

# **ITRCC Enterprise Resource Planning Project Request for Information**

**Issue Date: February 10, 2025**

**Due Date:**

February 24, 2025, | 4:00 PM EST

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## I. Request for Information Overview

The Indiana Toll Road Concession Company (“Company”) intends to issue a Request for Proposals (RFP) in first quarter, 2024 for the acquisition of an Enterprise Resource Planning (ERP) Project. The RFP will provide for the design, test, installation, operations, and maintenance of the ERP system. To create an RFP solicitation that allows the opportunity for the selection of the best value to the Company. ITRCC is particularly interested in it.

Please respond to this RFI per the schedule below.

SCHEDULE	
Issue Date	February 10 <sup>th</sup> , 2025
Response to RFI Due Date/Time	February 24, 2025, 4:00 PM EST
Vendor Engagement (Optional at the Company sole discretion)	February 24 <sup>th</sup> – March 7 <sup>th</sup>
General Information	
Contact Person Contact Information	<b>Rob Steed, Procurement Manager</b> Email: <a href="mailto:rsteed@indianatollroad.org">rsteed@indianatollroad.org</a>
Posting Locations	<a href="http://www.indianatollroad.org">www.indianatollroad.org</a>

## II. Project Overview

The ERP project is the acquisition of lifecycle upgrade of the existing business applications and the expansion of enterprise level tools for an ERP solution. The Company goals are to provide the following ERP functions and associated services to design, install, test and transition to an upgraded Company ERP platform. The ERP functionality that the Company intends to procure is as follows:

- Financial Management module to manage financial assets, cash movements, accounts payable, and accounts receivable.
- Procure to Pay (P2P) module to manage all requests from internal stakeholders for strategic sourcing.
- Supplier Relationship Management (SRM) module to manage all supplier data.
- Inventory, catalog and asset management to catalog and track movement of consumables and products required to operate its business.
- Contract management module including federated management of contracts from initial acquisition to the end of the contract lifecycle.
- Project Management solution to manage project lifecycle, enabling streamlined workflows across all levels, improving reporting capabilities, facilitate resource management and allocation and effective tracking of project progress.

## III. Anticipated Approach and Goals

The Company intends to issue a single multi-part RFP that allows bidders to provide a bid on one or more parts to meet its goals. The Company is interested in learning more about the approach to leverage existing technology infrastructure or acquiring SaaS solutions for its ERP.

The Company goals include acquiring products and a federated platform that provides an efficient operating platform at the best value while utilizing best in class applications for each module to meet its goals. The Company high level goals for this procurement as follows:

1. Upgrade its existing financial management system.
2. Upgrade its existing inventory and warehouse system for tracking of movement of internal goods and commodities to support operations.
3. Procure new project management solution to automate its Project Management Office (PMO) processes.
4. Procure new Strategic Sourcing and Contract Management solution to automate its acquisition lifecycle processes from initial acquisition through end of the contract.
5. Leverage single (if possible) COTS technology platform in Infrastructure as a Service (IAAS), Platform as a Service (PAAS) or Software as a Service (SaaS) platform; and
6. Integrate all reporting and data management functions into its Enterprise Data Warehouse platform.

#### IV. Request for Information

Interested parties may provide and submit responses to this RFI in accordance with the guidelines and schedule set forth herein. This RFI does not constitute an RFP or any other solicitation document. This RFI does not commit the Company to contract for any supply or service whatsoever, nor will any response to this RFI be considered in the evaluation of any response to a solicitation document.

None of the materials provided in response to this RFI will be used to evaluate potential suppliers of products and vendors requested or used as part of the evaluation of proposals received in response to any future RFPs. Vendors are advised that materials provided in response to this RFI may be used as a basis for developing requirements for the Company future RFI's.

#### V. Intent

The intent of this RFI is to provide the Company with an assessment and understanding of current best practices and technology related to the design, installation, integration, testing, and operation and maintenance of the ERP System. This RFI is also intended to provide the Company with information about future procurements, and acquisition approaches for the products and services described above.

#### VI. Questions to be Addressed

The following are the questions for the prospective bidders/vendors. Respondents shall answer all applicable questions to all offerings and solutions but are not required to answer all questions if not applicable to their firm.

##### **General and Procurement and Contract Management Questions**

1. Do you offer an ERP solution? If yes, which ERP(s) modules and solutions do you represent/offer?
2. Do you offer a P2P or strategic sourcing solution? If yes, which solution(s) do you represent/offer?
3. Do you offer a PMO solution? If yes, which PMO solution(s) do you represent/offer?
4. Do you offer an Inventory/Catalog solution? If yes, which solution(s) do you represent/offer?
5. Do you offer a Contract Management solution? If yes, which solution(s) do you represent/offer?
6. Do you offer a SRM solution? If yes, which solution(s) do you represent/offer?

7. Do you offer implementation services? What is your average implementation time frame? Please describe the number of similar implementations completed. Please describe the steps necessary to complete this migration (e.g., design, data migration, testing and implementation).
8. Does your solution(s) offer a mobile friendly option?
9. Does your company offer ongoing Service Level Agreements, training services and maintenance?
10. Is your ERP system fully cloud-based, and what are the hosting options (public, private, or hybrid cloud)? How do you ensure data security and compliance with industry standards?
11. What is your recommended practice for managing users with Azure Entra ID to give permissions in the ERP application
12. How does your solution integrate with ERP systems, specifically for finance and accounting, procurement, and HR? Can you provide details on the specific ERP systems your solution supports, as well as the types of data that can be integrated?
13. Does your solution offer advanced analytics or business intelligence capabilities to assess project performance, forecast trends, and evaluate ROI for different project types? How customizable are the analytics and dashboards for various stakeholders, and can reports be tailored to specific user needs (e.g., customers, project managers, executives)? Does it allow for customized metrics/key performance indicators with their respective formula, frequency of reporting, and targets?
14. Does your solution allow for configurable user roles? How is data security and user access managed to ensure distinct levels of visibility and control based on roles?

### Financial Management System

The financial management module manages the Company's accounting and financial functions, including tracking transactions, generating financial reports, managing accounts payable and receivable, and providing real-time visibility into the organization's financial health.

15. **General Ledger Functionality:** What are the core capabilities of your General Ledger module? Does it support multi-dimensional reporting, automated allocations, and customizable chart of accounts
16. **Approval Workflow:** Does your system provide configurable approval workflows for financial transactions, including journal entries, purchase orders, and invoice approvals? Can workflows be customized based on user roles and hierarchy?
17. **Fixed Asset Module:** What functionalities does your fixed asset module include? Does it support asset tracking, depreciation calculations, and reporting?
18. **Multi-Company Consolidation & Elimination:** How does your system handle multi-company consolidation, including intercompany eliminations? Can this process be automated?
19. **Budgeting Module:** What features are included in your budgeting module? Does it support multiple budget versions, variance analysis, and forecasting?
20. **Reporting & Analytics:** What types of financial reports and dashboards are available out of the box? Does your system support real-time reporting and drill-down capabilities? We will need to quickly produce quarterly, semi-annual, last nine months, and annual financial statements for multiple corporate entities.
21. **Scalability & Performance:** How scalable is your ERP system? Can it support growing transaction volumes and additional legal entities without significant performance degradation?

The ITRCC Project Management Office (PMO) is a unit responsible for overseeing all projects within the ITRCC. It ensures that all projects are delivered using a unified framework, along with its associated artifacts (templates, processes, guidelines, etc.). The PMO is responsible for reporting on all projects and supporting and assisting project managers with project delivery. Additionally, the PMO acts as the governing body for project delivery.

22. **Portfolio Management Capability:** How does your solution support the management of a large project portfolio, including over 50 projects of varying types (Infrastructure, IT, Toll Operations, Facility Management, ESG) and delivery approaches (waterfall, agile, hybrid, multi-phase)? Please provide examples of how the solution scales and efficiently manages such a diverse set of projects.
23. **Real-Time Project Tracking and Reporting:** How does your solution provide real-time tracking and reporting of individual project performance (e.g., progress, budget, timeline) and overall portfolio-level health? Are customizable dashboards and reports available for various stakeholders (executives, project managers, etc.)? How flexible are the reporting features in terms of customization for different user groups?
24. **Resource Management and Allocation:** How does your solution manage the allocation of shared resources across multiple projects? Can it handle resource leveling, resolve conflicts, and ensure optimal resource utilization across a diverse set of projects? How do project managers request resource allocations from resource managers, and is there a way to check resource availability before making a request?
25. **Schedule Development, Maintenance, and Interdependencies:** How does your solution enable project managers to develop and maintain project schedules while utilizing a shared pool of resources across multiple projects? Does it offer features to prevent resource over-allocation and ensure efficient scheduling? If your solution does not have a built-in scheduling tool, does it integrate with scheduling tools like MS Project, Primavera, Smartsheet, etc.? How does your solution manage and visualize dependencies between projects across the portfolio? Can it highlight interdependencies, and how does it support managing cross-project impacts or changes?
26. **Risk Management and Mitigation:** How does your solution support the identification, tracking, and mitigation of risks across the portfolio and at the individual project level? What tools or methodologies are included to proactively manage project risks, and how are they integrated into the project management process?
27. **Issue Tracking and Management:** How does your solution enable project managers and teams to capture, track, and manage issues within each project? Does it support the escalation process for critical issues, and how does it help with proactive issue resolution? How are issues prioritized, and what is the process for resolving them?
28. **Collaboration and Communication Tools:** What features does the solution offer to facilitate collaboration between executives, the PMO, project managers, and project stakeholders, both at the project and portfolio levels? Does it support document sharing, task/activity assignment, and real-time updates? Additionally, does it integrate with MS SharePoint and Microsoft Teams for seamless collaboration and communication?
29. **Template Support for Project Documents and Approval Workflow:** Does your solution support the use of templates for creating standard project documents, such as business cases, project charters, project management plans, and other key documentation? How customizable are these templates, and how are they integrated into the project lifecycle? Does your solution support automated approval workflows for reviewing and approving key documents (e.g., project plans, business cases, project management plans, change orders, invoices)? How customizable are these approval processes, and how does the solution track approvals for both documents and invoices?
30. **Change Control Management:** Does your solution provide a feature for managing changes in projects, including how changes can be raised, viewed, approved, and logged? Will the approved changes automatically update the project budget, schedule, risks, documents, and other relevant project components?

## VII. Review of Responses

As part of this RFI, the Company may call respondents to discuss questions about its response and schedule a 1-hour virtual meeting. The Company may elect not to hold the meeting and follow up directly with some or all respondents with more detailed questions or to clarify submissions.

## VIII. Cost Incurred Responsibility

The Company shall not be liable for any costs incurred by the respondent in preparation for its response.

## IX. Liability

This RFI is completely voluntary and is not a pre-qualification for any future procurement. This RFI has been issued to obtain information only and is not intended to result in a contract or agreement with any respondent. Any company regardless of size or service specialty is encouraged and welcomed to participate in this RFI.

## X. Contact Information

All questions and submittals shall be sent directly to the dedicated email address:

[rs teed@indianatollroad.org](mailto:rs teed@indianatollroad.org)

## XI. Confidentiality & RFI Ownership

Trade secrets or similar proprietary data which the respondent does not wish disclosed to persons other than personnel involved with this RFI will be kept confidential to the extent allowed by law. Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL." Any section of the RFI that is to remain confidential shall also be marked in boldface on the title page of that section. Exception: Respondents expressly acknowledge that the concepts, methods, equipment, and procedures presented in a response may be wholly or partially incorporated into an RFQ/RFP.

## XII. Response Format

### Cover Letter

Please include a cover letter (1-page max) with the RFI submittal package. A single point of contact shall be identified along with the person's title, email address, phone number, and mailing address. An overview of the firm's background shall be included, providing highlights about the company, products, services, and existing projects.

### Response to RFI

The response shall be limited to no more than 20 (twenty) pages and have a font size of ten or above. The cover letter is not included in the 20(twenty) page maximum, including all attachments. The RFI responses shall be submitted using one-sided, letter-size (8½ x 11 inch) paper. Brevity and conciseness

are appreciated. It is encouraged that the response is limited to the respondent's reaction and understanding of the concepts in this document. Ideas and approaches may be used by the Company in a future solicitation document. For purposes of this RFI, information regarding respondent's history, background, and personnel should be limited to the cover letter. Resumes should not be submitted.

### **XIII. Submittal**

RFI response submittals can be emailed in .pdf format to the following email address: [rsteed@indianatollroad.org](mailto:rsteed@indianatollroad.org)