



REQUEST FOR PROPOSAL FOR
Enterprise Resource Planning (ERP) Consulting Services

Issue Date: December 9th, 2025

CLOSING LOCATION, DATE AND TIME:

Proposals must be received in a sealed envelope at the offices of the City of Langford, 2nd Floor, 877 Goldstream Ave, Langford, B.C., V9B 2X8, by: 2:00 p.m. PST on Friday, Jan 9th, 2025.

Proponents shall submit two (2) original copies and one (USB key) copy prepared in .pdf format. The Proposal should be enclosed and sealed in an envelope/package clearly marked "RFP for ERP Consulting Services". No other information should be marked on the outside of the envelope/package.

Late Proposals **will not be** considered, and extensions will not be granted.

Questions and inquiries are to be sent to:

Kevin Dube, Senior Manager IT & GIS

kdube@langford.ca

TABLE OF CONTENTS

1.0. INTRODUCTION 3

2.0. BACKGROUND 3

3.0. DEFINITIONS 4

4.0. SCOPE OF WORK..... 5

5.0 DELIVERABLES..... 6

6.0 INSTRUCTIONS TO PROPONENTS 6

7.0 RFP GENERAL TERMS AND CONDITIONS..... 8

8.0 PROJECT TIMELINES 10

9.0 PRICING..... 10

10.0 PROPOSAL FORMAT 11

11.0 PROPOSAL EVALUATION CRITERIA..... 13

1.0. INTRODUCTION

The City of Langford requires the services of a consulting firm or individual who can lead the development of a Request for Proposal (RFP) and procurement activities to replace the end-of-life ERP Financial System Microsoft Great Plains. The replacement ERP solution will have a modern interface and architecture and meet the needs of the growing municipality of the City of Langford now and in the future. The system will likely be cloud based, and a preference will be given to a system which has been designed / created from the ground up with a modern architecture / framework. The consultant will work with City staff and potentially other consultants to assist with the following suggested phases of the ERP RFP Procurement project

- Develop a procurement strategy and lead the procurement process.
- Review the existing system and identify deficiencies
- Develop the ERP replacement RFP requirements and RFP Document
- Develop an Evaluation process for submissions received to the ERP Replacement RFP
- Shortlist and Facilitate Vendor Demonstrations and Discovery
- Review of submissions from shortlisted vendors
- Assist in selection of the successful proponent
- Assist in contract negotiations with the successful proponent

2.0. BACKGROUND

The City of Langford, located on southern Vancouver Island, is among the fastest growing communities in B.C. In 2023 Langford's estimated population was just under 53,000 making it the 3rd highest population in the region. Current population projections and housing starts indicate that Langford will continue to grow for the foreseeable future.

For over 20 years the City has used Microsoft Dynamics GP (with vendor formerly Diamond Software, now Central Square) software to support Core Financials, Canadian Payroll, Accounts Payable (AP), Accounts Receivables (AR), Cash Receipting, Fixed Asset, Property Taxes and Management Reporter for Reporting. Several add-ins to Microsoft GP are currently employed: Mekorma, Smartlist, Rockton Auditor & Smartfill. There are currently integrations in use for several other best in breed point solutions for Budgeting (Questica) and AP processing & approval (PaperSave (PairSoft)). There are also some internal solutions built to augment the ERP system (Leave Request System, timesheet data entry & approval, SSRS custom reports).

As Microsoft has set a deadline of 2029 for sunsetting support on this core ERP software, the City is looking to replace/modernize its core financial software. This replacement could include consolidation of the point solutions and internal solutions. An inclusion of Human Capital Management (HCM) functions in the ERP replacement software could be beneficial for our HR Department if budgetary constraints allow. Some core municipal specific modules in the current system (i.e. Property Tax) may need to be in a separate software solution included in this procurement and integrated with if the core

financial ERP vendor cannot provide this as part of their offering. Including functionality to improve self-service interaction with both employees (Payroll) and the public (Property Tax) would be beneficial.

3.0. DEFINITIONS

Throughout this Request for Proposal (RFP), the following definitions will be used:

“Addenda” or **“Addendum”** means all additional information regarding this RFP including amendments to the RFP.

“Agreement” or **“Contract”** means a contract that is issued to formalize the Work with the successful Proponent based on the Proposal submitted and incorporate by reference the Request for Proposal, any Addenda issued, the Proponent’s response and acceptance by the City of Langford.

“Consultant” means the person(s), firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, Work and Services first contemplated in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal.

“City of Langford” or **“City”** means the Corporation of the City of Langford and any person authorized to act for or on behalf of with respect to any matter under this Request for Proposal.

“City’s Project Manager” means the City of Langford’s Senior Manager of IT & GIS and their delegate appointed in writing or other persons appointed by the City of Langford.

“Must” or **“Mandatory”** means a requirement that must be met in order for a Proposal to receive consideration.

“Proponent” means an entity that submits a Proposal.

“Proposal” means a Proposal submitted by a Proponent in response to this Request for Proposal.

“Request for Proposal” or **RFP** means the solicitation described in this document, including any attached or referenced appendices, schedules and addenda.

“Services” means and includes the provision by the successful Proponent of all services, duties and expectations as further described in this Request for Proposals.

“Should” or **“May”** means a requirement having a significant degree of importance to the objectives of the Request for Proposals but is not a Mandatory requirement.

“Successful Proponent” means the Proponent selected by the Evaluation Team to enter into negotiations for a Contract.

“Work” means and includes anything and everything required to accomplish the project in accordance with this Request for Proposals.

4.0. SCOPE OF WORK

In Scope

The consultants will use their experience and expert knowledge of ERP systems and ERP Procurement/Implementation to provide the following services (the consultant may propose changes/additions as required)

1. Work with the project team to lead in defining the ERP replacement RFP procurement strategy and approach.
2. Review current legacy ERP system state and identify gaps in current capabilities.
3. Validate system requirements by leading workshops with line of business staff.
4. Conduct future state visioning with the project team.
5. Identify crucial success factors and evaluation criteria for the ERP Replacement RFP.
6. Develop technical requirements and RFP response guidelines for the ERP Replacement RFP.
7. Assist in the development of the ERP Replacement RFP evaluation scorecard.
8. Create the ERP Replacement RFP solicitation documents.
9. Assist with the evaluation and analysis of the ERP replacement RFP proposals to shortlist preferred vendors.
10. Facilitate scripted demos & detailed discovery of the shortlisted vendors
11. Facilitate price negotiation & vendor selection.
12. Work with the project team to review contract deliverables and service levels.
13. Assist with the contract negotiation process with the preferred vendor.

Potential In Scope

The City reserves the right to negotiate additional services from the Consultant to provide advice and support during the implementation of the software to ensure project success.

Out of Scope

The following is out of scope for the Contract:

- Detailed mapping of current and future business processes

Location of Work

This engagement requires the consultant to be on-site at a minimum for all information gathering meetings (review of current system, requirement gathering). The remainder of the work can be done in person or with remote meetings.

5.0 DELIVERABLES

The City of Langford is expecting several deliverables as part of this engagement. These deliverables are subject to change upon agreement of the City and successful proponent based on the ERP Procurement strategy:

- Procurement Strategy and Roadmap
- Detailed Requirements Specification for the RFP
- Draft and final form of the RFP; and
- Development of an RFP Evaluation Scorecard / Assistance in shortlisting proposals with this tool.
- Creation and Facilitation of Scripted Demos
- Recommendation of Preferred Vendor

6.0 INSTRUCTIONS TO PROPONENTS

6.1 PROPOSAL CLOSING DATE AND DELIVERY INSTRUCTIONS

It is the sole responsibility of the Proponent to submit their Proposal to Langford City Hall prior to 2:00 p.m. PST on Friday, January 9th, 2025 (the “closing date and time”). The time on the City’s Receptionist’s computer will be deemed to be the correct time for purposes of receiving this Proposal. Proponents shall submit two (2) original hard copies and one (USB key) copy prepared in .pdf format. The Proposal should be enclosed and sealed in an envelope/package clearly marked “**RFP for ERP Consulting Services**” and addressed and delivered to the City of Langford, 2nd Floor, 877 Goldstream Ave, Langford, BC, V9B 2X8. No other information should be marked on the outside of the envelope/package. Late Proposals will not be considered, and extensions will not be granted.

6.2. QUESTIONS AND INQUIRIES

All questions and inquiries related to this RFP shall be directed in writing to:

Kevin Dube, Senior Manger of IT & GIS
kdube@langford.ca

Information received from any other persons may be inaccurate and not relied upon.

Questions are to be submitted in writing before end of business day on Tuesday, December 23rd, 2025. The City reserves the right to not answer questions after this date.

If a change or additional information is warranted, the City’s response will be communicated to all Proponents by means of written Addenda issued by the IT department prior to the closing date and time.

The City will attempt to respond to all reasonable inquiries but reserves the right not to respond to inquiries. Proponents finding discrepancies or omissions in the RFP documentation or having doubts as

to the meaning or intent of any provision should immediately notify the contact person listed above. If the City determines that an amendment is required to this RFP, the IT department will issue an addendum, and such an addendum will be posted on the BC Bid website and the City's website.

No oral conversation will affect or modify the terms of this RFP or may be relied upon by the Proponent.

6.3. ADDENDA

Each addendum will be incorporated into and become part of the RFP Document. No amendment of any kind to the RFP is effective unless it is contained in a written addendum issued by the City's IT department.

6.4. PROPONENT EXPENSES

Proponents are solely responsible for their own expenses in preparing and submitting Proposals, and for any sample requests, meetings, negotiations or discussions with or presentations to the City or its representatives and consultants, relating to or arising from this RFP.

6.5. NO OBLIGATION

This RFP is not a tender and does not commit the City in any way to select a Leading Proponent or to proceed to negotiations for a Contract, or to award a Contract to any Leading Proponent, and the City reserves the right at any time to reject all Proposals, terminate this RFP process and, if the City elects, obtain or proceed with obtaining the Services in some other manner, including by advertising for new Proposals.

6.6. NO CLAIMS

The City and its representatives, agents, consultants and advisors will not be liable to any Proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFP.

6.7. LIABILITY FOR ERRORS

While the City has used considerable effort to ensure an accurate representation of information in this RFP, the information contained is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the City, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve the Proponent from forming their own opinions and conclusions with respect to the Services in this RFP.

6.8. CHANGES TO RFP DOCUMENT

Proponent(s) must not alter any portion of this RFP documents, except for adding the information requested. To do so will invalidate the submission of its Proposal.

6.9. CHANGES TO THE PROPOSAL WORDING AND CONTENT

The Proponent will not be allowed the opportunity to change the wording or content of its Proposal after closing and no words will be added to the Proposal, including changing the intent or content of the presentation of the Proposal, unless requested by the City (e.g. minor clarifications).

6.10. INSURANCE REQUIREMENTS

The Proponent, at the reasonable request of the City, will provide to the City evidence of all required insurance in a form acceptable to the City, within five (5) working days of such a request. No Contract will be awarded to any Consultant who cannot meet the insurance requirements.

6.11. WORKING LANGUAGE

The working language of the City is English and all Proposals must be submitted in English.

6.12. PROPOSAL OPENING

Proposals **will not** be opened in Public.

7.0 RFP GENERAL TERMS AND CONDITIONS

7.1. CONFLICT OF INTEREST

By submitting a Proposal, the Proponent warrants that neither it nor any of its officers or directors, or any employee with authority to bind the Proponent, has any financial or personal relationship or affiliation with any elected official or employee of the City or their immediate families which might in any way be seen by the City to create a conflict.

7.2. LAWS, REGULATIONS AND PERMITS

This RFP and any Contract formed shall be governed by and construed in accordance with the laws of the Province of British Columbia which shall be deemed to be the proper law hereof and in so doing shall have exclusive jurisdiction to determine all disputes and claims arising out of or in any way connected with this RFP or any Contract.

The Consultant shall give all notices required by law and shall comply with all laws, acts, ordinances, rules and regulations relating to or affecting neighbourhood collectors, minor collectors & local roads. If any permits, authorizations, approvals or licences from any government or governmental agencies are necessary or desirable for the prosecution of this Contract they shall be obtained by the Consultant at its expense.

7.3. WITHDRAWAL OF PROPOSALS

The Proponent may withdraw their Proposal at any time prior to the Proposal closing time by submitting a written withdrawal letter to the Senior Manager of IT & GIS via email: kdube@langford.ca.

7.4. ACCEPTANCE AND REJECTION OF PROPOSALS

This RFP is not an agreement to purchase goods or services. The City is not bound to enter into a Contract with any Proponent. The City reserves the right to:

- Not accept any Proposal in response to this RFP;
- To reject any and all Proposals, including without limitation the lowest priced Proposal, even if the lowest priced Proposal conforms in all aspects with the RFP;
- To reject any Proposal at any time prior to execution of a Contract;
- To reject Proposals which are incomplete, conditional or obscure or erasures or alterations of any kind;
- To waive immaterial defects and minor irregularities in any Proposal;
- To assess the ability of the Proponent to perform the Contract and reject any Proposal where, in the City's sole estimation, the personnel and/or resources of the Proponent are insufficient.

7.5. RIGHT TO CANCEL THE RFP PROCESS

The City reserves the right in its sole discretion to postpone or cancel this RFP process at any time and may, in its discretion, elicit offers from other parties (whether or not such parties have responded to this RFP) or engage in another procurement process, including re-issuing a substantially similar RFP or negotiating with any party if:

- Only one Proposal is received;
- A suitable Proponent has not been selected;
- Approval is not granted by the City of Langford Council, the Chief Administrative Officer or the Director of Finance;
- All Proposal(s) exceed the City's set budget; or
- Contract negotiations have not been reached within a reasonable time as solely determined by the City.

7.6. LITIGATION CLAUSE

The City may, in its absolute discretion, reject a Proposal submitted by Proponents if the Proponent, or any officer or director of the Proponent is or has been engaged either directly or indirectly through another corporation in a legal action against the City, its elected or appointed officers and employees in relation to:

- Any other contract for works or services; or
- Any matter arising from the City's exercise of its powers, duties or functions under the Local Government Act for another enactment; within five years of the date of this Request for Proposal.

In determining whether to reject a Proposal under this clause, the City will consider whether the litigation is likely to affect the affect the Proponent's ability to work with the City, its consultants and representatives and whether the City's experience with the Proponent indicates that the City is likely to incur increased staff and legal costs in the administration of this Contract if it is awarded to the Proponent.

7.7. FREEDOM OF INFORMATION AND PRIVACY PROTECTION ACT (FOIPPA)

The contents of the Proposal are subject to the Freedom of Information and Privacy Protection Act (FOIPPA). The Proponent should note within its Proposal whether it considers any part of the Proposal as proprietary or trade secret. The City attempts to keep, to the best of its ability, proprietary or trade secret material confidential, only to the extent permitted by law. Notwithstanding the foregoing, the City has the sole discretion in determining whether any part(s) of Proponent Proposals contain information that is exempt from FOIPPA legislation.

7.8. OWNERSHIP OF PROPOSALS

All Proposals submitted, other than any Proposal withdrawn prior to the opening of Proposals or any late Proposals, become the property of City and will not be returned to Proponents.

7.9. DEBRIEFING

Proponents may request a debriefing which may be made available at the City's convenience and must be made within fifteen (15) calendar days of notification of award. The intent of the debriefing information session is to aid the Proponent in presenting a stronger Proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process. The City will provide a debriefing upon request, after Contract award has been completed.

8.0 PROJECT TIMELINES

The City of Langford has established the following preliminary baseline schedule for the project. All dates are subject to change at the discretion of the City.

Milestone	Target Completion Date
Project Initiation Meeting	Jan/Feb 2026
Review Existing System	Feb 2026
Requirements Gathering	Mar – Apr 2026
Procurement Strategy	May 2026
Release of RFP	June 2026
Assess RFP Responses	June/July 2026
Shortlist / Scripted Demos	August/Sept 2026
Price & Contract Negotiation / Vendor Selection	Nov/Dec 2026

9.0 PRICING

The submitted proposal should identify the 'Net Total Cost', plus applicable taxes, to provide the services as outlined in the Scope of Services. The Proposal must include a breakdown of the hourly charge out rates of key personnel and support staff (which must include labour and material costs, applicable taxes, expenses/disbursements, and any other charges).

All prices must be submitted in Canadian funds.

The Proposal may also provide separate pricing on additional features the applicant feels would benefit the City of Langford in meeting its goals.

9.1. EXTRA WORK

The consultant must receive written approval prior to commencing any additional works which will affect the project cost or schedule. The consultant is to submit a Change Order indicating the impact these extra or additional works will have on the project for written approval from the City.

A Change Order must also be submitted in the event the consultants' fees will exceed the original Proposal amount (i.e. change to original budget must be requested and must be approved in writing). In this situation the consultant may be requested to provide scope change alternatives to meet the original budget.

An invoice encompassing additional works that has not been approved in writing will not be accepted by the City.

10.0 PROPOSAL FORMAT

This section describes the expectations for Proposal formatting. Any Proposal submitted should be in general alignment with these expectations to facilitate comparative evaluation.

Proponents should respond to the questions under each heading clearly and concisely. Please limit your response to 15 pages.

Through the information provided in your Proposal, the City of Langford expects to gain an in-depth understanding of a Proponent's experience, capabilities, and the capacity to provide the Services outlined in Sections 4.0. and 5.0.

10.1 COVER LETTER

Provide a single-page cover letter that includes the name, address, telephone number, and title and signature of the Proponent's contact person for this Proposal.

10.2 PROFILE, EXPERIENCE AND QUALIFICATIONS

Q1: Describe the location of branches, background, years of business under the legal entity, stability and structure of the Proponent. Provide an executive summary describing the Proponent's relevant experience and qualifications in delivering Services similar to those required by this RFP.

Q2: Describe three (3) specific examples of recent work completed by the Proponent that required the performance of services similar to the Services described in this RFP (to the extent possible). In each case, the Proponent should identify:

- Project and client name;
- Scope of Services; and
- Project actual start and completion dates.

Contact reference information, phone number and email address of any individual from each client who can provide details and feedback regarding the Services performed by the Proponent. The City of Langford may contact these references.

Q3: Project Team, Experience, Qualifications and Company Resources:

- Provide the name, project role and CV of all Consultants directly assigned to this project.
- The Consultants assigned to the project should remain in-place for the duration of the project, unless the written notification has been provided and approved by the City's Project Manager;
- The Proponent should demonstrate their ability to carry out the project and provide the information of the relevant projects with references similar in scope and complexity. The City has a right to verify the information provided and the information obtained from references will not be disclosed or discussed with any other Proponents;
- Include any other company resources who will provide additional value to the project consultation;
- State the corporate acceptance of the terms and conditions of this RFP and attached Professional Services Agreement. Confirm that the Proponent carries adequate insurance meeting or exceeding the levels specified within the Professional Services Agreement, and that proof of the required insurances will be submitted upon request; and
- Declare that the Proponent, if successful, will purchase a City of Langford or Inter-Community business license prior to beginning the project.
- The professional service agreement will be provided to the successful proponent by the City for negotiation.

10.3 TECHNICAL APPROACH AND METHODOLOGY

Communicate in detail your understanding of the project, its requirements, and important issues. Describe both the project management and technical methodologies proposed to be used. Clearly indicate all services which are to be included, excluded, optional, or to be provided by others.

Q4: Provide a brief description, outlining a comprehensive understanding of the project.

Q5: Provide a description of the general approach and methodology that the Proponent would take in performing and managing the Services and accomplishing the objectives within the City's schedule. The proponent is responsible to determine the framework for the most efficient, effective, and thorough work plan based on the understanding of project scope as well as their own proven performance and

time-tested practices. The City is looking for dynamic and innovative approaches rather than a 'cookie cutter' approach from other projects.

Q6: The Proponent should demonstrate an ability to meet the time schedule to deliver the required services to the City. Based on key dates, include a detailed work schedule.

11.0 PROPOSAL EVALUATION CRITERIA

The City will evaluate each proposal submitted on the basis of how well the Proponents respond to the requirements of the RFP. Each submission will be assessed using a matrix scoring system based on the criteria below.

EXPERIENCE, REPUTATION AND RESOURCES

- Relevant experience;
- Years of experience;
- Professional accreditation;
- Recent similar projects successfully completed by the project team;

TECHNICAL APPROACH AND METHODOLOGY

- Ideas for innovation and methods to deliver maximum value to the City;
- Demonstrated understanding of project risks, opportunities, and requirements; and
- Clearly articulated, well detailed plans for each project phase, breaking down each phase of work into the tasks to be undertaken and deliverables to be issued.

ABILITY TO EXECUTE THE WORK ON THE PROPOSED TIMELINE

PRICING PROPOSAL

- Direct project costs must be broken down by personnel and estimated hours per task.