



**City of Gainesville**  
**Professional Consulting Services**  
**Procurement and Implementation of an ERP System**

# Presentation Agenda



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- > Your Baker Tilly Team
- > Overview of Project Approach
- > Why Baker Tilly?
- > Responses to City's Questions



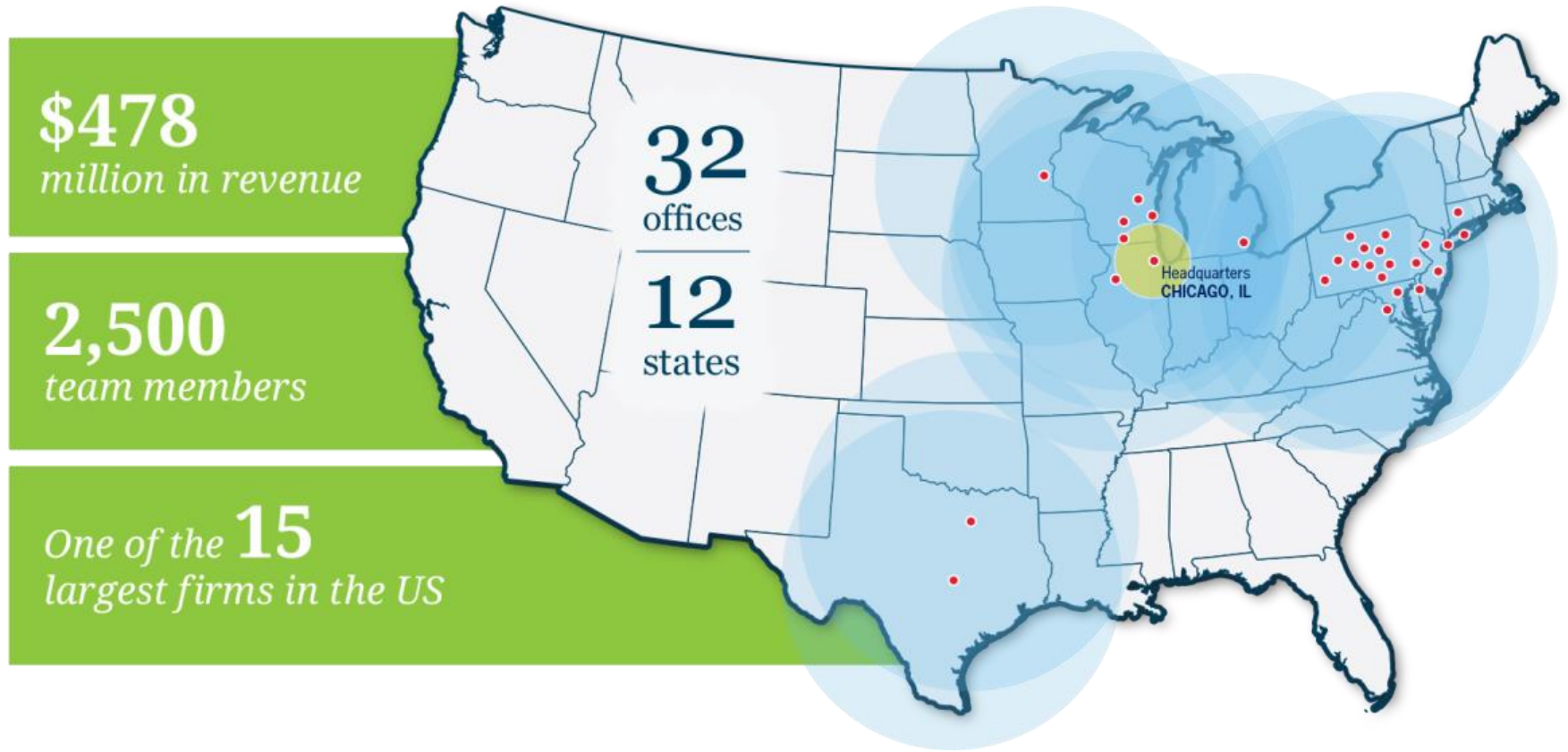
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# Your Baker Tilly Team

Top ranked, national firm



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## Your Baker Tilly Team



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### Russ Hissom, CPA, CIA, CISA Partner Baker Tilly

- > Leader of Baker Tilly's State and Local Government Consulting Group
- > 30+ years of public sector audit and consulting experience
- > Specializes in ERP system selection services, financial and information technology risk assessments, organizational and operational analysis, efficiency studies, and financial performance projects

## Your Baker Tilly Team



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### Caitlin Humrickhouse, MPA, SWP Consulting Manager Baker Tilly

- > Manages consulting engagements for local governments and public utilities, including organizational and operational reviews, business process analysis, and ERP system selection
- > Current ERP clients include:
  - > Rolling Meadows (IL)
  - > Ascension Parish (LA)
  - > St. Tammany Parish (LA)
  - > Ogden City (UT)

## Your Baker Tilly Team



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### Kyle O'Rourke, MPA, CIA Senior Consultant Baker Tilly

- > Provides consulting services for local governments and public utilities, including ERP system selection, organizational and operational assessments, business process reviews, and internal control reviews
- > Active member of the IIA, IIA-Government Advisory Committee, and GFOA



## Your Baker Tilly Team



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### Danielle Wakai, CPA, CIA, CISA Senior Consultant Baker Tilly

- > Provides consulting services for local governments and public utilities, including ERP system selection, IT risk assessment, IT audit, and enterprise risk management
- > Specializes in IT risk, IT governance, and IT and financial audit



## Your Baker Tilly Team



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### Allison Lemay, MPA, IPMA-CP Consultant Baker Tilly

- > Provides consulting services for local governments and public utilities, including ERP system selection, organizational and operational assessments, business process reviews, and Human Resource reviews
- > Specializes in workforce development including recruitment, training, development and succession planning



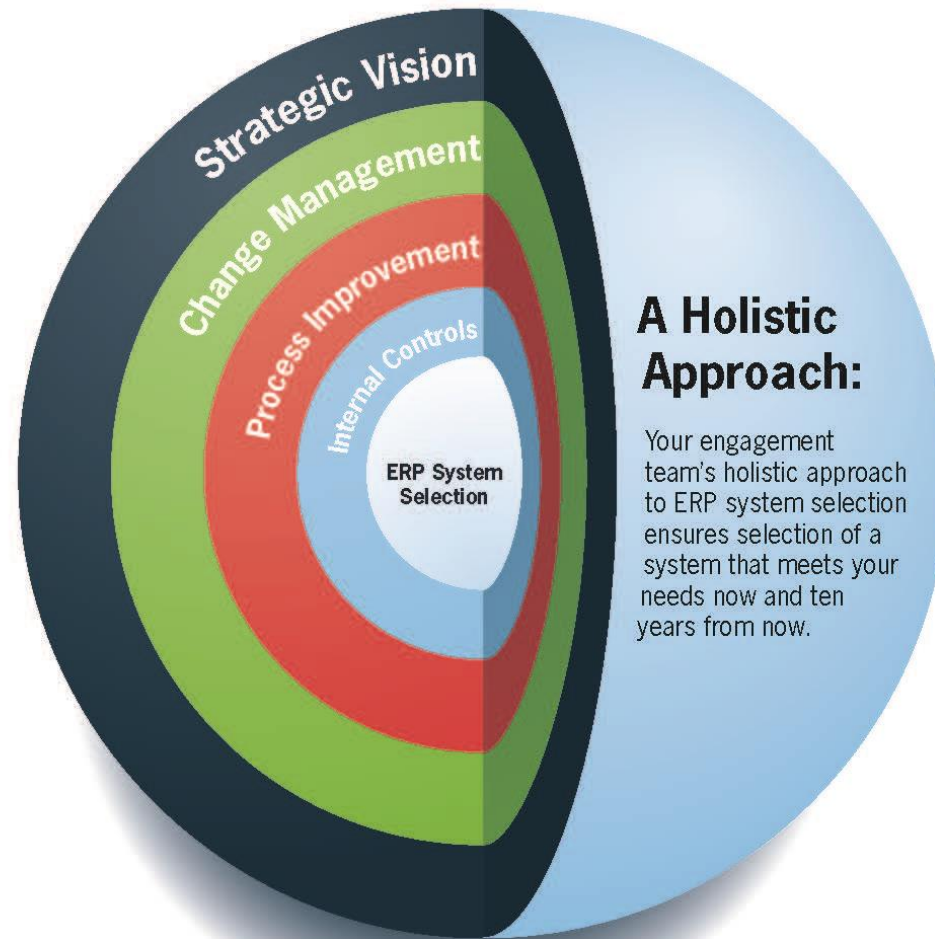
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# Overview of Project Approach

# Underlying Philosophy



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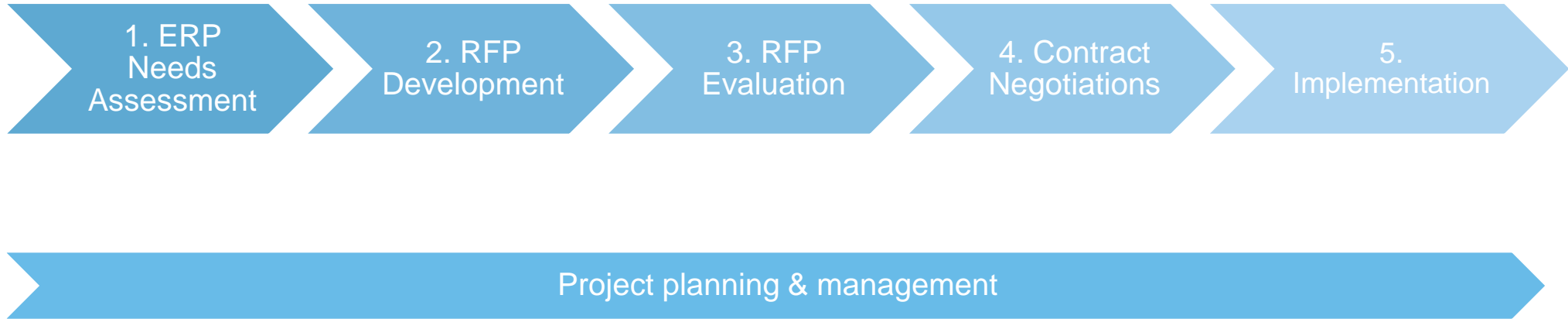
## A Holistic Approach:

Your engagement team's holistic approach to ERP system selection ensures selection of a system that meets your needs now and ten years from now.

# 5 Phase Project Approach



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## Phase 1: ERP Needs Assessment



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### Phase 1 Overview:

- > Conduct executive visioning sessions
- > Identify long-term strategic vision
- > Outline IT environment and infrastructure
- > Conduct interviews and focus groups to review current business process and technology

### Phase 1 Deliverable:

- > Needs Assessment Report

## Phase 2: RFP Development



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### Phase 2 Overview:

- > Facilitate system requirements definition sessions and confirm our understanding
- > Collaborate with procurement staff on timeline and roles
- > Develop Request for Proposals including:
  - > Project vision
  - > Components of the Needs Assessment Report
  - > Comprehensive system requirements

### Phase 2 Deliverable:

- > Request for Proposals

## Phase 3: RFP Evaluation



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### Phase 3 Overview:

- > Facilitate pre-proposal meeting and vendor Q&A
- > Review vendor responses and draft evaluation report
- > Facilitate sessions with the Project Teams to select top vendor
- > Facilitate vendor demonstrations

### Phase 3 Deliverable:

- > Proposal Evaluation Report



## Phase 4: Contract Negotiations



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### Phase 4 Overview:

- > Contract negotiation support
- > Statement of work development support

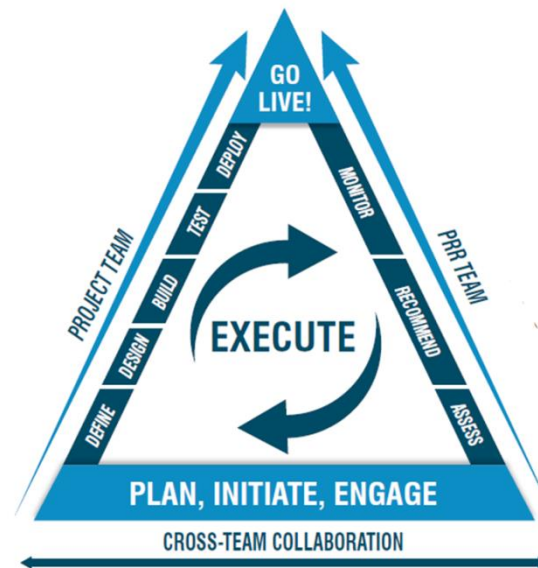
## Phase 5: Installation & Implementation



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### Phase 5: TBD

- > Implementation assistance should be based on the level of support provided by the selected vendor





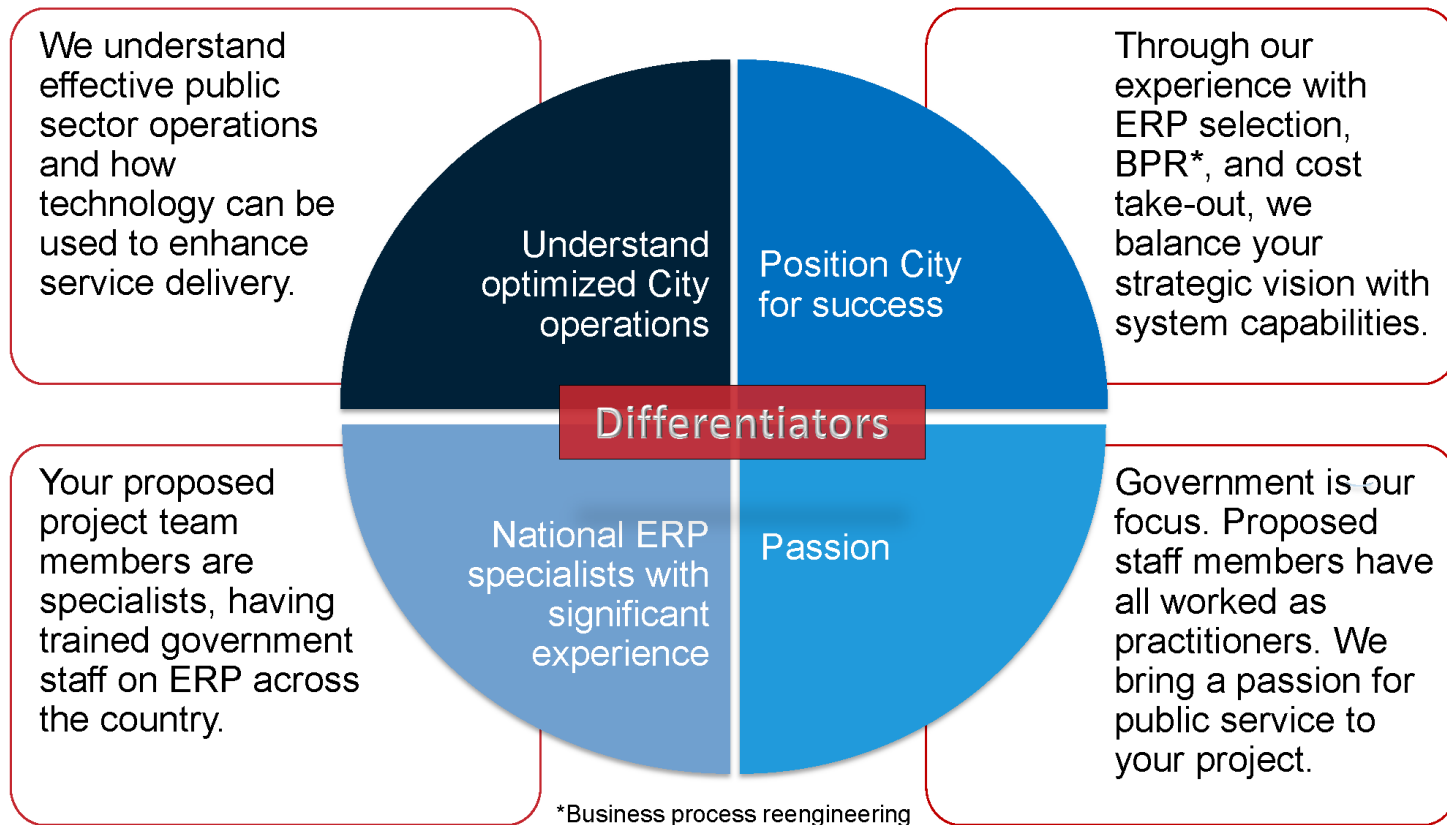
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# Why Baker Tilly?

# What Differentiates Baker Tilly?



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## Extensive Experience



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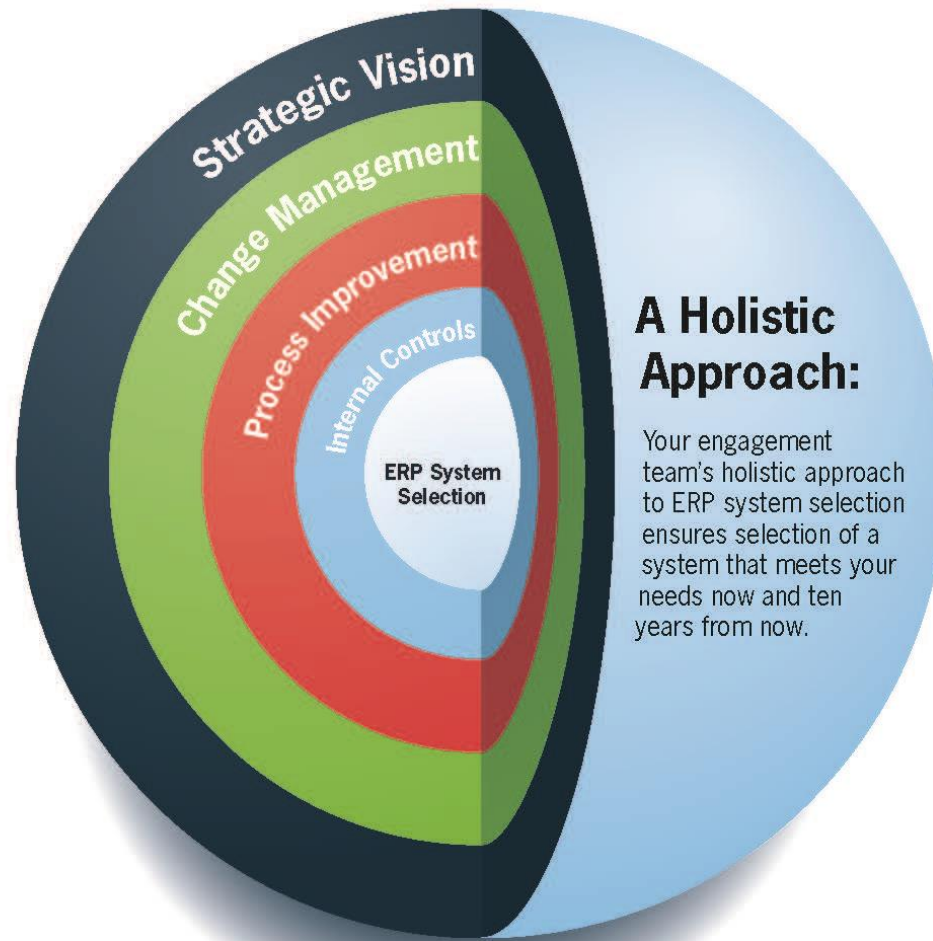
### ERP clients include:

- > Ascension Parish, LA
- > Rolling Meadows, IL
- > St. Tammany Parish, LA
- > Ogden City Corporation, UT
- > City of Green Bay, WI
- > City of Madison, WI
- > City of Eagan, MN
- > Local Government Information Systems (LOGIS)
- > City of Burbank, CA

# Holistic Approach



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## A Holistic Approach:

Your engagement team's holistic approach to ERP system selection ensures selection of a system that meets your needs now and ten years from now.



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# Responses to City's Questions

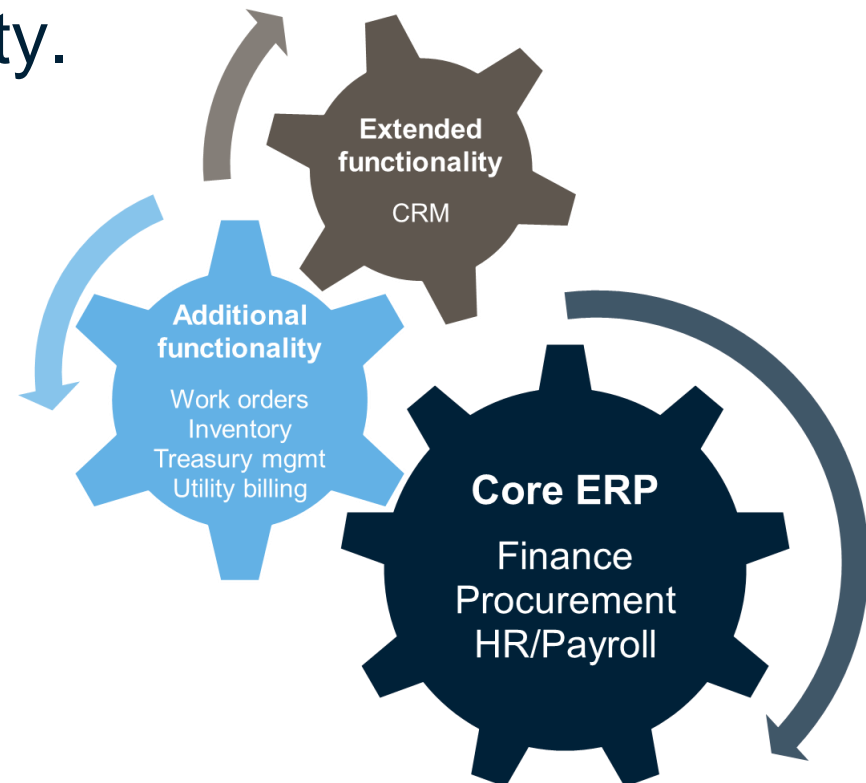


## Question 1: HR Functionality



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1. Present examples of how you have assisted an organization with comprehensive Human Resources functionality.



## Question 1: HR Functionality



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### HR Functionality:

- > Applicant tracking & hiring
- > Benefits administration
- > Performance management
- > Grievances
- > Self-service
- > Time & attendance
- > Payroll

### Key Considerations:

- > Paper based processes
- > Centralized vs. decentralized
- > Dedicated HR professionals

## Question 2: Continue Using Current System



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2. Tell us if you ever recommended an agency stay with their current system. Explain who and why.

### Example: Large City in Illinois (200k pop.)

- > Custom B&P inspection scheduling functionality (SunGard)
- > Certificate of Achievement from the ICMA
- > Decision: Run custom solution until selected vendor 'caught up'

## Question 2: Continue Using Current System



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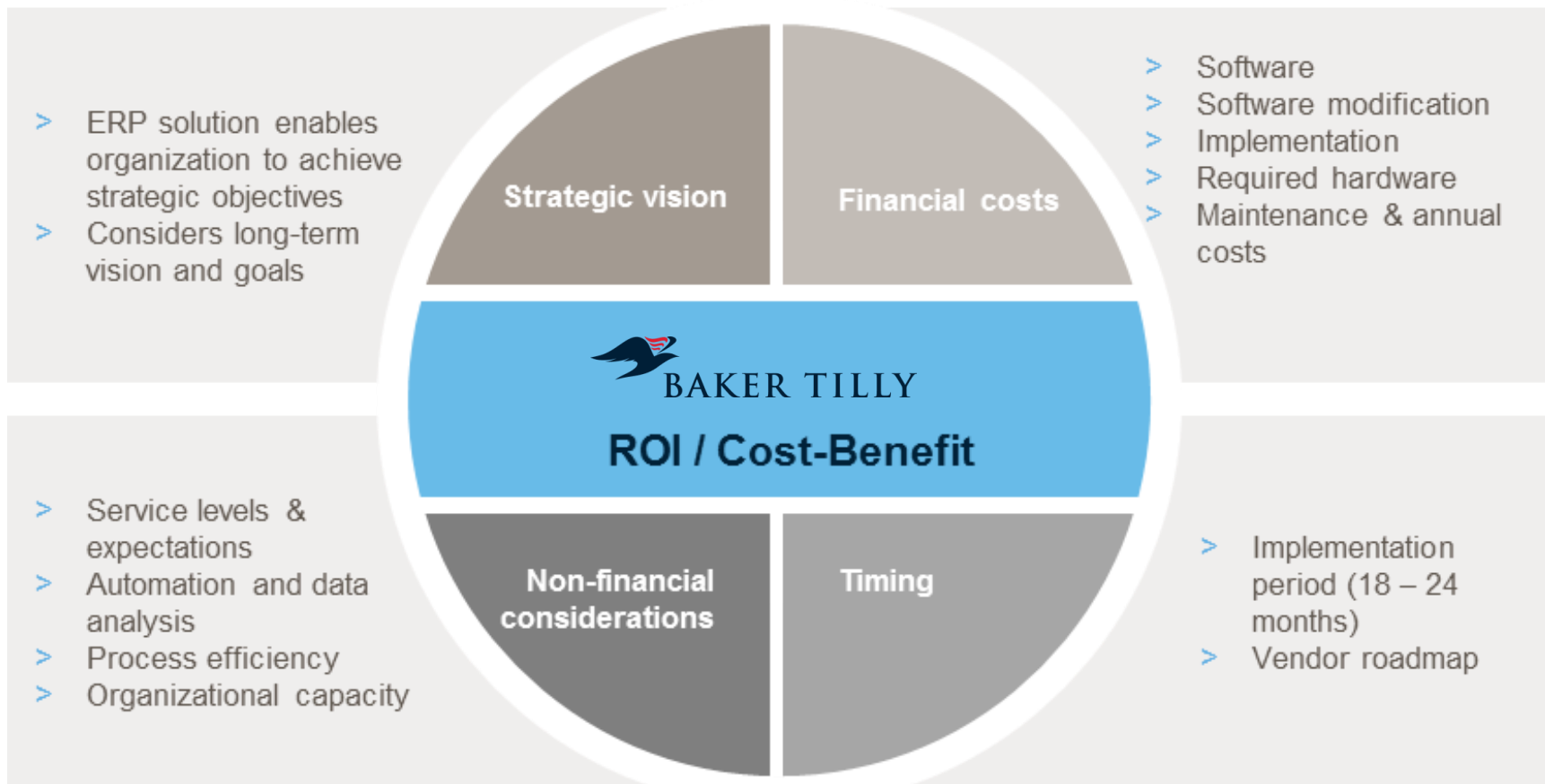
### Key considerations:

- > Costs (ROI / Cost-Benefit)
- > Service levels and expectations
- > Automation and data analytics
- > Software customization
- > On-going maintenance and system support
- > Financial viability of software vendor
- > Process efficiency
- > IT strategy
- > Organizational capacity

## Question 3: ROI



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Questions?

Questions?



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