



Addendum No. 1 – December 13, 2023

Request for Proposals for Software and Implementation Services for a Financial – Enterprise Resource Planning Software Systems Environment

Due Date and Time: Tuesday, January 9, 2024 by 3:00 pm PT

A Pre-Proposal Vendor Teleconference was held on November 20, 2023 at 11:00 a.m. (PT). The Pre-Proposal Teleconference was facilitated by the City and the City's consulting partner, BerryDunn. The Pre-Proposal Vendor Conference was held via teleconference.

Attendance at the Pre-Proposal Vendor Teleconference was **not** mandatory.

The following vendors identified themselves as being in attendance via phone:

Company	Representative
Avaap	Mike Wolff
CanAm Technologies	Scott Stickel
CentralSquare	Edward Schutter
CentralSquare	Joe Silverthorne
ClearGov	Tyler Bridges
Denovo	Carolyn Terry
Denovo	Frank Porco
Denovo	Patrick Callahan
Fourth Square	Kerry Boudreaux
Infor	John McLeod
Navisite	Ryan Brosmer
Navisite	Kate Vinnedge
Oracle	Pete Bramus
Springbrook	Bea Williams
Tyler Technologies	Chris Deroche
Univerus	Debbie Collins
Univerus	Dan Price

Please find below questions received prior to and during the November 20, 2023, Pre-Proposal Teleconference, and responses from the City.

1. Does the City intend for the new system to integration with Telestaff?

City Response: The City is open to seeing what is available in the marketplace. Refer to Attachment B, Tab 13 Interfaces for more information.

2. The City's budget is listed at \$505 Million, is this correct? Does that budget include utilities?

City Response: The is the 2023/2024 total expenditure budget for all funds including: General Fund, capital project funds, utility funds, and internal service funds.

3. What is the City's budget for this project.

City Response: Refer to the Useful Links in the RFP Specifications document, Table 04: Functional Area Statistics, as well as Section 2.9.

4. Does the City wish to replace Telestaff?

City Response: See response to question #1.

5. Does the City wish to keep taxes associated with payroll inhouse?

City Response: Yes.

6. How many potential users would the City have for Time and Attendance?

City Response: 50 Supervisors and managers that would approve timecards. Every employee enters their own time, approximately 300 – 400 employees.

7. Does the City intend to keep the current HR system and have the new system integrate with it, including position control?

City Response: Yes, the new system must integrate with NEOGOV, refer to Attachment B, Tab 13 Interfaces, INT.4. Position control is within the Eden system, the City is not looking to replace position control at this time.

8. Does the City process 1095s inhouse?

City Response: Yes, this is processed within the Finance Department.

9. Is the City looking for approvals or the ability to select custom vendor sets or hand pick vendors for notification of RFX type; this is in reference to Attachment B requirements CM.56 – CM.63?

City Response: The ability to select vendor sets.

10. To ensure smooth integration with the City's systems, could you provide specific guidance on technical specifications for electronic proposal files? This includes details such as file size limits and compatibility requirements with specific software versions.

City Response: Refer to the RFP Specifications document, Section 4.1 for submittal instructions. Hard copies and USB/thumb drive electronic copy's must be shipped to the address provided.

11. Can you confirm that Proposers are not permitted to make any modifications to the Cost Worksheets found in Attachment C1 Cost Worksheets?

City Response: Attachment C1 should not be altered.

12. What measures does the City plan to implement for safeguarding proprietary information contained in the proposals?

City Response: The City will provide all reasonable safeguards to protect properly sealed and marked confidential information.

13. In the event of a data breach or other security incident, what are the vendor's responsibilities and obligations?

City Response: The City will not comment on potential contractual language at this time.

14. Are there any restrictions on how the City can utilize the information provided by the vendor?

City Response: Refer to the RFP Specifications Document, Terms and Conditions 5.5 Rights to Submitted Material.

15. Could you outline the approval process for the vendor or its agents to use City property?

City Response: See response to question #13.

16. Can you provide examples of provisions that have previously been deemed invalid, illegal, or unenforceable in similar projects?

City Response: Refer to Attachment A, Tab 13 for Exceptions to Project Scope and Contract Terms.

17. What specific quality assurance plans are in place for testing the new ERP system prior to its full implementation?

City Response: The City is open to the proposing vendors' best practices for user acceptance testing.

18. Could you share the specific data conversion plans for migrating data from the City's existing systems to the new ERP system?

City Response: The City is open to the proposing vendors' best practices for data conversion.

19. What are the detailed project management plans for monitoring the progress of the ERP implementation project?

City Response: The City is open to the proposing vendors' best practices for project management for the implementation project.

20. In an effort to follow federal climate change and reduced carbon emission policies would the City consider email submissions of the proposal and waive the requirement for a mailed hard copy/usb submission?

City Response: No.

21. Would the City consider extending the submission deadline by 1-2 weeks? There has been an increased volume of RFP projects requested by various organizations for the beginning of January 2024.

City Response: No.

22. Can the City provide the number of users broken down: Advanced Users – Those that would have admin rights and Core Users – everyday users

City Response: The City would have approximately 17 Advanced Users and 145 Core Users.

23. How many developers/functional consultant resources are needed as of today for both financial functional areas and HR functional areas?

City Response: See response to question #22, the RFP does not include any HR functional areas.

24. What are the City's business day peak hours daily?

City Response: 8:00 am – 5:00 pm Pacific Time.

25. What are the City's peak days for the business?

City Response: Monday – Friday.

26. Can you share the City's current SLA and SLO?

City Response: The City will review the proposing vendors' sample SLA documents.

27. Can you share the City's current RPO and RTO?

City Response: The City will review the proposing vendors' sample RPO and RTO documents.

28. What is the general turnaround time for requests to add an account, etc.?

City Response: The City cannot provide a response without more information.

29. Is there an integration or an integration expected with Service Now to capture SLAs?

City Response: Refer to Attachment B, Tab 13. Interfaces.

30. What reporting applications are used? Is there a need to adopt reporting applications as well?

City Response: The City is open to seeing what is available in the marketplace.

31. Are there any integrations with external applications? How are they integrated with "Tyler Eden?"

City Response: See response to question #29.

32. Are we expecting to migrate data from the current application to the new application?

City Response: Refer to Attachment B, Tab. 12. Data Conversion.

33. How many change requests were completed this year so far for HR and financial functional areas?

City Response: Refer to the RFP Specifications document, Section 2.1, Table 03. This RFP does not include any HR functional areas.

34. How many critical, high priority, medium priority and low priority tickets were submitted and how many of them were completed with the SLAs?

City Response: The City does not have this information available.

35. Most common reoccurring issues with high severity? What were the resolutions?

City Response: See response to question #34.

36. Uptime and downtime for HR and financial application "Tyler Eden" this year so far as of 08/12/2023?

City Response: The City does not have this information available.

37. Would the City like the new cashiering solution to replace all the receipting done by the existing Class software?

City Response: The City is open to seeing what is available in the marketplace.

38. Does the City prefer to have (1) a centralized cashiering process where all payments (Solution for UB, etc.) are made through one software with real-time, bi-directional integration back to other software or (2) 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.

City Response: At this time the City would need a decentralized cashiering process with the opportunity to integrate with other third-party cashiering systems.

39. Could the City provide us with the total number of users, including supervisors, that would be accessing just 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.? Read-Only users and daily departmental revenue submitters are no charge.

City Response: Based on current processes, approximately 10.

40. 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)?

City Response:

POS Equipment	Model
Receipt printers	EPSON TM-H6000IV M253A
Cash drawers	APG Cash Drawer M-804B

41. 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?

City Response: The City is open to seeing what is available in the marketplace, as applications can vary the City is not able to determine what applications it would take online payments for at this time.

42. 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?

City Response: Yes, Key Bank.

43. 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?

City Response: No. The City is open to seeing what is available in the marketplace, and depending on the module and system, the volume could vary.

44. 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?

City Response: Yes, to both.

Respondents are instructed to return a copy of this addendum form signed by an authorized firm agent as part of proposal responses.

SIGNATURE

COMPANY

DATE