



**RFP Release Date: 6/3/2022**  
**Vendor Questions Due: 6/20/2022**  
**Answers Posted: 6/27/2022**  
**Proposals Due: 7/1/2022**

# Service Centric Enterprise Resource Planning System Replacement Request for Proposal

## Summary

Vermont Energy Investment Corporation (VEIC), a mission-driven, nonprofit organization dedicated to reducing the economic and environmental costs of energy use, is seeking proposals from software vendors for a **Service Centric Enterprise Resource Planning (ERP) System Replacement** effort. Responses to this Request for Proposals (RFP) must be delivered electronically to VEIC by **5 p.m. EDT on July 1, 2022**. VEIC will not accept responses submitted after **5 p.m. EDT**. Please submit your response via e-mail to: [erprfp@veic.org](mailto:erprfp@veic.org) with **RFP Submittal for VEIC ERP** in the subject line.

VEIC will respond to individual questions regarding this RFP only as follows: VEIC will receive questions regarding requirements and scope of work up to **5 p.m. EDT on June 20, 2022**, via e-mail only, to [erprfp@veic.org](mailto:erprfp@veic.org) with **Service Centric Enterprise Resource Planning System Replacement Question** in the subject line. When appropriate, please refer to the RFP page number and section heading for ease of navigation and response. VEIC will post answers on the VEIC website <https://www.veic.org/requests-for-proposals> no later than **June 27, 2022**. VEIC will not address questions submitted after **5 p.m. EDT on June 20, 2022**.

## VEIC Background

### Vermont Energy Investment Corporation

Vermont Energy Investment Corporation (VEIC) is a mission-driven, nonprofit 501(c)(3) organization dedicated to reducing the economic and environmental costs of energy use. It carries out its mission, in part, by designing and implementing innovative energy efficiency and renewable energy programs. Founded in 1986, VEIC is nationally and internationally recognized for advancing energy efficiency, energy conservation, and renewable energy programs and projects across the United States, Canada, and Europe. VEIC employs 300 professionals and is headquartered in Winooski, Vermont. It also has a presence in several other states, including offices in Washington, DC. For additional information, please see: VEIC Website: [www.VEIC.org](http://www.VEIC.org)

VEIC conducts its work through consulting contracts with varying entities, including governmental entities (Federal, State, Municipal and International), energy distribution utilities, for-profit businesses, non-profit clients, and foundations. VEIC works both independently, and in partnership with other organizations, to deliver services required under these contracts. Its diverse group of client entities requires VEIC to utilize both for-profit and non-profit system functionality to process, manage and report ongoing financial transactions and activities.

## RFP Objective

This RFP seeks to replace VEIC's existing financial system, Deltek Vision 7.6, as it is nearing end of support/life. VEIC is looking to both increase efficiency of financial management processes and gain new capabilities with this replacement effort. In replacing Deltek Vision 7.6 with a new system, VEIC expects to gain a set of capabilities roughly aligning with the concept of a Service Centric ERP, as defined by Gartner, Inc. This RFP process is being overseen by a cross functional project team which includes key users from the Finance and Information Technology departments.

The solution being sought will enable VEIC to manage the following set of mission critical capabilities:

### Core Financials:

- General Ledger (GL)
- Accounts Payable (AP)
  - a. Including capability to view, create, and update data in the new system from VEIC-developed line of business software applications, using vendor-provided API(s) so that VEIC can efficiently process tens of thousands of rebate checks per year.
- Accounts Receivable (AR)
  - a. Invoicing
  - b. Revenue Recognition
- Fixed Assets (FA)
- Purchasing
- Time and Expenses
- Allocations
- Budgeting and Forecasting
- Reporting

### Professional Services Automation:

- Project planning and budgeting
- Resource planning & management

- Project management
- Project reporting
- Financial reporting

VEIC will require support for data migration from the existing environment to the new solution. Historic data from 2012 and on will be migrated from Deltek Vision 7.6 into this new environment.

VEIC requires understanding of the solution's capabilities in the following areas (these will not be integrated into phase 1 implementation):

- Human capital management capabilities (HCM), such as ADP
- CRM capabilities, such as Salesforce

VEIC will consider solutions that are:

- Either a full-featured ERP or a financial management system which integrates natively with system(s) that provide the required set of functionalities.
- Cloud only, Hybrid, or On-Premises.

VEIC's goal is to have a solution implemented by the end of Q1 2024. Implementation includes the following key activities to be conducted in collaboration with and supported by the VEIC project team:

- Project Management
- Requirements Review and Clarification
- Business Process Redesign
- Software Configuration
- Security Configuration
- Data Migration Planning
- Reporting Design and Development
- User Acceptance Testing
- System Go Live and Day 1 Support
- Support for Organizational Change Management, Knowledge Transfer, and Communications
- System Administrator Training
- End-User Training
- Post-Implementation Support

## **RFP and Implementation Schedule**

VEIC will attempt to adhere to the following schedule but reserves the right to adjust the schedule as needed. Any changes to this schedule will be communicated through the VEIC website: <https://www.veic.org/requests-for-proposals>

RFP Released	6/3/2022
Vendor Questions Due	6/20/2022
Answers Posted	6/27/2022
RFP Responses Due	7/1/2022
RFP Evaluation Commences	7/5/2022
Preliminary and Detailed Evaluation Completed	7/14/2022
Business Scenario Demonstrations Begin	8/8/2022
Finalist(s) Selected and Contract Negotiation	9/2/2022
Selection Date	9/15/2022
Implementation Planning	Q4 2022 – Q4 2023
Estimated Performance Period	3/1/2024 – 2/28/2027

## Preparing and Delivering a Proposal

For ease and efficiency of review, VEIC has specified the requirements for submitting a proposal to this RFP. Vendors must follow, and be responsive to, all requirements of this RFP. Proposals should be clear and concise, presented in the form of a written response with sections and sub-headings. Proposals that are not in the required format or incomplete may be disqualified at VEIC’s sole discretion.

VEIC reserves the right to verify any information contained in vendors’ RFP responses, and to request additional information after RFP responses have been received.

Vendors are required to propose, and will be scored upon, the individual criteria summarized in Table 1.

**Table 1: Response Summary, Evaluation Criteria and Points for Proposals**

Scoring Category/Criteria	Max Points
Ability to meet mission critical capabilities	125
Project team’s qualifications and proposal quality	25
Quality of project plan & ability to meet project timetable	25
Budget	50
Other	25
<b>Total Points = 250</b>	

## Response Requirements

- A. Company Info:** name of the business, contact person, and contact information including full legal name, address, telephone, mobile telephone number, e-mail address, and website address, as applicable.
- B. Company Profile:** a brief company profile, not exceeding 500 words.
- C. Statement of Ownership:** the type of business entity (sole proprietorship, corporation, LLC, or other).
- D. Customer References** (1 page maximum): this section of the response must include a minimum of 3 customer references where the reference's project was similar in size and scope to the project defined within this RFP.
- E. Binding Transmittal Letter** (1 page maximum): each proposal must include a binding transmittal letter signed by a party authorized to obligate the vendor to the services described in their proposal. The letter must clearly identify the person authorized to serve as the organization's representative for future communications regarding the response. The letter must state that the proposal is valid for a minimum of 90 days.
- F. Ability to Meet VEIC Objectives - Narrative:** (2 page maximum) a high-level narrative outlining your proposed approach for migrating VEIC from our existing financial system and implementing your solution such that it addresses VEIC's Scope of Work. The narrative should include, but not be limited to:
  - A.** Description of Proposed Solution
  - B.** Overview of the Project Plan including Timeline and Project Phasing
  - C.** Overview of Training Plan (Change Management)
  - D.** Expected Participation from VEIC
- G. Ability to Meet Functional Capabilities and Requirements:** completion of the core functionality questionnaire (Addendum A - Vendor Questionnaire) which includes questions related to financial capabilities, professional services automation, data migration, ability to integrate with VEIC's custom line of business software applications, human capital management capabilities (HCM), and CRM capabilities.
- H. Description of Solution & Pricing:** pricing should be listed with individual lines per item and service where costs for each are clearly indicated.

- I. Project Plan:** plan detailing the steps required to complete the migration to the new solution. Please indicate assumed roles and responsibilities at each stage.
- J. Training:** include details about how users will be trained to use the solution, including both end user training and administrative training. If the vendor uses a trainer model or provides self-service training materials, please include those details.
- K. Solution Technical Details:** completion of the solution details in Addendum B - Information Technology Questionnaire which provides background technical information about the solution, methods of delivery and support, as well as other technical information.
- L. Certificate of Insurance:** vendors must supply a current Certificate of Insurance showing evidence of General Liability. If awarded a Contract, the vendor will also be required to provide a final certificate of insurance to show compliance with the minimum insurance requirements outlined in the successful vendor's contract. VEIC anticipates the minimum requirements to be as outlined below but will confirm final insurance requirements prior to issuance of a contract. Vendors must raise any questions about the insurance requirements by the Vendor Questions Response deadline set forth above and must identify any exceptions to the anticipated minimum requirements in their responses.

<b>Insurance Policies</b>	<b>Limits</b>
Commercial General Liability	\$1M per occurrence/\$2M aggregate
Crime Insurance	\$1M per occurrence for dishonest acts of Vendor's employees which result in a loss to VEIC.
Workers' Compensation	Statutory mandates
Employer's Liability	\$500K per accident; \$500K per disease; \$500K policy disease limit
Cyber Liability Insurance	\$1M per occurrence/\$1M aggregate
Technology Errors & Omissions	\$1M per occurrence/\$1M aggregate
Umbrella or Excess Liability Insurance	\$3M per occurrence/\$3M aggregate (subcontracts under \$100K will only be required to have \$1M/\$1M)

- M. Disclosure of any Pertinent Litigation:** a vendor must disclose any past or pending judgments, lawsuits, actions, bankruptcies or regulatory decisions or information that may adversely affect the vendor's ability to meet any requirements of this RFP, the subcontract or the vendor's proposal. A vendor agrees to provide a detailed description of any of the above events and the applicable case number in its proposal. This disclosure obligation is an on-going material obligation that applies from the date of proposal submission through the expiration of any resulting

subcontract award. Failure to disclose pertinent litigation may result in the disqualification of the vendor's proposal.

- N. Information Security Requirements:** please review the Information Security Requirements listed in Addendum C - Information Security Requirements Questionnaire and provide the completed questionnaire with your response. VEIC will not consider any exceptions or request to negotiate terms that were not called out as exceptions to the security requirements in the RFP response.
- O. Other Information:** supplementary information may be attached to the RFP. Lengthy narratives should not be inserted into the body of a direct response.
- P. Proposal Exceptions Summary Form:** a Proposal Exceptions Summary Form (see below) with exceptions to items in any section of this RFP. Failure to note exceptions on the Proposal Exceptions Summary Form will be deemed to be acceptance of the terms of this RFP. VEIC will take these exceptions into consideration when evaluating responses. If exceptions are not noted in a vendor's proposal but raised during contract negotiations, VEIC reserves the right to cancel the negotiations and award projects to other vendors.
- Q. Contract Terms:** please attach a copy of your standard contract terms and conditions you propose to govern the purchase and licensing of your solution. Please include any and all relevant attachments and exhibits, such as maintenance and support terms and conditions, service level agreements, etc. VEIC reserves the right to propose modifications to vendors' standard terms and conditions during the selection process, to determine whether the vendor's terms and conditions will be appropriate for VEIC.

**Proposal Exceptions Summary Form**

RFP/ Contract Reference	Vendor's Proposal Reference	Brief Explanation of Exception
(Reference specific outline point to which exception is taken)	(Page, section, items in vendor's proposal where exception is explained)	(Short description of requested exception)
1.		
2.		

## **Pricing and Pricing Basis**

VEIC requires all vendor submissions to quote prices in USD, clearly stating any currency exchange rates/calculations used. Any discount terms offered by a vendor must be clearly identified and the terms that the discount is subject to.

## **Payments by VEIC**

All vendors must clearly state any assumptions and/or requirements relating to how payments must be made for software and/or services offered in their proposals.

## **Proposal Submission**

Vendors must email proposals to the following address: [erprfp@veic.org](mailto:erprfp@veic.org)

Please note that it is each vendor's responsibility to ensure that its proposal and all other required documents are received at the above address by the closing time and date specified above.

VEIC will be the sole judge of the qualifications of all prospective candidates and reserves the right to reject any and all submissions without recourse.

VEIC is aware that the information contained in the proposal indicates the vendor's current operations. Therefore, the use of this information will be confined to this request and the information will be treated as confidential.

Vendors shall bear all costs associated with preparing and submitting responses to this RFP and the subsequent evaluation phase. VEIC will, in no way, be responsible for these costs, regardless of the conduct or outcome of the prequalification process.

## **Treatment of Information**

All information about VEIC provided during the RFP process shall remain under nondisclosure and cannot be released without the express permission of VEIC.

Note to vendors: VEIC may include separate nondisclosure documents in a technical proposal at a later date.

## **Proposal Evaluation Process Overview**

The evaluation process will comprise:

- A preliminary examination to determine compliance with the requested response format and overall commercial and solution alignment.
- A detailed evaluation of responses and commercial propositions.
- An evaluation of the demonstrations of key business scenarios.

After completing the evaluation process, VEIC will enter into financial negotiations with *no more than two vendors (finalists)*. The final selection will be based on the satisfactory outcome of these negotiations.

## **Preliminary Examination**

VEIC will examine the proposals to determine that they are complete, that the documents have been properly signed, and that they are generally in order. Any solutions that look obviously unsuited to VEIC's business, technical or financial objectives will be discarded at this point.

## **Detailed Evaluation**

This evaluation will score and rank vendors' responses in multiple sections.

An evaluation of proposed solutions will also generally include an assessment of the viability of those solutions in the relevant application market. These assessments will be based on VEIC's view of vendors' installed bases, market shares and growth trends, for which vendors must provide supporting information.

## **Business Scenario Demonstration**

After the detailed technical evaluation, a subset of vendors will be asked to demonstrate their application following a script developed by VEIC. The demonstration environment must, at minimum, be populated with sample data. VEIC strongly prefers that the demonstration be delivered using a subset of VEIC data. VEIC can provide this data in formats defined by the vendor.

The vendor should be prepared to demonstrate how their solution would address several key business scenarios, which will be communicated at a later date.

**Table 2: Evaluation Criteria and Points for Demonstrations**

<b>Scoring Category/Criteria</b>	<b>Max Points</b>
Core Financial Capabilities	100
Professional Services Automation Capabilities	50
Human Capital Management/CRM	25
Reporting	25
<b>Total Points = 200</b>	

## **Demonstration Logistics**

All vendors selected for the demonstration phase will be given detailed requirements of the scenarios in which they will be required to demonstrate their products during the evaluation phase. Instructions will be provided in writing at that time. VEIC will identify a key contact for

any questions relating to the demonstration phase. Vendors will be required to demonstrate how their solution can be tailored to several key business scenarios. Other ad hoc basic scenarios will be provided on the day of demonstration. Vendors will also be expected to describe, in detail, the specifics of their solution. The audience will be a mixed group of stakeholder executives, project team members and other selected individuals.

The demonstration period for selected vendors is estimated to take place in August.

## **Demonstration Review**

Following the demonstration, a further assessment will be made by the project team. VEIC reserves the right to continue conversations with any potential vendors following demonstrations, to assist VEIC in selecting a final vendor. Such conversations may include, but are not limited to, follow up on questions raised in the proposal response period, technical evaluation, contract terms and conditions, and pricing negotiation.

## **Notification of Award**

A contract will be awarded to a single vendor, based on evaluation of its RFP response, a review of its demonstration and the satisfactory outcome of financial negotiations.

After the contract has been awarded, VEIC will notify the unsuccessful vendors.

## **Limitation**

This RFP does not commit VEIC to award a contract or to pay any costs incurred in the preparation or submission of proposals. VEIC reserves the right to reject any or all proposals received in response to this RFP, to negotiate with any qualified vendor or to cancel in part or in its entirety the RFP, if any of these actions is deemed by VEIC at its sole discretion to be in VEIC's best interest.