directly pertaining to the resulting contract for a period of five (5) years after Project acceptance or as required by applicable State and Federal law. Records shall be made available during normal working hours for this purpose.

## **5.41 Civil Rights Compliance**

The Contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990. Contractor agrees not to discriminate in its employment practices, and will render services under the contract and any contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation, or disabilities. Any act of discrimination

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committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of the contract.

## **5.42 Record Retention**

The Contractor shall maintain all records in relation to the contract for a period of at least five (5) years after final payment.

## **5.43 Record Ownership**

All records, reports, documents, or other material related to any contract resulting from this RFP and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of the Parish and shall, upon request, be returned by Contractor to the Parish, at Contractor's expense, at termination or expiration of the contract.

## **5.44 Content of Contract/ Order of Precedence**

In the event of an inconsistency between the contract, the RFP and/or the Contractor's Proposal, the inconsistency shall be resolved by giving precedence first to the final contract, then to the RFP and subsequent addenda (if any) and finally, the Contractor's Proposal.

## **5.45 Contract Changes**

No additional changes, enhancements, or modifications to any contract resulting from this RFP shall be made without the prior approval of the Parish.

Changes to the contract include any change in: compensation; beginning/ ending date of the contract; scope of work; and/or Contractor change through the Assignment of Contract process. Any such changes, once approved, will result in the issuance of an amendment to the contract.

## **5.46 Substitution of Personnel**

The Parish intends to include in any contract resulting from this RFP the following condition:

Substitution of Personnel: If, during the term of the contract, the Contractor or subcontractor cannot provide the personnel as proposed and requests a substitution, that substitution shall meet or exceed the requirements stated herein. A detailed resume of qualifications and justification is to be submitted to the Parish for approval prior to any personnel substitution. It shall be acknowledged by the Contractor that every reasonable attempt shall be made to assign the personnel listed in the Contractor's proposal.

## **5.47 Governing Law**

All activities associated with this RFP process shall be interpreted under Louisiana Law. All proposals and contracts submitted are subject to provisions of the laws of the State of Louisiana and specifications listed in this RFP. Jurisdiction and venue for any suit filed in connection with this RFP process and contract shall be exclusive to the 23rd Judicial District Court for the Parish of Ascension Parish, State of Louisiana.

## **5.48 Anti-Kickback Clause**

The Contractor hereby agrees to adhere to the mandate dictated by the Copeland "Anti-Kickback" Act which provides that each Contractor or subgrantee shall be prohibited from inducing, by any means, any person employed in the completion of work, to give up any part of the compensation to which he is otherwise entitled.

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**5.49 Clean Air Act**

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act which prohibits the use under non-exempt Federal contracts, grants or loans of facilities included on the EPA list of Violating Facilities.

**5.50 Energy Policy and Conservation Act**

The Contractor hereby recognizes the mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (P.L. 94-163).

**5.51 Clean Water Act**

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders, or requirements issued under Section 508 of the Clean Water Act which prohibits the use under non-exempt Federal contracts, grants or loans of facilities included on the EPA List of Violating Facilities.

**5.52 Anti-Lobbying and Debarment Act**

The Contractor will be expected to comply with Federal statutes required in the Anti-Lobbying Act and the Debarment Act.

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**Attachment A – RFP Submittal Checklist**

| Task  | Reference                 | Submitted |
|---|---------------------------|-----------|
| Background Material   | 4.4                       |           |
| Executive Summary   | 4.5                       |           |
| Scope of Services   | 4.6                       |           |
| Company Background (including copy of certificate of insurance)                   | 4.7                       |           |
| Proposed Application Software and Computing                                       | 4.8                       |           |
| Responses to Functional/Technical Requirements (Attachment D) <b>Excel Format</b> | 4.9                       |           |
| Implementation Plan   | 4.10                      |           |
| Training Plan   | 4.11                      |           |
| Maintenance and Support Program   | 4.12                      |           |
| Ascension Parish Specific Issues to be Addressed by RFP                           | 4.13                      |           |
| Client References   | 4.14                      |           |
| Exceptions to the RFP   | 4.15                      |           |
| Sample Documents  | 4.16                      |           |
| Price Proposal (Attachment E) <b>To Be Submitted Under Separate Cover</b>         | 4.17                      |           |
| Other Required Attachments  |                           |           |
| Attachment A RFP Submittal Checklist  | This sheet                |           |
| Attachment B Software Reference Form  |                           |           |
| Attachment C Requirements Matrix  |                           |           |
| Attachment D Price Proposal   |                           |           |
| Number of Hard Copies   | 9 (1 original & 8 copies) |           |
| Number of Digital Copies (USB flash drive)  | 1                         |           |

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**Attachment B – Software Reference Form**

References shall be included subject to the Parish’s preferences cited in Section 4.14 of the RFP.

It is mandatory for proposers to complete the following table for all references:

| Reference Table   |  |
|---|--|
| Contact Information   |  |
| Organization Name   |  |
| Organization Size/Description   |  |
| Contact Name  |  |
| Title   |  |
| Address   |  |
| Phone   |  |
| Email   |  |
| Project Information   |  |
| Project Name  |  |
| Project Dates (Start - Finish)  |  |
| Project Manager   |  |
| Project Description   |  |
| Software Implemented  |  |
| Was the project completed on time and on budget? If not, provide a description. |  |
| Provide any lessons learned   |  |

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**Attachment C - Requirements Matrix**

(Separate Excel Document Provided for Completion)

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**Attachment D – Price Proposal**

(Separate Excel Document Provided for Completion)