

TOWN OF GREENWOOD

REQUEST FOR PROPOSAL

ERP Software System

Proposal Deadline: **June 9, 2026, 4:00**
p.m.

Submit to: **RHIANNON SLATER**

**100 W . MARKET ST., GREENWOOD,
DE 19950**

Introduction

Town of Greenwood is issuing this Request for Proposal (RFP) to solicit vendor proposals for a comprehensive ERP software system. The proposed application software and hardware configuration must comply with the minimum specifications outlined in this RFP.

The **Town of Greenwood** intends to select the best solution based on the criteria contained herein. The successful vendor will establish a turnkey, integrated software environment that satisfies the specifications in this RFP, leveraging vendor resources across computer systems, technical training, data conversion, maintenance, and support services. The **Town of Greenwood** desires to contract with a single vendor for all software, maintenance, installation, conversion, and support.

Instructions to Proposers

Submission Instructions

Proposals will be accepted until **June 9, 2026, 4:00 p.m.** A Bid Opening meeting will be held June 9, 2026 at 4:30 p.m. at the Town Hall, located at 100 W Market St., Greenwood, De. Submitted proposals must be binding for no less than ninety (90) days after the date received. The **Town of Greenwood** reserves the right to reject any or all proposals, or portions thereof, and to waive minor technicalities. The **Town of Greenwood** is not obligated to select the lowest-cost proposal; the award will be made to the proposal deemed to be in the best interest of the **Town of Greenwood**.

Important:

- Direct all vendor inquiries to **Rhiannon Slater, Town Manager** via email at Rslater@townofgreenwood.us
- Proposals can be submitted via physical mail to the address listed on the cover of this document and must contain three (3) copies.
- Proposals received after the closing deadline will remain unopened.

Selection Process

- Review of Written Proposals — The Town Manager and Clerk will review all proposals against the criteria in Sections 1–11, with emphasis on functional requirements.
- Discussions and Interviews — Top-ranked vendors may be invited to provide demonstrations and participate in follow-up discussions.
- Evaluation and Ranking — The project group will rank qualified vendors and present a recommendation to the **Town of Greenwood** Council for contract award.

Required Content for Proposal

All proposals must include the following documents and completed sections. Proposals that do not address all items may be deemed non-responsive.

Title Page

Include business name and contact information (phone, email, fax, physical/mailling address).

Cover Letter

Signed letter on company letterhead introducing the firm, confirming scope understanding, and authorized by a company officer.

Section 1 — Executive Summary

High-level overview of the proposed solution, vendor qualifications, and key differentiators.

Section 2 — Company Profile

Firm history, size, relevant experience, and list of comparable ERP implementations.

Section 3 — Implementation Plan

Detailed project timeline, methodology, staffing, data conversion approach, and training plan.

Section 4 — Support

Ongoing support channels, help desk, response times, and hardware requirements.

Section 5 — Security & Disaster Recovery

Security architecture, data backup procedures, and disaster recovery capabilities.

Section 6 — Software Updates & Enhancements

Policy for software updates, version upgrades, and enhancement requests.

Section 7 — Functional Requirements

Completed requirements matrix with response codes [A], [F], [C], or [N] for each item.

Section 8 — References

Minimum three client references for comparable ERP implementations with contact information.

Section 9 — Price Proposal

Itemized pricing for software, implementation, training, data conversion, and ongoing maintenance.

Section 10 — Contract Documents

Completed and signed contract forms, certifications, and addenda acknowledgments.

Section 11 — Additional Information

Supplemental materials, exception notices, or value-added offerings not covered in prior sections.

Required Documents (If Applicable)

- Drug-Free Workplace certification
- Signed agreement to Insurance Requirements
- Any other forms or certifications required by applicable law or local ordinance

Section 1. Executive Summary

Provide a concise overview of your firm and proposed solution. This section sets the stage for the full proposal.

- Brief company introduction and mission statement
- Summary of the proposed software solution and its relevance to municipal government
- Key differentiators and competitive advantages
- High-level qualifications summary (years serving public sector, number of clients, geographic reach)
- Confirmation that all aspects of this RFP have been reviewed and will be addressed

Section 2. Company Profile

Provide background information sufficient to evaluate the firm's stability, experience, and qualifications to perform the work.

- Business type (proprietorship, partnership, corporation)
- Primary contact information for this proposal
- Years in business and brief company history
- Total number of employees and percentage of employees devoting 100% of their time to development and support
- Number of public sector installations currently live
- Information on any lawsuits ever filed against the company by a public sector customer, including any currently outstanding lawsuits
- Any other company information the proposer wishes to supply

Section 3. Implementation

Describe your implementation methodology and the process by which the **Town of Greenwood** would be onboarded onto the proposed system.

- Names and resumes of the project team members who would work with the **Town of Greenwood**
- Implementation methodology overview (e.g., phased approach, project lifecycle stages)
- Project management approach: planning, monitoring, communication plan, and reporting cadence
- Sample implementation timeline with key milestones
- Data conversion process:
 - Data requirements and file formats accepted
 - Data matching and mapping methodology
 - Testing plan and acceptance criteria
 - Projected timeline for conversion
- Vendor team and client team responsibilities during implementation
- Post go-live transition and support handoff process
- Training: Describe the training process, number of hours, delivery format (remote, on-site, or hybrid), documentation provided, and approach to ongoing training and user education

Section 4. Support

Describe your customer support model, resources, and the hardware/software requirements needed to run the proposed system.

Support Channels & Resources

- Available support channels (phone, email, remote desktop, online portal)
- Support hours and response time guarantees / SLA tiers
- Support website, knowledge base, and user community access
- Dedicated customer success manager or account representative
- Webinars, user group events, and ongoing education offerings
- Annual maintenance and support services included in the maintenance fee

Hardware and Operating System Requirements

Provide the minimum and recommended hardware specifications required to run the proposed system. Please fill out the tables below or provide your own document highlighting these requirements.

Server Specification	Minimum	Recommended
Operating System		
Processor		
Memory		
Database Engine		
Hard Drive Space		
Additional Space (Scanning)		

Workstation Specification	Minimum	Recommended
Operating System		
Processor		
Memory		
Hard Drive Space		
Screen Resolution		

Section 5. Security & Disaster Recovery

Describe the security architecture and disaster recovery capabilities of the proposed system.

- Cybersecurity features: encryption, access controls, multi-factor authentication (MFA), and data protection measures
- Backup procedures: frequency, retention schedules, and redundancy
- Disaster recovery procedures and recovery time objectives (RTO)
- Server location and data sovereignty (data must remain within the U.S.)
- System uptime/availability guarantee
- User access controls: module-level and task-level permissions, audit trail capabilities
- Sensitive data handling (e.g., SSNs, banking information)
- Security vulnerability patching policy and response timeline

Section 6. Software Updates & Enhancements

Describe your process for delivering software updates, patches, and new feature releases.

- Frequency of major updates/enhancements and minor patches
- Update delivery process for hosted vs. self-hosted clients
- Whether updates and enhancements are included in the annual maintenance fee
- Process for state and federal compliance updates
- How prior versions are supported after a new release
- How clients are notified of upcoming updates and maintenance windows

Section 7. Functional Requirements

Proposers must complete all tabs of the provided Functional Requirements Excel file. A PDF export of the completed requirements must be included in this section of the proposal along with the completed Excel file.

Response Codes:

- **[A]** — Currently supported and in use at one or more live customer sites
- **[F]** — Not currently supported; will be available in a future release
- **[C]** — Not currently supported; available as a custom development
- **[N]** — Not supported; no modifications will be provided

Section 8. References

Provide a minimum of four (4) client references currently using the proposed system. References should be public sector organizations similar in size and scope to the **Town of Greenwood**. Please provide the requested information in the table below.

Organization Name	Contact Name & Title	Phone Number	Email Address	Go-Live Date

Add additional reference sheets as needed. A minimum of four (4) complete references are required.

Section 9. Price Proposal

Provide your all inclusive PDF pricing here along with an itemized list of all charges. Include costs for installation, conversion, training, and support. Amounts must be in actual dollars and cents. Please note any transportation and on-site costs if applicable. Proposals must be valid for 90 days from submission date.

Section 10. Contract Documents

Include the following sample contractual documents with the proposal. These documents will be used as the basis for contract negotiations and will become part of the final agreement.

- Sample Purchase Contract
- Service Level Agreement
- Software Maintenance Agreement
- Terms & Conditions
- Warranty Information

Note: Insurance certificates will be required upon selection. See Insurance Requirements information for details.

Section 11. Additional Information

Proposers are encouraged to include any additional information that supports the proposal and demonstrates the firm's qualifications, capabilities, or added value. This section should include product guides, brochures, case studies, white papers, or any other relevant materials.

- Product guides and feature documentation for all proposed modules
- Case studies or success stories from comparable public sector implementations
- Sample reports, dashboards, or user interface screenshots
- Any other information the proposer believes will be helpful in the evaluation process

Terms and Conditions

Date and Receipt of RFP

This formally advertised Request for Proposal indicates a time and date for receipt. Responses are date-stamped upon receipt; those received after the scheduled closing time will be kept unopened by the [ENTITY NAME].

Withdrawal or Modification of RFP

A proposing firm may request withdrawal or modification of their sealed proposal prior to the scheduled closing date and time. Photo identification satisfactory to the **Town of Greenwood** is required. After being opened, the proposal will be valid for ninety (90) calendar days.

Contract Award

The **Town of Greenwood** reserves the right to accept or reject any or all proposals, to waive irregularities and technicalities, and to request resubmission or additional information. The **Town of Greenwood** reserves the right to award the contract to the most responsible and responsive proposing firm, resulting in an agreement that is most advantageous to and in the best interest of the **Town of Greenwood**. The **Town of Greenwood** shall be the sole judge as to whether the proposal and resulting agreement are in the best interest of the **Town of Greenwood**, and the **Town of Greenwood's** decision shall be final.

Contract Documents

Within seven (7) calendar days after the **Town of Greenwood** 's notification of intent to award, the successful proposer must furnish all documentation required to support **Town of Greenwood's** intent. If a successful proposer fails to furnish the required deliverables within the required timeframe, the award may be withdrawn and made to the next highest-rated proposer.

Addenda and Interpretations

If it becomes necessary to revise any part of this RFP, a written addendum will be provided to all known prospective proposers. Interpretations, corrections, and changes shall not be binding unless made by addendum. The proposing firm shall not rely upon interpretations, corrections, or changes made in any other manner. All addenda issued shall become part of the contract documents. It is the proposing firm's responsibility to confirm receipt of all addenda issued for this solicitation. All addenda must be acknowledged by the proposing firm.

Termination for Convenience

The **Town of Greenwood** shall have the right to terminate, at its convenience, with or without cause, any contract resulting from this RFP, by specifying the date of termination in a written notice. In

such an event, the firm shall be entitled to just and equitable compensation for satisfactory work completed. All work produced shall become the property of the **Town of Greenwood**.

Assignment of Contractual Rights

The successful proposer may not assign, transfer, convey, or otherwise dispose of the contract or its rights, title, or interest, in whole or in part, without prior written consent of the **Town of Greenwood**. The **Town of Greenwood** must receive notification of any change in the members of the project team identified in this proposal.

RFP Proposal and Clarifications

The **Town of Greenwood** reserves the right to request clarification of information submitted and to request additional information from one or more proposing firms. All inquiries, suggestions, or requests for interpretation must be made in writing to **Rhiannon Slater**. The **Town of Greenwood** shall not be responsible for oral interpretations. Only a written addendum signed by the designated contact constitutes official clarification. The **Town of Greenwood** will provide copies of any addenda issued to all official RFP holders.

Indemnification Requirement

The **Town of Greenwood** shall require the following indemnification provisions to be included in the resulting contract:

- The **Town of Greenwood** shall be held harmless against all claims for bodily injury, sickness, disease, death, personal injury, or damage to property arising out of performance of the agreement or contract, unless such claims result from the **Town of Greenwood** 's own gross negligence.
- The **Town of Greenwood** shall also be held harmless against all claims for financial loss with respect to the provision of or failure to provide professional or other services resulting in professional liability, malpractice, or errors and omissions, unless such claims result from the **Town of Greenwood** 's own gross negligence.

Confidentiality of Documents

All proposals submitted shall be open for public inspection in accordance with applicable public records laws. Only highly sensitive information such as financial documents can be marked as confidential and a redacted version can be provided if desired.

Contact with Town of Greenwood Employees

In order to ensure fair and objective evaluation, all questions related to this RFP must be addressed only to the designated contact named in this RFP. Contact with any other **Town of Greenwood** employee — except at a vendor pre-bid meeting, if conducted — is expressly prohibited without prior consent of the designated contact. Vendors directly contacting other **Town of Greenwood** employees risk elimination of their proposal from further consideration.

Software Defects

The vendor shall properly correct all software defects for which the vendor is responsible, within a timeframe agreed upon by the **Town of Greenwood** and the vendor.

Warranty

The vendor shall provide a minimum one (1) year warranty from the date of installation. The vendor shall warrant that, during the minimum warranty period, the system will be free of defects in material and workmanship.

Response Preparation Costs

The **Town of Greenwood** will not pay any costs incurred by any vendor in the proposal preparation, printing, demonstration, or negotiation process. All costs shall be borne by the proposing vendors, with the exception of costs associated with **Town of Greenwood** personnel visits to vendor offices or other client sites.

Insurance Requirements

Insurance is required upon selection. Certificates of insurance shall be addressed to the **Town of Greenwood**. All insurance shall be in effect during the term of the contract. The successful vendor shall provide the following coverage:

- General liability, errors, and omissions insurance of not less than \$1,000,000 for bodily injury (including accidental death) per person and in the aggregate; property damage not less than \$1,000,000 per occurrence or in the aggregate
- Vendor's Protective Liability and Damage Insurance in the same minimum coverage as required under General Liability Insurance
- Workers' compensation insurance in accordance with the provisions of the applicable state Labor Code