

ERP Consulting Vendor Questions as of 11/30/17

- Q1. After the Consulting Services have been awarded, what date or time frame do you anticipate an RFP to be released for an ERP System (should an RFP be released)?
Timeline dependent on consultant/City staff but would expect that it would be the primary focus of consultant work once they are onboard in spring 2018.
- Q2. If an ERP solicitation is released as a result of these consulting services, where would funding be provided from?
Funding has been provided by an allocation from the City's General Fund reserves as approved by the City Council in June 2017.
- Q3. What are the most important things that a new ERP System should have if you are to release an ERP solicitation?
Please refer to page 6 of RFP document.
- Q4. Should an ERP solicitation be released, would you know what the estimated cost of this project might be?
Unknown at this time.
- Q5. After the Consulting Services RFP has closed, when is it anticipated for the contract to be awarded.
Please refer to page 1 of the RFP document.
- Q6. Whether companies from Outside USA can apply for this? (like, from India or Canada)
Yes, anyone can submit a response regardless of physical location.
- Q7. Whether we need to come over there for meetings?
Yes, we will interview candidates and the final vendor can be expected to spend significant time at our facility.
- Q8. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
No. Most of the work will be onsite.
- Q9. Can we submit the proposals via email?
No, per the RFP directions, each proposer must submit one electronic copy and six hard copies. Hard copies must be physically received by the proposal submission deadline.
- Q10. Has there been budget approved for this project? If so, can you release the approximate amount?
In total, Council has appropriated \$2 million for this project.
- Q11. Is there a City preference for an on premise or SaaS solution?
No preference at this time.
- Q12. The RFP lists mostly Financial and Operational processes. Is there a system in place for HR, Time and Payroll and if so, what is that system?
HR and Payroll utilize Sungard.
- Q13. What is the expected / desired level of integration with current systems?
Minimal. More than likely will abandon old systems. Final decision will be made at a later time.
- Q14. Can you provide an expected user count by major process (e.g. Order to Cash, Procure to Pay, etc.)
Will greatly depend on utilization. Currently process approximately 60 checks through weekly Accounts Payable process.
- Q15. Does the Utility Billing Order to Cash / Invoice to Receipt business flow require / accept credit card payments? If so, who is your payment processor?
Merchant Services through Wells Fargo bank.
- Q16. Is there a specific requirements document or checklist beyond what is listed in the RFP.
No.

- Q17. Is the City open to a SaaS solution or does it prefer an on premise solution?
We are open to either.
- Q18. Is the City considering moving infrastructures to cloud during implementation?
Definitely a consideration.
- Q19. Has the City received any demo from any software vendors?
No.
- Q20. Section 6: just to clarify, City would like us to include these templates/documents in the electronic copy only. Is that correct?
Suggest electronic due to the potential size of example documents/status reports created for referenced projects.
- Q21. Will the City select an implementation partner or does it expect awarded vendor to provide additional staffing (if needed)?
Expect that the awarded vendor would be the implementation partner.
- Q22. Does the City currently have an IT/ERP staffing partner? If so, will you share the name of the company?
City uses EPC IT Solutions to back-fill department vacancies and other miscellaneous projects.
- Q23. Does the City have a go-live date or budget in mind that you can share?
Anticipate go-live date of January 2019 for budgeting and July 1, 2019 for general ledger. The City Council appropriated \$2 million for the entire project.
- Q24. How do you track grants currently? What is the 3rd party software name (if any)?
Primarily excel. No 3rd party software.
- Q25. How do you track budget currently? What is the 3rd party software name (if any)?
Currently use Cityvision for budgeting.
- Q26. Does the City have a 3rd party reporting software or a Data Warehouse?
We do use Cognos, but no data warehouse.
- Q27. Is the City interested in additional modules such as Grants or functionalities such as Commitment Control that is usually a common practice in state-local agencies?
We are open to any ERP-related tools that will improve the efficiency of our staff and enhance the customer experience.
- Q28. Would the City please confirm that all functional areas currently served by the SunGard (Superion) applications are to be the focus of this project? Or, are there new or different functional areas the selected consultant should plan to review.
Areas currently served by SunGard will be the focus of the project. At this time we have not identified additional areas the selected consultant should plan to review.
- Q29. It is noted that the selected consultant should document existing work flows; does the City desire business process diagrams for all City department processes?
Yes, all business process diagrams should be documented for all departments.
- Q30. For the purpose of providing cost estimates to provide implementation project management services, does the City have a preferred level of effort or implementation timeline estimate that all vendors should use to consistently base their estimates? Or, would an hourly rate be acceptable?
As this is a results-based project, we do not have a pre-determined concept of preferred level of effort. We expect that consultants will provide reasonable estimates as to what level of service is required to ensure project success. Included in the proposal will be hourly rates and a not to exceed amount.

- Q31. Does the City desire status reports as part of the system selection phase? If so, at what frequency (e.g., bi-weekly). **There will be an expectation of status reports. Type and frequency should be addressed in the proposal.**
- Q32. Does the City desire any presentations be made by the selected consultant as part of the system selection phase? If so how many and to what audiences?
Greatly depends on the consultant approach to implementation. Expect that the proposal would describe that approach and whether it includes presentations.
- Q33. Does the City have any target milestone dates for the consulting engagement? For example, date the ERP RFP is issued, date of implementation kickoff, etc.
City will be relying on advice of consultant as prior to issuing an RFP, the business process aspect should be completed.
- Q34. It is noted that section 4 of "Proposal Contents" requests that proposers include solicitation information from past projects; Would the City please clarify the following:
- a. Would the City please confirm that it requires all proposing vendors on past projects as we would need to verify the release of this information based on state and local-specific procurement guidelines?
The City is looking for project descriptions and would include items that would contain information that is generally available to the public.
 - b. Would the City please elaborate on the request to indicate vendors that did not respond? It would be challenging to speculate which vendors may see themselves aligning with the particular procurement but choosing not to respond.
There are acknowledged vendors in the ERP market and such if you have worked on a similar project and a vendor that has a significant market share did not submit a response to your RFP for ERP please explain the situation as to why you believe they did not respond.
 - c. In lieu of providing the information in a. and b. above, would it be acceptable to allow the provided reference to provide this information at the City's request?
Your response should weigh the balance of whether information is best provided beforehand or through the subsequent reference check.
- Q35. Does the City have a budget for this project? If so, what is it?
The City Council appropriated \$2 million from reserves to replace the current ERP. This budget includes costs for implementation.
- Q36. How does the City prefer that proposers indicate exceptions to the sample agreement?
As part of your proposal, please which include sections in which you would be requesting an exception.
- Q37. Does the City have a local preference for this project? If so, what weight will that preference have in the evaluation?
No. This is a service contract and not subject to the City's Local Purchasing Preference.