# FINANCE SYSTEMS DIGITAL TRANSFORMATION RFP

*REVISED 3/24/2025*

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## 1. INTRODUCTION

### 1.1 OVERVIEW AND BACKGROUND MATERIAL

The Catawba Indian Nation is the only federally recognized tribe in the United States located in the state of South Carolina. There are currently over 3300 enrolled members of the Nation. Up until the opening of the Two Kings Casino in Kings Mountain, North Carolina, the Catawba Nation depended on Federal and State grant awards to support the infrastructure of the tribe. Gaming revenue has opened up growth opportunities for the Nation and a demand for a more scalable ERP platform to support the expanded services offered to citizens.

### 1.2 CURRENT SYSTEMS LANDSCAPE

The Catawba Nation has utilized SmartFusion, produced by Harris Systems, as the core component of the accounting and billing functions. Key functions that are currently managed through the SmartFusion platform include monthly utility billing, housing support (both monthly rental and homeownership programs) with associated repairs and maintenance costs, grant management covering over 160 active Federal and State grants, and infrastructure projects funded through gaming revenue.

To support the limitations of the current system, we have integrated several platforms to meet our ERP needs. The extended platforms currently integrated with SmartFusion include Procurify (a purchase management platform), Paycom (a HRIS/Payroll and talent acquisition solution), AmpliFund (a grant management solution), and KANSO (a tenant housing management solution). The workflows and data exchange between these systems will all comprise the ERP solution to be considered. Future expansion will also include a Medical ERP solution as the Nation considers a transition from Indian Health Services.

## 2. PROJECT BACKGROUND

### 2.1 OBJECTIVES

The purpose of this RFP is to select an ERP solution and partner which supports the Tribe's desire to align organizational strategy, structure, innovation and business processes with the chosen ERP application while streamlining the business processes for efficiency, accuracy, and high customer satisfaction. The chosen solution will enable the organization to:

- Scale key business processes efficiently for anticipated future growth
- Enable common business processes for all key areas, adopting best practices and simplified processes
- Follow industry best practices and only allow customizations if a critical business requirement is not met by a standard process/solution
- Provide real-time data visibility and reporting, reducing business process timeline, improving data quality and accuracy
- Provide online payment portals to facilitate citizen payments for utilities, rents and other fees
- Provide a single source of the truth for data governance

- Enable system-based management of Project-based work
- Eliminate current business processes managed outside of systems to:
  - Improve efficiency
  - Improve visibility & auditability
  - Provide reporting to GL level
  - Reduce opportunities for manual mistakes
- Improve the ability to respond to rapid changes by the business
- Minimize software customizations to facilitate ongoing support, ensure upgradeability, and keep system support costs to a minimum
- Enablement and support integrated electronic commerce with suppliers
- Improve overall staff productivity including workflow integration
- Expand existing operations and pursue new business initiatives
- Expend resources on those activities that focus on improving the customer's experience
- Continuity of business operations
- Improvement of workforce productivity with anytime and anywhere access
- Attraction of top talent with a modern ERP platform
- Improve overall staff productivity using integrated workflow and including more current functionality for digital and mobile applications, self-service capability, and workflow

## 2.2 HIGH-LEVEL SCOPE

The Tribe has defined the scope of ERP for its purposes as identified through key business process focus areas:

- Finance/Accounting (i.e. General Ledger, Accounts Payable/Receivable, Fixed Asset)
- Payroll (i.e. Management and processing)
- Human Resources/Talent Management
- Supply Chain and Procurement, including Travel
- Grant Management
- Housing Management

We are looking at the capability of a cloud SAAS application that is backed up or has its own disaster recovery plan included with the application.

## 2.3 ABOUT THIS RFP

This RFP for ERP applications seeks a solution or solutions that support the business capabilities identified in Section 2.2. and includes both the software and implementation services to support the proposed solution. The Tribe is looking for the best long-term solution.

## 3. INVITATION TO RESPOND

The Tribe invites interested parties that meet the qualifications listed in this document to submit proposals regarding their product(s) and related service offerings. All information shall be submitted in the format stipulated in this RFP.

### 3.1 THE TRIBE CONTACT PERSON

The Tribe's contact person for this RFP is: Christine Cheney, Executive Finance Director

email: tina.cheney@catawba.com

#### 3.1.1 APPROVED VENDORS

The successful offeror(s) will need to be and remain in good standing on the Tribe's approved vendor's list.

#### 3.1.2 RELEVANT LAWS AND REGULATIONS

Vendor is responsible for ensuring that its proposal is in full compliance with all applicable laws and regulations governing the proposed activities and work.

#### 3.1.3 PROBLEMS AND DISPUTES

The Tribe will deal with problems and disputes that may arise during the RFP process at its sole discretion.

### 3.2 VARIATIONS TO PROPOSALS

#### 3.2.1 ALTERNATIVE PROPOSALS

The Tribe will not accept alternative proposals that do not comply with the requirements of this RFP either in content or in the format of response.

#### 3.2.2 NONCOMPLIANT PROPOSALS

Where one or more aspects of the vendor's proposal do not comply with the RFP instructions, the Tribe may at its sole discretion disqualify the vendor or request the vendor to resubmit its proposal complying with all aspects.

#### 3.2.3 GROUP PROPOSALS

The Tribe will accept group (more than one vendor) proposals, provided the vendors concerned notify the Tribe contact person

## 4.     INSTRUCTIONS TO VENDORS

Vendor proposals in response to this REVISED RFP will be accepted until <u>MONDAY,</u> <u>APRIL 7, 2025 at</u> <u>5:00 pm EST</u>.

### 4.1 REVISED SCHEDULE OF EVENTS

- •     REVISED RFP released to vendors 3/24/2025
- •     REVISED RFP responses due 4/7/2025
- •     Presentations may be submitted with Proposal, or may be schedule with CIN for a live presentation before 4/11/2025
- •     Final award to vendor(s) 4/17/2025

### 4.2 RFP QUESTIONS AND CLARIFICATIONS

Vendors shall submit all questions for clarification to the REVISED RFP to Tribe Contact. The Tribe's response to all questions submitted will be posted on the portal, without identifying the source of the inquiry.

## 5.     RFP RESPONSES

Vendors must address all information specified by this RFP. All questions must be answered completely. the Tribe reserves the right to verify any information contained in the vendor's RFP response, and to request additional information after the RFP response has been received.

Marketing brochures included as part of the main body of the bid response shall not be considered. Such material must be submitted only as attachments and must not be used as a substitute for written responses. In case of any conflict between the content in the attachments and a vendor's answers in the body of the proposal, the latter will prevail.

### 5.1 RESPONSE FORMAT

Vendors must complete the mandatory response to the questions:

1. Company Name
2. Cover Letter
3. Relevant Experience
4. Software Vendor Information
5. Implementation Vendor Information
6. SOC1 and SOC 2 Reports
7. Software Product Info Request (Requirements Spreadsheet)
8. Pricing
9. Supplemental Software Considerations

### 5.1.1 PRICING AND PRICING BASIS

The Tribe requires all vendor submissions to quote prices in USD. Discount terms offered by a vendor must be clearly identified — and the terms that the discount is subject to. All pricing should be summarized under the Bid Listing worksheet in the following categories:

1. Software Costs – Upfront
2. Implementation Services
3. Customizations
4. Interfaces
5. Annual Maintenance and Support
6. Other

## 6. PROPOSAL EVALUATION

The Catawba Indian Nation will review all submitted proposals. The criteria by which the vendor will be scored for consideration includes the following:

- Cost of the Project                          0-20
- Existing Interfaces                          0-20
- Quality of the firm                          0-20
- Tribal Experience                            0-15
- Timeliness of Project Schedule               0-10
- Presentation                                 0-10
- Other considerations                         0-5

The evaluation process will comprise:

- A preliminary examination to determine substantial commercial and technical responsiveness
- A detailed technical evaluation to determine conformity to general and functional requirements
- Vendor presentations and one or more demonstrations of proof of concept
- Reference calls to selected existing customers of the vendor

### 6.1 PRELIMINARY EXAMINATION

The Tribe will examine the proposals to determine whether they are complete, that the documents have been properly signed and that they are generally in order.

### 6.2 DETAILED RESPONSE EXAMINATION

The Tribe will review each and every proposal detail and evaluate the responses against its own evaluation criteria and scoring mechanism.

## 6.3 DETAILED TECHNICAL EVALUATION

An evaluation of proposed products and services will generally include an assessment of the viability of those products in the ERP application market. These assessments will be based on an established installed base, market share and growth trends, for which vendors must provide supporting information.

Evaluation will also include the fit and integration with related to the Tribe infrastructure, system environments and business applications.

Technical merits and features will be reviewed against the requirements identified in the general and functional requirements sections of this document.

## 6.4 PRESENTATIONS AND DEMONSTRATIONS

The Tribe will invite each vendor whose response passes the preliminary examination to present their response to the evaluation team. The evaluation team will expect to be able to ask detailed questions based both upon the response and the presentation.

Vendors will be given detailed requirements for the demonstrations upon invitation to present; these will be in the form of scripted scenarios focusing on the differentiating and/or complex requirements of the Tribe. Instructions for demonstrating proof of concept will be provided in writing at that time.

## 6.5 CLARIFICATIONS

Further meetings may be set up to explore specific areas of the response, as deemed necessary by the Tribe to clarify the responses. Vendors are expected to comply with these meeting requests within the time frame stated. Vendors may be asked to confirm these clarifications in writing by submitting a revision/explanation of their initial response.

## 6.6 REFERENCES

The vendor should provide details of four (4) customers for reference (included in the the Tribe ERP-Capabilities-Vendor Scoring workbook). References should be for customers with requirements similar to those the Tribe. References should include information about the contract (specific products in use, date of contract execution, "go live" date and any services provided), as well as contact information for the client's project manager or other senior staff members familiar with the project. the Tribe reserves the right to contact these references and discuss the client's level of satisfaction with the vendor and its products.

## 6.7 SOVEREIGN IMMUNITY

The Catawba Nation is a sovereign nation, and Contractor shall adhere to and comply with all laws of the Nation, including the Preferential Hiring Ordinance.

## 6.8 ADDITIONAL PROVISIONS

The Catawba Indian Nation reserves the right to reject any or all proposals, waive technicalities and be the sole judge of the suitability of the proposal for its intended use, and further reserves the right to make the contract award in the best interest of the organization.  The Catawba Indian Nation also reserves the right to modify the scope of work, add or delete tasks, an modify the proposed project budget in contract negotiations with the selected firm.

## 7.     RESPONSE SELECTION

### 7.1 NOTIFICATION OF AWARD

The Tribe will award the ERP software and implementation purchase agreement to one or more vendors to satisfy their ERP scope — based on the evaluation of the RFP response and the demonstration results..

After the contract has been awarded, the Tribe will notify the unsuccessful vendors.

### 7.2 DEBRIEFING OF RESPONDENTS

The Tribe may at its sole discretion offer to debrief unsuccessful vendors; no further discussions will be entered into.

### 7.3 TREATMENT OF INFORMATION

All information about the Tribe provided during the RFP process shall remain under nondisclosure and cannot be released without the express permission of the Tribe.

# APPENDICES

## APPENDIX A – CURRENT SYSTEMS ENVIRONMENT

| System Name | Purpose | Replace/Keep/Unsure |
|---|---|---|
| **SmartFusion by Harris** | Finance/Accounting (General Ledger, Accounts Payable, Billing, Fixed Assets) | Replace/Unsure |
| **Paycom** | Payroll Management and processing, Human Resources/Talent Management | Unsure |
| **Procurify** | Supply Chain and Procurement, Travel, Fleet Management | Unsure |
| **AmpliFund** | Grant Management and Reporting | Keep |
| **KANSO** | Housing Management | Keep |

## APPENDIX B – USER COUNTS

| Area | User Count |
|------|-----------|
| Accounts Payable | 4 |
| Fixed Assets | 3 |
| General Ledger | 8 |
| Grants Team Access to General Ledger | 15 |
| Inventory | 3 |
| Order Entry / Accounts Receivable | 5 |
| Purchasing/Travel | 5 |
| Human Resources Team Member | 5 |
| Payroll Processing Team Member | 5 |
| Employees – access to PR/HR | 205 |
| Employees – access to Purchasing/Travel | 100 |
| Housing Management | 6 |
| Reporting | 12 |