



REQUEST FOR PROPOSAL

FOR

**ENTERPRISE RESOURCE PLANNING TECHNOLOGY
SOLUTION SELECTION AND IMPLEMENTATION**

Mountain Regional Water Special Service District

6421 N. Business Park Loop Road
Suite A
Park City, Utah 84098

Date: 10/23/2025

Proposed Teams and their agents are instructed not to contact selection committee members or members of the Board or attempt to externally manipulate or influence the procurement process in any way, other than through the instructions contained herein, from the date of release of this request for proposals (RFP) to the creation of an agreement resulting from this solicitation.

Request for Proposal

Mountain Regional Water Special Service District (the District) is inviting qualified software implementation teams (Teams) to submit Proposals for an Enterprise Resource Planning (ERP) technology solution, configured and implemented as defined in this RFP.

EXPRESSIONS OF INTEREST: Interested teams are encouraged to provide contact information (e.g. point of contact name, email, and phone number) as soon as possible for communication purposes. Expressions of interest should be submitted in the form of a brief cover letter via email to Andy Garland (agarland@mtregional.org)

This will help the District relay important information during the submittal period such as any changes to or clarifications regarding Proposal requirements.

QUESTIONS: All questions are to be directed to Andy Garland (agarland@mtregional.org), via email. In order to achieve consistency in submittals, all questions addressed to the District that may change or clarify submittal requirements, will be answered by email to all interested parties. District Administrative Control Board members and selection committee members are **not** to be contacted in connection with this request.

PROPOSAL SUBMISSION: Proposals must be received by **5:00 p.m. Mountain Standard Time on November 20, 2024**, electronically.

Electronic Submissions*

One (1) electronic copy in PDF file type to Chief Procurement Officer, Andy Garland, at:

agarland@mtregional.org

**The subject line of the submittal email shall include the respondent's name (team/company) and "ERP Proposal". Please note that the District has an email attachment size limit of 20MB.*

1. Project Description

The District is requesting Proposals for a GIS compatible ERP technology solution (SaaS), configured, tested, and implemented as described in the scope of work included in this RFP (Appendix B) with end users fully trained. The District desires to replace Caselle as its ERP, as part of this RFP.

2. Procurement Schedule

All Proposals must be submitted to the District by **5:00 p.m. Mountain Standard Time on November 20, 2024**. The schedule of key activities and milestone dates is reflected below. The District reserves the right to change the schedule as required.

Milestone	Target Date*
Request for Proposals Advertised	10/23/2024
Questions/Clarification Requests Due to the District	11/06/2024
District Response to Proposal Questions/Clarifications	11/13/2024
Proposals Due	11/20/2024
Notification of Selection for Interview	12/04/2024
Reference Checks	12/05 – 12/19/2024
Demonstration and Interviews	Week of 01/13/2025
Proposal Evaluation and Notification of Selected Team	01/28/2025

*The District may change these dates and communications will be sent via Andy Garland agarland@mtregional.org

3. General Information and Background

The District was established in 2000 by the Summit County Commission (now Council) to regionalize water service in the Snyderville Basin by consolidating several failing water companies. It now employs over 30 people and covers almost 40 square miles. In 2023 the District had \$15.67 million in revenue and realized a \$4.08 million Change in Net Position before contributions (Net Income). The District operates as an enterprise fund and is a component of Summit County. Forecasted revenue for the end of calendar year 2024 are \$18.2 million with operating expenses of \$11.8 million.

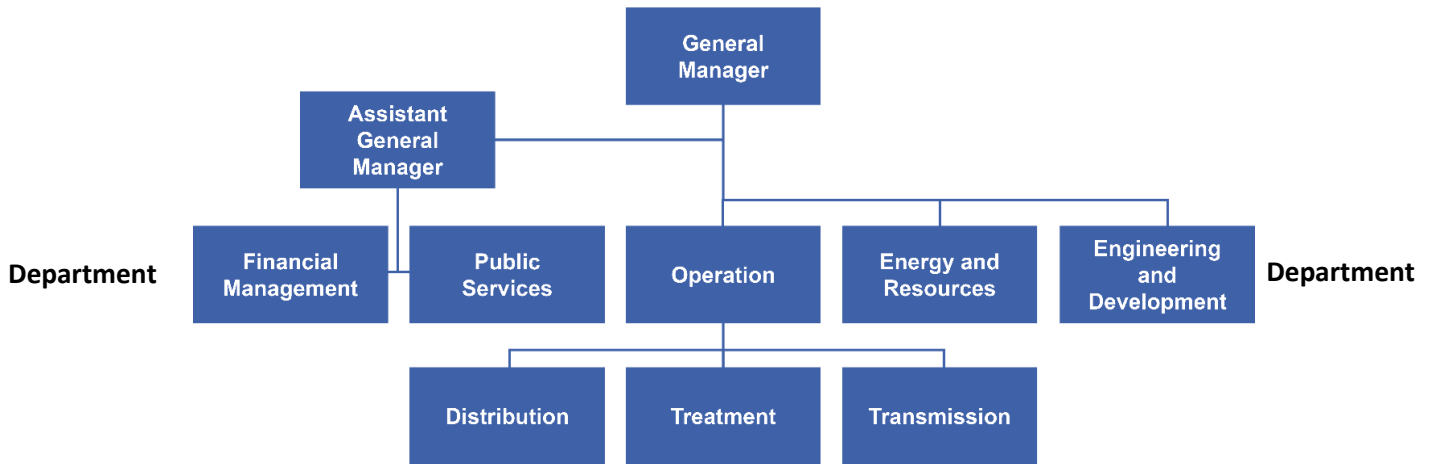
As an enterprise fund, the District operates in a manner similar to a private business, where the intent of the governing body is that the cost of providing goods and services be financed or recovered primarily through user charges. The District is financed primarily through water sales, service fees, property assessments, and impact fees. It does not impose taxes.

The District has the ability to issue bonds with the approval of the Summit County Council and currently has \$47.5 million in outstanding bonds.

The District currently has 5,678 customer accounts and provides irrigation water for three golf courses and wholesale water to other water agencies.

The District consists of five departments presented in Figure 1 and summarized below. The General Manager oversees all departments with the support of an Assistant General Manager. The Assistant General Manager oversees Financial Management and Public Services Department. The General Manager oversees Operations, Energy and Resources, and Engineering and Development Departments.

Figure 1 – District Organizational Chart



Financial Management: Responsible for accounting and financial reporting, procurement, utility billing, human resources, planning and budgeting, risk management, bond compliance, contracts, rates and fees, payroll and benefits, and accounts payable.

Public Services: Responsible for customer service, public relations, conservation education, office management, records management, board support, backflow compliance, as well as rules and regulations.

Operations: Responsible for maintenance and operation of all MRW assets, which includes distribution, treatment plant and pumping facilities. This department manages metering, flushing, testing, inspections, and leak repairs of the distribution system. Operations also includes fleet management, in-house laboratory testing, emergency planning, sludge handling, and employee training.

Energy and Resources: Responsible for information technology, Geographic Information System (GIS), water and energy report, Supervisory Control and Data Acquisition (SCADA) and control data, easements and plats, impact fees, AM, conservation plans, system efficiency and testing, water loss and accountability.

Engineering and Development: Responsible for engineering, water quality, sustainability, project inspections, studies and reports, new development, system design, new projects, capital planning, standards and specification, system modeling, source protection, concurrency, water rights, state and U.S. Environmental Protection Agency compliance.

The District utilizes several existing technologies listed below to support work activities. The District desires that the proposed technology solution to interface with several internal business applications (indicated in bold). Those with an additional (*) indicate functionality could be replaced with the new technology solution if available. The Caselle software that will be replaced with this new ERP solution is indicated with (**). The District is in the process of implementing OpenGov as its new enterprise asset management system.

System	Purpose
OpenGov	Enterprise Asset Management (EAM) software for work order, asset, and inventory management. Technology is in the process of being implemented.
ArcGIS Enterprise	Tracking linear asset inventory and related attributes; analytics Fire hydrant and pressure reducing value maintenance records and work orders, leaks dashboard, annexations
ArcGIS Online	Cloud-based mapping and analysis solution.
Google Drive	Cloud-based file storage system.
Badger/ Beacon AMA	Water meter data, end user leaks alerts, and specific consumption data
ADP	Payroll, timekeeping
DocuWare*	Document management. AP invoice approval process
Everbridge*	Targeted customer communication. Emergency Notification system
Xpress Bill Pay*	Electronic billing
Swift Comply*	Cross Connection Control program tracking
Caselle**	ERP (billing, accounts payable, accounts receivable); customer service records and work orders

4. Desired Technology Solution

The District desires to select and implement a GIS compatible ERP technology solution (SaaS), configured, tested, and implemented in alignment with the functional and technical requirements listed in Appendix A and as described in the scope of work included in Appendix B. The District desires to replace Caselle as its ERP, as part of this RFP.

The technology solution is intended to support District staff listed in Figure 1 – District Organizational Chart. The estimated number of users distributed amongst these Departments are:

- Desktop Users = 12 admin staff, scalable up to 40

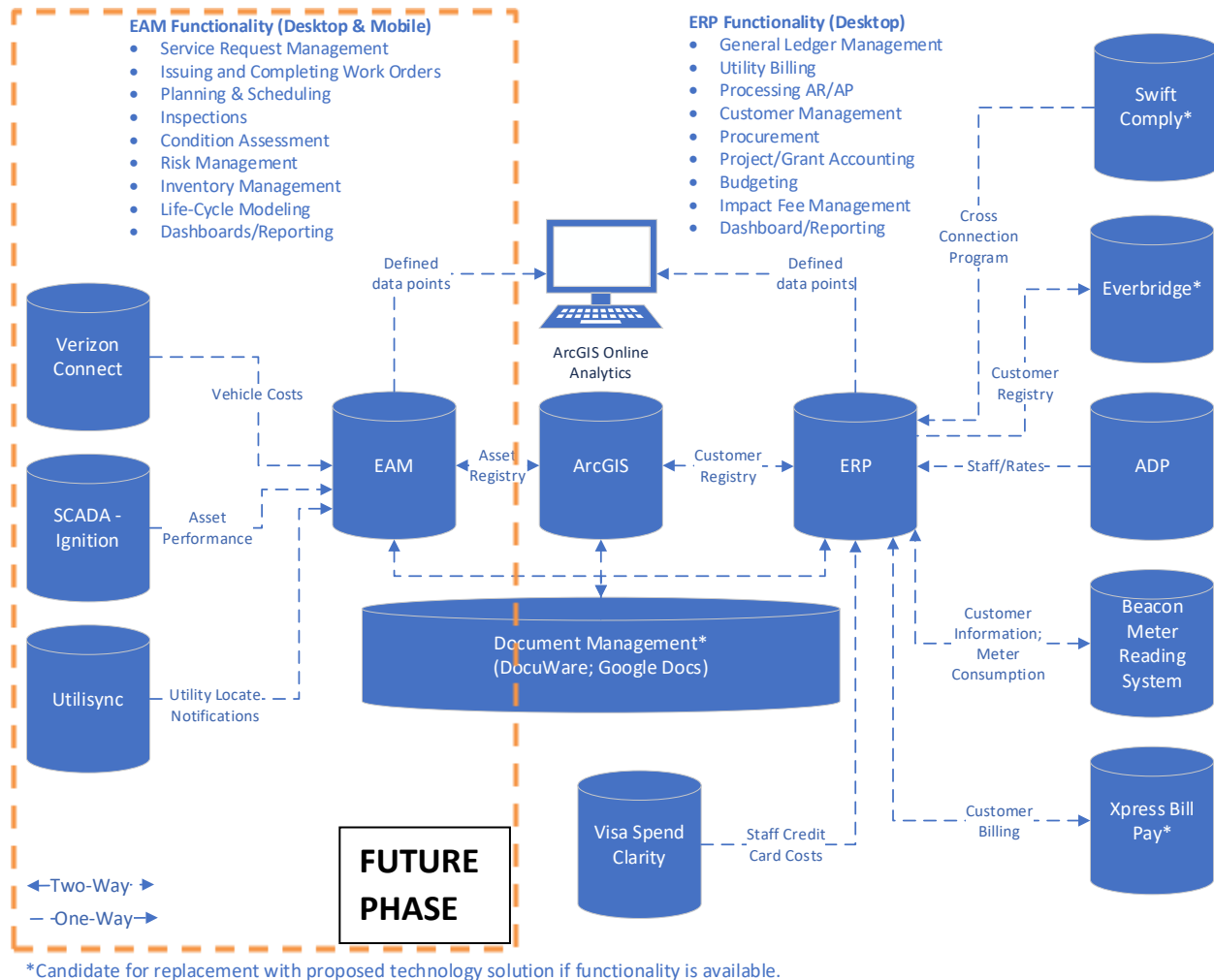
The Proposed Team must describe where the data will be hosted along with redundancy measures. The District shall retain ownership of all data contained within the technology solution.

The proposed technology solution must be able to interface with hardware components provided by the District including:

- Computers running Microsoft (MS) Windows
- Printers that are managed directly by the Windows operating system or by third-party applications on tablets and mobile devices which directly manage the printer interface.

The new technology solution shall provide a predefined interface platform, based on REST API or similar technology. The desired software interface requirements are described in more detail in the technical requirements in Appendix A. Figure 2 provides a high-level view of the desired technology solution and interfaces with other systems in use by the District.

Figure 2 – Desired “To-Be” Technology Interface Diagram



5. Submittal Requirements for Proposal

The Proposal shall be a **maximum of twenty (20) pages** in length (excluding cover page and cover letter) and shall have a minimum 11-point font. All pages shall be 8-1/2" x 11" (with exceptions noted below). The Proposal may include resumes of significant team members (up to one page per member) in an Appendix and do not count toward the maximum page limit.

By submitting a Proposal, Proposed Teams certify that all information provided therein is true and accurate.

5.1 Technical Proposal

Vision/Understanding (1 Page)

Provide a brief statement of what the District desires to accomplish as a result of this RFP to demonstrate your understanding of the RFP.

Experience/References (4 Pages)

Describe the Proposed Team's experience and provide references with providing similar services as required by this RFP. Descriptions should include:

- Name of the Proposed Team and location of the Proposed Team's office(s).
- Brief history and description of the Proposed specifying the number of years the Proposed Team has supplied similar technology solutions.
- At least three (3) relevant reference projects performed within the last five (5) years with descriptions and reference information. *Preferably references include public sector organizations that have recently gone through a similar technology solution selection and implementation process.*

Project Team (2 Pages)

Describe the Proposed Team's roles that will be involved in the project.

- Provide an organizational chart identifying all team members and role for the project.
- Project Management – Identify the designated Project Manager who will serve as the day-to-day point of contact with the District. Briefly describe how the Project Manager will lead the project and identify which of the representative experience projects were managed by the proposed Project Manager.
- Proposed Team Resumes – Submit up to 2-page resumes for key project team members in an Appendix. Resumes do not count as part of the overall page limit.

Proposed Technology Solution (4 Pages)

Describe the proposed technology solution to meet the functional and technical requirements referenced in Appendix A.

List all licensing, software components, and required hardware components (that would need to be supplied by the District).

Implementation Approach (8 Pages)

Describe the Proposed Team's implementation approach following the Phases and Tasks outlined in the Scope of Work in Appendix B. *Proposals following the approach outlined in the Appendix B will receive the highest scores.*

Schedule (1 Page)

Provide a schedule that aligns to the implementation approach, reflecting project tasks and deliverables. The schedule may be printed as an 11 by 17 page.

5.2 Functional and Technical Requirements Proposer Response Workbook

Proposers must also complete the Functional and Technical Requirements Proposer Response Workbook provided as part of the RFP and submit separately as a MS Excel file.

Note: The Functional and Technical Requirements Proposer Response Workbook is not included in the 2-page limit and should be submitted electronically as a MS Excel file following the electronic submission requirements defined in Section 1.

5.3 Cost Proposal

Proposers must complete the Cost Proposal Sheet (Appendix C) and submit separately from the Technical Proposal.

6. Selection Process

6.1 Proposal Scoring

Proposals will be evaluated by the District's Selection Committee, based on the following criteria and point values:

	Maximum Points
1. Proposed Team Project Vision/Understanding/Approach	(10)
2. Proposed team and experience, project management, and local availability of key personnel	(15)
3. Proposed technology solution's ability to meet desired functional and technical requirements in Appendix A	(25)
4. Project team's implementation approach to delivering the scope of work in Appendix B	(15)
5. Ability to interface with OpenGov EAM System	(25)
6. References	(10)
Maximum Total Points	(100)

6.2 Reference Checks

The District will perform reference checks provided by Proposed Team as part of the submittals.

6.3 Demonstrations & Interviews

The District will schedule demonstrations and interviews with the highest scoring qualifying Proposers. Virtual or in-person format is acceptable/required. The Selection Committee will score demonstrations and interviews using a standard score card.

6.4 Selection

The District will select a Proposed Team, based upon the scored results of the submitted proposals, and demonstrations/interviews, and reference checks.

Appendix A – Functional and Technical Requirements Proposer Response Workbook

Please complete the separate file “Functional and Technical Requirements Proposers Workbook” and submit separately as a completed MS Excel file.

Appendix B – Scope of Work

The Proposed Team must provide a technology solution and consulting services as outlined in this RFP that includes:

1. a proposed technology solution (single software or combination of software),
2. configuration and setup including identified interface development,
3. staff training, and
4. ongoing technology maintenance support services.

Proposed Team's implementation approach should align with the Phases and Tasks outlined below.

Phase 1 – Project Definition

Phase 1- Project Definition, includes project management readiness activities and development of a Project Management Plan (PMP).

1.1 Project Management Plan

The Proposed Team will develop detailed PMP that reflects responsibilities to be performed by the Proposed Team and the District. The PMP shall include:

- Project Approach
- Project Schedule with Key Milestone Deliverable Dates
- Communication and Coordination Plan
- Project Status Monitoring/Reporting Approach
- Risk/Issue Management Approach
- Cost management Approach
- Quality management Approach
- Change Management Approach

1.2 Project Kickoff

The Proposed Team shall facilitate a Project Kickoff Meeting to review and orient the District to the PMP. As part of the Project Kickoff, the Proposed Team shall provide an overview of the technology solution.

Phase 2 – Blueprinting

Phase 2 – Blueprinting, includes reviewing and documenting the business processes to be supported by the identified technology solution; identifying configuration needs to provide the desired functional and technical requirements included in this RFP (Appendix A); and creating a System Implementation Plan (SIP) to ready for Phase 3 – Realization.

2.1 Business Process Mapping

The Proposed Team will work with District staff during the Blueprinting Phase to document “To-Be” business processes listed in Table 2.1 for the impacted groups and reflect the functionality presented in Appendix C.

Table 2.1 Business Process and Impacted Groups

Process Categories	Division/ Line of Business Departments	Current Processes to be Improved
Enterprise Resource Planning Business Processes		
General Ledger Management	Financial Management	<ul style="list-style-type: none"> • Make updates to general ledger?
Processing Accounts Receivable	Financial Management	<ul style="list-style-type: none"> • Process payments through or 3rd party provider (currently Xpress Bill Pay) • Collect checks, scan to bank account, and update general ledger
Processing Accounts Payable	Financial Management	<ul style="list-style-type: none"> • Receive Email invoices, save attachments, and send for approval • Select invoices for check run, print and sign checks, and mail • Move to ACH bill payment in near future
Impact Fee Management	Energy & Resources / Customer Service	<ul style="list-style-type: none"> • Review impact fee applications • Process fee worksheet and add to water service agreement • Issue fee and connection request to customer
Customer Management	Customer Service	<ul style="list-style-type: none"> • Improve notification process • Customer being able to manage emergency notifications • Responding to autopay and usage inquiries
Utility Billing	Customer Service	<ul style="list-style-type: none"> • Perform monthly billing process • Create new customer account • Make changes to customer accounts • Set up water meter installation and meter reading • Extract consumption data and process for billing
Reporting Asset Values	Financial Management	<ul style="list-style-type: none"> • Onboard assets associated with capital projects • Depreciate assets in asset registry • Use asset values in annual budgeting process
Procurement	All	<ul style="list-style-type: none"> • Process small procurements • Process credit card expenses • Manage competitive bid procurements
Budget	All	<ul style="list-style-type: none"> • Ability to create budgets within system

2.2 Functional and Technical System Requirements

The Proposed Team shall compare the functional and technical requirements reflected in Appendix A to the business process maps and summarize the activities required to implement as part of the SIP (Sub-Task 2.3).

2.2.1 Functional Requirements (FR)

Functional Requirements (FR) describe the District’s desired functionality provided by the technology solution. The FR categories are listed and described in Table 2.2, with specific details included in the Functional and Technical Requirements Proposer Response Workbook (Appendix A).

Table 2.2 ERP System Functional Requirement Categories

FR Category	Description
General Ledger (G/L) Management	The technology solution manages chart of accounts, records financial transactions, generates standard financial statements, and supports State of Utah reporting requirements (i.e., Utah Transparency).
Utility Billing/Processing Accounts Receivable (A/R)	The technology solution supports creation of customer accounts, creates customer bills, issues bills, records payments, and generates reports on billing activity and revenue collection. Provides cash receipting, supports title transfers, connecting meters, and collecting deposits
Processing Accounts Payable (A/P)	The technology solution supports entering invoices, matching invoices with purchase orders, assigning appropriate expense accounts, approval routing, and scheduling payments.
Customer Management	The technology solution stores and manages customer information, tracks customer inquiries and disputes, and provides customer account access.
Tracking asset values	The technology solution defines asset valuation methods, tracks asset valuations, and defines asset depreciation schedules.
Procurement	The technology solution creates purchase requisitions, creates and issues purchase orders, and supports approval routing.
Grant Accounting	The technology solution tracks grant budgets and transactions and generates grant reports and financial statements.
Project Accounting	The technology solution tracks project budgets, tracks project related labor and expenses, manages project billing, and forecasts project costs and schedules.
Budgeting	The technology solution creates departmental budgets, forecasts various budgeting scenarios, and reports actual spending vs budgeted amount.
Impact Fee Management	The technology solution calculates fee estimates, tracks status of approvals, and issues fee statements.
Optional Functionality	Optional functionality for mass notifications, document management, and bill payment processing, and cross connection control

2.2.2 Technical Requirements (TR)

The Technical Requirements (TR) describe the required IT system related requirements for the technology solution. The categories of TR are listed and described in Table 2.3, with specific details included in the Functional and Technical Requirements Proposer Response Workbook (Appendix A).

Table 2.3 Technical Requirement Categories for the ERP System

TR Category	Description
User Management	The technology solution provides access to users based on their predefined roles, keeping a record of their access activities.
User Interface/User Experience	The technology solution provides an intuitive and easy-to-navigate interface.
Reporting and Dashboarding	The technology solution shall allow users to view dashboards/reports of information. Standard reports should be customizable, and the technology solution should allow the creation of new reports from scratch.
Infrastructure	The technology solution provides users with access to information from laptop and desktop computers and mobile devices. Also provides separate environments for development, testing, and training and allows database replication for disaster recovery strategies.
Sustainability	The technology solution provides continuous support and system corrections, improvements, and development, keeping a current technology roadmap.
Data Management	The technology solution should be able to import and export data using different formats.
Interface Requirements	The desired one and two-way interfaces are reflected in Section 4 - Desired Technology Solution, Figure 2.

* In addition to providing an interface, the proposed technology solution could present an option to replace the functionality of the Everbridge, DocuWare, Xpress Bill Pay, and Swift Comply.

2.3 System Implementation Plan

The Proposed Team shall prepare a detailed SIP that outlines the steps and plan of action to configure the technology solution to meet the vision confirmed in the Blueprinting Phase. The SIP shall include the following sections, at a minimum, and briefly describe how the Proposed Team will accomplish each task:

- Software Configuration Plan
- Historical Data Migration
- Data Security Plan that adheres to all District IT Security, Development, and Configuration policies
- Master Testing Plan (Unit Testing, Regression Testing interfaces, enhancements)
- Training Plan
- Acceptance Testing Plan
- System Go-live Plan
- Post-implementation Support Plan

The SIP shall include milestones and logical breakpoints during which the District, and the Proposed Team may assess progress and prepare for each task/phase of the project. The SIP shall provide as much detailed Work Breakdown Structure (WBS) as needed to clearly communicate Proposed Team's work plan.

Phase 3 - Realization

During the Realization Phase, the Proposed Team shall configure the technology solution based on the approved requirement documents from the Blueprinting Phase.

3.1 Realization of Configuration Specifications

The Proposed Team shall create the configuration structure to achieve the defined requirements. The Proposed Team will follow the configuration requirements to complete the technology solution system configuration as defined during the Blueprinting Phase.

3.2 Configuration Sprints

Configuration sprints are periods of time during the Realization Phase where the Proposed Team will be performing software configuration work within a development environment. These sprints are designed to keep the project on schedule and support the Proposed Team by providing frequent review / feedback of work completed. The configuration work will be divided into four completion sprints or stages. These stages are check points for completion of the system configuration / build at 30%, 60%, 90% and 100% completion.

3.3 Data Migration

The Proposed Team shall perform the migration of data records (6,000 active customer accounts; and billing and usage history for 3 years of data) from Caselle, the District's existing ERP software for billing, account payable (active vendors, and 1 year history), account receivable, customer service, (EAM migration), into the ERP functional component of the technology solution.

The Proposed Team shall perform the migration of data records (6,000 customer accounts; 10 years of data) from Access into the ERP functional component of the technology solution.

3.4 Master Testing Plan

The Proposed Team shall create a Master Testing Plan that lays out the scope, testing approach, different types of testing, testing deliverables, acceptance criteria, testing schedule, and testing resources needed for the solution testing phase of this project.

The Master Testing Plan must contain a checklist of all functions and their desired results. In any available case, test data shall be described with the desired result, so that testing can verify that calculations and data manipulations are producing the desired results. This list shall be used for function testing of the technology solution software by the District.

The technology solution shall go through multiple rounds of testing as part of quality assurance and quality control before moving into production. Testing will include:

- Build Test
- Defect Retest
- System Integration Testing (SIT)
- Full System Regression Testing

- Functional Testing
- User Acceptance Testing (UAT)
- Performance Testing

3.5 Build Test

The Proposed Team shall perform a Build Test, which serves to review the development code before it moves to Quality Assurance environment and to ensure that the entire build is migrated to QA environment and available for the testers to perform the testing. The objective is to determine whether the development code is defect-free and if further testing is possible.

3.6 Defect Retest

After defects are fixed, the Proposed Team shall perform a Defect Retest to ensure that the defects are retested with a new data sample and resolves the defect if the functionality is working as desired. Otherwise, the defect is reopened and assigned to the implementation team.

3.7 System Integration Testing

The Proposed Team shall facilitate System Integration Testing (SIT) to ensure the overall functionality testing and provides point to point testing of every component and interface that has been developed. The system test scenarios that will be run should test data boundaries, conversion, validation rules, etc. The District will provide access to their applicable business system test environments so that interfaces between the technology solution software and other business system(s), in scope for interfaces, can be tested as well.

3.8 Full System Regression Testing

The Proposed Team shall perform Regression Testing to ensure that the earlier functionality of the application is not hampered due to the new enhancement. If the test fails, then defects for the failures shall be recorded in a feedback log and fixed.

3.9 Functional Testing

The Proposed Team shall perform functional testing to ensure usability, accessibility, and that requirement specifications are met. Functional testing shall verify that the application will function optimally and adequately for the users. Any foundational configuration, business rules, interfaces, and errors found will need to be corrected.

3.10 User Acceptance Testing

The Proposed Team shall facilitate User Acceptance Testing (UAT) so that the District can methodically review all solution deliverables. UAT testing shall support end-to-end business scenario testing from an end user perspective. The goal of UAT is to verify that all functional and non-functional requirements have been met and configured to the District's specifications.

3.11 Training

The Proposed Team shall provide End User and System Administrative training.

The Proposed Team shall develop a Training Plan that includes user group levels, course duration, course description, and any course prerequisites. The Training Plan shall include the following:

Training Approach - The trainings to be provided include:

End User Training - The Proposed Team shall provide “End User” Training in alignment with the following:

- Training will be delivered to a maximum of up to 15 District staff.
- Training will be delivered in an instructor-led classroom environment with hands-on practice activities and support ability for District staff to participate remotely via a platform such as MS Teams.
- The Proposed Team shall use training materials such as MS PowerPoint slides, and participant guides.
- Training will be delivered by software knowledgeable expert(s).

The District may record the training sessions or ask Proposed Team will provide recordings of the sessions.

System Administration Training - The Proposed Team shall provide “System Administration” Training in alignment with the following:

- This training will be provided for up to 6 District staff and system administrators.
- Training will be delivered by a software expert/trainer.
- Training will be delivered in an instructor-led classroom environment with hands-on practice activities and support ability for District staff to participate remotely via a platform such as MS Teams.

Training Materials - description of the training materials delivered by the Proposed Team. The District will review and approve all training materials. Training materials to be provided include presentation slide decks, Quick Reference Guide or Participant Guide. The Proposed Team shall also provide system documentation/user procedures in the form of Online Help documentation.

Training Personnel - staff the District must provide to support the proposed training approach.

Training Logistics - equipment and tools required to support training

Phase 4 – Go-Live

During the Go-Live Phase, the Proposed Team shall provide support to ensure the technology solution is fully functional.

4.1 Go-Live Support

During and following Go-Live, the Proposed Team will serve as a point of contact to collect issues/defects experienced. The Proposed Team will have 60 days after “Go-Live” to close all identified defects.

4.2 On-Going Support

The Proposed Team shall provide 5-Year Software Support for annual software licensing costs and on-going support to address defects that arise during use, provide IT service and support for the District users, and provide other maintenance needed to support the software on an annual basis.

On-going support would be provided in the form of a service (i.e., Software and Maintenance) contract following implementation.

Appendix C – Cost Proposal Sheet

Please submit separately from primary Technical Proposal.

Company Name:	
Contact	
Phone	
Email Address	

Implementation Costs

The following deliverables are defined per task listed in the scope of work in Appendix B.

Scope #	Scope Title Reference	Labor Cost	Expense Cost	Total Cost
Implementation of the Scope of Work				
1.1	Project Management Plan			
1.2	Project Kickoff			
2.1	Business Process Mapping			
2.2	Functional and Technical System Requirements			
2.3	System Implementation Plan			
3.1	Realization of Confirmation Specifications			
3.2	Configuration Sprints			
3.3	Data Migration			
3.4	Master Testing Plan			
3.5	Build Test			
3.6	Defect Retest			
3.7	System Integration Testing			
3.8	Full System Regression Testing			
3.9	Functional Testing			
3.10	User Acceptance Testing			
3.11	Training			
4.1	GO-LIVE			
Total Implementation Cost				

Software/Interface Costs

Description	Total
Software (Year 1 - as part of software implementation and use)	
Enterprise Resource Planning System – including four environments – Dev; Test; Training; Production for number of System Users specified in Section 4 – Desired Technology Solution)	
Mass Notification System* (Requested for pricing purposes)	
Document Management System* (Requested for pricing purposes)	
Electronic Billing System* (Requested for pricing purposes)	
Cross Connection Control System* (Requested for pricing purposes)	
Interfaces (see Section 4 – Desired Technology Solution, Figure 2)	
OpenGov** (Two-Way)	
ESRI ArcGIS Enterprise and Online (Two-Way)	
Xpress Bill Pay (Two-Way)	
Badger/Beacon AMA (Two- Way)	
Swift Comply (One-way)	
DocuWare/Google Drive (Two-Way)	
Everbridge (One -Way)	
Visa Spend Clarity Portal (Two-Way)	
ADP (One-Way)	

*Optional functionality of proposed technology solution to replace existing system depicted in Figure 2

** The District is in process of implementing OpenGov as its new enterprise asset management (EAM) system.

4-Year Software Cost (Post Year 1):

Software	Year 2	Year 3	Year 4	Year 5
Enterprise Resource Planning Software				
Mass Notification System*				
Document Management System*				
Electronic Billing System*				
Cross Connection Control System*				

*Optional functionality of proposed technology solution to replace existing system depicted in Figure 2