



Juvenile Welfare Board

Investing in children. Strengthening our community.

REQUEST FOR PROPOSALS FOR

**MICROSOFT DYNAMIC 365 BUSINESS CENTRAL ESSENTIALS
SaaS LICENSES AND IMPLEMENTATION SERVICES**

PRE-PROPOSAL CONFERENCE

PREPROPOSAL CONFERENCE GROUND RULES

1. JWB encourages questions. All participants will be muted. Please type your question in the chat and the moderator will read the question for discussion.
2. Use of cameras are encouraged.
3. Discussions today do not materially affect the RFP unless contained in a written addendum.
4. E-mail all written questions to rfp@jwbpinellas.org by **Noon, Friday, September 29, 2023**. The responses to questions will be posted on the JWB website, www.jwbpinellas.org by 5:00 PM Friday, October 6, 2023.

AGENDA

- Welcome and Introductions
- Objective & Background
- Scope of Work
- RFP Timeline
- Proposal Submission, Proposal Format, and Forms
- Evaluation, Award and Agreement
- Questions and Answers



GOALS

The **overall goal** is to take advantage of the newest technology and harness efficiencies by reviewing business processes and implementing technology to enhance and automate existing business processes performed by JWB Departments.

- Adopt new System functionality to support core processes
- Gain efficiency by automating current manual workflow
- Eliminate other outside processes that rely on Microsoft Excel or other resources
- Obtain a cloud solution that does not require VPN or any on-premise hardware

OBJECTIVE

Solicit proposals and establish a contract to purchase a “**System**” that includes:

- Microsoft Business Central Essentials software-as-a-service (SaaS) licenses; and
- Third-party add-ons needed to meet the functional requirements outlined in the RFP.

JWB is seeking to partner with a company with **extensive government entity implementation experience** of the system that can also provide **professional services** and **on-going support** related to the implementation or processing of data, report content, and post implementation training. Proposers are expected to recommend the licensing model, but licenses must be in JWB’s name.

BACKGROUND

JWB operates primarily in a remote/hybrid environment. JWB selected Business Central Essentials because of its functionality and compatibility with Microsoft products that JWB currently has such as Azure, SharePoint, Power Platform, etc.

JWB has the following licensing and technology in place:

- E5 licenses for all employees in the Microsoft365 environment, including the Power Platform, Microsoft 365 Apps for Office, etc.
- Azure Active Directory (AD) in a hybrid environment with AD being on premise.
- SharePoint online.
- Rubrik utilized for cloud backups.
- Blob storage through Azure.

ACCOUNTING DETAILS

- The fiscal year runs **October 1st - September 30th**.
- JWB currently uses **Microsoft Dynamics Great Plains** and is accessed by **10** of JWB's **75** staff members.
- JWB utilizes 2 governmental funds, **General Fund** and **Governmental Activities Fund**.
- Pinellas Core Management System (PCMS) is a 501(c)(3), a blended component unit of JWB, has one **Special Revenue Fund** with minimal activity.

Scope of Work



FUNCTIONAL REQUIREMENTS

A high-level overview can be found in **Attachment 5 Functional Requirements**. This provides critical information that covers the following:

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Budget
- Cash Receipts
- Fixed Assets
- General Ledger
- Purchasing
- Reporting

CURRENT ENVIRONMENT AND REPORTS

Section 2.4 Current Environment, provides a summary of key transaction and operating volumes and standards. This table reflects actual amounts for the current environment.

Current reporting examples can be found in Attachment 6, Sample Reports.

APPLICATION MIGRATION PLAN

JWB's current Accounting and Financial Management system relies heavily on several other enterprise software applications to support key business processes.

Section 2.5 Application Migration Plan indicates which applications will be replaced, maintained, or interfaced with the new System.

APPLICATION MIGRATION PLAN - REPLACE

Replace (R) – Intending to replace these applications with the System.

- Microsoft Dynamics Great Plains
- PanatrackerGP
- Mekorma
- Rockton
- Budget Amendment Log Excel Workbook
- Paper Invoices and Travel Reimbursements Request Excel Form
- Microsoft Dynamic Report Designer
- Greenshades
- eONE
- Smartlist
- Check Request/PO Request Form

APPLICATION MIGRATION PLAN - MAINTAIN

Maintain (M) – Intending to keep the application and NOT interface or integrate with the System.

- Budget Development Excel Workbooks
- Payroll Positions Excel Workbooks
- Budget Revenue Forecasting Workbooks
- Budget Book (Excel and Word)
- Laserfiche

APPLICATION MIGRATION PLAN - INTERFACE

Interface (I) – Intending to keep the application AND interface or integrate with the System.

- Bank of America Works
- Truist Digital Treasury
- Amplifund
- Paycor

SOFTWARE ACQUISITION

The System will be accessed by **13 unique users** that will need full access. Depending on the pricing structure and functionality, there may be up to **80 users** to automate workflows, invoice processing, budget amendments, and purchasing approvals.

Section 2.6 Software Acquisition and Pricing provides a user matrix table. Proposers are required to propose the licensing model, quantity, and pricing for all software included with the System that supports all required functionality.

REQUIRED IMPLEMENTATION SERVICES

- JWB expects the implementation services to be conducted virtually.
- As defined in **Section 2.7 Implementation Services**, the following services must be provided to support the successful implementation of the System:
 - Project Management
 - Import Data
 - Testing
 - System Documentation
 - Software Configuration
 - Report Development
 - Training
 - Immediate Go-Live Support

IMPLEMENTATION SERVICES STAFFING AND ONGOING SYSTEM SUPPORT

The proposed project staff must have expert knowledge of the product version of the System being deployed for JWB and possess the necessary knowledge, skills and abilities to complete the tasks associated with the project scope.

JWB's dedicated Microsoft 365 Global Administrator will assist the project by being the System administrator, technical liaison, and project manager.

JWB expects the Proposer to provide ongoing support services related to the implementation or processing of data, report content, and post implementation training.

PROJECT TIMELINE

JWB expects Proposers to recommend a project duration and cutover date based on their experience with similar organizations and similarly sized scopes of work.

JWB requires a Go-Live date of
October 1, 2024.

JWB is open to implementing workflow after the Go-Live date, if recommended by the Proposer. Currently, JWB does not have an electronic workflow process.

CONTRACT TERMS AND CONDITIONS

- The **Attachment 1 Minimum Terms and Conditions** may be included in any contract with the Proposer selected by JWB.
- Proposer is required to complete **Form 4 Minimum Terms and Conditions Compliance Checklist** and is advised that any **exceptions** to the Minimum Terms and Conditions must be identified in its response to the RFP on.
- Proposer must attach its Statement of Work and all proposed agreements as directed in **Section 3.2 Narrative Response Items D and G**.

CONTRACT TERMS AND CONDITIONS

- **Absence of Proposer's exceptions** to the minimum or special contractual terms or any portion thereof shall be deemed an acceptance of all JWB's contractual terms and Proposer shall not object to including any such terms in a resulting contract.
- **Exceptions raised after the submission** of the response to the RFP will not be considered by JWB. JWB reserves the right to add additional terms in its sole discretion.

INSURANCE

Insurance requirements can be found in **Attachment 1 Minimum Terms and Conditions**. Proposer must provide a Certificate of Insurance in accordance with the minimum insurance requirements identified in Attachment 1 **within 10 days** of finalizing formal contract with JWB.

Any exceptions to any of the insurance requirements must be identified in its response to the RFP via **Form 4 – Minimum Contract Terms and Conditions Compliance Checklist**.

RFP Timeline



RFP TIMELINE

- 09/07/23: RFP Released
- 09/27/23: Optional Pre-Proposal Conference
- 09/29/23: Deadline for Receipt of Questions by Noon
- 10/06/23: Written Responses to Questions Released
- 10/12/23: Proposal Submission Due Date by Noon
- 11/08/23: Evaluation Committee Meeting
- 11/30; 12/1 & 12/08/23: Interview Top Proposers
- 12/12/23: Best and Final Offer Due
- 12/20/23: Evaluation Committee Meeting
- 01/18/24: Board Action to Award
- 01/19/24: Announce Intent to Award
- On or before 03/01/24: Execute Agreements

Proposal Submission, Proposal Format, and Forms



PROPOSAL SUBMISSION

Proposals Must:

- Be signed by the authorized company officer;
- Use the required format;
- Be sent by email to rfp@jwbpinellas.org which must include “Microsoft Business Central Essentials SaaS Licenses and Implementation Services RFP – [Proposer’s Name]” in the subject line, where [Proposer’s Name] represents the Proposer’s organization’s name;
- Received on or before **Noon on October 12, 2023**. Late submissions will not be considered.

PROPOSAL SUBMISSION

Other Important Submission Information:

- The maximum email size JWB can receive is 10MB.
- If the submission email, including any attachments, is greater than 10MB, please send multiple separate emails which are less than the 10MB maximum.
- It is the responsibility of the Proposer to ensure that the Proposal is received by JWB on time at the right location. JWB will reply to confirm receipt of all Proposals.
- JWB is not responsible if technical difficulties are encountered during the submission process.

PROPOSAL FORMAT

The following documents must be emailed to JWB as attachments with the naming and electronic file formats shown below:

1. Microsoft Business Central Essentials SaaS Licenses and Implementation Services RFP - Proposal [Proposer's Name].pdf
2. Microsoft Business Central Essentials SaaS Licenses and Implementation Services RFP - Pricing Forms [Proposer's Name].xlsx
3. Microsoft Business Central Essentials SaaS Licenses and Implementation Services RFP - Functional Requirements [Proposer's Name].xlsx

PROPOSAL FORMAT

The Proposal “Microsoft Business Central Essentials SaaS Licenses and Implementation Services RFP - Proposal [Proposer’s Name].pdf” (pdf document referenced in prior slide) must be assembled in the following order. Make sure to number each page, including attachments. All Proposals must be typed single-spaced using 12-point font.

Proposals must be assembled as listed below:

Signed Addenda, if issued

Form 1 - Proposal Signature Form (signed)

Table of Contents

Narrative Response (maximum of 25 pages)

- Warranties
- Job Descriptions
- Dunn & Bradstreet Report (or Experian or Equifax)

Form 2 - Customer References

Form 3 - Non-Collusion Affidavit (signed and notarized)

Form 4 - Minimum Contract Terms & Conditions Compliance Checklist (signed)

Form 5 - IRS W-9 (signed)

Form 6 - Affidavit of Compliance (signed and notarized)

Evaluation, Award, and Agreement



MINIMUM CRITERIA

The following minimum criteria must be met for a Proposal to be forwarded to the evaluation committee and considered for further evaluation. Failure to meet all these criteria will automatically disqualify the Proposer's response from further consideration:

- The Proposal is received by Noon on 10/12/2023;
- The Proposal Signature Form is signed by an authorized officer;
- Proposer must have completed at least 3 implementations of the software that is being recommended; and
- Minimum of 3 references have been provided.

ROUND 1 EVALUATION

The committee awards points on a scale of 1-5 to each of the Evaluation Criteria using the definitions provided in **Attachment 3 - Round 1 Evaluation Form**. Up to an additional 5 points are available for Proposers who incorporate JWB's minimum terms and conditions into the Proposed Agreements with no exceptions. Additional or modified terms and conditions may be necessary depending on the responses to the RFP, any exceptions or conflicts must be stated explicitly.

<u>EVALUATION CRITERIA</u>	<u>WEIGHT</u>
Implementation Services	40%
Price	30%
Functional Requirements	15%
Company Background	5%
Ongoing Support Services	5%
References	5%
TOTAL	100%

ROUND 2 EVALUATION

The Top Proposers in Round 1 may be invited to provide a virtual interview that will include:

- 1.Introduction of key staff;
- 2.Implementation approach;
- 2.Expertise and experience;
- 3.Current and projected workloads and ability to meet JWB's time requirements;
- 4.Software demonstration;
- 5.Estimated hours and fees; and
- 6.Questions and answers.

ROUND 2 EVALUATION

At the conclusion of the round two activities, the Top Proposers will be evaluated against the following criteria, which will be combined with Round 1 scores. The Evaluation Committee will then make recommendations to the Board, in order of preference, the firms based on the combined scoring results.

<u>Evaluation Criteria</u>	<u>Weight</u>
Presentation and Responses	15%
Price	5%
Total	20%

Proposers may be asked for a Best and Final Offer post-presentation/interview. JWB reserves the right to award a contract without a Best and Final Offer request. The Evaluation Committee's recommendation will be presented to the Board for approval and award.

AWARD AND AGREEMENT

- JWB's intent is to award one agreement.
- It is anticipated that the agreement will remain valid for a period of **60-months with an option of additional successive 36-month terms** from date of issuance unless terminated earlier in accordance with the agreement terms.
- The sample agreement is provided in **Attachment 1** of the RFP. Use **Form 4** in your proposal to indicate if you have any exceptions to the contract terms and conditions.
- The **Notice of Award** will be posted on JWB's website and emailed to all Proposers.

Information can be found on
our website

www.jwbpinellas.org

Any changes in meeting
date/time and written
responses to questions will be
posted on the website

Please direct all
communication concerning
this solicitation to:

Sarah Smith

ssmith@jwbpinellas.org

Questions and Answers

