

**Consulting Services for Enterprise Resource Planning (ERP)**  
**Project Planning and Development**  
Request for Information # 5 – May 23, 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 1-4 can be viewed at <http://www.royalpalmbeachfl.gov/rfps>

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- 1) Given our subsidiary's local presence in Florida and our track record in Colombia (with comparable ERP modules and integrations as outlined in Exhibit N), would this combination meet the "proven experience" requirement under Section 1.5?**

A. All substantive review of Proposals received will be conducted by the Selection Committee as set forth in Section 2.13 of the RFP.

- 2) Are international references (e.g., from Colombian municipal governments) acceptable if supplemented by our Florida subsidiary's credentials? If so, do they require official translation or English-speaking points of contact for verification?**

A. The RFP does not limit or exclude international references. Official English translation and an English speaking point of contact are preferred.

- 3) The proposed timeline (Exhibit K) targets a contract award by July/August 2025. Is there flexibility to adjust key milestones if implementation complexities arise?**

A. Proposers need to address timeline in the Methodology and Approach response. The Village estimates a two-year timeline for fulfillment of all key milestones. The Village is open to alternative schedules; however, they must fall within the budgeted amount for the Consultant project of \$150,000.

- 4) Could you clarify the process for scope changes (e.g., additional needs identified during Task 4) and associated cost approvals?**

A. Scope changes/modifications are handled through contract amendments at the sole and absolute discretion of the Village of Royal Palm Beach.

- 5) Our Florida subsidiary can provide the required insurance policies (Section 2.19). Must the insurers be Florida-based, or are U.S.-licensed providers sufficient?**

A. Section 2.19 requires that the insurance company must be authorized to do business in Florida.

- 6) Our Florida subsidiary complies with E-Verify (Exhibit D). If we engage personnel from our Colombia team, must they register separately, or does our subsidiary's**

**compliance suffice?**

A. See Section 448.095, Florida Statutes. Compliance with all E-Verify requirements is required at all times.

**7) Exhibit L assigns 40% of scoring to “Methodology and Approach.” Are there specific methodologies (e.g., Agile, PMBOK) or tools (e.g., MS Project) the Village prioritizes?**

A. See #2 as listed in Exhibit L for the items to be evaluated as part of this Methodology and Approach criteria.

**8) Is there an estimated budget range for the project to help align our pricing (Exhibit K) competitively?**

A. The current project budget for the ERP consultant is \$150,000 for all tasks 1-7 in the RFP. The current project budget for vendor implementation is \$550,000 and annual software is \$200,000.

**9) Given our: Local presence (Florida subsidiary meeting all legal requirements). International expertise (ERP implementations for governments of similar size/scope). Integration capabilities (aligned with Exhibit N’s listed systems). Does this profile qualify as a responsive proposer under the RFP criteria?**

A. Please see Section 2.11 for guidelines on qualifying as a responsive bidder.

**10) What is the Village’s anticipated timeline for this project (i.e., project kickoff, RFP release, and vendor selection)?**

A. Please see Section 3.4 for tentative Council award of the contract. The Village anticipates the project to start immediately after the contract with the consultant is executed.

**11) Is there a mandatory date to move away from CentralSquare / Naviline?**

A. No. Please see Section 1.3 and Exhibit A relative to the Scope of Work. Proposers can address proposed solutions for each of the tasks outlined as part of their Proposal.

**12) Does the Village prefer onsite work, remote work, or a hybrid approach?**

A. The Village will leave this to the discretion of the consultant. Proposers can include their proposed approach in response to this RFP.

**13) Can the Village disclose the anticipated budget for this project?**

A. Please refer to the Village’s response to Question 8 above.

**14) Does the Village anticipate replacing and/or assessing other software listed in Exhibit N or is CentralSquare / Naviline the only in-scope software for the assessment and procurement?**

A. Please see Section 1.3 and Exhibit A relative to the Scope of Work. Proposers can address proposed solutions for each of the tasks outlined (particularly Task 2).

**15) Has the Village completed any consultant-led IT-type assessments in the recent past? If so, is the Village willing to disclose who performed the assessment?**

A. The Village has not engaged in a consultant-led IT assessment relating to software implementations in recent years.

- 16) The Village requests proposals to be double spaced. In our experience writing proposals, this can substantially increase the length of proposals and decreases conciseness. Is this a strict requirement, and if so, does this apply to graphics as well?

A. Please follow the format requirements set forth in Section 3.1.

- 17) The Village's requested proposal format does not specify an area to provide a firm overview or relevant experience. Are proposers permitted to include this information and does the Village have a preference on where these firm qualifications can be listed?

A. Pursuant to Section 3.5, information considered by the Proposer to be pertinent to this project and which has not been specifically solicited in any of the aforementioned sections may be placed in a separate appendix section.

- 18) Can the \$150K budget be allocated specifically for items 1-6, with item 7 considered for a separate phase or budget?

A. The current project budget for the ERP consultant is \$150,000 for all tasks 1-7 in the RFP.

- 19) Is there flexibility to prioritize and potentially defer item 7 until its requirements are clearer?

A. No, there is no need to defer item 7. The consultant will simply facilitate the implementation process providing support and assistance, monitoring training, vendor compliance and successful project closeout.

- 20) Do you have an expected timeline for items 1-6, and can more details be provided about item 7's deliverables?

A. See Exhibit A Project Scope of Work for a description of each task and the required deliverable. See response to Question 27 below.

- 21) What are the main risks associated with item 7, and how does the Village plan to address them?

A. The Village does not understand this question.

- 22) What is the plan for scaling the ERP solution?

A. The Village does not understand this question.

- 23) Has the Village attempted to do this project previously, and if so, were there any key findings or lessons learned?

A. No.

- 24) Are non-US resources eligible to work on this engagement (e.g. from Canada or from India.)?

A. See Section 1.5 for qualifications of proposers.

- 25) In Section 1.6 – Entering Proposals, the Village of Royal Palm Beach states that proposals must be submitted in person by 3:00 PM on June 2nd. Would the Village

consider accepting electronic submissions via email? The current in-person-only requirement may unintentionally limit the number of qualified proposals received, potentially excluding highly suitable vendors due to logistical constraints.

A. See Sections 1.6 and 3.3 for submittal requirements which require proposals to be submitted by mail or delivery to the Village Clerks Office. Section 1.6 specifically states “...Proposals by telephone, email, telegram, or facsimile shall not be accepted.”

26) Has the village conducted a formal cost/benefit analysis of the current state of ERP value vis-a-vis the future state? Forrester clients find this valuable in making decisions about modernizing their ERP solution.

A. No.

27) We are requesting the village to clarify the scope of Task 7 a little more. Will the proponent be expected to do the full ERP implementation work as part of Task 7? Alternatively, is the village anticipating hiring a separate ERP implementation consulting firm? If latter, does the scope of the proponent for this RFP be limited to advice the village , conduct IV&V, etc.?

A. Regarding Task 7, the consultant will be required to act as Project Manager and facilitator for the implementation. The Village does not anticipate hiring a separate ERP implementation consulting firm. Actual technical aspects of the implementation will be carried out by the software vendor and the Village.

28) Does the village have a budget limit for this RFP? If yes, will the village share its budgetary estimate for this RFP?

A. Please refer to the response to Question 8 above.

29) We are requesting the village to clarify the scope of Task 4 and 5 a little more. It appears that the village staff will take the lead in interacting with shortlisted ERP vendors during demonstration, Q&A, contract negotiation etc. It also appears that the proponent consulting firm will facilitate the process providing support and assistance (such as decision tools, guidance, etc.) in the process. Please confirm.

A. This is accurate. Village staff will take the lead in interacting with shortlisted ERP vendors during demonstration, Q&A, contract negotiation etc. The consultant will facilitate the process providing support and assistance (such as decision tools, guidance, etc.) in the process.