



CITY OF PHILADELPHIA

REQUEST FOR INFORMATION AND QUALIFICATIONS

ENTERPRISE RESOURCE PLANNING PROJECT

**Issued by:
The Office of the Director of Finance
July 15, 2011**

**Submission Date / Time:
Wednesday, July 27, 2011 / 4 PM (EST)**

Request for Information and Qualifications (RFIQ): Enterprise Resource Planning (ERP)

The City of Philadelphia (“City”) is in the initial stages of planning for an Enterprise Resource Planning (ERP) project. The City anticipates that the ERP project will include significant business process reengineering in addition to the purchase of enterprise-wide software to replace existing information systems, including its financial; HR; time and attendance; payroll; procurement; and pensions mainframe systems.

In order to facilitate planning, the City is seeking information – to be presented to City employees by selected respondents – in each of the ERP subject matters listed below. Respondents do not need to address every subject matter, but should identify the subject matters in which it is qualified and wishes to present to the City. Please note that responses to this RFIQ are limited to the information outlined in the Qualifications Section below and should not include responses to subject matter areas; subject matter information will only be presented in-person to City representatives by selected respondents.

The City is seeking qualified firms (including providers of business process evaluation and re-engineering; systems integrators; providers of quality assurance and/or independent verification and validation services, etc.) to present information to representatives of the City. **This RFIQ will not result in a contract to provide any services to the City. A firm’s response – or lack of response – to this RFIQ will not provide that firm with any advantage or disadvantage if there is a solicitation for services or software related to the ERP project in the future.** The City reserves the right to conduct discussions with firms that do not submit responses to this RFIQ.

ERP Subject Matter Areas of Interest:

- Best practices in change management, including training and communication.
- Cloud computing/software as a service and the public sector. Are there examples of public sector entities utilizing cloud computing? What are the pros and cons of software as a service for the public sector?
- The ERP “roadmap”: what are the best practices in terms of planning for and implementing an ERP in the public sector?
- Overview of key decision points in ERP implementation. This should include a discussion of pros and cons to be considered for each decision point.
- Lessons learned from ERP implementation at the local government level.

Qualifications:

Firms will be selected to present information to representatives of the City based, in part, on their responses to the following information:

- Name, street address, mailing address if different, email address, and telephone numbers of the Respondent.
- **A record of success:** Years providing local government consulting services; number of years and customers specifically engaged in ERP projects; a list of all state and local governments the firm has assisted with ERP projects and the type of service provided, including whether the firm was in a lead or supporting role. In addition,

provide references that can attest to the firm's work in assisting local or state government clients. Firm shall provide three references that are current customers or were customers within the last 5 years, preferably from owners of projects that are comparable in size, complexity and scope of work that may be contemplated for Philadelphia. Reference information to include: State/local government; point of contact name; point of contact title; phone number; email address; number of years as a customer.

- **Trained and knowledgeable staff:** The respondent shall submit information, including resumes, regarding their staff's experience implementing ERP projects in state and/or local government.

Based on qualifications several firms will be invited to present information on the topics to City representatives in Center City Philadelphia. The presentations must be limited only to those topics identified in this RFIQ and the City will not entertain presentations that are focused upon marketing the presenting firm. At this time, the City's sole interest is to collect information which may inform the ERP implementation process in the future.

Any costs associated with the presentation (including travel) are the sole responsibility of the selected respondents.

Responses may not exceed 5 pages (not including resumes) and must be submitted electronically to sr.pm@phila.gov by 4 PM (EST) on Wednesday, July 27, 2011. The proposed timeline is below.

Proposed Timeline:

RFQ Posted on Phila.gov	Friday, July 15
Responses from Firms	Wednesday, July 27, 4 PM (EST)
Selection of Firms to Present	Wednesday, August 3
Presentations by Firms	Weeks of August 15 and 22; Early September, if necessary

Note: Timeline subject to change.