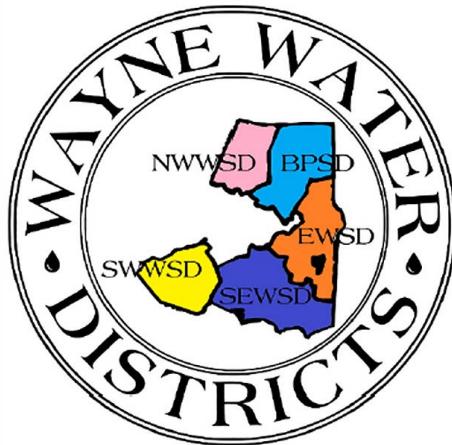


REQUEST FOR PROPOSALS

WAYNE WATER DISTRICTS ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE



**Date of Issue: January 30, 2026
Proposals Due: February 27, 2026
Time: 3:00 pm**

**Issued for:
Wayne Water Districts
3600 Commercial Dr.
Goldsboro, North Carolina 27534**

**Issued by:
District Manager
3600 Commercial Dr.
Goldsboro, North Carolina 27534
(919) 731-2310**

Description

Wayne Water Districts (WWD) provides water service to approximately 24,000 residential and commercial users located within (5) Sanitary Districts: Eastern Wayne Sanitary District, Northwestern Wayne Sanitary District, Southwestern Wayne Sanitary District, Southeastern Wayne Sanitary District and Belfast-Patetown Sanitary District. Each district operates as its own financial entity. Each District is governed by a five (5) member board. WWD is soliciting sealed proposals from qualified software vendors to provide a comprehensive, fully integrated Enterprise Resource Planning (ERP) system designed specifically for the needs of local government/utility providers. WWD seeks a modern platform that improves efficiency, enhances transparency, reduces administrative duplication, and provides a unified system for financial, administrative, utility and work order management functions.

Background

WWD has utilized QS1 (Publiq), a Springbrook Company solution, as its ERP solution for more than 13 years. While the system, in its current configuration, has served WWD's needs over time, it no longer adequately supports the efficiency, integration, and reporting requirements of a modern local government/utility organization. As a result, WWD intends to evaluate and identify an ERP system with a modern configuration to improve and enhance its financial transactions and business processes, human resources management, budgeting, performance measures and work order management system.

Current Challenges and Limitations

Over the years, staff have developed manual workarounds to accommodate gaps in system functionality. These include:

- Redundant or duplicative entry of data across multiple systems.
- Heavy reliance on spreadsheets and paper-based processes.
- Reporting limitations requiring additional manual compilation and validation.
- Inconsistent workflows across departments.
- Difficulty adapting to new requirements, regulations, and best practices.

These challenges underscore the need for a new ERP platform that can streamline processes, support automation, and provide accurate, real-time information for decision making.

Purpose and Objectives

WWD intends to implement a purpose-built local government/utility provider ERP solution that:

- Enhances operational efficiency across all WWD departments
- Improves financial accountability and compliance
- Provides real-time visibility into budgeting, accounting, and utility operations
- Streamlines permitting, inspections, and code enforcement
- Improves service delivery and citizen experience
- Supports long-term scalability as WWD grows
- Establishes a unified data system to eliminate duplication and reduce risk of error

Required System Capabilities

Purpose-Built for Local Government/Utility Provider

The proposed solution must be specifically designed for the public sector, with modules that support:

- Fund-based accounting
- Budget development and tracking
- Payroll and human resources
- Procurement, AP/AR, and contract management
- Fixed Asset management
- Utility billing and revenue administration
- Work Order workflows and management

The system should require minimal customization, leveraging industry-standard local government workflows and compliance requirements. But with the option to customize if requested by WWD.

Centralized, Integrated Platform

WWD requires a single, unified ERP system that integrates:

- Finance and accounting
- Utility billing
- Citizen-facing portals
- Work order and asset management

The system must operate on a common data backbone, eliminating redundant data entry and ensuring data consistency across all departments. Real-time data sharing **IS ESSENTIAL**.

Financial Management & Audit Compliance

The ERP platform must include robust tools for:

- Budgeting and forecasting
- General ledger and fund accounting
- Accounts payable/receivable
- Purchasing and vendor management
- Grant accounting and project tracking
- Capital improvement planning
- Comprehensive financial reporting

The system must support transparent, auditable financial practices and easily produce documents required for annual audits.

Utility & Revenue Management

The solution must support utility operations including:

- Meter-based billing (water/sewer/trash)
- Automated penalty, disconnect, and reconnect workflows

- Work orders, service requests, and field operations
- Online payments and customer portals
- Real-time integration with the general ledger and accounts receivable

The system must reduce billing errors and administrative overhead while ensuring accurate revenue management.

Scalability for Small and Medium Local Government Entities and Utility Providers

WWD requires a solution capable of:

- Supporting staffing levels and workflows
- Scaling as operational needs and population grow
- Expanding with additional modules in the future
- Operating efficiently with limited IT resources

Must be appropriate for a utility provider that manages utilities, budgets, grants, and work order systems.

Enhanced Service Delivery & Resident Experience

The system should improve interactions between WWD and its customers by providing:

- A unified online portal for payments, requests, and communications
- Transparent access to account information, account status, and utility bills
- Reduced administrative barriers and improved response capabilities

Data-Driven Decision Making & Reporting

The ERP must offer:

- Real-time dashboards
- Customizable reporting tools
- Financial, operational, and performance analytics
- Tools to support planning, budgeting, asset management, work order management and grant management
- Clear audit trails and data export capabilities

The system should help WWD leadership make informed decisions on utilities, capital infrastructure, budgeting, and work order completion efficiencies.

Vendor Qualifications

Vendors must demonstrate:

- Experience implementing local government/utility ERP systems
- A record of success with local government/utility providers of similar size and complexity
- Strong customer support, training, and implementation teams
- Reliable system uptime, data security, and compliance standards
- A clear roadmap for future enhancements

Proposal Submission Requirements

Proposals must include:

1. Company Overview
2. Detailed System Description and Module List
3. Implementation Plan & Timeline
4. Data Migration Approach
5. Training Plan for WWD Staff
6. Security & Compliance Framework
7. Detailed Cost Proposal, including:
 - o Licensing or subscription,
 - o Implementation costs
 - o Training
 - o Annual support and maintenance
8. References from at least three (3) North Carolina local government entities specifically utility providers
9. Ongoing Support Staffing Model
10. Proposed contract documents
11. Must provide proof of insurance and W-9

Evaluation Criteria

Proposals will be evaluated based on:

- Compliance with required system capabilities
- Cost (initial and long-term)
- Quality of implementation plan
- Vendor experience and references
- System usability and integration
- Scalability and long-term support
- Security and data protection
- Overall value to WWD

***WWD reserves the right to reject any or all proposals. WWD also reserves the right to amend, modify, discuss, and negotiate any contract terms with selected vendor with or without re-solicitation, at the discretion of WWD.**

General Information

This RFP is intended to provide Proposers with a common, uniform set of instructions to assist them in the development of their proposals and to provide a uniform method for WWD to fairly evaluate proposals and subsequently select a proposal that provides the best solution for WWD's needs. Proposers are encouraged to initiate preparation of proposals immediately upon receipt of the RFP in order for all relevant questions and information needs to be identified and answered, and to allow adequate time to prepare a comprehensive and completed response.

RFP Schedule

The table below shows the *intended* schedule for this RFP. WWD will make every effort to adhere to this schedule.

Event	Responsibility	Deadline - Date and Time
Issue RFP	WWD	January 30, 2026
Submit Written Questions	Proposer	February 16, 2026
Provide Responses to Questions	WWD	February 20, 2026
Submit Proposals	Proposer	February 27, 2026 @ 3:00 pm
Completion of Proposal Evaluations	WWD	March 6, 2026 @ 5:00 pm
Completion of Contract Negotiations	WWD/Proposer	TBD
WWD District Boards - Request to Award	WWD	TBD
Contract Effective Date	WWD	TBD

Proposal Questions

Upon review of the RFP documents, Proposer(s) may have questions to clarify or interpret specifications in order to submit the best proposal possible. To accommodate the Proposal Questions process, Proposer shall submit any such questions by the scheduled due date. Written questions shall be emailed to larry@waynewaterdistricts.com by the date and time specified in the RFP schedule. Proposer should enter “RFP – Enterprise Resource Planning (ERP) software - Questions” as the subject for the email. Questions received prior to the submission deadline date, the WWD’s response, and any additional terms deemed necessary by WWD will be posted in the form of an addendum to WWD’s website: <https://waynewaterdistricts.com/> and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any WWD personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Proposer shall rely only on written material contained in an Addendum to this RFP.

Timeline Alignment

WWD’s target is to complete ERP vendor selection by mid-2026, with implementation beginning at a mutually agreed upon date but will have to coincide with the termination date of WWD’s current third-party payment portal vendor, InvoiceCloud, of August 2027. The consultant will be responsible for recommending a realistic project schedule that accounts for WWD decision cycles, procurement processes, leadership approvals, and phased rollout of ERP modules.

***Contract terms and length of contract to be negotiated and determined between WWD and the selected vendor prior to approval of the final contract.**

Proposal Submittals

Sealed proposals, subject to the conditions made a part hereof, will be received at the address indicated in the table below, no later than **Friday, February 27, 2026 @ 3:00 pm**. Each envelope should be clearly labeled with: RFP – Enterprise Resource Planning (ERP) software for Wayne Water Districts.

Mailing address for delivery of proposal via US Postal Service	Office Address of delivery by any other method (hand delivery, overnight, or any other carrier)
Wayne Water Districts Attn: District Manager Post Office Box 1583 Goldsboro, North Carolina 27533	Wayne Water Districts Attn: District Manager 3600 Commercial Dr. Goldsboro, North Carolina 27533

IMPORTANT NOTE: All proposals shall be physically delivered to the office address listed above on or before the submission deadline in order to be considered timely, regardless of the method of delivery. **This is an absolute requirement.** All risk of late arrival due to unanticipated delay—whether delivered by hand, U.S. Postal Service, courier or other delivery service is entirely on the Proposer(s). **It is the sole responsibility of the Proposer to have proposals physically in this Office by the specified time and date above.** Attempts to submit a proposal via facsimile (FAX) machine, telephone or electronic means, including but not limited to email, in response to this RFP will **not** be accepted.

Proposals must be submitted with **three (3) hard copies and one (1) electronic copy on flash drive.** Each Proposer must thoroughly examine the RFP to ensure that the Proposer can meet all requirements of this RFP. When responding to this RFP, please follow all instructions carefully. Failure to follow these instructions in your proposal may be considered a non-responsive submission and may result in immediate elimination from further consideration.

***Late submissions will not be considered.**