



Request for Proposals: ERP (Enterprise Resource Planning) Software

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Summary

The Association of Public Health Laboratories, Inc. (APHL) issues this RFP for an Enterprise Resource Planning (ERP) software vendor and the implementation of the software. There are many distinct types of ERP software. Still, we are looking for one that fully encompasses most of our operational processes and will streamline communications between different departments. The ERP system should have modules allowing the end-to-end capabilities for Finance (General Ledger, Accounts Receivable, Accounts Payable, Cash Management, Contract & Projects, and Grants), Procurement, Contracts, and People and Culture (HR). Phase I of the implementation will be Finance (GL, AR, AP, Cash Mgmt., Contract & Projects, and Grants) and Procurement. Phase II, if undertaken, will be publicized in a separate RFP and may include Legal and Compliance (Contracts) and People and Culture (HR). All modules should work together seamlessly to streamline processes and enhance visibility.

Background

APHL currently utilizes multiple software applications and manual processes across the organization. Consolidating into an ERP platform is a preference and a necessity to improve communication and efficiency. This is a crucial step for our organization. The ERP will allow one system to house the organization's financial data.

Eligibility

Eligible entities include companies offering all-encompassing ERP systems. The software must be stand-alone, meaning it does not require another system to process core data. Specific requirements regarding the ERP system are outlined in **Appendix A**. Specific IT/Data related requirements are in (**Appendix B: IT/Data Questionnaire**). All participants must complete the IT/Data Questionnaire to ensure their eligibility and readiness for the proposal submission.

Qualifying suppliers must:

1. have a stand-alone system (not dependent on another system);
2. have modules for Finance (Accounts Payable, Accounts Receivable, Cash Management, Contracts & Projects, and Grants Management), People and Culture (HR), Procurement, and Contracts (Legal and Compliance) needs;
3. integrate with ADP, Concur, Risk Rate, Truist bank and Ironclad;
4. have total ERP-related revenues of more than \$1 billion annually;
5. provide an organizational portfolio, most recent audited financial statements, and SOC2 report;
6. offer implementation services or work closely with a third-party implementation partner (preference given if the implementation team can commit to the *entire project*);

7. provide maintenance and support services after implementation is concluded;
8. have a project team with a project manager that will lead the entire implementation;
9. complete a Data Questionnaire and confirm IT & Data Safety and security processes and procedures are in place;
10. not be on the SAM or OFAC list; and
11. can be paid based on project milestones for the ERP implementation Project.

The eligible applicant must be able to contract directly with APHL or have an existing relationship with a third-party organization that can contract directly with APHL. Acceptance of the award means agreement with the compensation structure and amounts agreed upon with the awardee and APHL.

Recipients must be legally able to contract within the United States and not be disbarred or prohibited from contracting with businesses or the federal government.

Specific expectations regarding the methodologies to be used are outlined in [Appendix A: Expectations](#).

All applicants are required to agree to the following minimum requirements as outlined in [Appendix B: Minimum Requirements](#)

Anticipated RFP Schedule

Date	Assignment	Details
8/23/2024	APHL issues RFP	APHL procurement site www.aphl.org/rfp
9/6/2024	Required Letter of Intent Due to APHL by 5:00 pm EST	Send an email to ERPImplementation@aphl8515.onmicrosoft.com and cc: davona.moore@aphl.org
9/23/2024	RFP Responses Due by 5:00 pm EST	Submit proposal including exhibits via email to ERPImplementation@aphl8515.onmicrosoft.com and cc: davona.moore@aphl.org
10/7/2024	Follow-up interviews and updated proposals due (if needed)	
10/23/2024	Final Review completed and awardees notified (estimated date)	

APHL will communicate any modification to this anticipated schedule on APHL's procurement website (www.aphl.org/rfp) and via an email blast to public health laboratories (PHLs) if applicable.

Contact for Questions and Submissions

Please submit any questions via email to ERPImplementation@aphl8515.onmicrosoft.com and cc: davona.moore@aphl.org.

Response Submittal

Confirmation of Intent to Respond

APHL requires prospective applicants to submit a brief email statement indicating an intent to submit a proposal. To allow for appropriate review process planning, APHL must receive this email by the date and time found above in the Anticipated RFP Schedule. **The letter of intent is required for consideration.**

Submission of Completed Proposals

APHL must receive complete responses by **5:00 pm EST**, on the due date. Please see [Proposal-Required Submissions](#) section for items that must be included in the completed proposal.

APHL will send an email acknowledging the receipt of your application; if you do not receive an acknowledgement within 2 business days, please email the RFP point of contact to confirm receipt.

Award

APHL will select one organization to implement its new ERP system. The implementation will be managed by the ERP partner and/or a third-party implementation partner that works closely with the ERP partner. This implementation project will be milestone-based. The project milestones are based on completing several key project goals listed below.

We anticipate paying invoices via ACH within 45 days of receipt and after each milestone is completed under these terms.

Milestones	Payments
Kickoff for Implementation of ERP Project - meeting with APHL Team and Core ERP Provider Project team and review of the implementation plan.	20%
Completion of Framework of ERP System and completion and approval of system design	20%
Completion of Beta Testing of ERP System functions for Finance, Procurement, and Grants	20%

SME & Staff Training, Final testing to prepare for roll-out and SOP creation completed	20%
Successful roll-out of ERP System for Finance, Grants, and Procurement functions.	20%
3-Year ERP Solution License Agreement to start after ERP implementation is completed	Paid after the successful completion of the Finance, Grants, and Procurement ERP Implementation (Paid annually)
3-Year Maintenance and Service Agreement to start after ERP Implementation is completed	Paid after the successful completion of the Finance, Grants, and Procurement ERP implementation (Paid annually)

Term of Project

The term of the implementation project is based on the successful completion of each milestone. This time can be slightly adjusted based on discussions regarding the implementation plan. Once the ERP system is implemented, this project will have a 3-year license term.

The Implementation fee is a one-time fee that will be paid in milestones, as stated in the Award section of this RFP. Annual license and service maintenance renewals are possible after the initial 3-year ERP license and service maintenance term.

Evaluation

APHL staff, led by the Director of Procurement, will review all proposals to ensure their completeness. Any incomplete application on the proposal due date specified in the **Anticipated RFP Schedule** section will not be considered and will not receive a formal evaluation. Please make sure to complete and send all required information on time.

A team including participants from APHL's Finance and Procurement, Grants Management, People and Culture, Information Technology Solutions, and Legal and Compliance departments will review completed proposals. This team will also have final approval over the selection of the ERP provider.

Conflict of Interest

APHL will ask potential reviewers to complete and sign APHL's **Conflict of Interest Disclosure Statement** in order to disclose any real or perceived conflict of interest prior to the start of the evaluation process. Reviewers will have to affirm that they have no conflict of interest that would preclude an unbiased and objective review of the proposals received. APHL will not select reviewers with a perceived or potential conflict of interest.

Evaluation Criteria

The evaluation team will review proposals based on responses to the questions and demos and will give a numeric score of up to 100 maximum points based on the scorecard template in **Appendix C**. Finalists will also be required to present a customized demo to the APHL team that is relevant to APHL ERP needs stated in this RFP.

Evaluation Process

The evaluation team will conduct the review via email communication between the review team and the ERP RFP participants and a teleconference and/or webinar evaluation session. APHL's Director of Procurement will coordinate the review process and the evaluation sessions.

The reviewers may request follow-up interviews with all or some of the applicants and, following these interviews, may request supplemental information on an applicant's proposal or request a software demonstration. The evaluation team will use these interviews and any supplemental information to clarify provider experience in one or more evaluation criteria or explain other information in the applicant's proposal.

In cases where all other evaluation criteria are similar, the Director of Procurement and Director of Finance can advise the evaluation team on selections that would provide the most financially competitive bid and the ERP system that best suits our organizational needs.

Post-Evaluation Procedures

APHL staff will notify the selected applicant within ten business days of the evaluation's completion and post the recipient's names to APHL's procurement website, www.aphl.org/rfp, within three (3) business days of the applicant's acceptance of the award. Unsuccessful applicants will receive notification of these results by e-mail within 30 days after the name of the selected awardee is posted.

All applicants will be entitled to utilize APHL's RFP Appeals Process to formulate a protest regarding alleged irregularities or improprieties during the procurement process. Specific details of this policy are on the procurement website.

Conditions of Award Acceptance

The eligible organizations must be able to contract directly with APHL or have an existing relationship with a third-party organization that can contract directly with APHL. Organizations must meet the requirements stated in **Appendix A**. Acceptance of the award means an agreement to the Eligibility and Project Requirements agreed upon with the awardee and APHL.

Proposal – Required Submissions

ERP providers must submit a **letter of intent to apply** and **full proposal submissions** by the dates and times indicated in the Anticipated RFP Schedule. Applications must comply with the submission requirements set out in the summary below. A complete proposal will include the following items:

- **Response to APHL Requirements for the ERP System capabilities in Appendix A**
- **A completed IT/Data Questionnaire Appendix B**
- **Response to Questions (below)**
 - Responses should be limited to no more than ten (10) single-spaced pages (font size > 11pt, 1-inch margins)
 - The proposal should include responses to the questions below, including each aspect of the question. The proposal should indicate what question is being answered.
- **A Formal ERP Implementation Proposal**
 - Must include Implementation total cost
 - 3-Year license agreement and maintenance cost (*paid annually*)
 - Details regarding the Finance, Procurement, Grants, People and Culture (HR), and Legal and Compliance functionalities (a demo will be required if selected as a finalist)
 - Implementation plan
 - Project team details

Response to Questions

IT Requirements

1. Will your organization provide data migration? Will this be a hybrid approach between APHL and yourself?
2. What type of IT resources will APHL need to provide? (Could be related to infrastructure, data transformation, integration, and advisors on APHL's tech ecosystem)
 - a. Please explain in detail what the APHL ITS department will need to be involved in and what you will lead from an IT implementation perspective.
3. Will we have a dedicated Project manager during implementation? Preferred same parties for the entire implementation.
 - a. Do you offer a platform for APHL and your organization to communicate and share updates and issues?
4. Can your organization draft the SOPs for the ERP System?
5. Provide the different types of customer support services provided to your customers after implementation, whether they are free of charge or not, and hours of operation (i.e. chat

support, ticketing support system, knowledge base library, user community, blog, consulting services)

6. Does the ERP system offer SSO with Azure Entra ID and provide user account provisioning to manage security roles?
7. Explain your system integration process (i.e. pre-determined connections and data mapping, custom scripts, SFTP data loads, API)

Workforce

8. Please detail the composition of the project team.
 - a. Describe the qualifications and experience staff have in implementing ERP systems.
 - b. Please detail whether they have experience implementing ERP systems for associations. Also, please state if there are any holidays or vacations planned.
 - c. Explain your project management process and how tasks/milestones/feedback will be tracked

Finance & Procurement

(AP)

9. Does this ERP system allow payments to/from anywhere worldwide?
10. Does this system allow for invoice approval workflow through the system?
11. Can workflow for payments and approval for payments be routed through your system?
12. Does the ERP system have a signature tool or plug-in ability to use a signature tool with an audit trail?
13. Will the financial module allow for prepaid allocations?
14. What is your system tax with-holdings capabilities?
15. Would your system store state filings and build them? Notify us when one is due.

(GL)

16. Do pre-pay and fixed assets have reoccurring entries?
17. Is there a bank/asset reconciliation feature?
18. Custom Financial reporting ability?
19. Ability to plug into the HR system to pull Employee data?
20. Can reports be provided in foreign currencies?
21. Is there an amortization tool?

(AR)

22. Does the ERP allow AR to be integrated with revenue contracts? (Alert if a revenue contract exceeds contract value)
23. Does your ERP system interact with MC Trade?
24. Does your system allow an invoice and cash receipt approval workflow?

(Budget/Grants)

25. Does the system have consolidated budget capabilities?
26. Could APHL put budget controls in place for spending?
27. Customized reporting capabilities?
28. Ability to route approvals to specific staff members?

(Procurement)

- 29. Does your ERP system offer staff self-service purchasing?
- 30. RFQ and RFP capabilities?
- 31. Supplier self-service portal?
 - a. allow for supplier to manage their account (banking, company details)
- 32. Do you offer Punch-out Catalog Capabilities?
 - a. will punch-out setup require your assistance or APHL IT?
- 33. What Receipt of goods/services capability do you offer?
- 34. Customized reporting capabilities for Procurement?
- 35. Align budgets with Requisitions, Purchase Orders, and Contracts.

Legal & Compliance (Contracts) (Possible Phase II)

- 36. Can the ERP system have an API or plug-in to One Trust?
- 37. What would the migration of the closeout process look like?
- 38. Do you have a plug-in, or can you integrate with Ironclad?
- 39. Do you have a plug-in, or can you integrate with Risk Rate Enterprise Due Diligence software?
- 40. Can your system communicate re-obligations/de-obligations with finance?
- 41. Does the contract module offer standard templates that we can customize?

People & Culture (Possible Phase II)

- 42. Does your system have talent Management. capabilities?
- 43. Are there staff development capabilities?
 - a. Performance Management-Evaluations
 - b. Goals & PIP
 - c. E-learning
- 44. International Payroll capabilities?
- 45. Metrics and Retention Reporting capabilities?
- 46. Can the system hold insurance information?
- 47. Configuration management capabilities
 - a. Time and attendance
 - b. 1094 & 1095-c

Additional Information and Deadlines for Application Submission

Applicants should direct all questions to Davona Moore (davona.moore@aphl.org). A letter of intent is required for consideration to allow for appropriate review process planning. Applicants should submit letters by email to Davona Moore at APHL (davona.moore@aphl.org) no later than the date and time indicated in the Anticipated RFP Schedule.

Proposals are due to Davona Moore at APHL (davona.moore@aphl.org) by the date and time indicated in the Anticipated RFP Schedule. APHL will send an email acknowledging the receipt of your proposal. If you do not receive an acknowledgment within two (2) business days, email to confirm receipt.

[Appendices on following pages.]

Appendix A: Requirements and Requested Features

The Requirements stated are APHLs proposed for the ERP System, but the Evaluation team will review all aspects of the total Proposal package and decide which participants to proceed with based on all answers and proposal articles submitted.

Department	Requirements and Features
Finance	The financial module components should work seamlessly to streamline processes and enhance visibility through an automated workflow. • General Ledger • Accounts Receivable • Accounts Payable • Cash management • Contracts and projects • Grants management • Invoicing • Deposits • Budgeting • Reconciliation • Revenue management • Cost analysis and management • Churn reports • Payroll • Revenue allocation • Expense management • Support multiple currencies • Manage multiple entities • Support multiple regions • Enables regulatory compliance • Audit trails • Financial reports • Built to scale • Integrates with finance's existing tools • Advanced security features

Procurement	• Centralized vendor management: Provide a centralized database for storing and managing vendor information, enabling easy transaction tracking and performance evaluation. Vendor self-service portal capabilities • Automated approval workflows: Purchase requests can be routed automatically through predefined approval workflows, reducing processing time and ensuring compliance with company policies. Self-service capabilities should be possible for staff • Purchase order automation: Once a purchase request is approved, the ERP system can automatically generate a purchase order, minimizing delays and streamlining the purchasing process • Custom reporting • Contracts (RFP, RFQ, RFI)
Legal and Compliance (Possible Phase II)	• API or integration to Risk Rate: Bi-directional, which allows for collecting vendor information in the ERP system if a new vendor is needed and pulling info from Risk Rate if established. • API or integration to Ironclad • Data privacy/ protection review and evaluation when applicable. API or integration with One Trust. This would apply to any instance where the vendor would touch PII/PHI • Migration of the de-obligation/re-obligation request • Migration of project closeout process • RFP migration to new ERP Submission and review moved from SharePoint to ERP Notifications to ITS when ready for posting (and once closed with selected vendor name(s). Allow program or procurement staff to upload all submitted proposals, review cards, COI forms, correspondence, etc. • CRM functionality allowing visualization of entire vendor relationship • Custom Reporting
People and Culture (Possible Phase II)	• Configuration Management (currently ADP): • Time & Attendance (Payroll) • 1094 & 1095-c (Benefits) • API with real-time data is in the works • International Onboarding checklist (currently through SP) • International Payroll (currently Immedis) • Talent Management (currently iCIMS) • Recruitment Processes • Staff Development • Performance Management – Evaluations, Goals & PIP (currently ADP) E-learning (to be ALC) • Custom reporting

Appendix B: IT/Data Questionnaire

Third-Party IT/Data Supplier Form

Legal Entity Name:	
Tax ID Number:	
SAM UEI:	
Principal Address:	
Legal/Compliance Contact:	
Salesperson:	
Contact Phone No:	
Contact Email:	
If the payee is not an individual person, please list the legal form of the payee (ex. A Delaware LLC)	
Please provide the name and address of any agent (bank or otherwise) collecting payment on behalf of the party entitled to payment from APHL.	
Will you transact with APHL in more than one Jurisdiction? Please list relevant countries, states, and municipalities.	
For this engagement, will your organization collect, store, use, transfer, access and/or secure APHL data or any personally identifiable information (PII)? (if yes please complete form):	

Question	Yes	No	Response
1. Do you have a vendor management program?			
2. If the vendor management program is in place, please describe the scope of your due diligence efforts			
3. Will supplier receive access to APHL Networks, computing systems or data under these engagements? If so, how?	Yes ☐	No ☐	
4. Will Supplier have access or receive personally identifiable or other sensitive information under this engagement? If so, how?	Yes ☐	No ☐	
5. Do you have an incident management program in place?	Yes ☐	No ☐	
6. How are incidents tracked?			
7. Do you have published disaster recovery policy? (If so, please include as attachment)	Yes ☐	No ☐	
8. Is your company PCI Compliant?	Yes ☐	No ☐	
9. Is there a dedicated CIRT Team?	Yes ☐	No ☐	
10. Has a third-party web application penetration test been performed on the system used to manage data?	Yes ☐	No ☐	
11. Has a third-party web application penetration test been performed on your company website? If so by whom and when?	Yes ☐	No ☐	
12. Does your company require all employees to complete cybersecurity training?	Yes ☐	No ☐	
13. What controls are in place to prevent malicious software from making its way into the backend system at your company?	Yes ☐	No ☐	
14. Does your company have formally documented information security policies?	Yes ☐	No ☐	
15. What controls are in place to prevent the compromise of PCs from web-based threats?	Yes ☐	No ☐	
16. Do you perform any of the audits listed below? a. SOC 1 b. SOC 2 c. ISO 27001 d. PCI DSS	Yes ☐ Yes ☐ Yes ☐ Yes ☐	No ☐ No ☐ No ☐ No ☐	
17. If any of the audits have been completed, please provide a copy of the most recent audit report.			Please attach
18. Do you have a Business Continuity Plan in place to recover your critical business functions that address all hazards?	Yes ☐	No ☐	

Appendix C: Score Card

The following table is a copy of the scorecard used to evaluate RFP responses.

Category/Question	Maximum Value	Score	Comments (Required)
ERP System Capability 1. Does the applicant meet the requirements needed for each APHL department function to implement the ERP system successfully? <i>(Includes functionality, automation, and other specific requirements stated in this RFP)</i> 2. Evaluation of ERP demo 3. Cost of ERP system Ideal (20-30 points): Ability to meet most ERP functionalities and cost. Adequate (10-20 points): Ability to meet many ERP requirements and cost. Limited (5-10 points): Applicant has limited ability to meet ERP requirements and cost. Inadequate (0-5 points): Applicant does not demonstrate the ability to manage the ERP capabilities and functions needed and cost.	30		(add comments)
Workforce 4. Does the implementation partner have a dedicated Project manager and core implementation team to oversee the project to completion? 5. Implementation team has prior experience working with Associations on ERP projects? <i>(Details provided)</i> Meets requirement (7-10) Implementation partner has a dedicated team that will work on APHL ERP Project. The same implementation team for the entire project should be rated at the higher end. Does not meet requirement (0-6) Does not have dedicated team to oversee implementation	10		(add comments)

ERP Implementation 6. Training will be provided to select APHL team members, as well as APHL ITS team, if needed to assure transfer of knowledge prior ERP roll-out 7. Implementation partner offers data/information regarding best practices for ERP system. Ideal (20-30 points): Ability to meet most ERP Implementation requirements. Adequate (10-20 points): Ability to meet ERP implementation requirements. Limited (5-10 points): Applicant has limited ability to meet ERP implementation requirements. Inadequate (0-5 points): Applicant does not demonstrate the ability to manage the ERP implementation capabilities and functions needed.	30		(add comments)
IT/Data Requirements 8. Does the applicant meet APHL IT/Data requirements? <i>(Included API or capability to connect to APHL systems as specified in this RFP, as well as, successfully completing and getting approved for APHL IT/Data Questionnaire)</i> Ideal (20-30 points): Ability to meet most ERP Implementation requirements. Adequate (10-20 points): Ability to meet many ERP implementation requirements. Limited (5-10 points): Applicant has limited ability to meet ERP implementation requirements. Inadequate (0-5 points): Applicant does not demonstrate the ability to manage the ERP implementation capabilities and functions needed.	30		(add comments)
Total Score	100		

Appendix D: Federal Funding Accountability & Transparency Act (FFATA)

Applicability: The awarded entity must disclose the information below when the award is over \$30,000 and the contracting entity is not an individual person.

APHL will collect this information during the contracting phase and will keep your completed statement in the corporate records of the Association.

Contractor/Award Recipient's Name:	
Amount of Compensation (obligated amount):	
Funding Agency:	
CFDA Number: See the definition of the "Cooperative Agreement" in the Work Order.	
Award Title Descriptive of the Purpose of the Funding Action (See definition of the "Project" in the Work Order):	
Contractor/Award Recipient's Location:	
Contractor/Award Recipient's Congressional District:	
Contractor/Award Recipient's Place of Performance:	
Contractor/Award Recipient's Place of Performance Congressional District:	
Contractor/Award Recipient's Unique Entity ID (SAM UEI):	
Contractor/Award Recipient's Unique Entity ID of Parent Organization, if applicable (SAM UEI): In order to determine whether you are required to provide executive compensation data, answer the following question(s):	
1. In your business or organization's preceding completed fiscal year, did your business or organization (the legal entity to which this specific CCR record, represented by a SAM UEI, belongs) receive:	
a) 80 percent or more of your annual gross revenues in U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?	☐ Yes ☐ No

b) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?		☐ Yes ☐ No	
If you selected 'Yes' for both a) and b) in question 1 please go to question 2. If you selected 'No' for either or both a) and b) in question 1 you are done completing the form.			
2. Does the public have access to information about the compensation of the executives in your business or organization (the legal entity to which this specific CCR record, represented by a SAM UEI, belongs) through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934, as amended (15 U.S.C. §§78m(a), 78o(d)), or section 6104 of the Internal Revenue Code of 1986, as amended (26 U.S.C. §6104)?		☐ Yes ☐ No	
If you selected 'Yes' to question 2 you are done completing the form. If you selected 'No' to question 2 please provide the names and total compensation for your five highest compensated executives (i.e. officers, managing partners, or any other employees in management positions):			
Name:		Total Compensation:	
Name:		Total Compensation:	
Name:		Total Compensation:	
Name:		Total Compensation:	
Name:		Total Compensation:	