

Consulting Services for Enterprise Resource Planning (ERP)
Project Planning and Development
Request for Information # 4 – May 20, 2025

Thank you for your interest in the Village's project. Highlighted responses to requests for information are listed below.

Previous RFI responses and addenda can be viewed at <http://www.royalpalmbeachfl.gov/rfps>

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1) Will the consultant be granted access to internal stakeholders (department leads or SMEs) during the needs assessment and system evaluation phases?

A. Yes. The consultant will have access to internal stakeholders either remotely or on-premise depending on the preference of the consultant.

2) Is there a preferred method or format the Village would like the consultant to use for documenting business requirements and ERP functional needs?

A. The Village recommends using a standard BRD (Business Requirements Document) template and best practices.

3) Will the Village provide any documentation outlining current ERP pain points or business process inefficiencies in advance of discovery workshops?

A. Yes, the Village has been compiling a list of strengths and weaknesses of the existing ERP solution and will provide this as a supplemental resource for the consultant. This document is meant to supplement the consultants own findings for Task 2.

4) Will the Village assign a dedicated internal project liaison or team to coordinate availability, data access, and communications throughout the engagement?

A. Yes, the Village will have a primary point of contact throughout the engagement.

5) Are there expectations around how many hours per week department staff can dedicate to project-related interviews, workshops, or testing during the engagement?

A. There are no specific expectations regarding the number of hours as staff workloads vary day-to-day. Priority will go to maintaining business continuity for residents, however the Village will make best efforts to accommodate interviews, workshops and testing with staff.

6) Should travel and related expenses be included within the \$150,000 consultant budget or proposed as a separate item?

A. Travel and related expenses should be included within the consultant budget.

7) If implementation services extend beyond the initial two-year timeline, is there an option to extend or renew the consulting contract?

A. The two-year timeline is an estimate. The Village is open to alternative schedules however, they must fall within the budgeted amount for the Consultant project of \$150,000.

8) Does the Village have a preference for cloud-based versus on-premise ERP systems, or are both deployment models being considered?

A. Both cloud-based and on-premise models will be considered.

9) Will the Village consider hybrid or multi-vendor ERP ecosystems, where different best-in-class solutions are integrated?

A. Yes, this does not need to be a single software platform. If the consultant feels a better solution is to combine modules and integrations from different software vendors, the Village will take that into consideration.

10) Are any existing legacy systems expected to remain active after ERP implementation, or is full decommissioning preferred?

A. The goal is for a full decommissioning however some legacy systems may remain active for a short period of time if practicable.

11) Is there a stipulated tenure for deployment of the solution/service? In terms of months or years?

A. The Village would like to have the ERP solution fully implemented in approximately two years from the final vendor selection. The Village is open to alternative schedules however, they must fall within the budgeted amount for the Consultant project of \$150,000.

12) Is the expected work to be performed off-site, on-site or can a hybrid model be provided as well?

A. The Village feels that a majority, if not all the work for this project can be performed remotely, however we will leave it to the discretion of the consultant.

13) Is the Village considering specific ERP platforms such as SAP, Salesforce, or others for the replacement system, or is the selection entirely open to consultant recommendations?

A. The ERP platform selection is entirely open to consultant recommendations.