



Silver Lake Water & Sewer District

REQUEST FOR PROPOSAL

For

Enterprise Resource Planning Software

Release Date: October 17, 2025

Due Date: November 20, 2025, at 5:00PM Pacific Time

REQUEST FOR PROPOSAL

Notice is hereby given that proposals will be received by the Silver Lake Water & Sewer District (District) for an ERP Software Solution. Proposals must be sent via email to proposals@slwsd.com.

Due Date and Time: November 20, 2025, at 5:00 PM Pacific Time

Proposals submitted after the due date and time will not be considered.

Questions regarding this Request for Proposal can be submitted via email to proposals@slwsd.com.

RFP Questions Due Date and Time: October 31, 2025, at 5:00 PM Pacific Time

The District will post responses to the questions on or before November 7, 2025.

The District reserves the right to:

- Reject any or all proposals for any reason, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the District to pay any costs incurred by respondents in the preparation and submission of a proposal, including but not limited to a respondent doing a scripted product demonstration. Furthermore, the RFP does not obligate the District to accept or contract for any services.
- Accept the proposal(s) or parts of a proposal deemed most advantageous to the District.
- Amend the RFP in any manner prior to contract award.
- Cancel, postpone or reissue the RFP.
- Obtain clarification of any point in a vendor's proposal. Such clarifications can be in any form such as but not limited to conference calls, email communications, web demonstrations, onsite demonstrations, or vendor headquarters visits.
- Share the RFP, proposals, and subsequent vendor provided information with its consultant(s) to secure expert opinion.
- Conduct investigations with respect to the qualifications and experience of each respondent included in its proposal.

Materials submitted to the District will not be returned to the proposer and will become public information upon the District's receipt. Submittals and all documents shall not be marked confidential, trade secret or any similarly asserted grounds to resist public disclosure.

Public Disclosure Notice

To protect the integrity of the contracting process, the status of any proposal will not be disclosed until after the award and signing of any and all contracts that may result from this Request for Proposal.

All responses to this RFP will become the property of the District. Once a final award is made, all responses, including financial and proprietary information, become a matter of public record, and shall be regarded by the District as such. The District shall not in any way be liable or responsible for the disclosure of any such records or portions thereof if the disclosure is made pursuant to a public records request.

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1. PURPOSE

The purpose of this RFP is to solicit proposals from software vendors, implementation partners or software resellers who can demonstrate that they possess the organizational, functional, and technical capabilities to provide an Enterprise Resources Planning system that meets the District's needs.

The ideal vendor shall have experience in successfully implementing and supporting the proposed solution at comparable organizations with similar requirements to the District. The successful vendor shall be responsible for the final approved design, installation, implementation, and commissioning of the ERP system, including development of user acceptance testing scripts, training, system integration and connectivity to existing systems as well as supporting the system long term.

2. BACKGROUND INFORMATION

The Silver Lake Water and Sewer District, established in 1934, provides reliable water and sewer services to more than 19,000 accounts (60,000 residents).

Silver Lake Water & Sewer District purchases treated water from the City of Everett, Alderwood Water & Wastewater District and the Clearview Water Supply Agency; the majority comes from the Clearview Water Supply Agency.

The District's service area is split into two separate sewer basins. Services in the Everett basin flow to the City of Everett for treatment and disposal. Services in the Alderwood basin flow to the King County Department of Natural Resources (Metro) for treatment and disposal, by way of the Alderwood Water and Wastewater District.

The District has decided to go to the market to determine the best solution available to meet its current and future needs.

The ERP software currently in use is emGovPower (HMS). Other primary applications that could potentially integrate with, or have data that interacts with a new ERP solution, are as follows:

- CentralSquare Enterprise Asset Management (EAM – formerly known as Lucity)
- ESRI ArcGIS (GIS)
- Badger (AMI Meters)
- Microsoft Office 365

Reference Exhibit A – Key Requirements and Pricing Estimates for a more complete listing of existing peripheral solutions in use.

3. ERP SYSTEM SCOPE

The scope of ERP software for this project includes the following areas of functionality:

Functionality	
General Ledger	Reporting
Utility Billing	Accounts Payable
Miscellaneous Accounts Receivable	Project Accounting
Fixed Assets	Human Resources
Payroll	Timekeeping

Detailed functional requirements are in Exhibit A – Key Requirements & Pricing Estimates.

4. SUBMITTAL REQUIREMENTS

Responses to this RFP must adhere to the submittal format described below with the information as identified in the following table. **Section 5 – Key Requirements and Pricing Estimates must be submitted in MS Word format.**

SECTION	TITLE	INFORMATION TO BE INCLUDED
Section 1	Cover Letter	Provide a signed Cover Letter.
Section 2	Company Background	Provide company background and experience. Please limit this to no more than 3 pages.
Section 3	Customer References	Complete the Customer References form – Exhibit B.
Section 4	Implementation Methodology	Provide a brief overview of your implementation project team and methodology and the expected timeframe for this project. Please limit this to no more than 3 pages.
Section 5	Key Requirements & Pricing Estimates	Complete the Key Requirements & Pricing Estimates form – Exhibit A. <u>Must be provided in MS Word format.</u>

5. RFP SCHEDULE

These dates are given as current estimates and are subject to change without notice by the District.

Event	Date
Release RFP	10/17/2025
Questions (if any) Due	10/31/2025
District Response to Questions	11/07/2025
Proposal Responses Due	11/20/2025
Short List Vendor Notifications	January 2026
Short List Vendor Demonstrations	February 2026
Follow Up/Reference Checks	March 2026
Contract and Statement of Work Negotiations	Spring 2026
Contract Award	Spring 2026

6. RFP COORDINATOR/COMMUNICATIONS

Upon release of this RFP, all vendor communications to the District should be submitted via email to proposals@slwsd.com as provided in this request for proposal. PROPOSERS ARE SPECIFICALLY INSTRUCTED NOT TO CONTACT ANY OTHER DISTRICT PERSONNEL BETWEEN THE TIME OF PROPOSAL SUBMITTAL AND AWARD. Failure to strictly observe the foregoing prohibition may result in rejection of the violating proposer's proposal, and, at the District's discretion, rejection of future proposals submitted by the violating proposer. Any oral communications will be considered unofficial and non-binding.

7. PROPOSAL EVALUATION CONSIDERATIONS

The District will make the final determination of the selected vendor and have engaged SoftResources LLC to support the District's core team in evaluating the submitted proposals.

The District evaluators will consider the completeness of the proposal, how well the vendor complied with the response requirements, responsiveness of vendor to requests, the total cost

of ownership and how well the vendor's proposed solution meets the needs of the District as described in the response to each requirement.

SoftResources may request additional information, conduct clarifying conference calls, ask for a web demonstration, or take any other action it deems necessary in order to review and clarify submitted information for the District evaluation team. In addition, the District will require that a short list of finalist vendors conduct a scripted product demonstration for its selection team.

Factors that will contribute to the decision of the selected vendor include but are not limited to:

- Pricing based on 5-year total cost of ownership
- Project approach and understanding of the District's objectives and requirements
- The implementation timeframe
- Ability to meet the District's requirements (software functionality, usability, performance, flexibility, integration and technology)
- Vendor's existing install base and experience with customers similar to the District
- Feedback from customer references
- Vendor's implementation methodology and history of success
- Ongoing maintenance and support

8. CONTRACT NEGOTIATION

The award shall be made to the qualified bidder whose proposal is most advantageous to the District with price and other factors considered. The District may reject any and all proposals for good cause and request new proposal. In no event will the District be required to offer any modified terms to any other vendor prior to entering into an agreement with a proposer and the District shall incur no liability to any proposer as a result of such negotiation or modifications. It is the intent of the District to ensure it has the flexibility it needs to arrive at a mutually acceptable agreement.

9. CONTRACT AWARD

The District reserves the right to make an award without further discussion of the proposals. The selected vendor will be expected to enter into a contract with the District. The District shall not be bound, or in any way obligated, until both parties have executed a contract. No party may incur any chargeable costs prior to the execution of the final contract.

Exhibit A – Key Requirements & Pricing Estimates

Please see the separate Key Requirements and Pricing Estimates document in MS Word format that has been provided as part of this RFP download.

The document does not contain a comprehensive list of all of the District’s ERP software requirements but includes the key requirements that will be used to evaluate the proposals and will be incorporated into the signed contract.

Each requirement has a ranking indicating the importance of the requirement to the District:

- R = Required
- I = Important
- N = Nice to Have
- E = Explore (see if the vendor could support this requirement, but not required)

Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must **provide a rating and a comment for every line item based on the table below.**

If the requirement does not pertain to the proposal being submitted, enter “N/A”. The comment should include a **brief 1-2 sentence explanation** of how the item is supported.

(Please do not put long paragraphs of information in the response or insert documents/images.) **Please do not modify the format, font, numbering, etc. of this form in any way. The form MUST be submitted as a separate document in MS Word format in your RFP response.** If a submitted proposal includes blank responses, the RFP response may be eliminated from consideration. Apply the following rating system to each line-item requirement:

Y	Fully supported by the current release of the software.
3P	Supported with third party software (software not directly owned or controlled by the vendor submitting the proposal).
C	Customization is required to meet the requirement (changes to the underlying code must be made, a report must be specifically developed, tables have to be created or modified, etc.).
F	Future functionality on the product roadmap and supported in the next release of the software (or releases) within the next 1 – 2 years.
N	Not supported.

Sample Response Format: Please use the format below when completing your response.

	General	Rating and Comment
R	1. Audit trail with user, date, and time stamp throughout all modules.	Y System logs all transactions and stamps them with user, date, time and before/after values. A report can be generated to review audit history.

Exhibit B – Customer References

Provide at least (3) three references that are similar in size and scope to the District, and that have implemented the proposed software in the past five years. References should be fully implemented and live on the current version of the software.

Name of Customer:	
Number of Users:	
Contact Name/Title:	Telephone #/Email Address:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Name of Customer:	
Number of Users:	
Contact Name/Title:	Telephone #/Email Address:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Name of Customer:	
Number of Users:	
Contact Name/Title:	Telephone #/Email Address:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Exhibit C – RFP Terms and Conditions

1. Amended Proposals

A proposer may submit an amended proposal before the deadline for receipt of proposals. Such amended proposals must be complete replacements for a previously submitted proposal and must be clearly identified as such in the transmittal letter. District personnel will not merge, collate, or assemble proposal materials.

2. Proposer's Rights to Withdraw Proposal

Proposers will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The proposer must submit a written withdrawal request signed by the proposer's duly authorized representative addressed to the District contact listed in the RFP.

3. Proposal Offer Firm

Responses to this RFP, including proposal prices, will be considered firm for 180 days after the due date for receipt of proposals or 60 days after receipt of a best and final offer, if one is requested.

4. Right to Waive Minor Irregularities

The District reserves the right to waive minor irregularities and the right to waive mandatory requirements, provided that all of the otherwise responsive proposals fail to meet the same mandatory requirements and/or doing so does not otherwise materially affect the procurement. This right is at the sole discretion of the District.

5. Change in Agreement or Representatives

The District reserves the right to require a change in the selected proposer, or representatives, if the assigned representatives are not, in the opinion of the District, meeting its needs adequately.

6. District Rights

The District reserves the right to award the proposal to separate proposers on any of the solutions or services as set forth in the proposer's proposal. It is further understood that if the proposer to whom any recommended award is made fails to enter into an agreement with the District, award may be made to the next best qualified person or firm, who shall be bound to perform as if they received the award in the first instance.

7. Ownership of Documents

All documents submitted in response to the RFP and any proposals, reports, studies, conclusions, software modifications and summaries prepared by the vendor for this project shall become the property of the District.

8. Agreement Award

Proposal will be evaluated by a committee comprised of District staff, and will be assisted by a consultant, SoftResources LLC. This agreement shall be awarded to the proposer or proposers whose proposal is best qualified, taking into consideration the evaluation factors set forth in the RFP.