Request for Proposal (RFP): Enterprise Resource Planning (ERP) System

March 2025

Contact Information:

Elisa Walker, CPA
Accounting Manager
sccss.ca

Table of Contents

1. Introduction

The Sunshine Coast Community Services Society (SCCSS) is seeking proposals from qualified vendors for the implementation of a cloud-based, Enterprise Resource Planning (ERP) system. This RFP outlines the requirements for a comprehensive ERP solution that will replace our current Sage300 system and provide or integrate with a modern Human Capital Management (HCM) system and other critical systems.

2. Organization Overview

Sunshine Coast Community Services Society is a community-based organization that has been providing services for people on the Sunshine Coast since 1974. Our history is one of caring, commitment and flexibility.

We are a non-government organization overseen by a volunteer board of directors, funded by government contracts, foundations and community donations. We employ more than 85+ professional staff, work with 175+ volunteers and provide services through more than 30 programs all along the Coast in four key areas - Community Action and Engagement; Together Against Violence; Child and Family Counselling; and Family, Youth and Children's Services.

Our programs support pregnant moms and new parents, families, children, youth, adults, and seniors through crisis response, support programs, housing, and advocacy.

3. Project Goals

The primary goals of this project are to:

- Replace our outdated Sage300 system with a modern, scalable, and integrated ERP solution.
- Improve financial management, reporting, and decision-making.
- Automate financial processes and reduce manual effort.
- Enhance budgeting, forecasting, and cost allocation capabilities.

- Integrate financial data with HR, payroll, donation management, and other systems.
- Simplify the Chart of Accounts and improve financial data accuracy.
- Empower business units to manage their budgets and expenses effectively.
- Improve compliance with funder reporting requirements.
- Ensure a smooth transition to a cloud-based platform.

4. Scope of Work

The selected vendor will be responsible for:

- Providing a cloud-based ERP solution that meets the requirements outlined in this RFP.
- Implementing and configuring the ERP system to align with SCCSS's business processes.
- Migrating data from Sage300 and other relevant systems to the new ERP.
- Integrating the ERP system with HCM, donation management systems, and other identified systems.
- Providing training and support to SCCSS staff.
- Ensuring a smooth transition and go-live of the new ERP system.

5. Functional Requirements

The ERP system must include the following functionalities:

- **Financial Management:**
    - General Ledger (GL)
    - Accounts Payable (AP) and Accounts Receivable (AR)
    - Budgeting and Forecasting
    - Cost Allocation
    - Fixed Asset Management
    - Financial Reporting and Analytics
    - Fund Accounting (for non-profits)
    - Donation Management
- **Payroll and Human Capital Management (HCM):**
    - Automated payroll processing with accurate calculations and deductions.
    - Tax management and compliance features.
    - Direct deposit and electronic pay stub capabilities.
    - Integration with time and attendance systems.
    - Payroll reporting and analytics.
    - If the ERP system includes its own HCM/HRIS modules, ensure seamless integration between financial, payroll, benefits and HR data. (refer to RFP - SCCSS Human Resources Information System.docx).
    - Alternatively, the ERP must have the ability to integrate seamlessly with SCCSS's selected HRIS for HCM and Benefits Administration.
- **Chart of Accounts Management:**
    - Ability to simplify and manage a complex Chart of Accounts.
    - Real-time financial data processing and reporting capabilities.
    - Flexibility in handling multiple funding sources and restricted funds.
- **Budgeting and Forecasting:**
    - Tools for detailed budget preparation and comparison against actual expenditures.
    - Forecasting capabilities to predict financial scenarios and outcomes.
    - Ability to adjust budgets and forecasts based on real-time financial data.
    - User-friendly budgeting tools for business units.
    - Automated reminders for budget reviews and expense submissions.
    - Training programs for budget management.

- **Grants and Donations Management:**
  - Tracking, project management and reporting capabilities for grants, including timelines, deliverables, responsibilities and budget vs. actual reporting.
  - Management of donations, including donor records and recurring donation capabilities.
  - Integration with Keela for donation management if no donation management is included in the ERP.
- **Compliance and Reporting:**
  - Compliance tools for various regulatory requirements applicable to nonprofits (e.g., CARF, CRA, etc).
  - Tracking, project management and reporting capabilities for compliance, including timelines, deliverables and responsibilities.
  - Customizable reporting to meet the needs of different stakeholders (e.g. funders, board members, and government agencies) including:
    - Customizable dashboards and reports.
    - Real-time financial insights.
    - Automated funder reporting.
- **Accounts Payable and Receivable:**
  - Efficient processing of invoices and payments with automated workflows.
  - Aging reports, payment tracking, and detailed historical data analysis.
  - Support for electronic payments and fund transfers.
- **Procurement and Expense Management:**
  - Streamlined procurement processes with approval workflows.
  - Expense reporting capabilities, including integration with payment systems for reimbursements.
- **Asset Management:**
  - Tools for tracking fixed assets, depreciation, and maintenance schedules.
  - Reporting features for asset valuation and audit trails.
- **Banking Integration:**
  - Seamless integration with bank accounts for real-time transaction visibility.
  - Support for automatic bank reconciliations and financial consolidations.
- **Integration Capabilities:**
  - API availability for custom integrations.
  - Capability to integrate seamlessly with other systems used by the nonprofit (e.g., CRM systems like Keela, participant tracking systems like Nucleus Labs).
- **User Management and Security:**
  - Role-based access controls to ensure data integrity and security.
  - Audit trails and compliance features for all transactions to support accountability and transparency.
  - Data encryption and security measures.
- **Workflow Automation:**
  - Automated approvals for invoices, expenses, and other financial processes.
  - Customizable workflows.
- **Cloud-Based Platform:**
  - Scalable and reliable cloud infrastructure. Ability to scale up as the organization grows and changes.
  - Regular included software updates and maintenance.
  - Customization options to tailor the ERP to specific nonprofit needs and processes.
  - Data backup and disaster recovery.
- **Technical Support and Training:**
  - Comprehensive support and training options for users.
  - Availability of resources for troubleshooting and ongoing system optimization.

6. Vendor Requirements

Vendors responding to this RFP must:

- Have extensive experience implementing ERP systems for non-profit organizations.
- Provide detailed information about their ERP solution, including features, functionality, and architecture.
- Demonstrate successful integration with HRIS and other relevant systems.
- Provide client references from similar organizations.
- Offer comprehensive training and support services.
- Provide detailed pricing information, including implementation costs, subscription fees, and any other associated expenses.

7. Proposal Submission

Proposals must include the following information:

- Company overview and experience.
- Detailed description of the proposed ERP solution.
- Information on integration capabilities.
- Implementation plan and timeline.
- Training and support services.
- Pricing information and contract terms.
- Client references.

8. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Functional Capabilities (40%):**
    - The ERP system's ability to meet SCCSS's functional requirements, including core financials, budgeting, reporting, and integration with other systems.
    - Specific features that support non-profit accounting, fund management, and grant reporting.
- **Integration Capabilities (20%):**
    - Demonstrated ability to seamlessly integrate with the chosen HRIS, donation management systems, and other relevant platforms.
    - Strength of API and data exchange capabilities.
- **Vendor Experience and Expertise (15%):**
    - Experience implementing ERP solutions for non-profit organizations of similar size and complexity.
    - Demonstrated understanding of the non-profit sector and its unique challenges.
    - Commitment to DEI principles, as evidenced by company culture, policies, and practices.
- **Implementation Plan and Timeline (10%):**
    - Clarity, feasibility, and completeness of the implementation plan.
    - Proposed timeline and ability to meet SCCSS's desired implementation schedule.
- **Pricing and Value (10%):**
    - Overall cost-effectiveness of the solution, including implementation, licensing, and ongoing support.
    - Recognition of SCCSS's financial constraints as a non-profit organization, reflected in a fair and reasonable pricing structure.
- **Commitment to SCCSS Values (5%):**

- o Alignment with SCCSS's organizational values, including a commitment to DEI, living wage, and representation of women and equity-deserving groups in decision-making roles.
- o Willingness to partner with SCCSS to achieve its mission and contribute to the community.

9. Timeline

Milestone	Due Date(s)
RFP Release:	**March 7, 2025**
Proposal Submission Deadline:	**March 14, 2025**
Vendor Presentations:	**March 17 – March 21, 2025**
Vendor Selection:	**March 24, 2025**
Contract Negotiation:	**March 24 – March 31, 2025**
Implementation Start:	**April 1, 2025**
Go-Live:	**April 1, 2026** [Start of 2026/27 Financial year]

10. Contact Information

Please submit proposals and direct any questions to:

Elisa Walker, CPA
Accounting Manager
ewalker@sccss.ca
604-885-5881 ext 223

11. Confidentiality

All information provided in response to this RFP will be treated as confidential.

12. Disclaimer

SCCSS reserves the right to accept or reject any proposal, in whole or in part, and to negotiate with any vendor.