

VENTURA COUNTY TRANSPORTATION COMMISSION

**Request for Proposals
For
Enterprise Resources Planning System, Grant Management System,
and Implementation Services**



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Introduction and Overview

Purpose of the RFP

The Ventura County Transportation Commission (VCTC) is issuing this Request for Proposals (RFP) to solicit responses from qualified vendors to provide a modern Enterprise Resource Planning (ERP) system and a best-of-breed Grants Management System (GMS), including all associated software, implementation services, and ongoing support. The awarded contract, (hereinafter referred to as “Contractor”) shall be consistent with the Sample Professional Service Agreement, Appendix C, terms, conditions and scope of work. The agency reserves the right to award one or more contracts for this service.

VCTC’s existing software, Sage 50, requires reliance on manual processes, spreadsheets, and workarounds to meet operational, reporting, and compliance needs. The purpose of this RFP is to identify a solution that will replace the existing systems and provide an integrated, scalable platform that improves operational efficiency, enhances data visibility, and supports VCTC’s evolving financial and programmatic responsibilities. Key objectives include addressing limitations in workflow automation, reporting, document attachment, project and grant management, and system integration, while reducing reliance on manual processes and improving transparency.

VCTC intends to procure a solution(s) that includes, but is not limited to:

- Software licensing or subscription services for ERP and GMS solutions
- System implementation, configuration, and deployment
- Data conversion and system interface services
- Testing, training, and knowledge transfer
- Post-implementation support and maintenance

VCTC intends to pursue a solution strategy that includes a core ERP system for financial and administrative functions and grant management capabilities sufficient to address the complexity of VCTC’s grant management processes, including grant budgeting, expense invoicing, reimbursement tracking, and compliance reporting. VCTC recognizes that grant management functionality may be provided through an ERP grant management module, a best-of-breed grant management system integrated with the ERP, or a stand-alone grant management system proposed by a grant management system provider. ERP providers may submit proposals with or without a native grant management module; however, if an ERP provider does not offer grant management functionality sufficient to meet VCTC’s requirements, the ERP provider should include a qualified third-party grant management system partner as part of its proposal. Grant management system providers may submit proposals independently without an ERP partner. In all cases, proposers must clearly describe how their proposed solution or combination of solutions will meet the required functionality described in this RFP and the Functional Requirements Workbook.

The selected vendor(s) shall demonstrate the ability to deliver a modern solution that supports integrated workflows, real-time reporting, improved internal controls, and long-term scalability to meet VCTC’s current and future operational and regulatory needs. VCTC prefers a cloud-based or software-as-a-service (SaaS) solution for the ERP and GMS; however, VCTC will also consider on-premise solutions that meet the requirements for the GMS only. Vendors offering either deployment model are

encouraged to submit proposals, provided their proposed solution satisfies the functional, technical, implementation, support, and cost requirements described in this RFP and its attachments.

Background

VCTC was established by Senate Bill 1880 (Davis), Chapter 1136 of the California Public Utilities Code in September 1988. VCTC became operational on January 1, 1989, assuming the resources and transportation responsibilities of the Ventura County Association of Governments (VCAG).

VCTC is responsible for establishing transportation policies, setting priorities, and coordinating activities between the various transportation operators, agencies, cities, and the County. Its mission is to improve mobility within the county and increase funding to meet transportation needs. VCTC controls and/or reviews the allocation of federal, state, and local funds for highway, transit, rail, aviation, bicycle, and other transportation projects including but not limited to Congestion Mitigation and Air Quality Improvement Program funds (CMAQ), State Transportation Improvement Program funds (STIP), Surface Transportation Program funds (STP), Transportation Development Act funds (TDA), State Transit Assistance funds (STA), State of Good Repair (SGR), Federal Transit Administration funds (FTA), etc. VCTC is also designated to act as the Airport Land Use Commission (ALUC), the Consolidated Transportation Service Authority (CTSA), the Sales Tax Authority, and the Congestion Management Agency (CMA).

VCTC is currently governed by a seventeen-member board composed of one elected official from each of the County's ten cities, all five County Supervisors, and two citizens. In addition to the above membership, the Governor appoints an Ex-Officio member to the Commission, usually the Caltrans District Director.

VCTC has a staff of 25 full-time employees. All accounting functions are performed in-house by the Finance Director, Accounting Program Manager, and Senior Accountants.

VCTC maintains a General Fund, five special revenue funds (Local Transportation Fund, State Transit Assistance Fund, State of Good Repair Fund, Service Authority for Freeway Emergencies Fund, Santa Paula Branch Line Fund), and two proprietary funds (VCTC Intercity and Valley Express).

The VCTC adopts an annual budget as required by law and utilizes it as a management tool to analyze financial activity for its fiscal year ending June 30th.

For more information about VCTC, please visit our website at www.goventura.org.

Project Objectives

VCTC seeks to implement a modern ERP system and a GMS to support its financial, operational, and reporting needs as the organization continues to evolve.

As VCTC's programs, funding responsibilities, and reporting requirements have expanded over time, the organization has identified opportunities to enhance its system environment to better support integrated workflows, data accessibility, and long-term scalability. This initiative is intended to build upon existing processes and establish a cohesive platform that aligns with VCTC's current and future operational needs.

The primary objectives of this project are as follows:

- **Modernize Core Financial Systems:** Implement a comprehensive, cloud-based ERP solution that supports general ledger, budgeting, accounts payable, accounts receivable, cash management, fixed assets, financial reporting, and other operations within a unified system environment. Contractors shall structure proposals to include software installation, configuration, testing, staff training, report development, data migration, systems interface development and technical support after system go-live.
- **Enhance Grant and Project Management Capabilities:** Implement a GMS to support the full lifecycle of grant administration (post grant award), including tracking award amounts, obligations, budgets and disbursements. Generate invoices, payment records and financial reports for grantees. Support compliance and audit requirements for federal, state and local grants. Enable automated billing cycles and reminders. Contractors shall structure proposals to include software installation, configuration, testing, staff training, report development, data migration, systems interface development and technical support after system go-live.
- **Increase Process Integration and Efficiency:** Streamline business processes by enhancing system integration and enabling more standardized and automated workflows across departments, reducing reliance on external tools, and improving consistency.
- **Improve Reporting and Data Accessibility:** Provide robust, real-time reporting and dashboard capabilities that support decision making.
- **Strengthen Internal Controls and Auditability:** Enhance financial controls, approval workflows, and audit trails to support compliance with federal, state, and local funding requirements.
- **Enable System Interfacing and Data Consistency:** Support integration with existing and future third-party systems to ensure consistent, accurate data across VCTC's operational environment and facilitate efficient data sharing.
- **Support Organizational Efficiency and Scalability:** Provide a solution that improves staff productivity, supports evolving program needs, and can scale with VCTC's future growth and regulatory requirements.
- **Ensure Successful Implementation and Adoption:** Deliver a structured implementation approach that includes comprehensive planning, data conversion, testing, training, and post go-live support to promote effective system adoption and long-term success.

Proposals should demonstrate a solution that aligns with these objectives and demonstrates the ability to support VCTC's core functions while providing a flexible and sustainable platform for future operational and technological advancement.

Current Environment

VCTC currently utilizes Sage 50 as its primary financial management system. The system supports core accounting functions, including general ledger, accounts payable, accounts receivable, and financial reporting. In addition to the core financial system, VCTC relies on a combination of spreadsheets and supplemental processes to support key operational activities, including grant tracking, project accounting, and reporting.

Statistics and Volumes

The following information is provided to assist vendors in understanding the size, complexity, and anticipated usage of the proposed solution(s).

Category	Approximate Number
Employees	25
ERP/Software Users (Core users, End Users)	5,12
Financial Funds	8
Grants	36-40 active
Vendors	230
AP Invoices (12 months)	2,000
Annual Operating Budget (Revenue, Expense)	\$165.9 M
Annual Capital Budget (Revenue, Expense)	\$39 M
Annual Grant Budget (Revenue, Expense)	\$159.6
Grant Reimbursement Requests (12 months)	400

Project Scope/Term

The scope of this project includes the procurement and implementation of an ERP and GMS, including the software, professional services, implementation services, integration support, and ongoing support required to deliver fully functional solution(s) that support VCTC's financial, operational, and reporting needs. VCTC intends to contract for software and services for an initial term of three (3) years with an optional one-time extension for two (2) years.

Module Scope

VCTC intends to procure an ERP and GMS to support finance, payroll, grant management, project accounting, reporting, and related administrative functions. The module list below provides a high-level overview of the anticipated scope; proposers should refer to Appendix A: Functional Requirements for a complete description of expected modules, functional areas, and detailed requirements. The functional scope includes, but is not limited to:

- Accounts Payable
- Accounts Receivable & Billing
- Budget and Forecasting
- Chart of Accounts
- Contract Management
- Document Management
- Fixed Assets
- General Ledger
- Grant Management & Billing
- Human Resources¹
- Interfaces
- Payroll
- Procurement
- Project Management
- Financial & ACFR Reporting
- Time Entry & Attendance
- Vendor Management
- Workflow

Technical Scope

The proposed solution should meet the following technical expectations, at a minimum, and minimize data silos:

¹ A complete human resources application is not required. Human Resources functionality is required only to the extent necessary to process payroll, and time entry/attendance.)

- Preferred cloud based or software-as-a-service (SaaS) deployment for the ERP and GMS, or on-premise for GMS only
- Secure system architecture with appropriate user access controls
- Integration capabilities to support data exchange with internal and external systems
- Scalable platform to accommodate future growth and evolving requirements
- Data management capabilities, including reporting, historical data access, and audit trails

Services Scope

The scope of services to be provided by the selected vendor(s) includes, at a minimum:

- System implementation, configuration, and deployment
- Project planning and project management support
- Business process review and system configuration alignment
- Data conversion, including migration of historical and active data
- Development and configuration of system integrations
- System testing, including user acceptance testing support
- Training for system administrators and end users
- Documentation and knowledge transfer
- Post-implementation support and ongoing maintenance

Integration Scope

VCTC's system environment includes coordination with external entities and supporting systems, and the proposed solution should support integration needs to enable efficient data exchange, interoperability, and data consistency across the organization, and:

- Integration with existing and future third-party systems
- Data exchange with external agencies
- Standard integration methods (e.g., APIs, file-based interfaces, or other supported mechanisms)

Implementation Structure

The following implementation structure is provided to describe the anticipated project lifecycle and is not intended to limit the full scope of vendor services described in this RFP. The project is expected to follow a structured implementation lifecycle, including but not limited to:

- Project initiation and planning
- Detailed design and system configuration
- Data conversion and migration
- Testing and validation
- Training and change management
- Go-live and stabilization

Process and Instructions

Schedule and Key Dates

VCTC has established the following schedule for the procurement of the ERP and GMS. This schedule is intended to provide vendors with key milestones and deadlines associated with the RFP process and system go-live.

VCTC reserves the right to modify this schedule at its discretion. Any changes will be communicated to all prospective proposers through formal addenda to this RFP.

Milestone	Date
RFP Issued	September 14, 2026
Pre-Proposal Conference (Optional)	September 28, 2026, 10:00am PT
Deadline to Submit Questions	October 12, 2026, 3:00pm PT
Responses to Submitted Questions	October 26, 2026
Proposal Submittal Deadline	November 9, 2026, 3:00 pm PT
Proposal Evaluation Period	November 2026
Vendor Demonstrations (Mandatory)	January 2027
Notice of Intent to Award	January 2027
Contract Negotiation	February 2027
Anticipated Governing Board Approval	March 2027
Implementation Begins	April 2027
Implementation Go-Live	May 2028

Proposal Submission Instructions

Submit four (4) paper, bound copies and one (1) electronic copy on a thumb drive. Proposers are responsible for ensuring that their proposal is received by VCTC prior to the submission deadline. Late submissions will not be accepted. Proposals submitted electronically will not be accepted.

The proposal package shall be placed in a sealed envelope, box, container, or other labeled “Request for Proposals For Enterprise Resources Planning System, Grant Management System, and Implementation Services” and delivered to:

Ventura County Transportation Commission
Attn: Lupe Acero
751 E. Daily Dr. STE. 420
Camarillo, CA 93010

Submission of a proposal constitutes acknowledgment and acceptance of the terms, conditions, and requirements outlined in this RFP, unless exceptions are clearly identified in the proposal submission. Incomplete submissions may be considered non-responsive.

Proposals shall be valid for a minimum period of 120 days following the proposal submission deadline.

All costs incurred by proposers in the preparation and submission of a proposal, including participation in interviews, demonstrations, or negotiations, shall be the sole responsibility of the proposer. VCTC shall not reimburse any costs associated with proposal preparation.

VCTC reserves the right to:

- Reject any or all proposals
- Waive any informalities or irregularities in proposals
- Allow corrections of errors or omission at its discretion
- Request additional information or clarification
- Accept any proposal or combination of proposal elements deemed in the best interest of VCTC.

VCTC may retain all proposals submitted and use any ideas presented regardless of whether the proposal is selected.

All proposals submitted in response to this RFP will become the property of VCTC and will be subject to disclosure pursuant to the California Public Records Act. Proposers must identify, in writing, all copyrighted material, trade secrets or other proprietary information that it claims are exempt from disclosure under the Public Records Act.

Any proposer claiming such an exemption must identify the specific provision of the California Public Records Act that provides an exemption from disclosure for each item that the proposer claims is not subject to disclosure under said Act. Any proposer claiming such an exemption must also state in its proposal that the proposer agrees to defend, indemnify and hold harmless VCTC and its officers and employees, from any action brought against the VCTC for its refusal to disclose such material, trade secrets and other proprietary information to any party making a request, therefore. Any proposer who fails to include such a statement and/or fails to identify the specific provision of the California Public Records Act supporting the claimed exemption shall be deemed to have waived, by virtue of submitting a proposal, any right to an exemption from disclosure as provided by said Act and shall release and hold harmless VCTC from any harm resulting from VCTC's release of said materials.

Vendor Questions and Clarifications

To ensure a fair and consistent procurement process, all questions, and requests for clarification regarding this RFP must be submitted in writing in accordance with the instructions provided below.

Submission of Questions

All questions, and requests for clarification regarding this RFP must be submitted electronically to Lupe Acero, Finance Director, at lacero@goventura.org. Questions must be received by the deadline specified in the Schedule and Key Dates section. Questions submitted after the deadline may not be considered.

Proposers shall not contact any VCTC staff, Board members, or consultants regarding this RFP. Unauthorized contact may result in disqualification.

Format for Questions

Proposers are encouraged to organize their questions in a clear and structured format, including:

- RFP Section and Subsection Title
- Page Number (if applicable)
- Specific Question or Clarification Request

Responses to Questions

Responses to all timely submitted questions will be compiled and issued in writing as an addendum to this RFP. Responses will be distributed to all known prospective proposers and will be made available through the same distribution method as the original RFP.

Only written responses issued by VCTC through an official addendum shall be considered binding. Verbal statements or informal clarifications shall not be binding or relied upon by proposers. Acknowledgement of addendums shall be included in the proposal cover letter/ transmittal letter.

Pre-Proposal Conference (Optional)

VCTC strongly encourages vendors considering submitting a proposal to attend the pre-proposal conference. VCTC will conduct a pre-proposal conference to provide an overview of the project, review RFP requirements, provide information about grant functional needs, and address general questions from prospective proposers. Attendance at the pre-proposal conference is optional as indicated in Schedule and Key Dates section.

Information provided during the pre-proposal conference will be considered informal unless confirmed through a written addendum.

To attend the Pre-Proposal Conference please email Lupe Acero, Finance Director, at lacero@govventura.org requesting to be included in the meeting, please provide in your email the following information:

- First Name, Last Name, and Title
- Company Name
- Email and Phone Number

Requests for Additional Information

VCTC reserves the right to request additional information or clarifications from proposers during the RFP process, as necessary to support a thorough review of proposals.

Required Proposal Format

To facilitate a consistent and efficient evaluation process, proposers shall organize their proposals in accordance with the format and requirements outlined in this section. Proposals should be clear, concise, and structured to allow VCTC to readily identify and evaluate all required information.

General Formatting Requirements

Proposers shall adhere to the following guidelines:

- Submit in paper and electronic format (PDF) via mail or hand delivery, unless otherwise specified
- User clear and professional layout with common fonts and formatting
- Include page numbers and a table of contents
- Clearly label all sections and subsections using headings that correspond to this RFP
- Present information in a logical and organized manner
- Avoid excessive promotional material that does not directly respond to the RFP requirements

Proposals should be sufficiently detailed to demonstrate the proposer's qualifications and understanding of the project while remaining concise and focused.

Required Proposal Organization

Proposals shall be organized in the following order, and include at a minimum:

1. Cover Letter / Transmittal Letter
2. Table of Contents
3. Firm Background and Qualifications (see the "Vendor Qualifications" section for detailed requirements)
4. Proposed Solution Overview
5. Functional Requirements Responses
6. Implementation Approach and Project Plan
7. Cost Proposal
8. Required Forms
9. Exceptions to Professional Services Agreement

Proposal Submittals

Cover Letter / Transmittal Letter

- Introduction of proposer
- Statement of the proposer's understanding of the project
- Acknowledgement of addenda
- Identify the primary contact
- Statement of commitment to deliver the proposed solution
- Statement attesting to the firm's ability to fulfill the obligations of this contract

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- At a minimum, all sections shall be identified and numbered

Firm Background and Qualifications

Background

Proposers shall provide detailed information regarding their firm's background, qualifications, and overall capability to deliver the proposed solution and services. At a minimum, proposers shall include the following:

- Legal name of the firm and headquarters location
- Year the firm was established
- Type of company (e.g., corporation, partnership, other)
- Ownership structure, including any parent company or subsidiaries
- Number of employees and those dedicated to ERP and/or GMS services including a breakdown by product development, implementation, and implemented product support
- Overview of the firm's primary business lines
- Description of ERP and/or GMS software offerings
- Description of implementation, consulting, and support services provided
- Identification of whether the proposer is the software vendor, implementation partner, or both
- Any significant mergers, acquisitions, or organizational changes within the past five (5) years
- Description of experience providing ERP and/or GMS solutions to public sector agencies with similar operational complexity
- Experience supporting clients with:
 - Multi-fund accounting
 - Grant administration, billing and compliance reporting
 - Project-based accounting and reporting
- Description of the firm's experience serving California public sector clients, including any experience with California transportation agencies, cities, counties, special districts, or other comparable agencies
- Disclose any material litigation, disputes, or contract terminations within the past five (5) years that may impact the firm's ability to perform the proposed services

Relevant Project Experience

Proposers shall provide descriptions of at least three (3) projects completed within the past ten (10) years that are similar in scope and complexity to the services requested in this RFP. For each project, include the following:

- Client name and agency type (e.g., city, special district, transportation agency, other)
- Project description and scope of services provided
- ERP and/or GMS solution implemented
- Implementation timeline and go-live date
- Modules deployed (e.g., general ledger, budget, grants, procurement, other)
- Role of the proposer (e.g., software provider, implementation partner, both, other)
- Reference contact information
 - Name
 - Title
 - Email
 - Phone number

These projects/references/clients may be contacted by VCTC during the evaluation.

Public Sector Experience

Proposers shall demonstrate experience working with public sector agencies or comparable entities that are similar in size, complexity, operational needs, and regulatory environment to VCTC. Relevant

experience may include transportation agencies, cities, counties, special districts, or other agencies with responsibilities involving:

- Fund accounting
- Grant funded projects and programs with compliance and reporting requirements
- Project accounting

Experience with Proposed Solution

Proposers shall demonstrate their experience implementing and supporting the proposed ERP and/or GMS solution, including:

- Number of active clients currently using the proposed ERP and/or GMS solution, separating the number of public sector versus non-public sector clients.
- Number of completed implementations and ongoing implementation of the proposed solution, separating the number of public sector versus non-public sector clients.
- Number of implementations completed by the proposed implementation team or implementation partner.
- Deployment model for the proposed solution, including whether the solution is offered as SaaS, hosted/cloud, on-premise, or multiple deployment options.
- Experience implementing the proposed solution for agencies with fund accounting, grant management, project accounting, and public sector reporting needs.
- Current product roadmap, release history, and approach to ongoing enhancements for the proposed solution.

Key Personnel

It is essential that the Contractor provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. Proposers shall identify the key roles and personnel proposed for the project and may include additional team members or roles, as appropriate, to support their proposed approach and delivery strategy.

- Project Sponsor
- Project Manager
- Change Manager
- Functional Lead(s) (e.g., Financials, Procurement, Grants)
- Technical or Integration Lead (if applicable)

Personnel Qualifications and Experience

For each individual, proposers shall provide:

- Name and proposed role
- Summary of relevant experience
- Experience with the proposed ERP and/or GMS solution
- Experience with similar public sector agencies or comparable clients
- Description of their role in prior relevant implementations

Resumes for key personnel shall be provided as an appendix.

Substitution of Key Personnel

Personnel proposed for this project are considered essential to VCTC's evaluation of the proposal and to the successful performance of the resulting contract. The commitment, qualifications, and experience of the proposed team will be a factor in VCTC's selection decision. Accordingly, the selected Contractor shall not substitute, remove, or replace any proposed personnel without providing prior written notice to VCTC. Any proposed replacement must possess comparable or greater qualifications, experience, availability, and familiarity with ERP and/or GMS implementations of similar scope and complexity. VCTC reserves the right to approve or reject proposed replacement personnel at its sole discretion.

Proposed Solution Overview

Product Stability and Longevity

Proposers shall provide information regarding the stability and ongoing development of the proposed solution, including:

- Years the solution has been in market
- Frequency of system updates or releases
- General approach to product maintenance and enhancement

Technical Requirements

VCTC expects the proposed ERP and GMS solution(s) to meet technical, security, and operational standards necessary to support a modern, reliable, and scalable system environment.

Proposers shall describe how their proposed solution addresses the technical requirements outlined in this section. Responses should be clear and concise and should reflect the capabilities of the proposed solution at the time of submission.

System Architecture

The proposed solution shall be built on a modern system architecture that supports scalability, reliability, and ease of maintenance. Proposers shall describe:

- The deployment model (e.g., cloud-based, software-as-a-service (SaaS))
- Overall system architecture and key components
- Hosting environment, including data center infrastructure
- Multi-tenant or single-tenant structure (if applicable)

Security and Access Controls

The proposed solution shall provide appropriate security controls to protect system access and data. Proposers shall describe:

- User authentication methods (e.g., single sign-on, multi-factor authentication)
- Role-based security and user access controls
- Audit logging and user activity tracking
- General approach to protecting system access and data

Data Management and Retention

The proposed solution shall support effective data management and retention practices. Proposers shall describe:

- Data storage and management approach
- Description of where client data will be hosted, stored, processed, and backed up
- Data center locations, regions, and any use of third-party hosting providers
- Ability to retain and access historical data
- Data retention and archival capabilities
- Data export and reporting access

Integration and Interfaces

The proposed solution shall support integration with internal and external systems. Proposers shall describe:

- Supported integration methods (e.g., APIs, file-based integration)
- Approach to data exchange between systems
- Flexibility to support future integrations

Descriptions should focus on the solution's capabilities to support integration rather than implementation-specific approaches.

System Performance and Availability

The proposed solution shall provide reliable performance and system availability. Proposers shall describe:

- Expected system availability (e.g., uptime commitments)
- General performance characteristics for system use and reporting
- Ability to scale to support organizational growth and increased usage

Disaster Recovery and Business Continuity

The proposed solution shall support continuity of operations in the event of system disruption. Proposers shall describe:

- Backup and recovery practices
- Disaster recovery capabilities
- General approach to maintaining system availability during outages

Compliance and Regulatory Requirements

The proposed solution shall support applicable compliance and regulatory requirements. Proposers shall describe:

- General alignment with applicable security and compliance standards
- Support for audit requirements, including audit trails and reporting

Interfaces

VCTC requires the proposed ERP and GMS solution(s) to support interfaces with external systems to enable efficient data sharing, reduce duplicate data entry, and maintain data consistency across the organization. Proposers shall describe how their solution supports system interfaces and how those capabilities would address VCTC's operational needs.

Current Interfaces Overview

VCTC's current system environment includes a combination of system-based and external processes to support financial management, grant administration, and reporting activities. Proposers shall describe their understanding of the need to support interfaces across multiple systems and data sources, including:

- Financial and accounting data
- Banking data
- Grant and project-related data
- Data exchanges with external partners or agencies
- General approach to ensuring data accuracy and consistency across systems
- Ability to support both automated and scheduled data transfers

Responses should demonstrate an understanding of the importance of maintaining consistent and accurate data across systems.

Required Interfaces

The proposed solution shall support interfaces with systems necessary to support VCTC's operational environment. Proposers shall describe:

- The solution's ability to support interfaces
- The types of interfaces supported (e.g., API, SFTP, import-export, other)
- Approach to guiding VCTC to determine appropriate interface type

Response should focus on the general capability of the solution to support required integrations rather than detailed implementation steps.

Potential Interfaces	Purpose
Wells Fargo	Banking
Microsoft Outlook	Email
Microsoft Entra ID	Single Sign On
Atrix	1099 processing and tax reporting
Docusign	Contract and document signatures
Grant Management System (part of this RFP)	Grant Management/ Grant Billing

Third-Party Systems

Proposers shall identify any third-party software, services, tools, or vendor products that are included in, required for, or recommended as part of the proposed solution. This includes any third-party components used to provide required functionality, support integrations, process transactions, host data, deliver reporting, or otherwise operate the proposed ERP and/or GMS solution.

- Any third-party products, modules, platforms, or services included in the proposed solution
- Whether each third-party component is required, optional, embedded, or separately licensed

- The purpose of each third-party component and the functionality it supports
- How each third-party component is integrated with or used by the proposed ERP and/or GMS solution
- Any costs, licensing, support, security, data hosting, or contractual dependencies associated with third-party components

Proposers shall clearly identify any portion of the proposed solution that will be delivered, hosted, supported, licensed, or maintained by a third party.

Support and Maintenance

VCTC requires a comprehensive support and maintenance model to ensure the continued performance, reliability, and usability of the proposed ERP and GMS solution(s). Proposers shall describe the support and maintenance services available for the proposed solution, including standard support offerings and any optional services.

Post-Implementation Support

Proposers shall describe the support services available immediately following system implementation and for how long, including:

- Transition from implementation to ongoing support
- Availability of support resources for system issues and user inquiries
- Approach to managing and resolving support requests

Help Desk and Service Levels (SLAs)

Proposers shall describe their help desk services and service level commitments, including:

- Support channels (e.g., phone, email, web portal, other)
- Hours of operation and availability (e.g., business hours, 24/7 support options, other)
- Response and resolution time expectations for support requests
- Categorization and prioritization of issues

System Upgrades and Release Management

Proposers shall describe their approach to system updates and ongoing product enhancements, including:

- Frequency and type of system updates or releases
- Process for deploying updates and notifying users
- Approach to maintaining system performance and stability during updates
- Customer involvement in testing or validation (if applicable)

Ongoing Training and Documentation

Proposers shall describe the availability of ongoing training and documentation resources, including:

- Access to user guides, knowledge bases, or online documentation
- Availability of refresher training or new user training
- Training resources for system updates or new functionality

- Methods for supporting user learning and adoption over time

Functional Requirements Responses

VCTC has developed a comprehensive set of functional requirements to support the evaluation of proposed ERP and GMS solutions. These requirements are provided in Appendix A: Functional Requirements to this RFP.

The functional requirements workbook is intended to capture VCTC's operational, reporting, and compliance needs across the organization. Proposers are required to complete the workbook in its entirety to demonstrate how their proposed solution aligns with VCTC's requirements.

- Complete and return the Appendix A: Functional Requirements

Implementation Approach and Project Plan

VCTC requires proposers to provide a comprehensive implementation approach for the proposed ERP and GMS. Proposers shall describe their implementation approach in sufficient detail to demonstrate how the proposed solution will be delivered in a structured, efficient, and low-risk manner.

Implementation Methodology

Proposers shall describe their overall implementation methodology, including:

- Key phases of the implementation lifecycle
- Major activities, deliverables, and documentation within each phase
- Approach to managing scope, schedule, and quality

Project Plan and Timeline

Proposers shall provide a high-level project plan and proposed timeline for implementation, including:

- Estimated project duration using the dates provided in the Schedule and Key Dates section of the RFP
- Key milestones and deliverables
- Major phases of the project (e.g., planning, configuration, testing, deployment, other)

Project Governance Structure

Proposers shall describe the proposed project governance model, and how project oversight, quality control, and accountability will be maintained, including:

- Roles and responsibilities between VCTC and the proposer
- Decision-making structure
- Quality Control procedures
- Communication and status reporting approach
- Escalation path

Roles and Responsibilities

Proposers shall clearly define the division of responsibilities between VCTC and the proposer, including:

- Key responsibilities assigned to the proposer, and an average estimated FTE % of time for each role for the duration of the project
- Expected responsibilities of VCTC staff, and an average estimated FTE % of time for each role for the duration of the project

As an example:

Role	VCTC	Vendor
Project Manager	30%	30%
General Ledger Lead	20%	25%
General Ledger SME	10%	-
Grants Lead	25%	25%
Grants SME	10%	-
Technical Lead	20%	20%

Data Conversion

Proposers shall describe their approach to data conversion, including:

- Types of data to be converted (e.g., financial, vendors, projects, and grant data)
- Approach to data migration and validation
- Approach to guiding VCTC to determine appropriate amount of data to convert
- General strategy for ensuring data accuracy and completeness

Currently VCTC plans to not convert historical data, only data necessary for accurate reporting (e.g., financial balances), and open transactions (e.g., AR, PO, other). Vendors are asked to provide description of services for this type of data conversion, best practices, pros and cons, and recommendations for data categories for VCTC to consider that accomplishes a desire to convert the minimum amount of data. VCTC assumes this will be an ongoing conversation throughout the procurement process and will be finalized with the selected vendor prior to contract completion.

Testing Approach

Proposers shall describe their approach to system testing, including:

- Types of testing to be performed (e.g., system testing, user acceptance testing, other)
- Approach to validating system functionality and data accuracy
- Coordination with VCTC staff during testing activities
- Error remediation strategy and protocols

Descriptions should demonstrate a structured approach to ensuring system readiness prior to go-live.

Training Approach

Proposers shall describe their approach to training, including:

- Types of training to be provided (e.g., end-user, administrator, other)
- Training delivery methods (e.g., in-person, virtual, recorded materials, other)
- Approach to knowledge transfer and user readiness

Change Management Approach

Proposers shall describe their approach to supporting organizational change, including:

- Strategies for user adoption and engagement
- Communication and change readiness considerations
- Support for transitioning from current processes to the new system

Descriptions should demonstrate an understanding of the organizational impacts of system implementation.

Cost Proposal

VCTC requires proposers to submit a comprehensive cost proposal for the proposed ERP and/or GMS. The Cost Proposal shall provide a clear and complete representation of all costs associated with the proposed solution, including software, implementation services, and ongoing support. Proposers shall complete and submit the Cost Proposal using the Appendix B: Cost Proposal document. Vendors may submit additional and/or supporting cost documentation:

- Complete and return the Appendix B: Cost Proposal

Required Forms

- No additional forms are required for proposals. However, the selected vendor(s) may be required to complete forms prior to contract completion with VCTC.

Exceptions to Professional Services Agreement

- Identify any exceptions, the reason, and proposed alternatives (if any). Failure to identify any exceptions shall be considered to be concurrence VCTC's standard terms.

Proposal Evaluation Process

VCTC will evaluate proposals through a fair, consistent, and structured multi-step process designed to identify the solution and proposer that best meets the organization's needs and provides the best overall value. The evaluation process may include review of proposal compliance with this RFP, evaluation of proposal responses, assessment of functional and technical requirements, demonstrations, interviews, requests for clarification, follow-up activities, and any other evaluation steps deemed necessary by VCTC.

Evaluation Criteria

Proposals will be evaluated based on the following:

- Firm Qualifications and Experience – 0 to 15 points
- Proposed Solution – 0 to 10 points
- Response to Functional Requirements – 0 to 20 points
- Implementation Approach – 0 to 20 points

- Support and Maintenance – 0 to 15 points
- Cost Proposal – 0 to 20 points

Evaluation will consider the proposer's ability to meet the requirements of the RFP, the completeness and quality of responses to the functional requirements, the overall quality of the proposed solution and services, the proposer's understanding of the scope, qualifications and experience, implementation approach, support model, cost, and overall best value to VCTC.

Scoring Methodology

VCTC intends to evaluate proposals using a structured scoring methodology to ensure an objective and consistent evaluation process.

Proposals may be evaluated using a combination of:

- Quantitative scoring based on evaluation criteria
- Qualitative assessment of proposal content and overall fit
- Comparative analysis of responses across proposers

VCTC may modify, supplement, or waive evaluation steps as deemed necessary to support a fair and complete evaluation process.

Functional Fit Demonstrations

VCTC intends to invite shortlisted proposers from the proposal evaluations to participate in scripted demonstrations, interviews, or other evaluation activities as part of the selection process. Proposers invited to participate should expect to follow a detailed demonstration script and allocate sufficient time for a comprehensive review of the proposed solution.

These activities may include:

- Software demonstrations based on scripted scenarios or use cases
- Review of specific functional or technical capabilities
- Clarification of proposal responses

Final Selection Process

Following proposal evaluation, demonstrations, and any additional evaluation activities, VCTC will identify the proposer that offers the best overall value based on the evaluation criteria. VCTC may:

- Select a preferred proposer based on initial proposals
- Enter negotiations with one or more proposers
- Request best and final offers, if necessary

Rights Reserved

This RFP does not commit VCTC to award a contract, to pay any costs incurred in the preparation of a proposal for this RFP, or to procure or contract for any services. VCTC reserves the right to waive any irregularities or informalities contained with the RFP, and/or reject any or all proposals received for this

request; negotiate with any qualified source or to cancel the RFP in part or whole. In conducting this RFP, VCTC reserves the right to:

- Accept, reject any or all submittals, or any item or part thereof.
- In its sole discretion, to accept the Proposal it considers most favorable to VCTC's interest.
- Issue subsequent Requests for Proposals.
- Alter the selection process dates.
- Remedy technical errors in the RFP process.
- Request additional information from proposers and investigate the qualifications of all firms under consideration.
- Confirm any part of the information furnished by a proposer.
- Obtain additional evidence of managerial, financial, or other capabilities.
- Approve or disapprove the use of specific subcontractors.
- Negotiate with any, all, or none of the proposers.
- Solicit best and final offers from all or some of the proposers.
- Award a contract to one (1) or more proposers.
- Accept other than the lowest-priced Proposal.
- Cancel or withdraw this RFP at any time without prior notice and the VCTC makes no representations that any contract will be awarded to any proposer responding to this RFP.
- Waive informalities and irregularities in Proposals or the selection process.

Appendices

- Appendix A: Functional Requirements
- Appendix B: Cost Proposal
- Appendix C: Contract Agreement Template