REQUEST FOR INFORMATION

PYA is issuing this Request for Information (RFI) as a first step in selecting an Enterprise Resource Planning (ERP) solution. We are issuing this RFI to those vendors that we believe can meet our needs. Your response to this RFI will determine if PYA will consider your firm for further evaluation in our search.

A. Due Date:

Your response to this RFI is due by Friday August 17, 2018.

B.   PYA Background:

PYA provides a full menu of audit, tax and consulting services to clients in a variety of industries and client types, including some of the nation's largest healthcare organizations. For over 30 years, our nearly 200 professionals have provided timely insight and strategic support to clients, enabling them to thrive amid rapid change. Although 80% of PYA revenues can be attributed to our healthcare consulting practice, we often find integrating the expertise in other consulting and accounting competencies are helpful in developing the big picture for our clients. We recognize that the business environment is never black and white. Sustainable business success relies on more than just financial numbers; it must include more qualitative factors. Our Vision Beyond the Numbers® approach provides clients an integrated vision for the ever-changing business climate.

C.   Transaction Volumes

Average No. of Active Projects per Month	600
Average No. of Invoices per Month	400
Average No. of Lines per Invoice	12
Average No. of Check Vouchers Generated per Week	50
Estimate of Clients to be migrated	15,000
Estimate of No. of Contacts to be migrated	80,000

NOTE: If you need more statistics than the above to provide a binding quote in our subsequent Request for Price Quotation (RPQ) please contact Melissa Bosi at the number given below. For this RFI, please use the above statistics and extrapolate any other figures needed to provide a "ball park" price quote at this time.

D. Current IT Environment

1. Current Systems

SYSTEM	DESCRIPTION	FUNCTION(S)
Thomson Reuters Practice CS (PCS)	Timing and Billing	Time Keeping Expense Tracking Project Reporting Client Billing Resource Scheduling Accounts Receivable
SAP BusinessByDesign (SAP ByD)	CRM	Client Management Contact Management Opportunity Tracking Campaign Management
Sage MAS90	Financial	General Ledger Accounts Payable
UltiPro	Human Resources	Personnel Management Talent Management Benefits Recruiting
First Tennessee Bank	Bank	Banking
Customer Portal	A/R	Online customer payment option
Marketo	Marketing	Marketing Automation

2. **Network:**

      PYA has multiple office locations throughout the United States and primarily a PC environment on MS Windows Active Directory. The wiring consists of a modern switched ethernet. Each of the offices have their own internet connections of various speeds. The lowest in office speeds would be a business class cable connection. We also have remote employees who telecommute with various internet speeds. For traveling purposes, some resources utilize a Mifi or hotspot connection on a Verizon 4G network.

E. Project Scope:

  1. Overall Schedule:

      Plans are for the selection and contract negotiation to be completed by October 2018, so PYA can be live with a new solution by the close of the year 2019.

  2. Technical Approach

      The objective of this system replacement is to select an appropriate application package to replace PCS that is the Time and Billing system as well SAP ByD that is the CRM. Apart from this, other systems will also be impacted or replaced depending on the capability of the package. These systems are the (1) MAS90 (Financial), (2) UltiPro (HR), and various standalone financial reporting structures.

      None of these systems currently interface with one another, requires multiple entry of the same data and import/export of data across systems. PYA is seeking an integrated "off the shelf" packaged solution that will meet its core requirements out of the box with minimal modifications. PYA expects the Vendor to perform the related professional services (e.g. best practices guidance, training, project management, implementation, integration and report development) in a timely and professional manner. Services should be provided by experienced ERP experts who have successfully implemented the proposed solution at comparable professional service firms with similar requirements.

  3. Phases

      PYA is open to a phased approach of implementation.

F. Selection Time Frames and Criteria:

Milestone	Deadline
Notice of Search/ Bidder's Conference Announcement	June 25, 2018
Bidder's Conference/ Response to Questions	July 13, 2018
Software Demos	July 16 – August 17, 2018
Proposals Due from Participating Vendors	August 17, 2018
Vendor Notification of Short List/ Reference Check/Site Visits	September 2018
Owner's Fair (Final 2-3 vendors)	Week of September 24, 2018
Contract Negotiations	October 2018
Implementation Kick-off	October/November 2018

1. Bidder's Conference/Response to Questions:

    All questions regarding requirements should be directed to Melissa Bosi at this time at mbosi@pyapc.com. Responses to all questions will be released on July 13, 2018. At that time, we invite all bidders to PYA's home office in Knoxville, TN for a Bidder's Conference. We will make multiple department leaders and users available to answer additional questions.

2. Demonstrations:

    We will be conducting on site Demos from July 16 to August 17, 2018 on a first come first serve basis. These demos will require advanced scheduling for a 3-hour window.

3. Finalists:

    We will use the results of the Vendor Demos and Responses to this RFI to select 2-3 vendors as finalists. The next steps of the process for these finalist vendors will be:
    - Detailed Request for Price Quotation (RPQ)
    - User Documentation Review
    - Telephone Reference Checking
    - Reference Site visits
    - Invitation to the Owners' Fair

4. Detailed Request for Price Quotation (RPQ):

    PYA will then issue a more detailed request for price quotation to include *all* costs associated with implementing the proposed systems (such as travel costs, tuition fees, file conversions, annual maintenance increases, etc.) as well as each vendor's response to PYA's requested contract terms.

5. Telephone References:

   We require a detailed client list to be included in your RFI response, which we will call during September 2018. Enclosure 2 contains the specific references we need for a minimum of 3 customers in the professional services industry, ideally within a reasonable driving distance from Knoxville, TN.

6. Site Visits:

   PYA will coordinate site visits with a select number of the references you provide. This will allow us face time to witness the proposed solution in practice.

7. Owners' Fair:

   We will hold an Owners' Fair in our Knoxville office the week of September 24. Each finalist will be assigned a conference room where they will set-up for potential demos and address questions from multiple owners and key staff members as they drop in over a two-day period. PYA will also negotiate contracts simultaneously with these finalist vendors and intends to sign a contract with the winning vendor by October 31, 2018. Implementation of the selected system is desired to begin immediately, with the solution going live by year-end 2019.

G. Company Contacts and Communications:

Please send your response to this RFI to:

> **PYA**
> **Melissa Bosi, PMO Manager**
> **2220 Sutherland Avenue**
> **Knoxville, TN 37919**
> **E-Mail: mbosi@pyapc.com**

Please direct all inquiries regarding the RFI to Melissa Bosi at this time. *Please refrain from any direct communications with executives or users in the various departments of PYA*, in order to not affect their productivity during this complex and time-consuming project. Ms. Bosi will be glad to answer any questions you may have and will contact the user departments to get any additional information you may require, and then make sure it is routed it to *all* vendors to ensure a level playing field.

H. Instructions for Responding to This RFI:

Enclosure 1 -- Please provide a preliminary price estimate for the applications listed.

> ***THIS ENCLOSURE MUST BE RETURNED AS AN EXCEL FILE, NOT A PDF FILE, so we can cut and paste it into our summary without making transposition errors.***

- Include all software, hardware, maintenance, subscription fees, and implementation fees.
- Please configure the fees to accommodate the number of users with 2-3% annual growth over the next 5 years.

Enclosure 2 References -- List your firm's client references. Be sure to include a minimum of 3 customers in the professional services industry, ideally within a reasonable driving distance from Knoxville, TN. Please include references that have converted to your system within the past 2-3 years, so we can hear how well implementations are being performed lately.

Enclosure 3 – Vendor Background - Complete the vendor company questionnaire. Please also enclose your firm's most recent annual report and/or audited financial statements. We realize that some vendor firms are privately held and do not make this information generally available, preferring to wait until they are "finalists" in a selection process.   PYA, however, will select vendors for further consideration based, in part, on your company's financial size and stability. Please make these materials available now in order to receive further consideration**.** Please provide the number of professional services clients your firm has in total, for *all* products, as well as the number of clients for the particular product you are proposing to PYA, along with the number of active users for each. Please note we are not interested in International clients or non-professional service companies.

Enclosure 4 - IT Staffing – Please tell us how many IT and user departments FTE(s) it takes to implement and support your complete system for a firm of our size.

Enclosure 5 – ERP Software Requirements – Complete the requirements questionnaire. For each requirement, select if the proposed solution "Meets Feature Requirements 100%", "Partially meets feature requirements", or "does not meet feature requirements." For the line items that are partially met, include an explanation in the comments. If there is a proposed third-party software or integration, please also include in the comments.

Once you have read this document, understand the selection process and how to respond to the RFI, please email Melissa Bosi and she will send you the enclosures 1-5. Please put "PYA Enclosure Request" as the subject heading.

To keep to the schedule outlined above, we require your response to this RFI by **Friday, August 17, 2018**. We appreciate your cooperation in this matter and look forward to working with your firm during the next several months.