



**Request for Proposal for
Complete Financial System
Proposal Number: RFP 2023-11-013 Financial System**

November 6, 2023

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RFP Introduction

Company Background

South Central Human Resource Agency (SCHRA) delivers social services and assesses the needs of residents within the south central region of Tennessee. SCHRA services and programs includes a wide range of individual contracts funded through federal, state, and local sources.

Authorized by Chapter 289 of the Public Acts of 1973, our agency operates under Title 13, Chapter 26 of the Tennessee Code. Our agency is comprised of experienced employees and dedicated volunteers that work in cooperation with local, state and national resources to provide needed services on a timely and cost-effective basis to those in need.

SCHRA helps provide support and early childhood care through Head Start and Early Head Start and elderly assistance through Senior Services America, Foster Grandparents, Homemaker Services and Meals-On-Wheels. Recovery Courts, weatherization and energy assistance, nutritional services, protective and other social services are also available to families and individuals throughout the SCHRA service area.

SCHRA currently uses THO Software, Orion for purchasing, stock and accounting systems.

Confidentiality Statement

The information contained in this document is proprietary to South Central Human Resource Agency. It is distributed to you for the sole purpose of providing information for your response to South Central Human Resource Agency's Request for Proposal. As such, this document or any part thereof may not be reproduced or redistributed without written consent from South Central Human Resource Agency.

Invitation to Bid

South Central Human Resource Agency is searching for a complete financial system that is imperative for our continued success and growth. We are searching for a vendor that understands our industry and has a commitment to continuous improvement through innovation, creativity, advanced technology, and strategic partnership with South Central Human Resource Agency. In summary, South Central Human Resource Agency is searching for a trusted, leading provider that will support and contribute to South Central Human Resource Agency's effort to achieve operational efficiency, improve the employee experience, and ensure financial sustainability into the future.

The primary modules for consideration for this proposal include:

- General Ledger
- Accounts Receivable
- Accounts Payable
- Fund Accounting
- Budgeting
- Reporting



- Stock Inventory
- Fixed Assets/Depreciation

The key activities to achieve this objective include:

1. Conduct discovery and process analysis of key business areas
2. Lead fit-gap analysis of your solution set against business processes to help with identification of potential custom work
3. Configure selected applications and/or connectors/APIs
4. Develop approved custom work, if any, to address significant gaps
5. Migrate data
6. Test all configurations and integration points between business systems
7. Develop and deliver training modules for business processes



Proposal Instructions

General Considerations

A South Central Human Resource Agency RFP evaluation team composed of representatives from HR, Finance, Operations etc. will review all vendor bid proposals and collectively select the vendor(s) of choice.

Acceptance of Vendor Proposal

South Central Human Resource Agency reserves the right to accept or reject any or all RFP bids, to take exception to the RFP specifications, or to waive any formalities. South Central Human Resource Agency reserves the right to award the RFP to other than the lowest priced vendor proposal based upon the Evaluation and Selection Criteria.

Proposal Preparation Costs

All costs incurred by the vendor(s) in the preparation and presentation of the proposal response, including costs for studies or designs, will be absorbed entirely by the vendor(s).

No Bid or Withdrawal

Vendors who receive the RFP and do not wish to bid should reply immediately with a letter of “No Bid”, and an explanation. Additionally, if any vendor withdraws during any state of the RFP process, a similar letter should be sent. All documentation should be returned to South Central Human Resource Agency or properly disposed of in the event of a “No Bid” response.

Proposal Costs Submission

The Vendor is responsible for clearly identifying and submitting, in their response, all costs required of South Central Human Resource Agency.

Proposal Submission

The submitted proposals require the following sections in this order:

1. Executive Summary
2. Company Background Information
3. Vendor Questionnaire
4. Proposal Quote
5. Project Management Approach



Proposal Submission Due Date

Proposals should be received by Amy Ezell with an email cover page by 2:00 PM CST on **December 12, 2023**.

Proposals should be sent electronically to the designated contact:

To: Amy Ezell, Finance Director aezell@schra.us

Subject Line: DO NOT OPEN; Proposal Number: RFP 2023-11-013 Financial System

Open Date & Time: **December 12, 2023 at 2:00 PM CST**

Late Proposals

South Central Human Resource Agency reserves the right to accept or reject without consideration any proposal that does not fully address the requirements of the RFP or arrives at the designated address and contact after the proposal due date and time identified.

Altering Proposals

Proposals cannot be altered or amended after submission deadline.

RFP Schedule

RFP Distributed:	11/06/2023
Vendor Proposal Due Date:	12/12/2023
Vendors Notified of Decision:	12/15/2023
Target Go Live Date:	07/01/2024

Small and/or Minority-Owned Businesses

Efforts will be made by SCHRA to utilize small businesses and minority-owned businesses. A vendor qualifies as a small business firm if it meets the definition of “small business” as established by the Small Business Administration (13 CFR 121.201).

Conflict of Interest

No official, officer, or employee of SCHRA shall have any personal or beneficial interest whatsoever in connection with the services, agency, or business proposed within this RFP. The vendor agrees not to hire or contract for services with any official, officer, or employee of SCHRA.



Non-Discrimination

Vendors shall comply with all State and Federal laws, rules, and regulations involving non-discrimination based on race, color, religion, national origin, gender, age, military status, sexual orientation, marital status or physical or mental disability.

Compliance with Federal, State, and City Laws

The vendor agrees to comply with all Federal, State and local laws and regulations applicable to the funding source authorizing any program or activity funded through this RFP (including, but not limited to Title VI of The Civil Rights Act of 1964, including the Limited English Proficiency Requirements).

Prior to contracting, private corporations must either be incorporated in the State of Tennessee or registered with the State as a foreign corporation and must be in good standing. Proof of such standing is required prior to the state of the contracting process.

Proposal Disposition/Proposal Open Record

All proposals and the materials attached thereto submitted in response to this RFP, except for any identified proprietary material, shall become the property of SCHRA upon delivery to SCHRA. SCHRA reserves the right in its sole discretion to use without limitation all information, concepts and data contained therein. Any portions of the proposal that the proposer deems confidential shall be clearly marked as such. An entire proposal marked “confidential” or “proprietary information” will be declared non-responsive. If a request to inspect the proposal, or any portion thereof, is made by a third party, SCHRA will endeavor to treat all materials requested to be kept confidential and non-disclosable to the extent provided by the Tennessee Open Records Act (WY§ 16-4-201). The vendor understands that SCHRA may be subject to the provisions of such Act together with the Uniform Trade Secrets Act. SCHRA will endeavor to inform the vendor of any third-party request for disclosure of such information pursuant to the Tennessee Open Records Act or as may be otherwise made to SCHRA. If the vendor requests that such information be held confidential and not disclosed by SCHRA, the vendor will assume the defense of such position, up to and including litigation, and will indemnify and save and hold harmless SCHRA and the SCHRA Governing Board, its officers and employees, from any expense, fees, costs or liability associated with such third party request or such litigation.

Inquires

Vendors may present questions concerning this RFP to the contact person specified below in the RFP. Any such inquiries must be submitted by e-mail to Amy Ezell (aezell@schra.us) through December 4, 2023. Questions must be typed and include the vendors’ name, telephone number, email address and the name of the organization(s) being represented. All questions will be answered fully and submitted to all applicants.

Addendum to Request for Proposals

If it becomes necessary to revise any part of this RFP, a revised addendum will be issued by SCHRA.



Insurance

To be in accordance with the terms and conditions of a contract agreement between your agency and SCHRA, the successful vendor will be required to have a current and valid insurance policy in effect always. Proof of insurance is a major aspect of contract compliance.

The successful vendor will be required, at its own expense, to secure and deliver to SCHRA a current Certificate of Insurance (COI) showing coverage for all required insurance with their proposal. In addition, prior to the initiation and execution of any contractual agreement, proof of the insurance is still current and to keep in force always during the term of the contract.

Evaluation and Selection Criteria

Each Proposal received must adhere to the instructions, format/content, and specifications. This will ensure that evaluation criteria can be systematically applied to all Vendors. The major criteria categories for selection and evaluation are listed in priority order:

- Extent to which Vendor's proposed solution fulfills South Central Human Resource Agency's stated requirements as set out in this RFP
- Ability of the proposed system as a unifying system foundation to increase visibility, ensure compliance, and maximize resources
- Level of configurability for unique organizational characteristics (compliance, reporting, etc.)
- Knowledge of Fund Accounting, the Not-for-Profit industry and it's unique requirements
- Assessment of Vendor's ability to deliver indicated service in accordance with specifications set out in this RFP
- Proposed project plan for transition, implementation, and consultation of proposed solutions to fit South Central Human Resource Agency's business model
- Satisfactory completion of all required responses

Final Selection and Award

South Central Human Resource Agency will notify each participating vendor of the selection/approval or rejection of all or a portion of their proposal. This decision will be a final decision for awarding services under the RFP. South Central Human Resource Agency reserves the right to reject any, portions of, or all proposals without giving reason for the reject, and to award a contract or contracts to the bidder of their choice.



Vendor Questionnaire

Company Overview

1. Provide a brief history and profile of your firm and it's experience with successfully implementing services for organizations like SCHRA. Indicate how many full-time staff your firm employs. Provide references of one or more of your firm's clients comparable to SCHRA; include contact information, services provided and length of service.
2. Provide a brief overview of your company and history of your organization, including your mission statement.
3. Describe, in detail, the firm's financial product/modules proposed, including details such as third-party products/technologies to be used.
4. What separates your product from your competition?
5. What are your major industry market areas?
6. Is the proposed solution cloud-based?
7. Provide an approximate timeline for the completion of the project.
8. Describe the fee structure and how SCHRA will be charged for implementation services. Include details on the technology stack, including any third-party tools, being proposed. Identify the software licensing costs for the required technology stack and any other costs (e.g., cloud hosting services) that will impact the total cost of ownership. Also include the firm's plan for post-deployment maintenance, support, and upgrades, including hourly rates for services

Training & Support

1. Describe the proposed approach to training, the type of personnel to be trained, and the location.
2. Do you provide this training directly or through a third-party?
3. Do you provide support for multiple browsers? (IE, Chrome, Firefox)
4. How can we configure the system to match our workflows?
5. Is your proposed software solution "version-less"?
6. Will upgrades be instantaneous?
7. How are the various pieces of your software connected? If your product's features and functions were created from different acquisitions, how well do they work together?
8. Does the software offer a consistent user experience and interface or does it change from module to module?
9. Do separate products or functions require different support teams?
10. Can consistent reports be generated by every part of the system? Are reporting tools standardized across the system?

Implementation

1. Provide a high-level project timeline that describes how you see South Central Human Resource Agency's implementation of your solution proceeding. Include major milestones and key deliverables that will be generated during the project.
2. Describe the type of resources that would be assigned to this project.
3. Describe the type of South Central Human Resource Agency resources you would expect to be assigned to the implementation project.



4. Are your implementation resources employees of your company or contract resources?
5. During the implementation process, do your consultants assist with process improvement and/or best practices? Please explain and provide examples.
6. What is your process from moving from implementation to customer support?

Solution Technical Requirements

1. Is your solution developed internally, leased, or purchased from another provider?
2. If hosted by a 3rd party provider, who is the vendor?
3. How often is the solution upgraded?
4. Describe your maintenance and backup procedures including daily backups, retention timetable, and off-site backup storage approach. Where are your off-site backup facilities located?
5. Describe your hardware/software requirements, including operating systems, databases, and browsers.
6. Does your solution use role-based access? If yes, please describe the roles and permissions.
7. What is the process for data breach notification?
8. Describe the audit trail and historical activity tracking functionality.
9. Does your solution have a password complexity policy?
10. Does your solution comply with SOC Type II requirements?
11. Does your system ensure redundancy for the solution?
12. What is the backup retention period?

Pricing & Terms

1. Please provide your cost structure for the first three years of use and detail of all costs South Central Human Resource Agency would likely incur. These costs may include:
 - Software license fees
 - Hosting fees
 - Implementation fees
 - Training fees
 - Documentation fees
 - Hardware costs
2. Please provide a sample of a contract and standard Service Level Agreement (SLA)



Certifications

On behalf of the Offeror:

1. The individual signing certifies that he/she is authorized to contract on behalf of the Offeror.
2. The individual signing certifies that the Offeror is not involved in any agreement to pay money or other consideration for the execution of this agreement, other than to an employee of the Offeror.
3. The individual signing certifies that the prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition.
4. The individual signing certifies that there has been no attempt by the Offeror to discourage any potential Offeror from submitting a proposal.
5. The individual signing certifies that he/she has read and understands all of the information in this Request for Proposal, including the information on the programs/grants/contracts.
6. The individual signing certifies that the Offeror, and any individuals to be assigned, does not have a record of substandard work and has not been debarred or suspended from doing work with any federal, state, or local government.

Dated this _____ day of _____, 20_____.

(Offeror's Firm Name)

(Signature of Offeror's Representative)

(Printed Name and Title of Individual Signing)

**SOUTH CENTRAL HUMAN RESOURCE AGENCY
VENDOR CONFLICT OF INTEREST
CERTIFICATION**

1. To your knowledge, does your organization have a business relationship with any private concerns or individuals which conflicts with, or appears to conflict with the interests of the Agency?

Yes No

If "Yes" explain:

2. Are you aware of any South Central HRA employee, officer, or board member that has a direct or indirect relationship (i.e. family member, partner, etc.) with your organization/company?

Yes No

If "Yes" explain:

3. Are you aware of any possible violations of state conflict-of-interest statutes (TCA 12-4-101; attached) as they relate to your organizations working relationship with South Central HRA?

Yes No

If "Yes" explain:

4. Are you aware of any agency officials, directors, or employees involved in obtaining, approving, or overseeing contracts that have any personal interest (direct or indirect) in your organization/company?

Yes No

If "Yes" explain:

5. Is your business one of the following:

Minority owned:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Small Business:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Women owned:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Labor Surplus/HUD Zone:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Veteran Owned:	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Authorized Signature

Date

□12-4-101. Personal interest of officers prohibited.

(a) (1) It is unlawful for any officer, committee member, director, or other person whose duty it is to vote for, let out, overlook, or in any manner to superintend any work or any contract in which any municipal corporation, county, state, development district, utility district, human resource agency, or other political subdivision created by statute shall or may be interested, to be directly interested in any such contract. "Directly interested" means any contract with the official personally or with any business in which the official is the sole proprietor, a partner, or the person having the controlling interest. "Controlling interest" includes the individual with the ownership or control of the largest number of outstanding shares owned by any single individual or corporation. The provisions of this subdivision (a)(1) shall not be construed to prohibit any officer, committee person, director, or any person, other than a member of a local governing body of a county or municipality, from voting on the budget, appropriation resolution, or tax rate resolution, or amendments thereto, unless the vote is on a specific amendment to the budget or a specific appropriation or resolution in which such person is directly interested.

(2) (A) The provisions of subdivision (a)(1) shall also apply to a member of the board of directors of any not-for-profit corporation authorized by the laws of Tennessee to act for the benefit or on behalf of any one (1) or more counties, cities, towns and local governments pursuant to the provisions of title 7, chapter 54 or 58.

(B) The provisions of subdivision (a)(2)(A) do not apply to any county with a metropolitan form of government and having a population of four hundred thousand (400,000) or more, according to the 1980 federal census or any subsequent federal census.

(b) It is unlawful for any officer, committee member, director, or other person whose duty it is to vote for, let out, overlook, or in any manner to superintend any work or any contract in which any municipal corporation, county, state, development district, utility district, human resource agency, or other political subdivision created by statute shall or may be interested, to be indirectly interested in any such contract unless the officer publicly acknowledges such officer's interest. "Indirectly interested" means any contract in which the officer is interested but not directly so, but includes contracts where the officer is directly interested but is the sole supplier of goods or services in a municipality or county.

(c) (1) Any member of a local governing body of a county or a municipality who is also an employee of such county or municipality and whose employment predates the member's initial election or appointment to the governing body of the county or municipality may vote on matters in which the member has a conflict of interest if the member informs the governing body immediately prior to the vote as follows: "Because I am an employee of (name of governmental unit), I have a conflict of interest in the proposal about to be voted. However, I declare that my argument and my vote answer only to my conscience and to my obligation to my constituents and the citizens this body represents." The vote of any such member having a conflict of interest who does not so inform the governing body of such conflict shall be void if challenged in a timely manner. As used in this subdivision (c)(1), "timely manner" means during the same meeting at which the vote was cast and prior to the transaction of any further business by the body.

(2) Any member of a local governing body of a county or a municipality who is also an employee of such county or municipality and whose employment began on or after the date on which the member was initially elected or appointed to serve on the governing body of the county or municipality shall not vote on matters in which the member has a conflict of interest.

(3) (A) In the event a member of a local governing body of a county or a municipality has a conflict of interest in a matter to be voted upon by the body, such member may abstain for cause by announcing such to the presiding officer.

(B) Any member of a local governing body of a municipality who abstains from voting for cause on any issue coming to a vote before the body shall not be counted for the purpose of determining a majority vote. The provisions of this subdivision (c)(3)(B) shall in no way be construed to apply to any county having a metropolitan form of government and having a population in excess of five hundred thousand (500,000), according to the 1990 federal census or any subsequent federal census.

(d) The provisions of this section shall apply to a member of the board of directors or officer of any nonprofit corporation required under § 8-44-102(b)(1)(E) to conduct all meetings of its governing body as open meetings.

[Acts 1869-1870, ch. 92, § 1; Shan., § 1133; Code 1932, § 1874; Acts 1977, ch. 102, § 1; T.C.A. (orig. ed.), § 12-401; Acts 1983, ch. 388, §§ 4, 6; 1984, ch. 831, § 1; 1986, ch. 765, §§ 1-3; 1988, ch. 908, §§ 4, 5; 1989, ch. 366, §§ 1-3; 1998, ch. 774, § 1; 2006, ch. 923, § 4.]

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
	<input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate	Exempt payee code (if any) _____
	<input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.	Exemption from FATCA reporting code (if any) _____
	<input type="checkbox"/> Other (see instructions) ▶ _____	(Applies to accounts maintained outside the U.S.)
	5 Address (number, street, and apt. or suite no.) See instructions.	Requester's name and address (optional)
6 City, state, and ZIP code		
7 List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number											
				-			-				
or											
Employer identification number											
				-							

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.