



Request for Proposal

RFP 2022-09

Financial / Enterprise Software and Systems Review

**The Town of Minto is requesting Proposals for
A Financial / Enterprise Software and Systems Review**

Proposals should be received by 11:00am on Friday August 26, 2022

All proposals are to be submitted in a sealed envelope marked
“RFP 2022-09 Financial / Enterprise Software and Systems Review”

Delivered to:

The Corporation of the Town of Minto
Attention: Gordon Duff
5941 Highway #89
Harriston, Ontario
NOG 1Z0

There will be a public opening for this Request for Proposal. Any award is subject to approval of the Town of Minto Council.

Should a contract result from this proposal the name(s) of the successful bidder will be available to anyone upon request. The staff report to Council, if applicable, may bear the name of the bidders for the project and their respective bid amount. Submissions by bidders become records of the municipality and subject to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.

The Town of Minto may at its sole discretion award all parts of the scope of work to one proponent or separate the work and award it to more than one proponent.

This document consists of a Title Page (page 1), Form of proposal (page 2), Bid Document (page 6), and Bid Submission (Page 10). Bidders must review all four sections and confirm by initialing all pages that they have read and understand the contents. Please make sure all relevant forms and documents are signed and completed to ensure your bid is complete.

Form of Proposal

a) Definitions

The following definitions shall apply throughout the Proposal:

- “Agreement” refers to the agreement between the Town of Minto and a bidder.
- “Award” refers to the selection by the Town of Minto of a successful RFP for the provision of the goods, services and/or supplies under this process.
- “Bidder” refers to any person or corporation participating in this RFP.
- “Town” refers to Corporation of the Town of Minto.

b) Qualifications

The bidder has carefully examined the provisions, plans, specifications and conditions attached to this RFP and has carefully examined the site and/or locations of the goods, services and supplies to be provided, where applicable, and the bidder understands and accepts the said provisions, plans, specifications and conditions, and for the prices set forth in this RFP, hereby offers to furnish all expertise, equipment, machinery, tools, apparatus, personnel, and other means of construction or production, needed to furnish all the goods, services and/or supplies, except as otherwise specified in the contract, and to complete the work in strict accordance with the provisions, plans, specifications and conditions attached to this RFP.

c) Instructions

All pages of this document shall be returned with the RFP submission, and all pages of this document shall be initialed and completed in full by the bidder in the space provided, and included in a sealed envelope, or in the envelope supplied if applicable.

d) Warranty

I/We the Bidder (s) hereby certify that I/we will provide the goods, services and/or supplies as outlined in this RFP, and to diligently perform in accordance with the terms of this bid, upon award by the Town, without undue delay.

(Name of Firm or Individual – Bidder): _____

Address: _____

Phone: _____ Fax: _____ Email: _____

I have authority to bind the company.

(Name of Signatory)

(Signature)

e) Process for Receipt and Opening of RFP

- i. The form of RFP and other documents that make up the bid shall be placed in a sealed envelope, along with any bid deposit or security outlined in the RFP and delivered to the Town office where the sealed envelope will be date stamped and a list compiled of sealed bids received for the provision of goods, services and/or supplies.
- ii. On the Closing Date sealed bids received and marked will be opened and the names of the bidders will be recorded by the Opening Committee at the Town of Minto Municipal Office. In some cases, the gross bid amount may be read, except however such amount shall not be the final bid amount until such time as the bids have been reviewed and checked for accuracy and confirmed by the Town, at its sole discretion, as accurate.
- iii. The Opening Committee will consist of the Department Head responsible for the area of work requiring the goods, services and/or supplies, and staff from the Finance Department and Clerk's Division, or designates. Unless specified otherwise, opening of the RFP shall be public so that bidders recorded at the Town office may observe the opening. Following public opening, bids will be assessed to determine adherence to the terms of this document prior to a recommendation to Council for award.
- iv. Unless specified otherwise the Town will not accept a response to this RFP by facsimile or other electronic means.
- v. All bids must be clear and readable. Erasures, overwriting or strikeouts shall be initialed by the person signing the bid.
- vi. Late bids will be returned unopened.

f) Privilege Clause

The Town reserves the right, in its sole discretion, to reject any or all bids, and the lowest or highest bid will not necessarily be accepted. Without limiting the generality of the statement immediately above, the Town shall not be required to award or accept a bid, or may recall the RFP at a later date:

- i. When only one bid has been received;
- ii. Where the lowest responsive and responsible bidder substantially exceeds the estimated cost of the goods, services and/or supplies;
- iii. When all bids received fail to comply with the specifications of the RFP terms and conditions;
- iv. Where a change in the scope of work or specifications is required.

Further the Town reserves the right to accept any portion of a bid. Award of the successful bid shall be subject to approval by the Council of the Town of Minto.

g) Communications

Any communications regarding this RFP must be addressed to the Primary Town Contact listed on the Title Page of this document.

h) Withdrawal or Revisions of Bid

A bidder may withdraw or revise all or part of a bid at any time up to the Closing Date and Closing Time by submitting a letter requesting removal of the previously submitted bid to the Department Head responsible for the RFP who will exchange the original sealed bid with the replacement sealed bid which will be marked and identified in accordance with part **e)** above. Requests made by telephone or fax will not be considered. The previously submitted bid will be returned unopened to the bidder.

i) Alterations or Variations

No alterations or variations of the RFP shall be valid or binding upon the Town of Minto unless authorized in writing or other means specified in the bid documents.

j) Accuracy of Bid Document and Related Material

The Town has provided herein specific technical, background and other information as accurately as possible, but assumes no responsibility for the completeness of the information presented in this document, or otherwise distributed or made available formally or informally during this procurement process. Without limiting the generality of the foregoing, the Town will not be bound by, or be responsible for, any explanation or interpretation of the bid documents other than those prepared in writing. In no event shall bidders rely on any oral statement by the Town or its agent, advisors, or consultants. All the information contained in this document, or from a separate written request or transmission from the Town is subject to the provisions of this section.

k) Oral Explanation of Interpretation

No oral explanation or interpretation by the Town shall modify any of the requirements or provisions of the bid document.

l) Due diligence

Bidders are solely responsible for conducting their own independent research, due diligence, and any other work or investigations, and for seeking any other advice necessary for the preparation of their submission. It is the bidder's responsibility to clarify with the Town any questions with respect to the bid documents in accordance with the procedure set out in herein before submitting a bid.

m) Addendum

By the issuance of a cancellation or addendum, the Town may cancel the RFP, revise, delete, add to, or substitute any part of the bid document, extend the Closing Date; or provide an explanation or interpretation.

n) RFP Costs

The Town is not responsible for any costs incurred by a bidder to prepare and submit a bid.

o) Claims or Litigation

The Town shall reject all bids submitted by a bidder if that bidder (or a related person, as determined by Council) is engaged in a legal action (including arbitration) with the Town unless Council waives this provision, in its sole and absolute discretion.

p) Freedom of Information

The information collected will be used solely for the purpose stated herein. Submissions by bidders become records of the municipality and subject to the provisions of the Municipal Freedom of Information and Protection of Privacy Act.

q) Non-Lobby

If any employee, agent or other representative of any bidder makes any representation or solicitation to any elected representative of the Town, committee or staff member or any other officer, employee or agent of the Town, the media, or consultants to the Town, with the exception of the contact listed under any communications above, whether before or after the submission of the bid, the Town will be entitled to reject the bid. The requirement does not extend to any public deputation that may be made to Council or any Town committee.

r) Town of Minto Purchasing or Procurement By-Law

This RFP is subject to the Town of Minto's Procurement By-Law in affect at the time of the call for goods, services and/or supplies.

Bid Document

1. Background

The Town of Minto is in the north-western boundary of Wellington County and encompasses 300.37 square kilometers or approximately 115.97 square miles. The estimated population of Minto is 9,100 (2021 census) persons. The Town of Minto is situated between major centres of southern Ontario and popular recreational areas along the eastern shore of Lake Huron and southern Georgian Bay.

The Town of Minto was created on January 1, 1999, by order of the Provincial government. The municipality is composed of the former towns of Harriston and Palmerston, the former village of Clifford, and the surrounding rural area of the former Minto Township.

2. Submissions

RFP's submitted in envelopes clearly marked as to contents, will be received at the Town of Minto Administration Office:

5941 Highway 89

Harriston, ON NOG 1Z0, until 11:00am, local time on: Friday August 26, 2022

3. Scope of Work

The intent of this RFP is to retain a consultant to fulfill the requirements of a **Financial / Enterprise Software and Systems Review** as specified in Schedule "B" to this bid document. Schedule "B" provides project specific requirements related to this RFP. The Town of Minto reserves the right to add, delete or modify Schedule "B".

4. Freedom of Information and Protection of Privacy

Submissions by bidders become records of the municipality and subject to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.

5. Qualifications

No bidder shall submit under this proposal unless they have the skills, ability and qualifications to provide the goods, services and/or supplies in accordance with applicable federal or provincial law, and shall demonstrate such skills, abilities or qualifications explicitly in the proposal if required to do so in the bid documents, or prior to the award if requested to do so by Town representatives at their sole discretion.

6. Completion Date

Bids are to be submitted before Friday August 26, 2022, at 11:00am. The Municipal Review Committee will evaluate proposals. If the Municipal Review Committee wishes to interview any firms, they will occur prior to making a recommendation to Council.

7. Agreement

Prior to proceeding with the work required by this proposal, the successful firm or firms shall be required to enter into an agreement with the Town to stipulate mutually agreeable terms for completing required work.

8. Evaluation

Bids submitted for goods, services and/or supplies under this RFP shall be reviewed using the following general criteria:

- a) The Town is satisfied that such purchase represents “best value” to the Town considering requirements of its purchasing By-law and applicable policies.
- b) Bidders or suppliers have the capacity, skill, ability, past performance, accessibility, quality, service, availability, affordability, reliability, best practices, environmental benefit, proximity and similar as the case may be to supply such goods, services and/or supplies.

9. Applicable Law

This RFP and any award that may develop as a result call shall be governed by and construed in accordance with the laws of the Province of Ontario.

10. No Town Obligation to Award

Publication of this RFP and the resultant receipt of any submission do not imply a reciprocal obligation on the part of the Town to award a contract to provide goods, services and/or supplies to any bidder. The Town may at its sole discretion award the RFP or split the award where such actions would be in the best interest of the municipality keeping in mind the criteria in outlined in Part 8 Evaluation.

The Town of Minto reserves the right to cancel this RFP for any reason without any liability to any proponent, or to waive irregularities at their own discretion. RFP's shall be irrevocable until the Town of Minto awards a contract, or cancels this RFP, whichever occurs first.

The Town of Minto reserves the right to reject any or all RFP's, to negotiate with any firm submitting an RFP and to accept the RFP deemed most favourable in the interests of the Town of Minto.

The lowest or any proposal may not necessarily be accepted. The Town of Minto or its agents do not accept any responsibility for costs or expenses incurred by the bidder in preparation of the RFP.

11. WSIB / Insurance

In response to any requirement in any RFP, or upon request, bidders shall provide to the Town proof of WSIB certificate of clearance, and a copy of their insurance policy prior to the award of the RFP.

12. Insurance

Prior to any award of any RFP, or upon request, bidders shall, at their expense provide certificate(s) of insurance satisfactory to the Town of Minto, as set forth below. In the event that the certificate(s) of insurance is/are not satisfactory, the Town of Minto may require the successful bidder to provide a certified copy of the policy. The certificate(s) in the amounts listed below are to be provided:

- a) \$2 million – commercial general liability. Such policy shall contain:

- i. "Cross Liability" clause or endorsement
- ii. An endorsement certifying the Town of Minto is added as an additional insured.
- iii. An endorsement to the effect that the policy or policies will not be altered, cancelled or allowed to lapse without 30 days prior written notice to the Town of Minto.

13. Health and Safety

The Town of Minto is serious in its application of Health and Safety protocols. Bidders are expected to adhere to all legislated and regulated health and safety regulations. Failure to adhere to these practices may result in termination of any contract without financial penalty to the Town. Bidders shall provide to the Town a copy of their Health and Safety policy upon request, or a written statement that they have a Workplace Health and Safety policy in effect.

14. Environment and Energy Efficiency

When procuring goods, services and/or supplies, the Town of Minto supports methods that protect the environment and use energy in an efficient and affordable manner. The Town supports innovation and initiative that promotes energy efficiency and improving the quality of the natural environment keeping in mind issues of affordability, maintenance and operating costs.

15. Payment

The Town of Minto agrees to pay for such goods, services and/or supplies provided for in this bid, once awarded, in accordance with the terms of this bid document and/or the agreement signed upon approval by Town of Minto Council

16. Indemnity

The successful bidder shall indemnify and hold the Town harmless from and against any liability, loss, claims, demands, costs and expenses, including reasonable legal fees occasioned wholly or in part by any acts or omissions either in negligence or nuisance whether willful or otherwise by the successful bidder, its agents, officers, employees or other persons for whom the successful bidder is legally responsible.

17. Errors and Omissions

The Town shall not be held liable for any errors or omissions in any part of this Bid request. The Town has made every effort to ensure information contained herein is accurate, but information in the proposal is intended to provide guidance to potential bidders. Information provided is not necessarily comprehensive or exhaustive and nothing in this bid is intended to relieve bidders from conducting their own research, forming their own opinions and conclusions respecting the matters contained in this proposal. The Town is not responsible for any costs incurred by any bidder in considering or responding to this proposal.

18. Approval

Proposals submitted shall be irrevocable on Friday August 26, 2022, at 11:00am. All bidders shall honour terms contained herein for a period of 90 days. Award of any of the work outlined in this proposal is subject to approval by Council the Town of Minto including any agreement negotiated with the successful firm or firms.

19. Disqualification of Proponents

The Town at its sole discretion may exclude a proponent from eligibility or may summarily reject a proposal where one of the following circumstances has occurred:

- a) The Proponent has been, or is involved in litigation with the Town, its elected officials, officers or employees
- b) The Proponent and or representative firm has failed to pay an amount due to the Town
- c) There is documented evidence of poor performance, non-performance or default by the Proponent respecting any contact with the Town
- d) The Proponent or its personnel has demonstrated abusive behavior or threatening conduct toward Town staff, their agents or representatives
- e) The Proponent has been convicted of a criminal offense for fraud, theft or similar
- f) The Proponent has been convicted of an offense pursuant to the Occupational Health and Safety Act as amended where the circumstances in that conviction demonstrate a disregard for the health and safety of its workers or the general public.

Proponent in this section includes any partner, principal, director or officer of the firm as well as any other legal entity associated with the bidder or the firm.

20. Site Visit

N/A

21. Council Approval

The awarding of a contract is subject to approval by the Town of Minto Council to the successful Proponent. Minto reserves the right to cancel this RFP should Council approval not be received.

22. Inquires

For further information regarding this RFP contact:

Gordon Duff, Treasurer / Deputy CAO

gord@town.minto.on.ca

Schedule “A” – Price Summary

1. Instructions on How to Provide Pricing

- (a) Proponents should provide information requested under section 3 below (“Required Pricing Information”) by reproducing and completing the table below in their proposals, or, if there is no table below, by completing the attached for and including it in their proposals.
- (b) Rates must be provided in Canadian Funds, inclusive of all applicable duties and taxes except HST, which should be itemized separately.
- (c) Rates quoted by the proponent must be all-inclusive and must include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including and pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.

2. Evaluation of Pricing

Pricing is worth forty (40) points of the total score.

Pricing will be scored based on a relative pricing formula using the rates set out in the pricing form. Each proponent will receive a percentage of the total possible points allocated to price for the particular category it has submitted a proposal for, which will be calculated in accordance with the following formula:

$$\text{lowest price} / \text{proponent's price} \times \text{weighting} = \text{proponent's pricing points}$$

3. Required Pricing Information

Item	Proposed Price
All-inclusive cost for services noted in Schedule “B”	
13% HST	
Total Proposed Price	

4. Payment Schedule

Payment terms are 30 days from receipt of invoice

Schedule “B” – RFP Particulars

General Requirements

The Province of Ontario is helping the Town of Minto to become more efficient and modernize service delivery under the Municipal Modernization Program. The Town has received funding approval for a review of the Town’s Financial / Enterprise Software and Systems.

The Town of Minto has been using the Keystone Computer Resources software since 2002. While this is a good, basic system and is easy to use, it is somewhat inflexible. The reporting options are limited and it does not support multi-year budgeting. Over time and especially in the past few years, the municipality has grown in activity and complexity. A more modern system will help obtain better information which will be used to assist staff and Council in making better decisions for today and in the future. The Town also uses Active Network, Cloudpermit and FMW/Citywide Budgeting.

The Financial / Enterprise Software and Systems review will consist of compiling a list of business requirements from all departments, reviewing the current systems and functionality and make recommendations on 'Solution Requirements' for a new Enterprise Resource Planning (ERP) solution that will support Human Resources, Finance, Community Services, and Building in the delivery services to the residents of the Town of Minto.

By performing a software and systems review, the Town of Minto will be able to clearly identify in a Request for Proposal (RFP) the current state, approach, solution requirements, and estimated volumes.

Deliverables:

Consultants Report

The report will summarize the reviewer’s findings and identify specific, actionable recommendations based on the analysis and findings that aim to identify cost savings and improved efficiencies. The report will include detailed explanations and calculations of identified potential quantifiable efficiencies and/or cost savings.

Schedule “C” - Rated Criteria

The following sets out the categories, weightings, and descriptions of the rated criteria of the RFP. Proponents who do not meet a minimum threshold score for a category will not proceed to the next stage of the evaluation process.

Rated Criteria Category	Weighting (Points)	Minimum Threshold
1) Company Profile	10	N/A
2) Project Experience	20	N/A
3) Approach, Methodology & Project Schedule	30	N/A
4) Pricing (See Schedule “A” for details)	40	N/A
Total Points	100	N/A

1) Company Profile (10 points)

Proponents are to provide information on their company such as, but not limited to, the following:

- a. Provide a general company profile including the ownership and affiliations of the firm and number of years the firm has been in business.
- b. Address, and contact information for the proposing entity.

2) Project Experience (20 points)

Brief documentation on significant similar projects, with client references (minimum of 3). The Town reserves the right to contact references, which may affect a Proponent’s evaluation score.

3) Approach, Methodology and Project Schedule (30 points)

Describe the firm’s approach and methodology based on the deliverables outlined in Schedule “B”.

In this part of the proposal, please submit a project schedule. Clearly identify key milestone dates.

4) Pricing (40 points)

Proponents should refer to Schedule “A” – Price Summary for details.



Request for Proposal

RFP 2022-09

Financial / Enterprise Software and Systems Review

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A Financial / Enterprise Software and Systems Review**

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Delivered to:

The Corporation of the Town of Minto
Attention: Gordon Duff
5941 Highway #89
Harriston, Ontario
NOG 1Z0

Bidder Name: _____

Mailing Address: _____

Email Address: _____

Town use Only

Date and Time Received: _____