REQUEST FOR PROPOSALS
Enterprise Resource Planning
Consulting Services

City of De Pere, Wisconsin

Finance Department

Issued: March 2, 2026
Proposals Due: April 6, 2026, by 12:00 PM

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335 S. Broadway, De Pere, WI 54115
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A. INTRODUCTION

The City of De Pere seeks proposals from qualified firms to provide Enterprise Resource Planning (ERP) consultant services. The City intends to replace its current financial and HRIS systems in order to streamline financial, human resources, and operational functions, enhancing the efficiency and effectiveness of the city's governmental operations.

At a minimum, we plan to update or replace our systems that handle HRIS, finance and permitting. Additional modules, systems and/or processes may also be considered based on the needs assessment and recommendations.

The City of De Pere (City) is seeking proposals from qualified vendors to provide the specified services further detailed in the Scope of Services section below.

B. PROPOSALS MUST BE RECEIVED NOT LATER THAN 12:00PM ON TUESDAY, APRIL 6, 2026.

The City of De Pere reserves the right to accept or reject any or all proposals, to waive any irregularities, informalities, or defects in any proposal, to accept any proposal in whole or in part which shall be deemed in the best interests of the City of De Pere, and to negotiate with the successful proponent.

C. PROCESS

The City of De Pere will conduct the review, screening, and selection of a professional consultant to provide the services required. The consultant is encouraged to suggest or incorporate additions or modifications to the scope into the proposal that will enhance our ERP procurement process.

D. CITY AND ORGANIZATION BACKGROUND

The City of De Pere is located in Brown County and is part of the Green Bay metropolitan area. Incorporated in 1890, the City of De Pere covers approximately 13 square miles and has an estimated population of 25,605. The City has two excellent school districts, an urban private college, a dynamic downtown, successful business parks and safe neighborhoods served by ample parks and natural areas. De Pere is known for providing an exceptionally high quality of life and an exceptional local government customer service experience.

De Pere provides a full range of services typical of municipal governments, including police, fire and emergency medical protection; public works activities such as highway and street maintenance, refuse and recycling collection, water, storm and wastewater utilities; health department; parks and recreation activities; community development activities including planning and zoning enforcement, economic development, and construction permitting/inspection; and general and financial administration. As of the most recent debt issue in September 2025, the City continues to maintain an Aa2 rating from Moody's Investor's Service, Inc.

The City employs 157 full-time equivalent (excluding part-time and seasonal) employees. The City's annual general fund budget is typically about $23 million. To learn more about the City of De Pere, please visit our website at https://www.deperewi.gov/.

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E. FINANCIAL AND INFORMATION SYSTEMS BACKGROUND

The City of De Pere currently uses Tyler Technologies ERP Pro (9) (InCode). Modules used include Accounts Payable, Accounts Receivable, Building Projects, Check Reconciliation, Cash Collection, General Ledger, Payroll, Time Entry, and Administration.

Other software programs also being utilized by various departments include the following:

CivicPlus-SeeClickFix (citizen concerns/complaints), CivicRec (Rec software-registrations, rentals, POS), CivicClerk (agenda and meeting management)
GovOS-SeamlessDoc
FlexCAD-county-wide computer-aided dispatch
GERP-county-wide police records management system
TraCs-state-wide program for accident reports, traffic tickets, and municipal citations
AXON/Evidence.com-camera and taser video evidence
Thomson Reuters-Fixed Assets CS (Finance), Westlaw (Law)
CrewSense-Fire Department staff scheduling including overtime call-in
Image Trend-Fire and EMS reporting
PSTrax-Fire Department daily compliance checks and inventory management
TIPSS-Municipal Court software including FivePoint for online payments
HealthSpace-Health Department agent licensing
PipeTech Inspect-sewer televising inspection records
Fleet Maintenance Pro-tracking vehicles and maintenance records
FMX-Maintenance requests
Sling-Recreation seasonal timekeeping, scheduling, and communicating
Signup Genius-used for private swim lesson signup
Musco-Recreation field lighting
NeoGov-Applicant tracking, onboarding, and online forms
Halogen-Performance appraisals
HydroCAD
AutoDesk Civil3D
Bentley WaterCAD
WinSLAMM
eGov – website management
Microsoft Office-Access, Excel, Word

F. PROJECT DRIVERS

The following are considerations that are driving this project and the decisions of the executive team.

The City needs a more full-featured ERP software system that will help the City better manage financial and HRIS activities.

Limitations of the current system include:

Limited data access and inability to import and export bulk datasets.

System is not user friendly and requires specialized training.

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Invoices cannot directly connect to accounts payable processes.

Online licensing/permit applications do not link to payments within the ledger.

Multiple Time Entry systems with several areas using paper timecards.

Many paper driven processes with manual approvals.

System has limited capacity for budgeting, requiring all budgeting processes and work to be completed in Excel.

Finance and HRIS systems are the priority for updating and replacement, but the City may consider additional modules based off of work with consultant.

The City enjoys a strong collaborative culture across departments and will utilize a team approach to work with the consultant on this project.

Management requires better access to data, information and reporting than is currently available without requiring custom reporting to obtain. Reports are inadequate in the current ERP system.

City personnel find the current ERP system difficult to resolve technical issues with the vendor and difficult to use and understand.

As a result of current limitations to functionality, City personnel have developed work-around processes that are impacting City business and are difficult to support.

Third-part software integrations with the current system are extremely difficult, limited or unavailable which results in duplication of efforts and data across systems, computer tasks and manual data entry.

The City is interested in a solution that could be expanded to other departments or service areas in the future.

G. SCOPE OF SERVICES
This project includes two phases:

- **Phase I – ERP Needs Assessment**
- **Phase II – Request for Proposal (RFP) Development Assistance and Selection Assistance**

Phase I – ERP Needs Assessment
1. Project Goals and Objectives
   a. The consultant will work with the City team to establish project methodology, timeline and goals and objectives.

2. Current State
   a. The consultant will work with all City Departments to inventory and analyze current systems and processes.
   b. The primary focus is a detailed analysis for the current state interactions between departments and the finance/HRIS software system.

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      c.   A secondary focus is to inventory and analyze other department processes and systems that may benefit from upgrades and/or integration.

      d.   The current state should document inefficiencies, unmet needs and opportunities for optimization to enhance the overall effectiveness of the ERP system.

3. Analysis and Recommendation

      a.   The consultant will provide a range of recommendations to address gaps found during the current state review.

      b.   Recommendations should review both new ERP software solutions and new utilization of current technologies and processes.

      c.   Analysis should include a review of the current marketplace and major factors in ERP consideration.

      d.   The analysis should address gaps in current performance and desired outcomes.

      e.   The analysis should prioritize the various goals and needs.

Phase II – Request for Proposal (RFP) Development Assistance and Selection Assistance

- Develop specific requirements for an enterprise resource planning system (ERP) based on the needs assessment, Phase I.
- Develop a comprehensive request for proposal (RFP) with City for the purchase and implementation of an ERP system.
- Assist the City with selection of an ERP vendor including evaluation benchmarks.

H. SUBMITTAL QUESTIONS

All questions shall be submitted in written form to the portal link provided below by 5:00 p.m. on Monday, March 16, 2026. Answers will be provided via the City website as an addendum to the RFP as they become available. The City anticipates releasing responses by 5:00 p.m., Monday, March 23, 2026. Multiple addenda may be released.

    Question Portal: https://deperewi.seamlessdocs.com/f/RFPQuestions

I. SUBMISSION REQUIREMENTS

The City wishes to evaluate each proposal under the same uniform review standards. Proposals for this project should be organized in the following order and contain all the following information: Respondent shall submit one (1) electronic copy in PDF format through the City's online portal. To be considered, proposals must be received no later than 12:00 p.m., April 6, 2026, at the portal link below:

    RFP Site: Enterprise Resource Planning Consulting Services
    Submission Portal: https://deperewi.seamlessdocs.com/f/RFPSubmittal

J. PROPOSAL RESPONSE FORMAT

Proposals to be submitted electronically in PDF format no later than 12PM on April 6, 2026. Proposals should include information related to the specific topics listed below, as a minimum.

Failure to include any of the requested information may be cause for proposal to be considered non-responsive and rejected.

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1. **Cover Letter**
    a. Introduce your firm and confirm your interest in completing the project. Indicate your agreement with, or specific exceptions to, any of the objectives, requirements, terms or conditions contained in this RFP.

2. **Firm Information**
    a. Name, Address, Website, Contact Information, Company Profile, Years in Business.

3. **Experience Overview**
    a. Describe your firm's overall experience with developing needs assessments that translated into ERP solutions and ultimate implementation.

    b. Key Personnel
        i. Provide a summary of the project team, field staff, and their capabilities and experience. Describe the applicable skills and accomplishments of the project manager including experience negotiating ERP contracts, knowledge of Governmental Accounting Standards and knowledge of Wisconsin laws and practices.

    c. References and Comparables
        i. Provide at least 3 relevant references for comparable work. The reference list should include client name, contact person, address, telephone number and description of work performed.
        ii. Provide a list and a list/overview of comparable projects. Comparable projects should include the details on existing and proposed ERP systems and status of ERP implementation for each project.
        iii. Include a list and description of any projects that involved the City of De Pere's current ERP System – Tyler Technologies ERP Pro 9 (Incode 9).

4. **Proposed Methodology**
    a. Provide a work plan to accomplish this project, including a detailed explanation of how the services are to be provided and managed.
    b. Describe how project management, coordination and communications with the City will be accomplished.
    c. Identify the expected involvement by City staff for each major activity in the project. A project schedule with stated milestones should be included in this section.
    d. Indicate what resources are available if additional support is requested.
    e. Identify key deliverables, project schedule and project milestones.

5. **Proposed Fee**
    a. Fixed price proposal for all work performed as proposed.
    b. Include and separate fees, expenses, travel and other costs associated.
    c. Include hours estimated for project across various phases.

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6. **Work Sample**
   a. Provide a representative example of a needs assessment prepared by the firm.

K. EVALUATION CRITERIA
Proposals will be evaluated based on the overall approach, team experience and qualifications, budget, organizational structure, methodology, schedule and fit with the City of De Pere. Proposals will be evaluated according to the following:

1. Experience Overview
   a. Assessment of the credentials and capabilities of the project team, with emphasis on the project manager's experience and proven ability to successfully execute all project components.

   b. Review of the team's past performance on similar projects, including specific examples with our software system and similar communities.

2. Proposed Methodology
   a. Evaluation of the proposed approach, including clarity of scope, methodology, and alignment with project objectives.

3. Proposed Fee
   a. Evaluation of the proposed budget, including cost-effectiveness, transparency, and alignment with the scope of work.

Respondents must be able to demonstrate that they have successfully assisted other government entities in a similar capacity, and that the recommended assessments and system selections have not been consistently awarded to one solution. The City desires a consultant that has demonstrated a proven track record of recommendations to multiple systems in the marketplace and/or utilizing existing technology solutions, depending on the needs of the specific government entity.

L. TIMELINE
The following timeline is subject to change.

Release of Request for Proposal	March 2, 2026
Questions due using portal	March 16, 2026
Reponses to questions available on website	March 23, 2026
Submission deadline by 12:00PM	April 6, 2026
Follow Up Information and Interviews	April 14-16, 2026
Consultant Recommendation to Finance/Personnel Committee	May 12, 2026
Consultant Recommendation to Common Council	May 19, 2026

We plan on conducting interviews with up to three respondents but reserve the right to recommend a consultant without hosting any interviews.

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M. MISCELLANEOUS AND GENERAL PROVISIONS

Contract Term-   The contract resulting from the award of this RFP shall commence as soon as administratively possible following award notification and shall continue until all agreed upon tasks have been satisfactorily completed.

Right to Reject-   The City reserves the right to reject any or all proposals, to waive technicalities, or to accept the proposal deemed to serve the City's best interest.

Proposal Costs- All costs associated with preparation, submittal and presentation of proposals shall be borne by the proposer.

Business Interest- Respondents to this Request for Proposal (RFP) must have no past, present or anticipated future interest or business association with the vendor(s), systems, technology, or solution(s) evaluated, recommended, or specified, and shall be entirely independent and impartial in the development of its requirements and recommendations.

A sample Consultant Agreement the City uses is included with this RFP.

"The City of De Pere is an Equal Opportunity Employer"

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