



Request for Proposal (RFP)

for

Enterprise Resource Planning (ERP) System

Kitsap 911, Kitsap County, Washington

Point of Contact: Contracts Manager – contracts.manager@kitsap911.org

Release Date: April 3, 2026

Questions Due: April 8, 2026 – 1:00 PM Pacific Time

Pre-Proposal Conference (Virtual): April 9, 2026 – 1:00 PM Pacific Time (optional)

Proposal Due: May 6, 2026 – 1:00 PM Pacific Time

Proposal Opening (Virtual): May 7, 2026 – 1:00 PM Pacific Time

Submission

- Submit **one (1)** complete electronic proposal via a password-protected shared folder (e.g., OneDrive, SharePoint, Box, Dropbox, or equivalent), and;
- Submit **one (1)** hard copy including the electronic password via sealed envelope to Kitsap 911, 911 Carver Street NW, Bremerton, WA 98312, ATTN: Contract Manager.

Proposals must be signed by an authorized representative.

Kitsap 911 (K911) reserves the right to:

- Reject any or all proposals for any reason and waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate K911 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 K911 to accept or contract for any services.
- Accept the proposal(s) or parts of a proposal deemed most advantageous to K911.
- 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 K911 will not be returned to the proposer and will become public information upon K911'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, proposals will not be disclosed until after the award and signing of any and all contracts that may result from this RFP.

All responses to this RFP will become the property of K911. Once a final award is made, all responses, including financial and proprietary information, become a matter of public record, and shall be regarded by K911 as such. K911 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. Introduction & Background

K911 is a public development authority established pursuant to RCW 35.21.730-759, providing 24/7 emergency dispatch services for Kitsap County, WA. K911 operates on a cash basis, uses governmental fund accounting, files annual State Auditor's Office (SAO) BARS-compliant reports, and administers all finance functions in-house. K911 employs ~75–100 employees (full and part time) with two unions and non-represented staff.

Purpose of this RFP

K911 seeks to procure and implement a comprehensive, fully integrated Commercial Off the Shelf (COTS) Software as a Service (SaaS) ERP solution to support core finance operations, namely General Ledger (GL/COA), Payables, Receivables, and Payroll, with an emphasis on strong internal controls, audit trails, approval hierarchies, and reporting aligned to Washington SAO BARS standards.

Current Environment

K911 currently uses Springbrook Express (SBX) for finance, MyExpress (MX) for timekeeping, NEOGov for recruiting/onboarding, Asset Panda for asset tracking, and NITRO (SharePoint) for purchasing and requisition workflows. This procurement is to update and upgrade K911's systems with a more modern ERP.

2. Scope of Work

2.1 In Scope Modules (Required)

General Ledger & Chart of Accounts (COA)

- Support WA SAO BARS COA (fund, revenue, expense, object, sub object).
- Configurable segment lengths sufficient for SAO annual filing and K911 internal reporting.
- Fund segregation and self-balancing.
- BARS-formatted outputs and templates aligned with SAO filing requirements and support annual code updates.
- Audit trails, document tracking, reconciliation support (e.g., bank/cash), and budget creation/amendment.

Accounts Payable (AP)

- Master vendor list and 1099 reporting.
- Ability to differentiate between taxable/nontaxable line items.
- Support for printed checks and ACH/EFT disbursements; batch approval workflows; role-based approvals.

Accounts Receivable (AR)

- Create invoice records; track payments received (ACH/check).
- Associate payments with customers, invoices, contract numbers, job codes, grant IDs, and other similar attributes.

Payroll & Timekeeping Integration

- Employee profile management (tax status, deductions, accruals, employment dates).
- Configurable pay/leave codes; hierarchical approvals.
- Accurate biweekly payroll processing; Nacha compliant ACH files for direct deposit (KeyBank).
- State/federal reporting exports in common formats.
- Import timecard data from third party solutions (if applicable).
- Support for 24/7 operations (multi-day split shifts; date-accurate reporting across midnight).

2.2 Out of Scope Modules (Optional Descriptions)

The following modules are out of scope for scoring and award. Proposers may describe native capabilities or integration approaches for such modules; however, pricing and details will not affect evaluation. The solution currently in use is provided parenthetically below.

- Purchase Requisitions & Purchase Orders (NITRO/SharePoint)
- Family & Medical Leave Act (FMLA)/Paid Family Medical Leave (PFML)
Compliance Tracking (Excel)
- Vendor & Contract Lifecycle Management (Excel)
- Employee Scheduling (Schedule Anywhere)

3. Technical & Security Requirements

Deployment Models

Proposers must identify the deployment model (i.e., SaaS, vendor-hosted, on-prem, hybrid) and respond to applicable requirements included below and in **Exhibit G – Technical Environment Checklist**.

Mandatory Security (All Models)

- Risk Based Corrective Action (RBCA) and Multi Factor Authentication (MFA) for privileged/remote access.
- Transport Layer Security (TLS) 1.2+ in transit and encryption at rest.
- Audit logs are exportable in common formats with synchronized timestamps.
- Documented incident response with defined notification timelines.
- United States data residency for SaaS with customer support contact.

Preferred Security (If available)

- Phishing resistant MFA for privileged users.
- Applicable Security Operations Center (SOC) or equivalent attestation.
- Zero Trust posture or compensating controls; background screening for privileged support personnel.
- Periodic security summaries (vulnerability/penetration assessments).

CJIS Context

K911 is a Criminal Justice Agency. While no CJIS data will be stored in the ERP, the solution must not degrade K911's security posture or create indirect pathways to Criminal Justice Information Systems (CJIS). Integrations must traverse K911 approved boundary controls and documented endpoints.

Documentation (Proposal Stage)

The Proposer will provide details sufficient to ascertain technical suitability, to include high level architecture diagram, data flow, communications matrix, third-party components and dependencies, required firewall rules, vulnerability management overview, as well as audit log coverage, retention, and export.

4. Implementation & Project Management

General Responsibilities

Proposer will coordinate all phases with K911's Finance Manager, provide trained personnel, and implement with due care and professionalism.

Data Conversion

Proposer will convert legacy data into a test/non-production environment, conduct validations, and provide K911 with full access for review prior to sign off.

Cutover Plan

Legacy system must remain operational during transition. Proposer will deliver a cutover plan including fallback, operational continuity, and post implementation support.

Project Management

Assign a Project Manager with experience in projects of similar scope. If reassignment is required, provide a replacement Project Manager with comparable experience within 15 business days, subject to K911 approval.

Project Documentation (Implementation Stage)

- User guides, access information, progress reports, contact list, certificate of acceptance, and training/orientation for support providers.
- Use secure formats (PDF, XLSX/CSV/TXT). Secure File Transfer Protocol (SFTP) or equivalent for sensitive data transfers.

Warranty, Maintenance & Support

- 12-month warranty from final acceptance for defects at no cost during normal business hours.
- Maintenance/support available during normal business hours, immediate response for critical failures, and 2-hour escalation to corrective action.
- Provide support SLAs, escalation paths, and any cost for non-standard services.

Funding & Schedule

The Board approved up to \$90,000 for implementation (2026) and estimates ~\$40,000 annually thereafter. Target cutover is January 2027, with testing prior to go-live. Proposers may propose alternate timelines with justification.

5. Proposal Submission & Instructions

Questions

Submit by the deadline in the cover sheet and in **Exhibit A – Schedule of Events**. Written responses to questions will be issued via Addendum. Oral statements are non-binding.

Pre-Proposal Conference (Virtual via Zoom)

This is optional but strongly encouraged. Zoom access credentials will be posted via Addendum.

Submission Format

- One (1) electronic copy of the Proposal shall be delivered to K911 in a password-protected shared folder.
 - Folder link must be emailed to contracts.manager@kitsap911.org.
 - The folder access password must be provided to K911 using the template provided in **Exhibit H – Electronic Folder Access Password** and must be delivered to K911 in a sealed, opaque envelope, which will not be opened until Opening of Bids date (see **Section 10**).
- One (1) hard copy of the Proposal (including **Exhibit H**) shall be delivered in-person or by mail (tracking or certification recommended) to:
 - Kitsap 911**
 - Attn: Contracts Manager**
 - 911 Carver St.**
 - Bremerton, WA 98312**
- Include all required exhibits listed in **Section 9**.

Late Proposals

Proposals received after the deadline will not be considered.

Subcontractors

Disclose subcontractors and obtain K911 approval prior to engagement (if applicable).

6. Evaluation, Award, & Negotiation

6.1 Evaluation

Phase 1 – Completeness (Pass/Fail)

- Timely submission
- Proposal letter signed
- Exhibits complete
- Secure electronic access provided

Phase 2 – Accuracy (100 points total with ≥ 75 points needed to advance)

- Project Understanding & Approach **(5)**
 - Clear grasp of scope, technical requirements, implementation, and deliverables.
- Implementation Team **(10)**
 - Qualifications, experience, and continuity.
- Proposed Solution **(35)**:
 - Meets cash basis government needs in WA, BARS/SAO alignment, internal controls, and overall performance.
- Implementation Plan, Training & Support **(25)**
 - Realistic schedule, comprehensive testing, thorough documentation, and accessible training/support model.
- Costs **(25)**:
 - Transparent representation of one-time and recurring costs which are reasonable and comparable. Pricing Sheet (**Exhibit C**) must be used.

Phase 3 – Suitability (100 points total)

- Interviews **(20)**
 - Proposer Team and K911 compatibility with respect to values, goals and professionalism
- Demonstration & Testing Approach **(40)**
 - Approach to project management, system integrity and timely implementation
- Reputation, Culture & Communication **(30)**
 - Experience, communication techniques and approach to problem-solving
- References **(10)**
 - Overall performance on similar projects

6.2 – Award & Negotiation

K911 reserves the right to negotiate with the selected vendor that, in the opinion of K911, has submitted a proposal that is the most advantageous to K911 with price and other factors considered. In other words, K911 will select a vendor that they determine provides the best functionality/price/implementation value – which may mean they select a vendor that does not have the lowest cost. In no event will K911 be required to offer any modified terms to any other vendor prior to entering into an agreement with a proposer and K911 shall incur no liability to any proposer as a result of such negotiation or modifications. It is the intent of K911 to ensure it has the flexibility it needs to arrive at a mutually acceptable agreement.

K911 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 K911. K911 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.

7. Terms & Conditions

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. K911 personnel will not merge, collate, or assemble proposal materials.

Proposer's Right 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 K911 Contract Manager.

Proposal Offer Firm

Responses to this RFP, including proposal prices, will be considered firm until December 2026.

Right to Waive Minor Irregularities

K911 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 K911.

Change in Agreement or Representatives

K911 reserves the right to require a change in the selected proposer or representatives if the assigned representatives are not, in the opinion of K911, meeting its needs adequately.

K911 Rights

K911 reserves the right to award the proposal to separate proposers on any of the 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 K911, K911 may negotiate with the next best qualified person or firm.

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 K911.

Agreement Award

Proposal will be evaluated by a committee comprised of K911 staff. This agreement shall be awarded to the proposer or proposers whose proposal is most advantageous to K911, taking into consideration the evaluation factors set forth in the RFP. The selected proposal will be at K911's discretion and may or may not have received the most points or be the lowest cost proposal.

Records & Audits

The proposer shall maintain such detailed records as may be necessary to demonstrate its performance of the duties required by this Agreement, including the date, time, and nature of services rendered. These records shall be maintained for a period of three years from the date of the final payment under this Agreement and shall be subject to inspection by K911. K911 shall have the right to audit any billings or examine any records maintained pursuant to this Agreement both before and after payment. Payment under this Agreement shall not foreclose the right of K911 to recover excessive and/or illegal payments.

8. Definitions

ACH	Automated Clearing House
AP	Accounts Payable
AR	Accounts Receivable
BOD	Kitsap 911's Board of Directors
CJA	Criminal Justice Agency
CJIS	Criminal Justice Information Services
COTS	Commercial-Off-The-Shelf
CVE	Common Vulnerabilities and Exposures
ERP	Enterprise Resource Planning
FTP	File Transport Protocol
FQDN	Fully Qualified Domain Name
Furnished System or System	The collective RFP system described, provided, implemented, and customized by the Proposer
IP	Interface Protocol
K911	Kitsap 911 Public Authority
Legacy	A software or process currently in use by K911
MFA	Multi-Factor Authentication
Modules	Describes the core accounting functions within the System
MX	MyExpress (Timecard Software)
Native/Natively	A functionality, report, or other output that is fully supported within the proposed system without significant workarounds or data manipulation
NIST	National Institute of Standards and Technology
NITRO	NITRO Studio (Purchase Order Software)
NTP	Network Time Protocol
PDF	Portable Document Format©
PO	Purchase Order
PPR	Periodic Progress Report
PR	Purchase Requisition
Provider	The provider of the ERP software solution
RBAC	Role-Based Access Control
RCW	Revised Code of Washington
REST API	Representational State Transfer Application Programming Interface
RFP	Request For Proposal
SaaS	Software-as-a-Service
SAO	Office of the Washington State Auditor
SFTP	Secure File Transfer Protocol
SBX	Springbrook Express
TLS	Transport Layer Security
Secured	A PDF, Excel workbook, or other file that is password-protected
VPN	Virtual Private Network

9. Required Exhibits Checklist

- **Exhibit A** – Schedule of Events
- **Exhibit B** – System Functionality Questionnaire (Excel)
- **Exhibit C** – Pricing Sheet (Excel)
- **Exhibit D** – Receipt of Addendum
- **Exhibit E** – Proposer Information
- **Exhibit F** – References
- **Exhibit G** – Technical Environment Checklist (Excel)
- **Exhibit H** – Electronic Folder Access Password

Exhibit A - Schedule of Events

Event	Date	Time
Release of RFP	April 3, 2026	Not applicable
Questions & Inquiries Due	April 8, 2026	1300
Zoom Access Credentials Posted as Addendum	April 8, 2026	By 1600
Pre-Proposal Virtual Conference via Zoom (optional)	April 9, 2026	1300
Proposals Due	May 6, 2026	1300
Opening of Bids via Zoom	May 7, 2026	1300
Scoring to Determine Interview & Demo Invitations	May 28, 2026	Not applicable
Vendor Demo Days	June 3 or 4, 2026	90 minutes scheduled between 1200-1630
Vendor Selected	June 11, 2026	Notified by 1630
Contract Completion Target Date	June 30, 2026	Subject to change
Project launch meeting	Week of July 13, 2026	Subject to change
Target Cutover Date	January 4, 2027	Subject to change

Exhibit B - System Functionality Questionnaire

This exhibit has been provided as a separate Excel Spreadsheet.

Exhibit C - Pricing Sheet

This exhibit has been provided as a separate Excel Spreadsheet.

Exhibit D - Receipt of Addendum

K911 Enterprise Resource Planning System RFP

Receipt of the following Addendum to the K911 ERP Request for Proposal is hereby acknowledged.

Proposer _____

Addendum #	Description	Date of Receipt	Signature of Recipient

Note: Failure to acknowledge receipt of every Addendum may be considered an irregularity in the proposal and may be cause for K911 to discard the proposal

Exhibit E - Proposer Information

Proposer shall provide the following information with its Proposal:

1. Company Name
2. Legal name if different than Company Name
3. Website
4. Mailing Address
5. Number of years Proposer has been engaged in the business of providing ERP Systems & Services
6. Number of Project Managers currently employed, and the length of employment for each
7. RFP Representative Name
8. RFP Representative Phone Number
9. RFP Representative E-Mail Address
10. Description of the company's projects and experience that are like this project.
11. The name of any government client that has filed suit or made a claim against you in any court within the last 5 years, as well as the nature and probable (or final) outcome of the claim

The format of the required information is at the discretion of Proposer.

Exhibit F - References

Instructions to Proposer:

1. Two References are required from prior Customers.
2. Use a separate page for each Reference.
3. If subcontractors are to be used, provide a separate page for each subcontractor.

Name of Proposer _____

Project Name:	
Organization:	
Contact Name:	
Contract Address: City, State, Zip	
Contact Telephone:	
Contact e-mail:	
Contract Start Date:	
Contract Completion Date:	
Provide a brief description of the services you provided for the organization along with the make, model and quantities of the equipment installed.	

Exhibit G - Technical Environment Checklist

This exhibit has been provided as a separate Excel Spreadsheet.

Exhibit H - Electronic Folder Access Password

As part of its Proposal, the Respondent must provide a password-protected electronic folder containing an electronic copy of its Proposal. The electronic folder must contain substantially identical information to that included in the required Paper Copies of the Proposal and must use file formats appropriate for the content provided (e.g., PDF, XLSX, DOCX, CSV, PPT).

The electronic folder may be provided using any standard file-sharing or cloud storage platform, including but not limited to: Microsoft OneDrive, Google Drive, Dropbox, Box, SharePoint, or similar services. The folder must remain inaccessible to Kitsap 911 staff until the time of the public bid opening, and the Respondent is responsible for ensuring that no preview, partial access, or early disclosure is permitted.

To protect the integrity of the competitive procurement process, the Respondent must provide only the password needed to access the protected electronic folder in the space provided below in this Exhibit. The password must also be included with the Respondent's Paper Copy of the Proposal. Kitsap 911 will not access or attempt to access the electronic folder prior to the formal opening of all bids during the public meeting.

By completing the information below, the Respondent attests that the electronic folder is securely protected and that the password provided grants full access to the complete electronic Proposal.

Password for Accessing Electronic Proposal: _____