

**HILLSBOROUGH COUNTY
SHERIFF'S OFFICE**



CHAD CHRONISTER, SHERIFF

RFI No. 1-20

Title:

Enterprise Resource Planning Software,
Implementation, and Integration Services

January 10, 2020

HILLSBOROUGH COUNTY SHERIFF'S OFFICE



CHAD CHRONISTER, SHERIFF

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INSTRUCTIONS TO RESPONDENTS SUBMITTING INFORMATION

The Hillsborough County Sheriff's Office (HCSO), is issuing this Request for Information (RFI) to gather current market information for an Enterprise Resource Planning Software Solution (ERP) to serve as a single core business application. Any questions concerning this RFI should be directed to the Senior Procurement Analyst whose name appears above.

READ THE ENTIRE RFI CAREFULLY BEFORE SUBMITTING.

NOTICE TO RESPONDENTS

WHEN SUBMITTING A SEALED RFI PACKAGE, CLEARLY MARK THE PACKAGE AS A RFI DOCUMENT ON THE OUTSIDE OF THE ENVELOPE OR BOX. INCLUDE THE RFI NUMBER AND THE DATE AND TIME OF THE RFI OPENING.

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PROPOSED SCHEDULE OF EVENTS	DATE
RFI ADVERTISED / POSTED TO HCSO AND FLORIDA OFFICE OF SUPPLIER DIVERSITY WEBSITES	1/10/20
DEADLINE TO SUBMIT QUESTIONS AND ANSWERS	1/17/20
DEADLINE TO SUBMIT RESPONSE	1/27/20

1. Introduction

- A. Established in 1846, the HCSO provides comprehensive public safety services in one of the nation's largest and fastest-growing states and counties. Employing approximately 3,500 personnel, the HCSO is consistently ranked as one of the 20 largest law enforcement agencies in the nation for total law enforcement and civilian staffing. The HCSO provides law enforcement and 9-1-1 call dispatch services for approximately 941,000 residents of unincorporated Hillsborough County, as well as detention, court security, and child protective services to more than 1.3 million people.
- B. The HCSO operates on a fiscal year ending September 30th with an annual budget of approximately \$463 million for FYE 09-30-2020. The HCSO utilizes general, special revenue, internal service and agency funds, and over 300 financial business units (cost centers). Annually the HCSO processes approximately 14,000 purchase orders, receives and issues over 1.7 million inventory items, 35,000 vendor vouchers and 18,000 vendor payments via check and ACH. The HCSO processes a bi-weekly Payroll to include an average of 100,000 payroll related payments annually, the majority of which are paid by ACH.
- C. The HCSO is comprised of multiple employee types and statuses including active full and part time, exempt and non-exempt, classified and unclassified civilians, and classified and unclassified certified (law enforcement/detention) staff. Approximately 80% of employees are actively enrolled in benefits, with over 4,000 of their dependents enrolled. There are 1,500 retirees of which 500 are enrolled in medical benefits, along with another 500 retiree dependents which include surviving spouses and dependents. The HCSO also manages over 1,000 active non-paid volunteers, contractors, and vendors. The HCSO processes over 11,000 new applicants annually.
- D. The HCSO is self-insured for medical, general liability, short-term disability and workers compensation. The HCSO offers and administers a variety of insurance benefits under an IRS Section 125 plan. The HCSO is responsible for managing eligibility for both vendors and participants, as well as required reporting such as the Affordable Health Care Act (ACA). The HCSO is required to maintain integration/data exchange with multiple third party benefit providers. Benefit services are offered to eligible participants including retiree and COBRA members and dependents. A portion of the employee benefit enrollment process uses an employee self-service portal; however, new hire and separation processes are manual. Retirees and COBRA members do not currently have portal access. The portal is only accessible from the HCSO intranet.
- E. The HCSO adheres to numerous Federal and State grant compliance requirements, budgetary fund controls, cost accounting requirements, and workflow approval processes based on chain of command throughout the organization. Compliance and internal control documentation, and audit trails are required for all transactions.
- F. The HCSO has various systems that are not integrated which result in multiple data entry points, and duplication of data entry. The HCSO is seeking to replace legacy systems with an integrated Enterprise Resource Planning Software Solution (ERP) to leverage technology and to enhance user experience, streamline processes, and improve efficiencies.
- G. The HCSO operates other employee related systems that could ideally be combined into the ERP. JD Edwards is used for most accounting applications and Kronos is used for human resource applications and payroll. In addition, the HCSO maintains custom databases internally to manage several areas such as benefits, retirees, self-insurance claims, and off-duty jobs.

2. Scope and Intent

A. The purpose of this Request for Information (RFI) is for the HCSO to gather current market information for future implementation of an integrated ERP to serve as a business application. The ERP will be used to administer, manage, and account for the following:

- (1) Financial Management
 - i. Accounts Payable
 - ii. Accounts Receivable
 - iii. Budget
 - iv. Cash Management
 - v. Capital Assets/Projects
 - vi. Contract Management
 - vii. Financial Reporting (financial statements and ad-hoc)
 - viii. General Ledger
 - ix. Grants Management
 - x. Inventory Management (cost allocation)
 - xi. Fleet Maintenance System
 - xii. Payroll (including compensated absences)
 - xiii. Procurement
 - xiv. Timekeeping, Scheduling and Attendance (including multiple types of leave/paid time off)
- (2) Human Resources (HR) Management
 - xv. Benefits Administration
 - xvi. Compensation Management
 - xvii. HR Services Management
 - xviii. Human Capital Management
 - xix. Learning Management
 - xx. Leave and Absence Management (FMLA, Workers' Comp, etc.)
 - xxi. Performance Management
 - xxii. Recruiting and Talent Management
 - xxiii. Workforce Management
 - xxiv. Position Control

B. The ERP will enable the HCSO staff to provide efficient and effective service while ensuring compliance with governmental and accounting rules, standards, and regulations including, but not limited, to the following:

- (1) Federal Bureau of Investigation (FBI) - Criminal Justice Information Systems (CJIS) Regulations and Standards
- (2) Florida Department of Financial Services Rules and Regulations
- (3) Florida State Statutes
- (4) Financial Accounting Standards Board (FASB)
- (5) Generally Accepted Accounting Principles (GAAP)
- (6) Governmental Accounting Standards Board (GASB)
- (7) Equal Employment Opportunity
- (8) Fair Pay Act
- (9) Fair Labor Standards Act (FLSA)
- (10) Family Medical Leave Act (FMLA)
- (11) Affordable Care Act (ACA)

- (12) IRS Section 125
 - (13) Health Insurance Portability and Accountability Act (HIPAA)
 - (14) Health Information Technology for Economic and Clinical Health (HITECH)
 - (15) Other health care compliance regulations
 - (16) Other grant, legal and fiduciary compliance reporting
- C. The RFI also requests information on planning and implementation of an ERP along with suggested integrations within the ERP or other existing applications.
- D. Software and systems implementation vendors (Respondent) should articulate and demonstrate a modern approach to ERP integration. Data should be interchangeable with all modules utilizing robotic process automation, artificial intelligence, machine learning, analytics, and other technologies. The ERP should minimize the amount of manual effort required to perform common tasks.
- E. The user interface should be intuitive to the intended end-user. Accounting components should be intuitive to users with an accounting background and non-accounting components should be intuitive to someone with a general business background.
- F. Integrating modules may be considered based on ability to meet or exceed current functionality and provide cost or efficiency savings.
- G. The responses to the RFI will assist in determining the structure, type, and implementation of an ERP for the HCSO. Responses may be used to support the business justification and funding requirements for implementing an ERP.
- H. The HCSO will determine, at its sole discretion, whether to proceed with a formal public solicitation following the RFI. It is entirely the Respondent's responsibility to remain informed of the HCSO's issuance of any future solicitations. The HCSO assumes no liability for failure of Respondents to obtain and respond to any future solicitation.
- I. Submittal of a RFI is solely at the cost of the Respondent and the HCSO is not liable or obligated for any cost incurred in preparing or delivering the RFI.

3. Functionality

- A. The ERP should offer a hosted solution and shall be user friendly, highly configurable, highly available, and scalable. The ERP should have a proven record of customer support and satisfaction, thorough discovery, configuration, implementation, and on-going maintenance. In all instances, the HCSO requires that it will have sole ownership of and access to its data. The HCSO data shall not be available to any non-HCSO entities without HCSO advance written permission. This ERP shall offer regular scheduled updates and modifications to maintain compliance with laws, regulations, best practices, and industry standards. Please see Attachment A – Functionality Matrix for details.
- B. The HCSO desires to avoid customization of baseline software; however, the HCSO may have business requirements that are unique. Any customizations should not limit the HCSO's ability to participate in scheduled system upgrades and maintenance.
- C. The ERP should be accessible through a secure website to allow employees and other authorized users to view announcements, documents, videos, etc.

4. Purpose

- A. The HCSO's purpose in issuing this RFI is to obtain information to assist leadership in researching current options for, and approaches to meeting enterprise-wide software needs to operate efficiently and effectively. Through this RFI, the HCSO wishes to obtain information from Respondents that can assist the HCSO to:
- (1) Consider the degree to which commercially available ERP systems are likely to meet the HCSO's administrative business requirements
 - (2) Consider what options would best meet the HCSO's needs on the scale from best of breed to single vendor ERP
 - (3) Obtain representative cost estimates for ERP or equivalent software, including licensing/subscription fees, annual maintenance costs, hosting fees, and other ongoing costs that can be used for budgetary and planning purposes
 - (4) Obtain planning estimates of appropriate HCSO staffing to prepare for, implement, manage, and maintain an ERP system

5. Transition and Implementation Timeline

- A. The HCSO intends to plan a migration to a more robust and fully integrated core product in the future.
- B. Respondent shall include a realistic timeline and specifications to complete an implementation.
- C. The Respondent should provide a plan for overseeing the transition to and implementation of the ERP from the existing applications and internal systems for a period to be defined in the Respondent's Project Plan.
- D. The HCSO prefers Respondent provide a collaboration website and update project status throughout the implementation process.
- E. The Respondent will be responsible for designing and maintaining the project documentation and tools throughout the project.
- F. The Respondent shall provide knowledge transfer of system configuration to the HCSO project team throughout the implementation.
- G. The HCSO requires data from current systems to be mapped and formatted for data cleansing and conversion. The mapping process and crosswalk shall not require manual data entry into the new ERP.

6. Hosting

- A. The ERP shall be securely hosted in accordance with Federal security requirements (CJIS, FBI, NIST).
- B. The Respondent must comply with all security-oriented laws, regulations, and auditing requirements that, at a minimum, meets the AICPA's SOC 1 and SOC 2 standards. Respondent's annual report indicating compliance with standards with respect to all of Respondent's operations pertaining to the services discussed in response to this RFI is preferred.

C. Hosting requirements:

- (1) All data shall be owned by the HCSO.
- (2) All modules shall be web-based, accessible and available 24/7/365.
- (3) Browser Based Client Solution shall not require installation of desktop client and shall use an internet browser to deliver functionality on multiple browser platforms including but not limited to Internet Explorer (IE) 10+, Chrome, Firefox, and Safari. Respondent shall disclose if other plug-ins such as Java, Active X, or Adobe are required, including any necessary licensing and management of such plug-ins.
- (4) The ERP shall be designed to provide 99.9% availability of the application and database, inclusive of scheduled and unscheduled maintenance, as measured on an annual basis.
- (5) There can be no loss of data.
- (6) To bridge the maintenance window(s), the data shall be queued and loaded when the system is available. The host will ensure that regular database backups are performed on a strict schedule. Frequency and recovery turn-around time shall be determined and supported by the HCSO's Continuity of Operations Plan (disaster recovery plan). Annual testing of the backup and recovery process will be required and performed in the test environment by the host (with participation and review by the HCSO) to ensure compliance.

7. Upgrades and Maintenance

- A. Upgrades and maintenance shall be defined and scheduled to occur during off peak hours in the eastern standard time zone.
- B. Web based or any browser requirements for plug-in shall be identified in the response.
- C. Respondent shall have a well-defined change management plan that describes upgrades and patch management policies and practices. The Respondent will schedule, communicate, and manage all updates.
- D. Respondent shall have a change management process designed to ensure efficient and timely communication of any events that would reduce or eliminate the availability and use of the ERP.

8. Customer Service and Support

- A. Customer Service Support shall provide responsive on-call support for both software and hardware.
- B. Respondent shall provide a full-time employee as a Customer Success Manager (CSM) assigned to the HCSO. Job responsibilities include quarterly communication with the HCSO to assess the HCSO's satisfaction, review of any open or chronic issues, and discussion of upcoming upgrades or maintenance. Communications will be documented and distributed by the CSM with actionable items and due dates included. The CSM should have a direct line of communication with all applicable groups within the Respondent's span of control.
- C. Respondent shall provide a mechanism, via dedicated resource or online community, to solicit and respond to user feature and enhancement requests. Requests should be categorized, logged, visible to all users, and actively monitored and addressed by Respondent staff.

9. Test Environment

- A. The ERP shall include a test environment for staging new modules and modifications to implemented modules.
- B. The test environment shall allow for activities such as testing, configurations, workflows, mass changes, service packs, legislative updates, version upgrades, and like activities.
- C. The ERP shall include the ability to refresh test data with production data on a pre-determined schedule as well as on-demand, as desired.

10. Project Manager

The HCSO prefers that the Respondent identify a Project Manager (PM) to work with the HCSO project team throughout the implementation. The PM shall provide services and deliverables to include, but not be limited to, the following:

- A. Project Discovery and Strategy:
 - (1) Stakeholder discovery
 - (2) Measurable objectives
 - (3) Project charter
 - (4) Recorded product demonstrations
- B. Management Plan:
 - (1) Project scope statement
 - (2) Schedule
 - (3) Budget
 - (4) Roles and responsibilities
 - (5) Risk identification
 - (6) Equipment procurement plan, if necessary
 - (7) Identification of quality standards and processes
 - (8) Communications and stakeholder engagement plan
 - (9) Change management including user acceptance testing
 - (10) Finalize performance measurements
 - (11) Formal Management Plan approval
- C. Execution, Monitoring and Control:
 - (1) Kickoff meeting
 - (2) Execute the implementation according to the Management Plan
 - (3) Confirm implementation meets project specifications and stated requirements
 - (4) Issue management alerts
 - (5) Integrated change control
 - (6) Review significant deliverables
 - (7) Facilitate contract change orders
 - (8) Management of deliverable approvals (sign-off)
 - (9) Monitor staffing resources (HCSO, Respondent and other Vendors, if applicable)
 - (10) Facilitate weekly core project team meetings
 - (11) Facilitate monthly steering committee meetings

- (12) Facilitate training of identified users
- (13) Maintain digital project library for all deliverables and documents associated with the project.
- (14) Adjust and update Management Plan documents as the project progresses.

D. Closure:

- (1) Obtain final acceptance of all product deliverables
- (2) Hand off completed deliverables, index, archive, and project records
- (3) Document final lessons learned

11. Training

A. The HCSO prefers that an ERP Respondent's training staff provide, at a minimum:

- (1) Onsite, web and/or computer based training modules with test scenarios.
- (2) Training materials for all modules and various user roles including but not limited to: System Administrator, Module Administrator, Workflow Participant Roles, Advisory Roles, Management Roles, and Employee end user roles.
- (3) Customized training for a minimum of 100 employees who utilize the software application and its reporting functions on a daily basis.
- (4) Training for a minimum of 10 Application Administrators who may fully administer the application, all modules, and set up security for users.
- (5) Preparation of end user training materials, training data, exercises, and user guides.
- (6) Includes technical user guides necessary for security, workflow, interfaces, reports, etc.
- (7) Train-the-trainer services.
- (8) Development of technical standards for modifications, security, conversion, and system administration for all modules.

12. ERP Testing

- A. Unit Testing: If a component of the ERP is configured (built a custom report, an interface, etc.), the Respondent must test to confirm the working condition and subsequently receive testing and implementation verification from the HCSO.
- B. Integration Testing: The Respondent shall assist with testing and resolving integration issues. Integration testing must include a subset of representative employees chosen by the HCSO for interface testing.
- C. Parallel Testing: Parallel testing is required for Payroll. The HCSO will not go live with the new ERP until at least two (2) months of bi-weekly payroll parallel tests are successfully completed. The definition of success will be at the sole discretion of the HCSO.
- D. Performance, Stress and End-to-End Testing: Performance testing shall be conducted at least twice during the implementation process.
 - (1) The first performance test shall be required after the ERP has been configured to meet the HCSO's needs. This early test will ensure the application has reasonable transaction
 - (2) The Respondent, along with any procured Implementer(s), shall be responsible for performance testing with assistance from the HCSO, including any necessary

- performance tuning by the Respondent and any procured Implementer(s).
 - (3) The last performance test will be strictly procedural in nature and all components of the ERP shall be completed and data converted.
 - (4) The HCSO will not go live with the new ERP until successful performance, stress and End-to-End testing is complete based solely on the HCSO's assessment of success.
- E. Migration to Production: The migration to production will be a joint effort with the HCSO and the Respondent except for components that can only be migrated by the HCSO.
 - (1) The Respondent will need to develop a detailed scheduled cutover plan with assignments of tasks to the HCSO project team.

13. Response Details

- A. Responses to this RFI must be contained in a SEALED envelope addressed to: Hillsborough County Sheriff's Office, ATTN: Financial Services Division – Purchasing Section, 2008 E. 8th Avenue, Tampa, Florida 33605. To prevent inadvertent opening, the RFI must be marked as a RFI DOCUMENT (including the RFI number, date, and time of RFI opening) on the outside of the envelope.
- B. The responsibility for delivering the Response Package to the HCSO on or before the stated time and date will be solely and strictly the responsibility of the Respondent. The HCSO will in no way be responsible for delays caused by the United States Postal Service or a delay caused by any other occurrence, or any other method of delivery. The Respondent shall be responsible for understanding the requirements of the RFI. Responses will not be accepted after the time specified for receipt. Such Responses shall be returned to the Respondent unopened with the notation "This Response was received after the time designated for the receipt and opening of responses".
- C. The HCSO is publishing documents on its website <https://teamhcsso.com> for the convenience of companies wanting to do business with the HCSO and to save taxpayer dollars. This service is public record and the HCSO is responsible only for documents as published. Any modifications to RFI 1-20 or alterations to the original document language may be cause for rejection of a response.
- D. Pursuant to §§287.132-133, Fla. Stats., the HCSO, as a public entity, may not accept any bid, proposal or reply from, award any contract to, or transact any business in excess of the threshold amount provided in §287.017, Fla. Stat., for Category Two (\$35,000) with any person or affiliate on the convicted vendor list for a period of 36 months from the date that the person or affiliate was placed on the convicted vendor list unless that person or affiliate has been removed from the list pursuant to §287.133 (3)(f), Fla. Stat. If you submit a Response to this request, you are certifying that §§287.132-133, Fla. Stats. does not restrict your submission.
- E. Public Record: Any material submitted in response to this RFI will become a public document pursuant to §119.07, Fla. Stat. This includes material which the Respondent might consider to be confidential or trade secret. Any claim of confidentiality is waived upon submission, effective after opening pursuant to §119.07, Fla. Stat. The Vendor or Contractor agrees to comply with §119.0701, Fla. Stat. regarding maintenance and provisions of access to all public records generated by a future Contract with the HCSO. The HCSO requires that, at the conclusion of the review process, the contents of all responses be placed in the public domain and be open to

inspection by interested parties. Any restrictions on the use of data contained within a Response must be clearly stated in the Response itself. Proprietary information submitted in response to the RFI will be handled in accordance with applicable Florida Statutes. If the Respondent has questions regarding the application of Chapter 119, Florida Statutes, to the Respondent's duty to provide public records relating to this RFI, contact the custodian of public records at: HCSO Records Section, 1900 East 9th Avenue, Tampa, Florida 33605, Phone 813-247-8210 or email at hcsorecords@hcsso.tampa.fl.us

- F. The HCSO reserves the right to cancel this RFI at any time and for any reason without liability to any proponent or to waive irregularities at their own discretion. The HCSO reserves the right to accept or reject any or all responses.
- G. Cost information will be used for budgeting and planning purposes only. Please provide a detailed breakdown of all typical costs. All typical costs should be identified and submitted with the Response including a breakdown of initial and recurring costs. Respondent must complete and submit Attachment B – Software Cost Schedule with the RFI response.
- H. List any other costs or future costs that contribute to the total cost of ownership of the ERP.
- I. Respondents must complete and submit Attachment A –Functionality Matrix with the RFI response.
- J. Provide a minimum of three (3) relevant references of recent implementations with similar scope of work, size, and complexity of the HCSO. Please complete References and Recent Projects on page 14.
- K. In addition to material, brochures, etc., responses should contain the following information:
 - (1) Respondent Legal/Registered Name
 - (2) Respondent Mailing and Physical Address(s)
 - (3) Respondent Website URL
 - (4) Name of Respondent Representative who will be the Primary Point of Contact for inquiries
 - (5) Primary Point of Contact Telephone Number and Email Address
- L. The HCSO may host a demo day for some or all Respondents to demo possible solutions that would meet the HCSO's specific requirement(s) for a new ERP. Only Respondents to this RFI will be considered for presenting at the demo day. The purpose of this presentation will be for the Respondent to provide a demonstration of the product along with additional information in conjunction with the RFI response.

14. Submission of Information

- A. Responses may be submitted by hand-delivery, US Postal Service, or commercial shipment.
- B. Respondents shall submit two (2) originals of the required response documents and any additional literature and one (1) electronic copy in Microsoft Windows® compatible format such as .pdf, saved on a USB flash drive or thumb drive. The electronic copies of Attachments A and B shall be returned in Microsoft® Excel. Any proprietary information shall be marked as such in the Response Package and a redacted electronic copy shall be provided in a separate folder labeled "Redacted Copy".

- C. Written response materials, brochures, Respondent information, etc.:
Due Date: NO LATER THAN: **January 27, 2020 at 3:00pm**
Response should be labeled as “RFI 1-20 Enterprise Resource Planning Software, Implementation, and Integration Services” and addressed to:

Hillsborough County Sheriff’s Office
Attn: Financial Services Division - Purchasing Section
2008 East 8th Avenue
Tampa, FL 33605

- D. Inquiries concerning this RFI must be directed to Dave Janney, Senior Procurement Analyst, at the above address or:

- (1) EMAIL: djanney@hcsso.tampa.fl.us
- (2) TELEPHONE: (813) 247-8053
- (3) FACSIMILE: (813) 242-1826

- E. No communication is allowed, either directly or indirectly, with any other HCSO employee in regards to this RFI.

- F. Any RFI addenda/updates will be made available on the HCSO website, <https://teamhcsso.com/>.

References and Recent Projects

Provide a minimum of three (3) relevant references of recent projects with similar Scopes of Work. Do not include Hillsborough County Sheriff's Office as one of your references. All fields are mandatory.

1. Company/Agency Name: _____

Project Description: _____

Contact Person Name & Title: _____

Phone number / Email address: _____

Original contract date / amount: _____ / \$ _____

Final (including Change Orders) contract amount: \$ _____

Comments: _____

2. Company/Agency Name: _____

Project Description: _____

Contact Person Name & Title: _____

Phone number / Email address: _____

Original contract date / amount: _____ / \$ _____

Final (including Change Orders) contract amount: \$ _____

Comments: _____

3. Company/Agency Name: _____

Project Description: _____

Contact Person Name & Title: _____

Phone number / Email address: _____

Original contract date / amount: _____ / \$ _____

Final (including Change Orders) contract amount: \$ _____

Comments: _____