

**REQUEST FOR PROPOSALS
ENTERPRISE RESOURCE PLANNING SOFTWARE FOR THE
SUSQUEHANNA REGIONAL AIRPORT AUTHORITY**



**SUSQUEHANNA AREA REGIONAL AIRPORT AUTHORITY
HARRISBURG INTERNATIONAL AIRPORT
ONE TERMINAL DRIVE, SUITE 300
MIDDLETOWN, PA 17057**

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SECTION 1.00 - INVITATION

REQUEST FOR PROPOSALS

ENTERPRISE RESOURCE PLANNING SOFTWARE

The Susquehanna Area Regional Airport Authority (SARAA) is seeking proposals from qualified firms wishing to provide an Enterprise Resource Planning (ERP) software solution to the Authority commencing on **February 6, 2020**.

Interested parties may download the documents from the HIA website: www.flyhia.com under Doing Business with Us, ERP Software RFP.

Sealed responses (**one electronic “PDF” and one printed copy**) for the proposed software, implementation, and support fees must be submitted to Deputy Director of Finance and Administration, SARAA, One Terminal Drive, Suite 300, Middletown, PA 17057 by **2:00 p.m. EST on Monday, April 06, 2020** labeled **“PROPOSALS FOR ENTERPRISE RESOURCE PLANNING”**. Any proposal not received in accordance with the above parameters will be subject to dismissal per SARAA’s discretion. SARAA reserves the right to accept, reject and or make requests for new proposals at its sole discretion.

SECTION 2.00 - GENERAL INFORMATION

2.01 DEFINITIONS - the following terms and definitions will apply throughout this Request for Proposals.

"Airport"	means Harrisburg International Airport located in Middletown, PA;
"Agreement"	refers to the document allowing the Company to exclusively provide an Enterprise Resource Planning software solution and continually service and support the software for a period of five years;
"Authority"	for the purposes of this document, Authority refers the Susquehanna Area Regional Airport Authority which owns and operates the Airport;
"Company"	means the successful company;
"Director"	refers to the Deputy Director of Finance and Administration who has responsibility for the overall day-to-day management and administration of the Airport finance department;
"ERP"	means Enterprise Resource Planning, refers to a software solution encompassing multiple financial and administrative functions;
"Proposal"	document submitted by Respondent (s) to be considered for the Agreement;
"Respondent(s)"	any company or organization submitting a Proposal for the services;
"RFP"	means Request for Proposals;
"Software Solution"	means a software package including but not limited to modules pertaining to: general ledger, fixed asset, accounts payable and receivable, inventory, purchase orders, grants and contract management, and budgeting.

2.02 INTRODUCTION. The Susquehanna Area Regional Airport Authority, owner and operator of the Harrisburg International Airport (hereinafter called the “Airport”) in Middletown, Pennsylvania, (hereinafter called the “Authority”) requests Proposals from qualified firms wishing to provide ERP solutions related to the operation and administration of the Airport financial and administrative functions. The Authority will receive and review Proposals from Respondents and intends to select one (1) Company to provide an ERP software, installation, training and maintenance/support.

2.03 DETERMINATION OF RESPONDENTS. Only those Proposals received in a timely manner, and in proper form, from Respondents who can provide evidence that they are fully competent, have the necessary experience, organizational and financial capacity to fulfill the requirements requested by this RFP will be considered. Based on those Proposals, and other information derived from and about the Respondents, the Authority intends to enter into negotiations with one (1) Company with respect to finalizing the following: installation of software solution; conversion of data within current software to new software; staff training; software and report customization; recurring fees and fee schedules; and any additional features of the proposed Agreement.

In the event that such negotiation does not produce a satisfactory Agreement, a second Respondent shall be invited to enter into negotiations. Should the second Respondent and the Authority fail to negotiate an Agreement acceptable to the Authority, the third Respondent shall be invited to enter negotiations, and so on until an Agreement satisfactory to the Authority is successfully negotiated.

Some of the job scope described in this document may not be required. Firms should be aware that there is no guarantee that any work will result from this selection process and that if the assignment is undertaken, in whole or in part, there is no assurance of, nor should firms expect to receive further work or assignments.

SECTION 3.00 – INSTRUCTIONS TO RESPONDENTS

3.01 RESPONSIBILITY FOR PROPOSAL. Each Respondent is responsible for carefully examining the terms and conditions set forth in this RFP and for otherwise judging for itself all the circumstances and conditions affecting the Respondent’s Proposal. Submission of a Proposal shall be conclusive evidence that the Respondent has made such examinations and determinations.

Failure on the part of the Respondent to make such examination and to investigate fully and thoroughly shall not be grounds for any declaration that the Respondent did not understand the conditions of the Proposal.

3.02 PROPOSAL SUBMITTAL - Respondents shall abide by all the procedures set forth in the RFP in the preparation and submission of their Proposal. Each Respondent must include one electronic “PDF” and one printed copy of the Proposal. Mail or deliver this material to:

Thomas C. Peiffer
Deputy Director of Finance and Administration
Susquehanna Area Regional Airport Authority
One Terminal Drive, Suite 300
Middletown, PA 17057
tomp@saraa.org 717-948-3900

3.03 PROPOSAL DEADLINE - Proposals must be received at the address provided in Section 3.02 herein no later than **Monday, April 6, 2020 by 2:00 p.m. EST.**

3.04 RFP Clarifications and Questions – If any person contemplating submitting a proposal is in doubt as to the true meaning of any part of this RFP, he/she may submit to the Authority a written request for an interpretation. Any interpretation will be made only by an addendum. No oral explanation or instruction of any kind or nature whatsoever given before the award of a contract to a Company shall be binding.

All inquiries regarding this proposal must be written and should be emailed with a subject line “**RFP – ERP Software**” to:

tomp@saraa.org

Inquiries regarding the proposal will be accepted up to and including **February 28, 2020 at 5:00 pm.** Responses to questions will be emailed to Respondents who have submitted a timely intent to propose document via an addendum to this RFP.

3.05 PROPOSAL STRUCTURE. Respondents shall submit a Proposal, including the information requested in all Exhibits, providing sufficient detail and information in a clear and explicit manner. Each Proposal shall consist of (i) an executive summary outlining important features of the Proposal (ii) any supporting documents including certificates, audited financial statements, references and other supplemental information required in this RFP, (iii) a clearly identified technical proposal section outlining the Company’s responses to the following components:

- Technical infrastructure
- General implementation and project management approach
- Hardware, software, and storage design
- Data conversion plan
- Report development plan

- Integrations and interfaces plan
- Training and testing plan
- Ongoing support services
- License and maintenance agreement
- Staffing plan
- Completion of all Exhibits
- **Separate sealed cost proposal to include 5-year maintenance agreement**, all cost proposals **MUST** be submitted using Exhibit C – Cost proposal template. Any Exhibit A item not included within a Respondents cost proposal framework will be assumed not quoted and removed from all facets of the proposal. Separate Exhibit C’s must be submitted if Respondent is proposing on-site hosting as well as SAAS hosting.

The purpose of the submission is to provide information that will be used to evaluate and select a Company to be chosen to provide an ERP solution related to the operation and administration of the Airport financial procedures.

Responses should be limited to the scope of and specific to the requests within this RFP and limited to 20 pages excluding responses to all exhibits and attachments. The summary should contain as little technical jargon as possible and should be oriented toward non-information technology personnel.

3. 06 MINIMUM PROPOSAL QUALIFICATIONS. In order to be considered by the Authority, Respondents are required to submit a Proposal detailing Respondent’s background and must meet the following qualifications (in no particular order):

- **Client Software Installations**
Must have considerable experience providing accounting software to public non-general aviation airport clients with scheduled passenger service.
- **Minimum Similarly Sized Client Software Installations**
Must have provided software previously for similarly sized municipalities, of at least similar size and complexity or greater.
- **Legal disclosures** – Must provide documentation of any contract defaults, litigation, or contract terminations within the last 5 years.
- **RFP Response Timeliness**
RFP response is submitted by the due date.
- **Response Authorization**
The RFP response is signed by an authorized company officer.
- **Response Completeness**
Respondent must comply with all instructions in the RFP and provide a response to all items requested with sufficient detail, to enable the Proposal to be properly evaluated.
- **Insurance Coverage**
Vendor must provide and show proof of insurance coverage.

3.07 AGREEMENT TERM. The Agreement term for implementation and training will be one (1) year from the execution of the Agreement. The anticipated implementation agreement start date is **July 1, 2020**. The Agreement term for service and support shall run concurrent with the Authority's use of the ERP solution. The Authority anticipates using the solution for a minimum of five years.

3.08 DBE – The Authority is committed to promoting the development of disadvantaged business enterprises (DBE) in this area. All DBEs are encouraged to participate in this RFP process and the Authority agrees to comply with all applicable federal, state and local laws, including the Civil Rights Act of 1964 as amended.

3.09 AUTHORITY CONTACT - Inquiries on all matters pertaining to this RFP or the process should be directed to:

Thomas C. Peiffer
Deputy Director of Finance and Administration
Susquehanna Area Regional Airport Authority
One Terminal Drive, Suite 300
Middletown, PA 17057

Telephone: 717.948.3900

Facsimile: 717.948.3516

Email: tomp@saraa.org

Alternate Contact:

Michael Moskal, Accounting Manager

Telephone: 717.948.3900

Email: michael.moskal@saraa.org

Inquiries shall be limited to this proposal package, or questions related to clarification of the contents of this proposal package. All clarifications will be supplied to known Respondents and posted on HIA's website, www.flyhia.com, Doing Business with Us, ERP Software RFP.

SECTION 4.00 - BACKGROUND INFORMATION

4.01 AIRPORT INFORMATION – The Susquehanna Area Regional Airport Authority (SARAA) is the owner and operator of Harrisburg International Airport, and three general aviation airports: Capital City Airport, Franklin County Regional Airport and Gettysburg Regional Airport. Annually, HIA serves about 1.5 million passengers.

Currently HIA is comprised of a main terminal that includes 12 gates with passenger loading bridges and security screening.

Owner: Susquehanna Area Regional Airport Authority (SARAA)

Location: Township of Lower Swatara and Borough of Middletown, Dauphin County, Pennsylvania

Identifier: MDT

Operator: SARAA, an independent municipal airport authority created under the Pennsylvania Municipal Authorities Act of 1945

Classification: Small Hub – Air Carrier

4.02 CURRENT APPLICATION ENVIRONMENT –

Legend Code	Description
R Replacement	The Authority is intending on replacing this application with the selected ERP solution.
C Consider	The Authority is considering replacing this application with the selected ERP solution, based on the strength of the finalist Respondent’s offering and cost/benefit of the replacement module.
M Maintain	The Authority is intending on retaining the application, not replacing through this procurement.
I Interface	The Authority is intending on keeping the application and interfacing/integrating it with the selected ERP solution.

Current ERP Application	Application Notes/Description	Likely Future?
Microsoft Dynamics Nav (Version US 4.00 SP2 (5.0 SP 1))	Accounts Receivable Invoicing, General Ledger, Budgeting, Accounts Payable and Check Processing, Financial Reporting, Fixed Asset Management	R
MS Access	Project Management database (used for project tracking by Engineering Dept.)	R
MP2	Inventory Management	C
MP2	Work Orders	I
Manager +	Equipment Maintenance	I
Excel	Grants Tracking, Project Cost Forms (used for project tracking by Finance Dept.)	R
Excel	Lease tracking (Property Management)	C

The Authority has been using Microsoft Dynamics Nav (Navision) since 2000, with upgrades implemented in 2006 & 2008. This ERP system continues to serve SARAA, adequately but lacks desired updated features. As evidenced in the table above, several applications are used to achieve the complete accounting environment.

The Engineering, Supply and Property departments have their own systems or tracking workbooks. SARAA desires to integrate these functions into one system retaining the information availability of the current systems.

Purchasing processes and document management are paper based now and SARAA desires to change to an on-line paperless system for approvals and document storage.

Exhibit A details the Authority's expectations for the new system.

SECTION 5.00 - SCOPE OF SERVICES

5.01 GENERAL – The selected Company will provide resources to install, implement, and provide training for an ERP software solution with sufficient number of personnel to assure an effective, efficient, expedient transition with minimal adverse effects upon operations. More specifically, the Company will ensure: all purchased modules of the ERP solution are fully implemented and operational to SARAA qualifications; all data from SARAA's current financial software has been properly imported into the new ERP solution and is categorized in a practical manner as such it is readily available and reportable; all ancillary software's utilized by the Authority planned to link with ERP solution are functioning properly; and all current staff are trained and proficient in their applicable ERP modules as determined by the Authority. The Company will provide ongoing service and support through the term of the Agreement to include but not limited to report writing, interfacing of new ancillary software's with the ERP solution and training as requested.

The solution should encompass all portions of Exhibit A to the extent possible.

5.02 OPERATIONAL REQUIREMENTS. Respondents shall propose a complete ERP solution, including software, hardware specifications, project management and other technology services for the entire scope of the project that may or may not include components owned by the Respondent.

The Company will be expected to perform services under the Agreement for the Authority, including but not limited to the following:

1. The Company shall create and distribute a schedule for the installation, data conversion, testing, and training of the chosen ERP solution.
2. The Company shall coordinate with Authority IT staff to ensure ERP solution hardware requirements are met prior to installation date.
3. The Company shall install ERP solution with all chosen modules, to include any necessary software components to support the chosen modules.
4. The Company shall import data from current Authority financial software into the ERP solution, ensuring all archived data reconciles to current Authority software totals, is searchable and reportable.
5. The Company shall link prior identified non-ERP software programs required to interface with the ERP solution.

6. The Company shall coordinate and implement a training curriculum for Authority staff on all ERP solution modules and data interfaces.
7. The Company shall provide ongoing software support to include but not limited to; updates, maintenance, report creation, and Authority staff support.
- 8.

SECTION 6.00 – POST SUBMITTAL EVENTS

6.01 EVALUATION OF PROPOSALS - The Authority will use evaluation criteria it judges most appropriate to the review process and the relative importance of this criteria will be determined at the sole discretion of the Authority (see Section 6.03, Selection Criteria). No Company shall have any cause of action against the Authority arising out of a failure to secure an Agreement with the Authority, failure by Authority to consider a Respondent's Proposal or the methods by which the Authority evaluated Proposals. The selection of the prospective Company and the decision to engage in negotiations with that Company shall be at the sole discretion of the Authority.

The Authority intends to enter into an Agreement with the selected Company whose Proposal, in the sole judgment of Authority, is most advantageous to Authority and users of the Airport. The Authority reserves the right 1) to accept the Company it deems most suitable and beneficial, 2) to reject any or all Proposals for any reason, and 3) to waive any of the requirements of the Proposal procedures explained in this document. The Authority reserves the right to retain all copies of Proposals submitted by prospective Respondents.

6.02 PROPOSAL SELECTION - The Authority intends to select one (1) Proposal but reserves the right to accept none of the Proposals, to negotiate for modification of any Proposal with the mutual consent of the Company, to accept the Proposal which, in the judgment of the Authority, shall be deemed the most advantageous to the Authority and the users of the Airport, and/or to proceed in any other manner deemed to be in the Authority's best interest.

Initial review and ranking of Companies shall occur in accordance with the Schedule of Events set forth in Section 7.01. The Authority will review all proposals, ranking each proposal in accordance with the applicable selection criteria. Once ranking is complete the Authority reserves the right to seek further information or clarification from Respondents based on the information provided within their individual response, up to and including requests for demonstrations. No revisions or additions to Respondents proposals will be accepted based on these inquiries.

Notice to Companies: Upon the review of proposals and ranking of firms, the Airport will notify the selected Company of their tentative selection for negotiation.

Negotiation: The Authority will enter into negotiations with one (1) Company with respect to finalizing a proposed Agreement including, but not limited to, the following: organization; staffing and personnel schedules; fees; hours of operation; fee schedules;

level of service; and any other features or provisions of mutual concern in the proposed Operating Agreement.

In the event that such negotiation does not produce a satisfactory Agreement, a second Respondent shall be invited to enter into negotiations. Should the second Respondent and the Authority fail to negotiate an Agreement acceptable to the Authority, the third Respondent shall be invited to enter negotiations, and so on until an Agreement satisfactory to the Authority is successfully negotiated.

6.03 SELECTION CRITERIA - Although not intended to be an inclusive list of factors to consider, the following items (listed in their relative order of importance) will be considered when selecting a Company based on the weighting factors below:

- a. ERP solution's ability to achieve the New Systems Expectation as defined in Exhibit A;
- b. Proposed annual management fees and initial cost of installation;
- c. Implementation and training plan;
- d. Compliance to minimum response requirements;
- e. Background and experience of Company (including legal disclosures), including specific experience with comparable municipal authorities and airports;
- f. Understanding of Susquehanna Area Regional Airport Authority and its current accounting software environment;
- g. DBE participation.

6.04 NOTICE OF ACCEPTANCE OF PROPOSAL - Upon the Authority's selection of a Proposal, the selected Company will be notified around **May 29, 2020** by telephone, then Certified Mail, Return Receipt Requested, of the selection to commence negotiations of an Agreement to provide an ERP solution. In the event SARAA and the selected Company are unable to negotiate a satisfactory agreement, SARAA will proceed with the next ranked Company, as indicated in Section 6.02. That process will be repeated, if necessary, until an agreement is successfully negotiated.

6.05 AUTHORITY'S RIGHT TO AMEND/CANCEL RFP – The Authority reserves the right, in its sole discretion, to terminate, suspend, modify or cancel this RFP at any time prior to executing an Agreement with a selected Company. In the event of such termination, suspension, modification or cancellation, the Authority shall have no obligation or liability to any person or entity as a result, including but not limited to those participating in the RFP process.

6.06 REPRESENTATION OF RESPONDENTS – By submitting a Proposal, the Respondent understands and agrees that the Authority is not incorporating the public bidding process into the solicitation; that the Authority has full and complete discretion to reject or accept any Proposal; and that nothing in this RFP shall create any contractual rights or obligations by and between the Authority and any person or entity responding hereto.

SECTION 7.00 - SCHEDULE

7.01 SCHEDULE OF EVENTS

Publication of RFP	February 6, 2020
Final Date for Question Submittal	February 28, 2020
Proposals due	April 6, 2020
Demonstrations Scheduled	April 7 – May 8, 2020 ¹
Selection of Company	May 27, 2020
Notify All Respondents	May 29, 2020
Agreement Execution and Authority background information gathering	June 1-30, 2020
Agreement Effective	July 1, 2020

¹Demonstrations may be scheduled, at SARAA's discretion.

Exhibit B – Required Respondent Statement

SECTION 1 – RESPONDENTS QUALIFICATIONS

- A. *Provide a brief overview of your company, including mission statement, business model, and ownership structure.*
- B. *Provide a summary of your expertise in implementing and servicing ERP solutions within the aviation industry.*
- C. *Provide a brief description of any specializations within your firm which you feel our organization would benefit from.*
- D. *Describe your client/customer base, including total number of clients within the aviation industry.*
- E. *Please describe your experience and expertise with clients in our business sector. We will have a preference for small hub public or larger airports.*

SECTION 2 – IMPLEMENTATION TEAM STRUCTURE AND SERVICES

- A. *Provide your company's implementation philosophy and approach.*
- B. *Define whom is responsible for data conversion and validation at each phase of implementation.*
- C. *Describe methodology for integration of third-party software products.*
- D. *Provide an Implementation Team Organization Chart. For each member of the team provide:*
 - i. *Roles and Responsibilities*
 - ii. *Office Location (if working remotely)*
 - iii. *Timeline to reach key implementation deadlines*
 - iv. *Scope of validation responsibilities*

SECTION 3 – ORGANIZATION OF CUSTOMER SUPPORT TEAMS

Describe your company's philosophy regarding the structure of your customer support teams after implementation. How are corporate resources organized and delivered?

SECTION 4 – TRAINING SERVICES

- A. Describe your company's training strategy.
- B. What resources are available and/or provided once initial training is completed?

SECTION 5 – ADDITIONAL INFORMATION

Describe any additional services, applicable to the scope of this RFP, that you provide to your clients not addressed in this document. Are such services included in your base service fee or are they provided for additional fee?

SECTION 6 – CONFIDENTIALITY AGREEMENT AND RESPONDENT ACKNOWLEDGMENT

The information contained herein is privileged and confidential and is provided solely for the purpose of responding to the **Susquehanna Area Regional Airport Authority (SARAA)** Enterprise Resource Planning (ERP) Request for Proposals (RFP), and shall not be used for any other purposes and shall not be shared with any third party without the express written consent of **SARAA**. Acceptance of this RFP indicates agreement with these terms and conditions.

Respondent acknowledges that the information supplied by Respondent in response to this RFP is true and correct, and further acknowledges that **SARAA** will rely upon that information in accepting Respondents Response. In the event that **SARAA** determines that the information supplied by Respondent is not correct or is materially misleading, Respondent understands and agrees that **SARAA** may revoke its acceptance at any time during the first year of the relationship. In such event, Respondent agrees that it shall not be entitled to any fees for services provided (whether or not such services are the subject of the incorrect or materially misleading information). This provision shall survive and not be superseded by any subsequent agreements entered into by Respondent and **SARAA**.

Signed: _____ Date: _____
Print Name: _____
Title: _____ Company: _____