

Request for Qualifications (RFQ)  
for an  
Enterprise Resource Planning (ERP) System and  
Implementation Services



CITY OF  
**GRAND RAPIDS**  
IT'S IN MINNESOTA'S NATURE



**Grand Rapids, MN**

(City of Grand Rapids and the Grand Rapids  
Public Utilities Commission)

**RFP#** 2023-08

**Release Date** September 13, 2023

**Due Date** September 29, 2023



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## Section A. Introduction and Background

### A.1 Purposes/Objective of the RFQ

The two-member group of the city of Grand Rapids and the Grand Rapids Public Utilities, referred to as “Grand Rapids,” seeks to replace their respective current software applications related to finance, accounting, and HR/Payroll.

Grand Rapids also seeks professional services to configure, install, and implement a new software along with the necessary change management, process improvement, and training generally required of these types of projects.

### A.2 About the Organizations

The Village of Grand Rapids was incorporated on June 11, 1891, and became a statutory City on January 9, 1974. The city of Grand Rapids, the Itasca County seat, is located 180 miles north of Minneapolis and St. Paul, Minnesota, in the north central part of the state. Grand Rapids is located in the heart of a resort and recreation area and is the major commercial service and industrial center. The city of Grand Rapids currently occupies a land area of 24.40 square miles and serves a population of 11,126.

Grand Rapids is the region’s retail trade, health care, education and cultural center with a market draw of more than 49,000 people.

Grand Rapids operates under a Council-Administrator form of government. Policy-making and legislative authority are vested in a governing Council consisting of the mayor and four other members. The governing Council is responsible, among other things, for passing ordinances, adopting the budget, appointing committees, and approving the hiring of City employees.

The City provides a full range of services, including police and fire protection, the construction and maintenance of highways, streets, and other infrastructure, recreational and cultural facilities, and general administrative services.

Grand Rapids has two discretely presented component units, the Grand Rapids Economic Development Authority (GREDA) and the Grand Rapids Public Utilities Commission (GRPUC). Both governing boards are appointed by Grand Rapids Council. Grand Rapids guarantees the general obligation debt of the GRPUC. Separate financial statements are issued by the GRPUC.

Grand Rapids Public Utilities (GRPU) provides water supply and distribution, electric distribution and wastewater collection and treatment operations to properties within the city of Grand Rapids (municipality) as well as to certain other areas outside the municipality.

GRPU accounts for the cost of water, electric and wastewater operations on a continuing basis and is governed by the (GRPUC), which is appointed by Grand Rapids city council. Customer rates and service rates are established by the GRPUC.



## Section B. Qualifying Questions

1. Is your product cloud-based (SaaS)?
2. Is your equipment and data security provided by a 3<sup>rd</sup> party or is it self-controlled?
3. Is the client software supported to run on Windows 11?
4. If the software is web based what does it run on? – jQuery, ASP.NET, etc.
5. How does the company backup our data – and what is the retention?
6. Does the offering include a Test/Sandbox environment for us to evaluate updates?
  - a. Is the Test/Sandbox environment available to us at all times for testing new processes?
  - b. Can a refresh of the Test/Sandbox data be done upon request? If so, is there an additional cost?
7. Assuming your product is cloud-based, are your data centers located within the U.S.?
8. Does your product provide Finance and HR/Payroll software for government?
9. Both the City and Utility currently utilize City Works, an asset management software, and Laserfiche, a document management software, for all documents. Does your system “integrate” with both City Works and Laserfiche? If so, please give an example and customer reference.
  - a. How does the system integrate? Does it use an API?
  - b. Does integration already exist? If not, would you be willing to build it as part of a contract with Grand Rapids? Would you expect the other vendor to build out an API?
10. Does your product have CIP, Capital Improvement Plan, and Budgeting functionality? If so, please provide an example and customer reference.
11. Does your product integrate with Excel (Imports and Exports)? Please provide examples.

## Section C. Responses, Questions, and Deadline

Any questions about this RFQ and responses are due to Candy Carsella-Kee, Project Coordinator, at [cckee@grpuc.org](mailto:cckee@grpuc.org) no later than 4pm on September 29, 2023. Upon submission, please provide the following information:

- Company name,
- name of contact person along with his or her title,
- email address, and
- phone number.

## Section D. Expected Next Steps

Based on your response to this RFQ, Grand Rapids may invite you to demonstrate your software. If you are invited, you will be provided with a list of requirements to review and respond as to whether the offering can perform said functionality. Then a sub-set of those requirements will be used to create a “script” to follow for software demonstrations.

Upon completion of these demonstrations, Grand Rapids may pursue further discovery to cover basic terms and conditions to proceed to contract and statement of work negotiations. It is expected that the successful vendor will result with two contracts, one for each member of the Grand Rapids group.