Township of
ESQUIMALT

REQUEST FOR INFORMATION

RFI NO. FIN 25-01
Enterprise Resource Planning (ERP) System Replacement

ISSUE DATE: OCTOBER 14, 2025
CLOSE DATE: NOVEMBER 6, 2025

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1. INTRODUCTION

The Township of Esquimalt (the "Township") is issuing this Request for Information ("RFI") to obtain detailed information from qualified vendors about enterprise resource planning ("ERP") systems capable of meeting the Township's requirements within the next 2-3 years. The Township's current ERP system, Microsoft Dynamics GP, is scheduled for replacement, and the selected ERP solution must support the Township's diverse needs, including financial management, payroll, budgeting and reporting. Compatibility with, or replacement of, current and anticipated systems is crucial to ensuring operational efficiency and data consistency.

This RFI is intended to assist the Township in identifying ERP solutions that provide comprehensive support for operational processes, enhance data accessibility, and ensure compliance with Canadian privacy and security regulations. Vendors are requested to detail their system capabilities, focusing on integration, scalability, and adaptability to the Township's evolving needs. Information received through the RFI process may help inform the future ERP model; its business case; and potential future ERP procurements.

2. BACKGROUND

While the current ERP supports the necessary functions, there are limitations which include challenges with integration, access to real-time data, and scalability. These issues, combined with the Township's desire for increased process automation, make it necessary to explore more advanced ERP solutions that can accommodate the Township's evolving needs and anticipated growth. The following tables outline the existing structure and potential modules being considered.

Current ERP:

	Microsoft Dynamics	
Module	Module Functions	
Accounting	General Ledger, Accounts Payable, Accounts Receivable, Journal Entries, Financial Reporting	
Payroll	Payroll Calculation, Benefits, Accruals, Time Entry, Source Deductions, T4's, Reporting	

Current Systems Integrating:

	PSD Citywide (FMW)
Module	Module Functions
Budgeting	Operating, Salary and Capital Budget Preparation, Reporting

	Tempest
Module	Module Functions
Revenue	Land, Property Tax, Licensing, Municipal Ticketing, Cash Collections, Development Applications (Prospero)

	Perfect Mind
Module	Module Functions
Recreation	Point of Sale, Registration, Account Management, Reporting

Additional Module Functionality Requests:

The Township currently does not have a Human Resource Management (HRM) system. A robust HRM system within any proposal would be considered. Desired features include, but are not limited to:

Module	Module Functions	
Human Resources	• Recruitment • Onboarding • Performance Management • Benefits Administration • Workforce Management • Time and Attendance • Employee Profile Management	• Learning and Development • Talent Management • Absence and Leave Management • HR Analytics • Occupational Health & Safety • Disability Management

The Township manually populates spreadsheets which are used to track work orders and calculate related costs. A work order management system would be considered as part of any proposal. Desired features include, but are not limited to:

Module	Module Functions
Work Order Management	• Work and Services Requests • Cost and Productivity Reporting • Labor, Material and Equipment Rental Cost Tracking • Overhead Allocation • Assignment of Work

An asset management system would be considered as part of any proposal. Desired features include, but are not limited to:

Module	Module Functions
Asset Management	• Capital Asset Tracking • Maintenance Scheduling • Asset Replacement Planning • Condition Assessments • Project Management • Asset Cost Tracking

Module	Module Functions
Procurement	• Purchase Order Maintenance • Vendor Management • Physical Inventory Maintenance • Financial Settlement • Document Management • Electronic Submissions and Approvals

If the proposed platform does not include the above functionalities, please list the products that the platform integrates with, and to what level.

The current and future functional ERP requirements of the Township are identified in this document and are the focus of this RFI. The Township is also interested in taking this opportunity to learn more about vendor's other modules and functionality for potential future consideration.

3.   OBJECTIVES

The purpose of this RFI is to:

- o   Explore the flexibility of ERP systems to integrate with the Township's existing and planned software, including budget management software, work order management, HRIS, and other essential tools.

- o   Understand the implementation options, scalability, and integration capabilities of available ERP systems that would enhance the success of a future procurement opportunity.

- o   Gather information about enterprise-wide systems or a series of linked solutions that could leverage best practices in municipal government financial management while optimizing efficiency and automation.

- o   Obtain high-level cost estimates for budget purposes for future planning and procurement.

- o   Prepare for a seamless transition with minimized disruption to ongoing operations.

4.   REQUESTED INFORMATION

Vendors responding to this RFI are requested to provide detailed information on the following aspects of their ERP solution. To facilitate the evaluation process, all submissions should clearly identify the following areas:

Section 1 - Company Overview and Qualifications

- o   A brief overview, including the extent of experience in the ERP industry, existing client base, and relevant public sector and municipal expertise.

Section 2 – System Overview:

- o   Describe your ERP system's core modules for Financial Management, Accounts Payable, Accounts Receivable, Human Resources, Payroll, Procurement, Asset Management, Work Order Management, Budgeting, and Reporting.

- o   Outline the system architecture and available deployment options (e.g. cloud-based, on-site).

- o   Describe the system's capability for multi-department collaboration, real-time shared data access and scalability to support organizational growth

- o   The ERP should accommodate a flexible Chart of Account structure that supports the unique needs of municipalities while accommodating different department requirements and aligning them with municipal financial reporting standards.

Section 3 - Functionality:

o The ERP should support general ledger (GL), accounts payable (AP), accounts receivable (AR), payroll, and cash management functions. Automation of routine tasks like invoicing and payroll processing is essential.

o The system must support multi-year budgeting, forecasting, and scenario analysis. It should allow for seamless integration between operating and capital budgeting, with capabilities for tracking project-based budgets, particularly for multi-year capital projects.

o Describe capabilities specific to Human Resources Information System (HRIS), Work Order Management, and Asset Management modules.

Section 4 – Integration:

o Describe the system's ability to integrate with third-party tools and specialized software, such as budget management systems, HRIS, asset management systems, and any other platforms commonly used by municipal governments.

o Describe any existing integrations with Microsoft products (e.g., Dynamics GP, Office 365, SharePoint) and the level of integration with cloud-based solutions.

o Outline available APIs, data import/export options, and integration capabilities to ensure compatibility with other systems, including those that may be adopted in the future.

o The system must ensure smooth data migration from the Township's legacy systems to the new ERP system.

o Outline the data migration approach to guarantee compatibility and data integrity.

Section 5 – Reporting:

o Describe the built-in reporting and analytics tools, including customizable reports, dashboards, and visualizations.

o Outline the system's capabilities for self-service reporting, enabling departments to create and generate reports independently.

Section 6 – Data Management and Security:

o Confirm that data would be stored within Canada to comply with Canadian data privacy laws.

o Outline your data residency approach and provide clear security protocols for data encryption, access control, and regulatory compliance.

o Describe your system's data security measures, including encryption, role-based access, and compliance with data protection regulations.

o Describe the audit trail functionality for tracking changes made to financial and personnel records, which is crucial for supporting financial reporting and auditing processes.

o Describe your system's backup ability and disaster recovery planning. The ERP must outline how often backups are performed and the typical recovery time in the event of data loss.

Section 7 – Implementation:

o Provide an overview of a realistic implementation timeline and milestones for a municipality of the Township's size. This should include the following phases:

    o planning and configuration

    o data migration and system testing

    o training and knowledge transfer

    o go-live and post- implementation support

o Describe the implementation support offered, including project management, data migration, configuration, and testing.

o Outline your data migration tools and methodologies to ensure accuracy and consistency during the transition from the legacy system to the new ERP.

o Outline available training and knowledge transfer options for both end-users and administrators, including digital resources (manuals, videos) and on-site training.

o Describe your post-implementation support model, including ongoing technical support, system updates, and dedicated account management (e.g. a dedicated account manager to address any issues post- launch).

Section 8 – Cost Structure:

o   Provide a clear breakdown of costs for initial setup, data migration, training, customizations and ongoing support.

o   Describe the available pricing and licensing models and options for scalability.

Section 9 – Potential Growth and Development:

o   Explain how your ERP solution adapts to changing technology, evolving municipal requirements and is capable of handling future growth, both in terms of increasing volume of data and number of users.

o   Outline your system's upgrade schedule and approach to ensure that clients remain current with evolving technology and compliance requirements.

5.   SUBMISSIONS

Please submit responses electronically in PDF format by November **6, 2025 at 2:00pm local time** to the attention of:

Attn: Ian Irvine, Director of Financial Services & IT
Email: ian.irvine@esqumalt.ca

6.   QUESTIONS AND CLARIFICATION

All inquiries regarding this RFI must be written and submitted by **October 30, 2025 at 2:00pm local time** to the above email address. Responses to inquiries will be posted on our website to ensure equal access to information.

7.   DISCLAIMER

In responding to this RFI, the respondent acknowledges its acceptance of the following RFI Terms of Reference:

a.   Request for Information Not a Formal Competitive Bidding Process

This RFI is issued for information-gathering purposes and is not intended to be a formal legally binding "Contract A" bidding process. Without limiting the generality of the foregoing, this RFI will not necessarily result in any subsequent negotiations, direct contract award, invitational tendering process or open

tendering process, and does not constitute a commitment by the Township to procure any goods or services.

b.   RFI Not to Limit the Township's Pre-existing Rights

This RFI will not limit any of the Township's pre-existing rights. Without limiting the generality of the foregoing, the Township expressly reserves the right, at its discretion, to:

(i)   seek subsequent information or initiate discussions with any potential supplier, including potentials suppliers that did not respond to this RFI;

(ii)   initiate direct negotiations for the procurement of any good or service with any potential supplier or suppliers, regardless of whether the potential supplier or suppliers responded to this RFI;

(iii)   contact a limited number of potential suppliers, which may include only those that responded to this RFI or may include potential suppliers that did not respond to this RFI, for the purpose of a competitive process for the procurement of any good or service;

(iv)   elect to proceed by way of open tender call where all potential respondents, including those that did not respond to this RFI, are eligible to compete for the award of a contract for the supply of any good or service; and

(v)   elect not to procure the good or service that is the subject of this RFI.

These expressly reserved rights are in addition to any and all other rights of the Township that existed prior to the issuance of this RFI.

c.   Pricing Information for General Information Purposes Only

Any pricing information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will be established only where specified by the express terms of a subsequent tender call process or where established through the execution of a written agreement.

d.   Parties to Bear Their Own Costs

The Township will not be liable for any expenses incurred by a respondent, including the expenses associated with the cost of preparing responses to this RFI. The parties will bear their own costs associated with or incurred through this RFI process, including any costs arising out of, or incurred in, (i) the preparation and issuance of this RFI; (ii) the preparation and making of a submission; or (iii) any other activities related to this RFI process.