



REQUEST FOR PROPOSAL (RFP) 2024.12.16

**FINANCE, ACCOUNTING AND ASSET MANAGEMENT SOFTWARE AND
IMPLEMENTATION SERVICES**

TLA'AMIN NATION

4779 Klahanie Drive, Powell River, BC V8A 0C4

ISSUE DATE: December 16, 2024

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REQUEST FOR PROPOSALS (RFP)

NO: 2024.12.16

COVER PAGE

This completed form and signed Confidentiality and Non Disclosure Agreement must be received by email (kunal.jaggi@tn-bc.ca)

Issue Date: December 16, 2024

Closing Date (including submission of responses to RFP questions and requirements): January 13, 2024

Not later than 4:00 p.m. Pacific Time

Company Name: _____
Contact Person Name: _____
Address: _____
City: _____
Prov: _____
Postal code: _____
E-Mail: _____
Phone: _____
Fax: _____

GUIDELINES

If you are interested in receiving and responding to our RFP questions and requirements for further consideration, please email this completed cover page and signed NDA to Kunal.jaggi@tn-bc.ca with subject below

Subject: F&A Upgrade & Implementation RFP

1. BACKGROUND

Tla'amin is an Indigenous Coast Salish Nation located along the northern part of British Columbia's Sunshine Coast. Tla'amin is self-governing through a treaty settlement (the "Tla'amin Final Agreement") between Tla'amin and the Governments of Canada and British Columbia. The Tla'amin Government is represented by an elected Hecus and Legislators and is the governing and taxation authority for the Nation.

The Tla'amin Final Agreement, a treaty and land claims agreement between Tla'amin and the Governments of Canada and British Columbia became effective April 5, 2016. The Tla'amin Final Agreement constituted a full and final settlement with respect to the Tla'amin Nation's aboriginal rights, including aboriginal title, in Canada.

Tla'amin has approximately two hundred employees.

Tla'amin Nation ("Tla'amin") is seeking proposals from software and implementation consulting ("value resellers") companies to replace our legacy Finance, Accounting and Payroll system before the start of FY2026. In addition, we will also be assessing implementing an integrated asset management module and other value added modules and functionality including – Grant Management, Expense Reimbursement, Budgeting & Forecasting.

2. IMPLEMENTATION APPROACH AND TIMELINES

A phased implementation approach would be preferable to divide the project effort and achieve successful implementation, change management and adoption in a sustainable manner

Phase 1: Foundational Base Implementation (Day 1) – Core Finance & Accounting modules, Payroll and Fixed Asset Management functionality related to F&A (tracking and depreciation/amortization of assets), Grant Management

Phases 2: Additional Capability Drives – Forecasting & Budgeting (before end of June 2026), Asset Management (tracking and management of assets for other departments and asset types), Expense Management

However, we are open to proposals from vendors suggesting alternative approaches based on experience working with clients with similar requirements, needs and operating environment.

Target Go-live dates

- Payroll module and related functionality Jan 1, 2026
- Core F&A modules and related functionality April 1, 2026
- Additional Capabilities – TBD

In terms of project management methodology, agile or hybrid-agile approach would be strongly preferred with stand-up meetings for regular status updates.

3. SCOPE OF SERVICES FOR IMPLEMENTATION PARTNER

In addition to the software vendor, the valued reseller (hereby referred to as “implementation partner”) must provide professional and implementation services, including

KICK-OFF, SCOPE CONFIRMATION AND PLANNING

The software vendor and/or implementation partner (as required) will conduct a detailed review of the project during the kick-off and discovery phase to confirm objectives, scope items, timelines, sequence, schedule, dependencies, constraints, approach and other considerations. The outputs from this phase should be a detailed scope document (including listing any items deemed out of scope) and project charter which must be reviewed with key stakeholders at Tla’amin Nation and signed-off on.

REQUIREMENTS ANALYSIS & FINALIZATION

Our internal project team has worked with the Finance & Accounting SME’s and stakeholders to perform comprehensive requirements gathering which will be provided as part of the RFP package. However, it is expected that the implementation partner will work with our project team and SME’s to perform further refinement of requirements as required during discovery phase and coordinate final approved requirements that will be delivered.

PROJECT MANAGEMENT & TEAM ASSIGNED FOR IMPLEMENTATION

The implementation partner will provide project management services from a certified Project Manager preferably with recent implementation experience at First Nations or other Indigenous Service organizations. Experience implementing F&A and ERP systems at municipalities or cities/towns may also suffice. The PM must be available for weekly meetings and frequent stand-up meetings as required and create and provide

- Detailed scope document
- Project plan and timelines
- Data Migration strategy and plan
- Implementation plan
- Other relevant project deliverables.
- Regular status reports through the planning, design, testing, implementation and transition/handover phases of the project

It is expected that the implementation partner will assign other project resources internally required to successfully configure, test and deploy the software including (but not limited to) Solution or Technical Architect, BA, Quality Assurance specialist

It expected that the implementation partner has internal developers as required for any development work that may be required including for customizations if applicable.

DATA MIGRATION

The implementation partner will work with the internal project team and Finance & Accounting SME's at Tla'amin Nation to build and execute a detailed Data Migration plan and strategy including

- Identifying all data sources (legacy system, spreadsheets etc.)
- Data mapping from current state to future state
- Data validation including cleanup and integrity checks
- Build strategy to migrate attachments from legacy system
- Data Migration of all information and related attachments to future F&A system

TESTING

The implementation partner must perform detailed unit, functional and integration testing to ensure delivered solution is configured to specified requirements including

- Functional testing to ensure all individual components and functionality of configuration tested and any issues reported
- Unit integration testing to verify the interactions between different components and modules work as expected
- System integration testing to ensure API and/or data connectors work as specified to integrate information between F&A system and other internal systems as defined in scope
 - HRMS
 - Client and Case Management software
 - Recreation management software

DEFECT & ISSUE RESOLUTION DURING UAT

While the project team will perform UAT with the required internal SME's and stakeholders for business acceptance of configured software, it is expected that the implementation partner's resources be available and provide support for defect and issue resolution during UAT.

DEPLOYMENT & GO-LIVE ACTIVITIES

The implementation partner must work the internal project team and SME's at the Nation to plan deployment including

- Detailed implementation strategy and cutover plan
- Go-live readiness assessment including technological, business and organization criteria
- Go-live checklist and Post Go-live checklist
- Rollback plan

TRAINING, EDUCATION AND KNOWLEDGE TRANSFER

The implementation partner must provide delivery of training, education and knowledge transfer related to operating the software, various functionality and related processes including but not limited to

- Recorded training sessions by user group (including for admin users)
- Detailed user manuals with screenshots
- Supporting documentation
- LMS and community forums for the software while not mandatory, would be beneficial

POST GO-LIVE SUSTAINMENT PERIOD

The partner must provide 3 months sustainment period post Go-live

ONGOING SUPPORT

The software vendor or implementation partner must provide ongoing support for the solution including

- Email, phone and chat support
- Levels 1/2/3 service support, including triaging and critical/emergency support for priority incidents

The vendor must provide information on Service Level Agreements (SLA's) including response and turnaround times.

4. FUNCTIONAL CAPABILITIES AND REQUIREMENTS

At a high level, the vendor must meet functional capabilities below through the implementation of the software. Detailed requirements for each capability will be provided as part of the RFP package, including priorities. Additional capabilities (for example functionality for our Social Assistance programs and related finance & accounting impacts may need to be assessed and scoped during the Discovery and Scoping phases).

PHASE 1 CAPABILITIES

- System Setup & Configuration
- Roles & Permissions
- General Ledger
- Accounts Receivable
- Procurement
- Accounts Payable

- Payroll
- Asset Management (for F&A)
- Deferred Revenue & Prepaid Expenses
- Tax Management
- Bank Reconciliation
- Grant Management
- Document Management
- Reporting & Analytics
- Security & Data Privacy & Governance
- Integration with
 - HR Management software
 - Client and Case Management software
 - Recreation software

PHASE 2 CAPABILITIES

- Expense Reimbursement
- Planning, Budgeting & Forecasting
- Asset Management (for other departments)
- Integration with
 - GIS software for Asset Management
 - Third party dispatch app
 - BC Assessment ShareFile for access to building permits, property values, property taxes (potentially)

Integration with other systems may be required in the future e.g. property, taxation and billing management systems. Not required for this implementation, more so just confirm ability to through API integration.

5. RFP PACKAGE AND MATERIALS

The RFP package contains

1. Scope of Work (SOW – this document)
2. List of RFP questions that the prospective vendors and implementation partners must provide written responses to
3. Detailed functional and non-functional requirements provided as XLSX
4. Confidentiality and Non Disclosure Agreement that must be signed before Tla'amin provides #2 and #3

NOTE: In order to receive #2 and #3, interested vendors must provide a signed copy of Confidentiality & Non-Disclosure Agreement.

6. RFP SUBMISSIONS

a) An Executive Summary

The Vendor or implementation partner shall briefly summarize the key aspects of the proposal and the primary contact person for the prospective Vendor.

b) Signed Confidentiality and Non Disclosure Agreement for the RFP

We require vendors to sign a NDA prior to providing our detailed requirements and RFP questions since these include confidential and proprietary information about our organization.

c) Responses to RFP questions

The Vendor and/or implementation partner shall respond in detail to the RFP questions that have been provided

d) Responses to Requirements

The Vendor or implementation partner shall respond to every individual requirement with either

“Meet requirement”

“Does not meet requirement – no workaround offered”

“Does not meet requirement - alternate workaround offered”

For the third option, please describe workaround in Notes field.

e) Financial Proposal

While detailed licensing, implementation and support costs could be provided at a later stage contingent on scope, any initial pricing estimates that can be provided would be beneficial and appreciated.

7. Evaluation Process and Criteria

The evaluation process to determine the successful vendor and implementation partner will involve both qualitative and quantitative elements. As a general framework, all presented proposals will be evaluated in the context of requirements fit, implementation partner fit, and the overall value proposition for Tla'amin including cost. Proposals will be reviewed and evaluated on the following criteria.

PHASE 1: SOFTWARE EVALUATION & SELECTION
Written responses to RFP questions (for Software selection)
Written responses to our requirements
Evaluated Demos (if performed by software vendor) ONLY SHORTLISTED CANDIDATES

Price Proposals (Licensing, Support etc.)
PHASE 2: IMPLEMENTATION PARTNER (“VALUE RESELLER”) EVALUATION & SELECTION
Written responses to RFP questions (for Implementation Partner selection)
Evaluated Demos (if performed by implementation partner) ONLY SHORTLISTED CANDIDATES
Implementation Team Composition including qualifications, experience and CV’s of key personnel who will be assigned to project
Price Proposals for Implementation Services

8. References

Tla’amin will conduct reference checks on the final shortlisted candidates before RFP award. Tla’amin will not enter a contract with any applicant whose references, in the opinion of Tla’amin, are not deemed to be an appropriate fit.

9. Inquiries

Any inquiries regarding the services of the anticipated contract, administrative details of the RFP and next steps are to be directed to Kunal Jaggi, Sr. Project Manager at kunal.jaggi@tn-bc.ca.