



Finance & Accounting ERP System Implementation Consultant Request for Proposal

Maine Turnpike Authority invites qualified consulting firms to submit proposals to provide consulting services for the planning, implementation, and deployment of a new Enterprise Resource Planning (ERP) system. The selected consultant will serve as a trusted advisor throughout the project, helping ensure the ERP implementation is delivered on time, within budget, and aligned with organizational objectives.

Details about the submission are as follows:

RFP Coordinator	NAME:	Nathaniel F. Carll
	TITLE:	Purchasing Manager
	EMAIL:	ncarll@maineturnpike.com
<i>All communication regarding the RFP <u>must</u> be made through the RFP Coordinator.</i>		

Proposal Submission Deadline	DATE:	November 6, 2026, no later than 11:59 a.m., local time.
	TO:	ncarll@maineturnpike.com
<i>Proposals <u>must</u> be received electronically by the date and time listed above. Proposal files received after the 11:59 p.m. deadline will be rejected without exception.</i>		

Clarifying Questions Deadline	DATE:	October 26, 2026, no later than 11:59 p.m., local time.
	TO:	ncarll@maineturnpike.com
<i>All questions <u>must</u> be received electronically by the date and time listed above.</i>		

Please Note:

- 1) Bidders are to insert the following into the subject line of their e-mail: **“MTA F&A. ERP Implementation Consulting”**.
- 2) E-mails containing links to file-sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
- 3) Encrypted e-mails received that require opening attachments and logging into a proprietary system will not be accepted as submissions. Bidders should work with their Information Technology team to ensure that the proposal submission will not be encrypted due to any security settings.
- 4) File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.

TABLE OF CONTENTS

	Page
RFP DEFINITIONS/ACRONYMS	3
PART I INTRODUCTION	4
A - Purpose and Background	
B - General Provisions	
C - Number of Awards	
PART II SCOPE OF SERVICES TO BE PROVIDED	5
A - Project Objectives	
B - Project Scope	
C - Deliverables	
PART III CONSULTANT EXPERIENCE & QUALIFICATIONS	8
PART IV PROJECT TIMELINE	8
PART V PRICING PROPOSAL	8
PART VI PROPOSAL REQUIREMENTS	9
PART VII TERMS AND CONDITIONS	9
PART VIII EVALUATION CRITERIA	9
PART IX KEY RFP EVENTS	9
A - Questions	
B - Amendments	

RFP TERMS/ACRONYMS with DEFINITIONS

Term/Acronym	Definition
Awarded Bidder	A Bidder to which the project has been conditionally awarded in accordance with Section V(C)(2).
ERP	Enterprise Resource Planning
MTA	Maine Turnpike Authority
RFP	Request for Proposals

PART I - INTRODUCTION

A - Purpose and Background

Maine Turnpike Authority is in the process of acquiring Oracle Netsuite for Governments as its new Enterprise Resource Planning (ERP) System to replace multiple unconnected systems. The new system will streamline all accounting and finance processes, improve system integration, enhance financial reporting, and automate manual workflows.

This Request for Proposals (RFP) invites qualified consulting firms to submit proposals to provide consulting services for the planning, implementation, and deployment of the new ERP.

B - General Provisions

- 1) From the time the RFP is issued until award notification is made, ALL contact with MTA regarding the RFP must be made through the RFP Coordinator. No other person/ MTA employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the MTA's discretion.
- 2) Issuance of the RFP does not commit MTA to issue an award and will not make MTA liable for any damages or expenses incurred by a Bidder in the preparation of a response to the RFP or in anticipation of this RFP. This includes, but is not limited to, attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
- 3) All proposals must adhere to the instructions and format requirements outlined in the RFP. Please respond to all questions and follow the instructions specified in the "Proposal Submission Requirements" section of the RFP.
- 4) Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the MTA will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal MTA information relating to previous contract history with the Bidder (if any). The MTA also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder's experience and capabilities.
- 5) The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening, even after a conditional award has been issued under Section V(C)(2).
- 6) The RFP and the awarded Bidder's proposal, including all appendices or attachments, will be the basis for the final contract, as determined by MTA.
- 7) Following the announcement of an award decision, all submissions in response to this RFP will be public record, potentially available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. § 401 et seq.). MTA's contracts and information related to contracts, including bid submissions, are generally public records per FOAA.

- 8) If a Bidder believes any information submitted in response to this RFP is confidential, it must mark that information accordingly and include a citation to legal authority in support of the Bidder's claim of confidentiality. If the MTA receives an FOAA request that includes submissions marked as confidential, MTA shall evaluate the information and any legal authority from the Bidder to determine whether the information is an exception to FOAA's definition of public record. If MTA is determined to release information marked as confidential, it shall provide advance notice to the Bidder to allow them to seek legal relief.
- 9) MTA, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
- 10) All laws applicable to this RFP, whether or not herein contained, are incorporated by reference. It is the Bidder's responsibility to determine the applicability and requirements of any such laws and to abide by them.
- 11) MTA reserves the unqualified right to reject all proposals, or to negotiate with one or more proposers before acceptance, and will accept that proposal which, in its sole judgement, will under all circumstances serve its best interest.

C - Number of Awards

MTA anticipates making one (1) award as a result of this RFP process, though MTA is under no obligation to make any.

PART II SCOPE OF SERVICES TO BE PROVIDED

A - Project Objectives

- Implement a modern ERP platform
- Improve operational efficiency
- Standardizing business processes
- Reduce manual work
- Improve reporting and analytics
- Strengthening internal controls
- Enhance integration across departments
- Support future organizational growth
- Minimize implementation risks

B - Project Scope

The selected consultant will provide advisory and implementation support throughout the ERP lifecycle.

- **Phase 1 – Project Initiation**

- Project planning

- Governance framework
- Project charter
- Risk assessment
- Communication plan
- Stakeholder identification

- **Phase 2 – Business Process Assessment**

- Current-state assessment
- Process mapping
- Gap analysis
- Future-state process design
- Requirements documentation
- Business case refinement
- Validate implementation approach
- Confirm solution fit
- Review implementation plan

- **Phase 3 – Implementation Support**

The consultant shall assist with:

- Overall project management
- Solution design review
- Configuration guidance
- Data migration strategy
- Integration planning
- Security and role design
- Reporting strategy
- Testing coordination
- Issue management
- Risk management

- **Phase 5 – Change Management**

Provide organizational change management, including:

- Stakeholder engagement
- Executive communications
- Change impact assessments
- Training strategy
- User adoption planning
- Readiness assessments

- **Phase 6 – Testing**

Support:

- Test planning
- Test scripts
- User Acceptance Testing (UAT)

- Defect management
- Go-live readiness assessment

- **Phase 7 – Training**

Develop and deliver:

- Administrator training
- End-user training
- Training documentation
- User guides
- Knowledge transfer sessions

- **Phase 8 – Go-Live Support**

Support activities include:

- Go-live planning
- Cutover planning
- Hypercare support
- Issue resolution
- Lessons learned
- Project closeout

C - Deliverables

Expected deliverables include:

- Project Management Plan
- Governance Framework
- Business Requirements Document
- Business Process Maps
- Gap Analysis Report
- ERP Implementation Roadmap
- Data Migration Strategy
- Integration Strategy
- Security Model
- Testing Plan
- Change Management Plan
- Training Materials
- Go-Live Plan
- Hypercare Plan
- Final Project Report

PART III CONSULTANT EXPERIENCE & QUALIFICATIONS

Include:

- Company overview
- Years in business
- List of ERP systems previously implemented

- Relevant client references
- Similar projects
- Lessons learned from previous implementations

Provide at least three client references.

The consultant should demonstrate:

- Experience implementing ERP solutions for organizations of similar size
- Relevant industry expertise
- Strong project management capabilities
- Change management experience
- Business Process Improvement expertise
- Data migration experience
- Integration expertise
- Experience with cloud ERP implementations
- Relevant certifications (e.g., PMP, Prosci, ERP platform certifications)

PART IV PROJECT TIMELINE

Provide:

- Proposed implementation schedule
- Major milestones
- Estimated duration for each phase
- Resource requirements
- Critical dependencies

PART V PRICING PROPOSAL

Provide a detailed pricing breakdown including:

- Fixed fees
- Hourly rates
- Travel expenses
- Optional services
- Assumptions
- Payment schedule

Clearly identify any work that is outside the proposed scope

PART VI PROPOSAL REQUIREMENTS

Proposals should include:

- Executive Summary
- Company Profile
- Understanding of Project
- Proposed Methodology
- Project Plan
- Staffing Plan

- Relevant Experience
- Risk Management Approach
- Pricing
- References
- Assumptions

PART VII TERMS AND CONDITIONS

MTA reserves the right to:

- Reject any or all proposals
- Request additional information
- Negotiate scope and pricing
- Award all or part of the work
- Cancel the RFP without award

Submission of a proposal does not oblige the organization to award a contract.

PART VIII EVALUATION CRITERIA

Evaluation Criterion	Weight
Understanding of Requirements	20%
Relevant Experience	20%
Proposed Methodology	20%
Project Team Qualifications	15%
Cost	15%
References	5%
Value-Added Services	5%
Total	100%

PART IX KEY RFP EVENTS

A - Questions

- 1) General Instructions: It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
- 2) Question & Answer Summary: Responses to all questions will be compiled in writing and posted on the following website, [Maine Turnpike Authority - Consultants](#) , no later than seven (7) calendar days before the proposal due date: November 6, 2026. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

B - Amendments

All amendments released regarding the RFP will also be posted on the following website:

It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

