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REQUEST FOR PROPOSALS (RFP)
FOR
ENTERPRISE RESOURCE PLANNING (ERP) / FINANCIAL MANAGEMENT SYSTEM
REPLACEMENT
CABOT WATER AND WASTEWATER COMMISSION

DATE ISSUED: July 31, 2026

SUBMITTAL DEADLINE: August 24, 2026, 2:30 p.m.

SUBMIT TO: Cabot WaterWorks
Bruce Brown, Finance Manager
One City Plaza, Suite B
Cabot, Arkansas, 72023
501-843-4654
Bruce@cabotwaterworks.com

Cabot WaterWorks (the "Utility") seeks proposals from qualified software vendors and implementation partners for a modern, integrated Enterprise Resource Planning (ERP) / financial management system to replace its current Microsoft Dynamics Solomon (Dynamics SL) system. This Request for Proposals (RFP) includes a description of the services required and a response form for making your proposal. CWW plans to select a vendor by November 2026

To be considered, two copies of your proposal must be received by the "submittal deadline" at Cabot Waterworks Administrative Offices at the location stated above in a sealed envelope marked "RFP for Enterprise Resource Planning (ERP) / Financial Management System Replacement ":

Questions about the RFP Enterprise Resource Planning (ERP) / Financial Management System Replacement should be directed to Bruce Brown, Financial Manager for Cabot WaterWorks.

INTRODUCTION:

Cabot WaterWorks (the “Utility”) seeks proposals from qualified software vendors and implementation partners for a modern, integrated Enterprise Resource Planning (ERP) / financial management system to replace its current Microsoft Dynamics Solomon (Dynamics SL) system.

The Utility is a municipal water and wastewater utility that relies on Solomon for core financial operations, robust project management/accounting, payroll, and related functions. The replacement system must preserve and ideally enhance Solomon’s strong project management capabilities while supporting full financial, payroll, and two critical custom requirements currently met through additional programming:

- Meter refunds — Process refunds to many individual customers/ratepayers without requiring a separate vendor record for every refund recipient.
- Positive Pay — Generate bank-compliant positive pay (check issuance) upload files for checks written by the Utility.

The selected solution will improve efficiency, reporting, security, compliance (including GASB where applicable), and integration while supporting the Utility’s ongoing operations as a public water/wastewater utility.

BACKGROUND

- Current System: Microsoft Dynamics Solomon (Dynamics SL), valued particularly for its project accounting, job costing, budgeting, flexible billing, time/expense tracking, and integration with financial modules.
- Primary Use: Creation and management of financials for a municipal water and wastewater utility, including general ledger, accounts payable/receivable, cash management, payroll (and related processes), project/capital accounting, and reporting.
- Customizations in Place:
 - Meter refund processing that avoids creating a vendor master record for every individual refund recipient.
 - Generation of positive pay files for upload to the Utility’s bank for issued checks.
- The Utility seeks a solution that can natively or via configurable/customizable means support these same capabilities with minimal ongoing custom code.

CWW is under no obligation, expressed or implied, to reimburse a responding vendor for expenses incurred in preparing proposals in response to this RFP.

CWW reserves the right to retain all proposals submitted and to use ideas obtained from

the proposals, regardless of whether the proposal is selected.

All proposals submitted to CWW are a public record and subject to disclosure to the public pursuant to the Arkansas Freedom of Information Act.

Cabot Waterworks reserves the right to reject any or all proposals and to waive any formalities or minor exceptions and will select the most qualified and responsive proposal in the opinion of CWW utilizing procedures established by the selection committee appointed by the Cabot Water and Wastewater Commission.

Either party may terminate the contract upon 90-day notice.

SCOPE OF SERVICES REQUIRED:

Vendors shall propose a complete solution including:

- Software licenses or subscription (SaaS preferred; on-premises or hybrid acceptable if justified).
- Implementation, data conversion/migration from Dynamics SL, configuration, customization (as needed), testing, training, and go-live support.
- Ongoing support, maintenance, and upgrades.
- Integration capabilities with existing or planned systems (utility billing, banking, document management, Microsoft 365, etc.).
- Project management services for the implementation.

Optional / Desirable: Utility billing/customer information system (CIS) integration or native module; asset management; advanced analytics/dashboards.

FUNCTIONAL REQUIREMENTS:

Vendors must clearly indicate for each requirement whether it is Standard (out-of-the-box), Configurable, Custom development, or Not Available, with comments and any additional costs.

1. Core Financial Management (Must-Have)

- General Ledger with multi-fund / governmental accounting support (fund accounting, GASB compliance preferred).
- Accounts Payable (including three-way matching, check printing, electronic payments).
- Accounts Receivable and miscellaneous billing.
- Cash management and bank reconciliation (including import of bank statements).
- Budgeting, budget control, and forecasting.
- Fixed assets / capital assets.
- Financial reporting and statement generation (including ability to support

Comprehensive Annual Financial Report / ACFR processes).

- Multi-company or multi-entity support if applicable.
- Audit trails, security/role-based access, and compliance controls.

2. Project Management / Project Accounting (Critical – Must Match or Exceed Solomon Strengths)

Solomon's project management section is a core strength. The proposed solution must provide robust equivalent or superior capabilities, including but not limited to:

- Project setup with flexible work breakdown structures (WBS), tasks, and hierarchies.
- Real-time project budgeting, cost tracking (labor, materials, equipment, overhead), and actual-vs-budget variance analysis.
- Job costing and capital project / Construction-in-Progress (CIP) tracking.
- Time and expense entry (including mobile if available) with allocation to projects.
- Flexible billing / revenue recognition tied to projects.
- Project profitability analysis, forecasting, and reporting.
- Integration of project transactions with GL, AP, AR, and payroll.
- Alerts, workflows, and controls for project managers and finance staff.
- Support for multiple contract/project types relevant to a utility (capital improvements, grants, etc.).

3. Payroll and Human Resources Support (Must-Have)

- Full payroll processing (including direct deposit, tax withholding, garnishments, year-end forms).
- Time entry and leave tracking integrated with projects and financials.
- Employee master data and basic HR functions (or strong integration with existing HR systems).
- Compliance with applicable federal, state, and local payroll/tax requirements for a municipal employer.
- Reporting for payroll, benefits, and labor cost allocation to projects/funds.

4. Critical Custom / Specialized Requirements (Must-Have)

Meter Refunds

As a water utility, the organization processes meter-related refunds (and potentially other customer refunds) to many different individuals. The system must support processing these refunds without requiring creation of a full vendor master record for every individual recipient. Preferred approaches include:

- Ability to issue refunds/payments to non-vendor payees or “one-time” / temporary payees.

- Streamlined refund processing linked to customer/meter accounts where appropriate.
- Proper accounting treatment, audit trail, 1099 reporting (if applicable), and check/ACH generation. Vendors must describe exactly how this will be accomplished (native functionality, configuration, or custom development) and any limitations.

Positive Pay File Generation

The system must generate bank-compliant positive pay (check issue) upload files for all checks written by the Utility. Requirements include:

- Ability to create files in the format(s) specified by the Utility's bank (typically delimited/CSV or fixed width; common fields: account number, check number, issue date, amount, payee name, and optionally void/stop indicators or record type).
- Support for multiple bank accounts if needed.
- Automated or easily generated export after check runs, with validation.
- Ability to accommodate bank-specific formatting rules (date formats, implied vs. explicit decimals, padding, etc.). Vendors must confirm capability to meet the Utility's specific bank positive pay specification (to be provided to shortlisted vendors) and describe the process (native, configurable report/export, or custom).
- Positive Pay format needed attached as appendix A.

5. Additional Desirable Capabilities

- Integration with utility billing / CIS systems.
- Grant and capital project tracking/reimbursement.
- Purchasing / procurement and inventory (if relevant to operations).
- Document management / attachment capabilities.
- Dashboards, ad-hoc reporting, and business intelligence (Power BI or equivalent preferred).
- Mobile access for key functions (time entry, approvals, inquiries).
- Workflow and approval routing.
- Self-service portals (employee and/or limited vendor/customer) where beneficial.

Technical Requirements:

- Preferred deployment: Cloud/SaaS (with strong security, uptime SLAs, and data residency options). On-premises or hybrid proposals will be evaluated if they meet all other criteria.
- Modern, secure architecture with role-based security, encryption, multi-factor authentication support, and regular security updates.
- Open APIs or robust integration tools for banking, utility systems, Microsoft 365, and other third-party applications.

- Scalability for a mid-sized municipal utility.
- Accessibility and usability consistent with modern standards.
- Data ownership, export, and exit provisions are clearly defined.
- Compliance with applicable public-sector data privacy, records retention, and cybersecurity standards.

Implementation and Support Requirements:

- Detailed implementation methodology, timeline, and resource plan (including Utility staff effort estimates).
- Data migration strategy from Dynamics SL (master data, open transactions, historical data as needed).
- Training plan for end users, power users, and administrators.
- Testing approach (unit, integration, user acceptance, parallel if appropriate).
- Post-go-live support (hypercare period) and ongoing maintenance/support model (hours, response times, escalation).
- Change management and knowledge transfer.
- References from similar municipal utility or public-sector implementations, especially those involving Dynamics SL migration and strong project accounting.

Proposal Submission Requirements:

Proposals shall include:

1. Executive summary.
2. Company background, experience with municipal utilities / public sector, and Dynamics SL replacements or similar migrations.
3. Detailed response to all functional and technical requirements (use a matrix format preferred: Requirement | Response Type | Description | Cost Impact if any).
4. Specific approach to meter refund processing and positive pay file generation.
5. Proposed solution architecture, modules, and any third-party components.
6. Implementation plan, timeline, and team.
7. Pricing (software, implementation, data conversion, training, customization, ongoing annual costs – clearly broken out; multi-year options if available).
8. Sample contract / terms, SLAs, and support details.
9. Client references (minimum 3, preferably public-sector or utility with project accounting needs).
10. Any assumptions, exceptions, or value-added offerings.

Pricing must be firm for the proposed scope. Optional items should be clearly identified.

Evaluation Criteria:

- Functional fit (especially project management, financials, payroll, meter refunds, and positive pay) — 35%
- Technical architecture, security, and integration — 15%
- Implementation approach, experience, and references — 20%
- Total cost of ownership (software + implementation + ongoing) — 20%
- Vendor stability, support model, and overall proposal quality — 10%

Demonstrations will be required of shortlisted vendors and will focus heavily on project accounting, meter refund scenarios, positive pay file generation, and payroll/financial workflows.

Terms and Conditions:

- The Utility reserves the right to reject any or all proposals, waive irregularities, negotiate with one or more vendors, or cancel this RFP.
- All costs of proposal preparation are borne by the vendor.
- Confidentiality and public records provisions apply as required by law.
- Preferred contract terms will be provided to shortlisted vendors; vendors should note any material exceptions in their proposal.

VENDOR NAME:

AUTHORIZED SIGNATURE:

TITLE:

CONTACT PHONE:

CONTACT ADDRESS:

CONTACT EMAIL ADDRESS:



Positive Pay file format

Positive Pay files must be in a CSV format. Files sent from MAC computers are not supported. All fields need to be in numeric format except the Payee field.

- The file cannot contain column headings
- The first field needs to be a four-digit bank field (0153).
- The second field is the customer account number.
- The third field is the check number. (must not have been issued in a previous file)
- The fourth field is the effective date (six-digit field – MMDDYY).
- The fifth field is the amount field (no punctuation).
- The sixth field is the payee (punctuation allowed, but no commas).

The file will need to be named accordingly: AbbreviatedCustName_PP_MMDDYY (Customer name should be limited to 10 digits in length. If customer has more than one Positive Pay account, please include last three digits of account number with the customer name (CustName345_PP_MMDDYY).

An example of a positive pay file is shown below

	A	B	C	D	E	F	G
1	153	12345	210309	112509	80086	abdcde	
2	153	12345	210310	112509	217582	hahahahah	
3	153	12345	210311	112509	234635	newnew	

```
0153,12345,210309,112509,80086,abdcde
0153,12345,210310,112509,217582,hahahahah
0153,12345,210311,112509,234635,newnew
0153,12345,210312,112509,000,void
```

The amount field must contain 3 digits. If the amount of an item is less than \$1.00, for example .15 cents, the amount listed in the file should be listed as 015. When a check is voided and issued for \$0.00 amount, the item must be listed in the file as 000.

Files should be sent no later than 2:00pm each day to ensure they are processed current day. Files sent after 2:00pm could result in delayed processing. Customer needs to be available to contact in the event of exception or file load issues, until the customer has received a confirmation email confirming the amount of total new issues and exceptions.