



**CITY OF GASTONIA, NORTH CAROLINA
ENTERPRISE RESOURCE PLANNING
CONSULTING SERVICES**

REQUEST FOR PROPOSAL (RFP)

Enterprise Resource Planning (ERP) System Implementation

Issued by:

City of Gastonia
181 S South St
Gastonia, NC 28052
www.gastonianc.gov

Date of Issue: September 8, 2025

RFP Number: ERP Implementation Consultant

Submission Deadline: October 8, 2025

1. INTRODUCTION

This Request for Proposal (RFP) is to retain an independent consulting firm or organization to assist the City of Gastonia (hereinafter called “City”) in implementing an Enterprise Resource Planning (ERP) solution to provide a core financial system. The City is soliciting proposals from vendors to provide consulting services for the implementation of an Enterprise Resource Planning (ERP) system. The ERP solution should enhance the organization’s ability to manage core business processes including Finance, Human Resources, Procurement, Inventory, and other key functions.

The City of Gastonia is located in the heart of the Piedmont section of North Carolina. Gastonia is the County Seat of Gaston County and is the thirteenth largest city in the State. Incorporated in 1877, the City encompasses approximately 54 square miles and has a population of over 85,000 residents.

The City has operated continuously under the Council-Manager form of government since its adoption in 1919 and is governed by a Mayor and six-member City Council elected on a non-partisan basis. The Mayor and City Council members are elected for four-year staggered terms. With a full time staff of approximately 960 employees, city departments include: City Administration, City Attorney, Communications & Marketing, Financial Services, Fire Services, Human Resources, Police Services, Technology Services, Parks & Recreation, Public Works, Public Services, Public Utilities, Economic Development, Housing & Community Engagement, Schiele Museum, Engineering, Planning & Code Enforcement and Transportation.

Our current Enterprise Resource Planning (ERP) system, Tyler Eden, will soon reach the end of its lifecycle and will no longer be supported. The ERP initiative is a critical step toward modernizing our operations, enhancing data integration, and improving overall efficiency across all departments. As our business evolves, we require a more robust and flexible system that can better support operational growth, compliance, and decision-making.

The City of Gastonia is in the process of migrating to Tyler Technologies E-ERP. Tyler has a team that specializes in migrating their existing Eden customers to Tyler E-ERP. This new solution will be created while still utilizing EDEN in production. All change management and user acceptance testing will happen without affecting production. Once all processes of implementation have been completed then final data transfer expected to take place and the City will start using E-ERP live in late 2027 to early 2028. Tyler has proposed a schedule for implementation for 18-24 months with the finance department being the main focus for the first 12 months.

2. IMPLEMENTATION OBJECTIVES

- Replace legacy systems with modern, integrated Tyler Technologies E-ERP solution
 - Improve data visibility, reporting, and decision-making
 - Streamline business processes across departments
 - Ensure scalability and compliance with applicable standards and regulations
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3. SCOPE OF WORK

The selected vendor will be responsible for:

- Key Focus Areas – Finance and Human Resources
 - Business process analysis and reengineering
 - System configuration and customization
 - Process Development
 - Report Development
 - Workflow Configuration
 - Testing, go-live support, and post-implementation support
- Integration with existing systems
- Project management
- Training for end-users and administrators
- Developing knowledge base and learning management system
- Coordination between City and Tyler Technologies

Core functional areas include (but are not limited to):

- Financial Services Department
 - Accounting & Payroll
 - Procurement, Purchasing and Inventory Management
 - Budget, Performance and Strategy
 - Capital Projects and Grants Management

- Human Resources
 - Personnel Management
 - Time and Attendance
 - Reporting and Business Intelligence
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4. PROPOSAL REQUIREMENTS

Vendors must submit a proposal including the following sections:

- 1. Company Information**
 - Legal name, address, and contact info
 - Years in business,
 - Number of ERP implementations completed
 - ERP implementations with Tyler Technologies E-ERP
- 2. Project Approach & Methodology**
 - Implementation strategy
 - Project timeline and milestones
 - Change management plan
 - Risk management plan
- 3. Team Composition**
 - Bios and roles of key personnel
 - On-site vs. remote support model
- 4. Training & Support**
 - Training approach and materials provided
 - Post-go-live support and Service Level Agreement terms
- 5. References**
 - At least three relevant client references with contact details
 1. Preferably North Carolina municipalities
 2. Any references from Tyler Eden to Tyler E-ERP
- 6. Cost Proposal**
 - Implementation and customization fees
 1. Please provide hours for Key Focus Areas
 2. Hourly rate
 - Training and support costs
 - Travel or other out-of-pocket expenses
 - Total estimated project cost

5. TIMELINE

Activity	Date
RFP Release	September 8, 2025
Deadline for Vendor Questions	September 17, 2025
Responses to Questions Issued	September 24, 2025
Proposal Submission Deadline	October 8, 2025
Staff Review and Recommendation	October 15, 2025
City Manager and Council Approval	November 6, 2025
Contract Period begins	January 1, 2026

6. EVALUATION CRITERIA

Proposals will be evaluated based on the following:

- Vendor experience and references
 - Functional fit of proposed solution
 - Implementation approach and methodology
 - Cost-effectiveness
 - Quality of training and support
 - Technical architecture and scalability
 - Risk and change management strategies
 - Relationship and experience with software company
 - Examples of successful ERP software implementation projects
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7. SUBMISSION GUIDELINES

- Proposals must be submitted in PDF format to: sam.clark@gastonianc.gov
 - Subject line should read: **ERP RFP Implementation Consultant – [Vendor Name]**
 - Late submissions will not be considered
 - Questions should be submitted to Sam Clark by September 17, 2025
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8. TERMS AND CONDITIONS

- City of Gastonia reserves the right to accept or reject any or all proposals

- The City reserves the right to request additional details or further clarification of any proposal
 - This RFP does not constitute a contract or an offer to purchase
 - Costs for preparing proposals are the sole responsibility of the vendor
 - All proposals become the property of the City and are public records subject to public inspection
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CONTACT INFORMATION

Procurement Contact:

Sam Clark

Assistant Director of Financial Services

sam.clark@gastonianc.gov

704-866-6820
