

ADDENDUM #1
September 18th, 2024

RFP

For Enterprise Resource Planning (ERP) Software and Services

The City shall distribute all addenda's (official changes, modifications, responses to questions or notices) relating to RFP for Enterprise Resource Planning (ERP) Software and Services by emailing this addendum to Vendors. No oral explanation or instruction of any kind or nature whatsoever given before the award of a contract to a Vendor shall be binding. Any bid received after stated closing time will be returned unopened. The following changes/clarifications have been made to the original request for proposal.

RFP clarifications and changes

- 1. The Proposal Due Date has been extended to Monday October 7th, 2024 at 10:00am CST.***
2. The target demonstration dates will be within the first two weeks of November 2024.
3. Please use the comments section in the pricing form to include any additional information (e.g. further breakout pricing components and prices or include additional line items).

Vendor Questions and Responses

1. Question: Does the City have an anticipated Go-Live target date(s)? If phased approach is preferred does the City have a tentative go-live schedule based on module or department?

Response: *The City has chosen a phased approach to implementing the various ERP modules. The City does not have a set target date for implementation go-live at this time. The City expects the vendor to provide an estimated implementation timeline and approach based on the vendor's expertise and understanding of the City and project scope.*

2. Question: Has the City identified a budget for this initiative, and if so, is it possible to share?

Response: *No.*

3. Question: Has the City been in contact with other vendors prior to the release of this RFP? If so please list.

Response: *Not within the last 1 - 2 years.*

4. Question: Would the City consider increasing the RFP Response limitation from 20 pages to 50 or more allowing for more technical detail?

Response: *No. The 20 page limit is only applicable to the sections included in 4.1.1 through 4.1.4. Therefore, the attachments A-C do not apply to this 20 page limit.*

5. Question: It appears the city is looking for a true LMS solution to create training content. Is this correct? We are trying to determine if we need to partner with another vendor to fulfill these requirements.

Response: *The city would entertain a LMS solution, but this is not required for this RFP response.*

6. Question: How many total employees need to be tracked on the system (full time, part time, and seasonal combined)? (please consider your busiest month of the year when answering) is 300 full time plus 400 part time for a total of 700 correct?

Response: *Please refer to the document RFP for ERP Software Services; Section 2.5.*

7. Question: How many supervisors, managers, administrators will need access to the system to make approvals, edits or run reports?

Response: *Please refer to the document RFP for ERP Software Services; Section 2.5.*

8. Question: How many time clocks should we include in our proposal?

Response: *0*

9. Question: Is it desired for the time clocks to be Biometric Finger, Biometric Facial Recognition, or HID proximity (Card Swipe)?

Response: *The city is not considering physical time clocks.*

10. Question: If proximity is preferred will the new Vendor provide the HID cards? or will we be asked to work with the City's existing HID cards?

Response: *The city is not considering physical time clocks.*

11. Question: Will Advanced scheduling be included in this scope of work? (Advanced scheduling is defined as employees who need to do Shift swaps, vacation bidding, or having scheduling rules in the system which automatically assign the correct employees to open shifts) Typically needed for public safety.
Response: Advanced scheduling is not required in this scope of work but would be entertained by the city for public safety scheduling.
12. Question: If Advanced scheduling is needed, how many employees will need to be licensed for it?
Response: ~160
13. Question: Is FMLA Case Management required? Defined as the new time & attendance system automating the process of requesting FMLA leave, allowing employees to fill out required forms directly in the new Time & Attendance system, and tracking the open case, automatically alerting employees/managers when an employee is due back or running out of FMLA time?
Response: Yes, FMLA case management is required.
14. Question: Is it desired for employees to punch in/out from a computer or smart phone?
Response: Yes
15. Question: Will any employees be allowed to either fill out their timesheets online, or have their timesheets auto populate based on their schedules? (these groups of employees would not punch in/out)?
Response: Yes, Exempt employees will use this form of time entry.
16. Question: Is it desired for employees to request time off electronically at a computer or smart phone?
Response: Yes
17. Question: Do employees need to be able to view timesheets, view schedules, or request time off from the time clock? or will the ability to do these functions at a computer /smartphone suffice?
Response: The city is not considering physical time clocks, so the ability for these functions will need to be on computer/smart phone/iPad.
18. Question: Would it be possible to get an extension on the due date of this RFP?
Response: Updated due date for vendor response to RFP will be 10 am CST on Monday, October 7.

19. Question: Is the City of Plymouth open to evaluating a comprehensive time, attendance, and workforce management solution?

Response: *Yes*

20. Question: What prompted the City of Plymouth to evaluate ERP and HCM options at this time?

Response: *The city's been on their current system for approximately 15 years and is looking for a new solution.*

21. Question: What are the city's objectives for the vendors and solutions you plan to evaluate?

Response: *Please refer to the document RFP for ERP Software Services.*

22. Question: How do you envision employees logging their work hours?

Response: *Non-exempt (hourly) employees will log in and out times. Exempt employees will have a schedule set in the system and do not need to record in and out times.*

a. Physical time clocks

Response: *No*

b. Mobile application or computer-based system

Response: *Yes*

23. Question: If physical time clocks are needed, how many would be required?

Response: *N/A*

a. What type of device would be preferred (PIN entry, badge reader/RFID, biometric scanner)?

Response: *N/A*

b. Will Power over Ethernet (PoE) be needed?

Response: *N/A*

24. Question: Where is scheduling currently managed for departments such as public safety, parks and recreation, and the highway department?

Response: *Police = VCS (Visual Computer Solutions); Fire = Aladtec (Fire Manager) (current); FDM Software (will replace Fire Manager); Parks & Recreation = When2Work*

25. Question: Will advanced AI scheduling features (e.g., shift swaps, shift bidding, conflict resolution, AI-generated schedules, open shifts) be included in your scope?

Response: *It is not required scope; however, the city is open to learning about these features as optional scope.*

26. Question: Where are accrual banks and FMLA leave currently stored?

Response: *Accrual banks are stored in the HRIS. FMLA leave is stored on spreadsheets.*

a. Where would you prefer this information to be stored moving forward?

Response: *HRIS*

27. Question: How are employees currently submitting leave or time-off requests?

Response: *Electronically using a HRIS module. FMLA leave is submitted manually.*

a. How would you envision employees submitting these requests in the future?

Response: *Electronically using HRIS modules.*

28. Question: Is there a need for "extra duty" timesheets (e.g., tracking additional hours for roles outside an employee's primary job)?

Response: *The HRIS will need to support extra duty shifts/hours.*

29. Question: Will there be a requirement for managing shift differentials, premium pay, or emergency callouts (e.g., snow patrol, water line repairs)?

Response: *Yes*

30. Question: Are there any advanced overtime calculations required within the city (e.g., public safety overtime rules like quad-weekly or bi-weekly)?

Response: *Yes*

31. Question: Do any employees need to switch or clock in for different roles or job responsibilities?

Response: Yes

a. How is this managed today?

Response: Employees are assigned multiple positions/pay rates/distribution codes in the HRIS that transfer over to their timesheets.

32. Question: Are there any specific union rules or agreements that need to be considered?

Response: Yes, the city currently has 6 union contracts.

33. Question: Does the City prefer to have either/or:

(a) a centralized cashiering process where all payments are made through one software with real-time, bi-directional integration back to other software

(b) decentralized where each department/software records their own payments and updates the financial system? If the City would like to move to a centralized cashiering approach, can you list the applications that you would like the new cashiering application to take payments for.

Response: The city is open to either approach. Please see applications in section 2.3 of the RFP.

Possible integrations would include, but are not limited to, BS&A (permits & escrows) and RecTrac (Parks & Recreation programs).

34. Question: Would the City provide us with the total number of users, including supervisors, that will be accessing only the new Cashiering/POS module? This would be based on receiving payments for the Financial A/R system, miscellaneous payments and any users associated with the answer above. (Note that read-only users and daily departmental revenue submitters are no charge.)

Response: The city would need to learn more about the process. If a decentralized process is available, estimated users is 25.

35. Question: Can the City list the current POS equipment and model you would like the Cashiering solution to integrate with or would the City like additional POS equipment to be included in the RFP response (receipt printers, scanners, cash drawers, check imaging/MICR devices, encrypted credit card swipe and EMV/chip/tap-to-pay devices)?

Response: *Current POS equipment and model identification will be part of the statement of work development with the selected vendor(s). For now, include pricing.*

36. Question: What credit processors is the City currently using?

Response: *Payment Services Network (PSN)/Invoice Cloud, CardConnect and Chase.*

37. Question: Would the City like the new cashiering solution to become the City's Online Customer Payment Portal? If so, what applications would the City like to take online payments for?

Response: *The city is interested in learning more about an online customer payment portal. Potentially, the city would take online payments for miscellaneous billing (assumed ERP solution), utility billing (selected vendor), parks & recreation (RecTrac), permits/escrows (BS&A), and miscellaneous payments (i.e., special assessments, fingerprints, impounds, items for resale).*

38. Question: Would the City like the cashiering solution to create an Image Cash Letter (ICL) containing check images for deposit, and send it to your bank? If so, what bank?

Response: *Yes, and the current bank is US Bank.*

39. Question: Does the City have a multi-check scanning process in place for recording checks and invoices in batch? If not, should this be included in the response? What is the annual volume that the City would scan using this process?

Response: *The city would be interested in check scanning solutions. The city scans approximately 26,000 checks annually.*

40. Question: Does the City have scenarios where different departments/agencies need to submit end of day receipt summary information? If so, would the City like to automate that?

Response: *Yes, the city is interested in learning more about this option.*

41. Question: RE: Section 2.5, Metrics, Power users: UB - how many users does the City anticipate for service orders (office and field)?

Response: *Estimated at less than ten.*

42. Question: RE: Section 2.5, Utility Billing, Number of accounts:

Response: *Approx. 23,000.*

Question: Can you please provide the breakdown of number of meters by service?

Response: *Residential water meters ~23,005, residential irrigation meters ~225, Commercial water meters ~798, commercial irrigation meters ~461, sewer only meters ~73, and pool meters ~20.*

43. Question: How many General Users would you anticipate for your organization?

Response: *Please see section 2.5 of the RFP. The city currently has approximately 120 ERP users.*

(a) Someone who needs access to all modules, restricted only by permissions

Response: *All employees in the Accounting, AP, AR, payroll, and other financial functions; Department heads*

(b) Anyone who need dynamic and drill down reports (ex. Budget vs actuals)

Response: *Large Departments may have 2-3 people that need access to dynamic reporting, budget vs. actuals, etc.*

44. Question: How many Planning and Budgeting users do you anticipate for your organization?

(a) (Someone who would need full access to Planning & Budgeting

Response: *Usually the Finance budget manager plus others*

(b) Members involved in Finance budget consolidation

Response: *Department Level Budgeting – Some larger departments may have 2 or 3.*

45. Question: Since the City is allowing digital signatures, is the notary required for the Non-Collusion Affidavit prior to selection?

Response: *No*

46. Question: How many employees does the City have?

Response: *Please refer to the document RFP for ERP Software Services; Section 2.5.*

47. Question: How many customers does the City have for billing?

Response: Please refer to the document RFP for ERP Software Services; Section 2.5. Utility Billing.

48. Question: What is your billing cycle?

Response: Please refer to the document RFP for ERP Software Services; Section 2.5.

49. Question: What is your average bill cost?

Response: The average utility bill cost for residential is \$153 and commercial is \$730. Residential is billed for two months; commercial is monthly.

50. Question: Does the City have any brown/blackout durations which we should consider while formulating the project plan?

Response: City to provide black/brown out dates to the selected vendor during statement of work development and project planning.

51. Question: Please provide a list of your financial institutions and the number of operational bank accounts.

Response: Please see section 2.5 of the RFP. The city currently banks at US Bank.

52. Question: Who is your vendor/credit card network for P-cards (i.e. Visa, American Express)?

Response: Visa

53. Question: Will there be a designated resource for this project to lead Data Conversions? Is this resource capable of populating standard data conversion templates?

Response: Yes, assuming the tables are excel based.

54. Question: What does the optimal user experience look like?

Response: No work tracked, calculated outside of system. Very little to no down time during business hours. Intuitive user experience.

55. Question: Briefly describe the City's culture and estimated level of resistance to change/adoption of technology.

Response: *The city is looking forward to this update and process. The city has been through system updates and changes before, and everyone's been able to adapt.*

56. Question: Is the City seeking support in designing its HR and/or Finance Operating Model?

Response: *No, however, the city plans to redesign business processes as part of the implementation project.*

57. Question: Does the City identify the number of full time Utility Department Field Service Workers?

Response: *Less than 5.*

58. Question: Identify type of Itron Meters present at the City.

Response: *Meter vendor is Badger, not Itron. Inventory includes $\frac{3}{4}$ " to 1- $\frac{1}{2}$ " meters, 2" - 4" turbo meters, 2" - 4" compound meters.*

59. Question: Would a cross connection control software solution also be inscope for the Utility Department along with CIS, Customer Portal, and Mobile Field Work?

Response: *Yes*