

RFP to for Software and Implementation Services for an Enterprise Resource Planning (ERP) Software Systems Environment



Addendum #2 – Posted January 03, 2023

Due Date and Time: Friday, January 20, 2023 by 4:00 pm CT

1. Does the City prefer to have (1) a centralized cashiering process where all payments 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 cashiering application to take payments for.

City Response: The City would like to remain decentralized and will not be updating the cashiering system or process at this time.

2. 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: N/A, please see response to question #1.

3. 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: N/A, please see response to question #1.

4. What credit processors is the City currently using?

City Response: N/A, please see response to question #1.

5. Does the City currently have a customer online payments portal? Would the City like the new cashiering solution to become the City's Customer Payment Portal? If so, what applications, outside of A/R would the City like to take online payments for?

City Response: N/A, please see response to question #1.

6. 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: N/A, please see response to question #1.

7. 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: N/A, please see response to question #1.

8. 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, the City's current end of day receipt summary information is manual. The City is open to an automated process.

9. The city has substantial on-premise hosting capabilities. Is there a preference for a premise vs cloud-based solution?

City Response: The City is open to all deployment models.

10. What is the City's ideal go-live date?

City Response: Per section 2.6 of the RFP Specifications document: The City anticipates that implementation activities would begin in April 2023. The City would like to target January 2025 as a potential go-live date for financial modules, and June 2025 as a go-live date for human resources and payroll modules.

11. Will the City have a dedicated internal project manager allocated to this project?

City Response: Per section 2.3 of the RFP Specifications document: The City intends to have functional and technical resources available during Project implementation, though it is noted that the City does not anticipate dedicating staff full-time to the implementation in addition to managing their core job responsibilities. This applies to both functional resources as well as technical resources internal to the City.

12. What percentage of your internal project team's time will be allocated to this project?

City Response: Please see response to question #11.

13. Will the ERP project team be separate from the HCM project team?

City Response: The City will have a core project team that will be involved in both Financial and Human Capital implementations as well as subject matter experts.

14. Have you been in contact with ERP vendors prior to the release of this RFP? If so please list.

City Response: No

15. Have you viewed demos of ERP software prior to the release of this RFP? If so, please list.

City Response: No

16. In the context of the additional software application list and potential integrations, please advise the City's internal capabilities or willingness to create and manage its own integrations using integration tools vs reliance on outside vendors for such support.

City Response: Per Attachment B, Interface Tab, the City expects proposers to respond with their best practices for creating and managing the listed interfaces.

17. There are two main approaches to implementation: Fit to Gap vs. Fit to Standard. In Fit-To-Standard, a customer will do process gap analysis and where there are gaps between system functionality and process, the customer will commit to changing their processes wherever possible to use standard system functionality. This approach results in systems that are implemented quicker and at lower cost but do require more organizational change management. In Fit-To-Gap, a customer will do process gap analysis, and where there are

identified gaps between system functionality and process, the customer will ask the software to be changed to meet their existing processes even if this requires custom development and programming. This approach typically requires less organizational change management at the cost of higher implementation fees and potentially longer implementation timelines. Which of the two is the City most interested in using as its preferred implementation approach?

City Response: The City is open to implementation approaches that are proposed as the vendor's best practice.

18. How much has City of Fargo budgeted for this project?

City Response: Per section 2.9 of the RFP Specifications document: The City is committed to fully funding the one-time and recurring annual costs for the acquisition of the software (whether a licensed model or a subscription model is selected as a result of this process). The City does not have an established budget in place for this project, but intends to use the proposals received through this process to inform the budget development process.

19. How many users will the City of Fargo have on Dynamics 365 Finance & Supply Chain Management?

City Response: Number of users can be found in Section 2.5, Table 05: Number of Users in the RFP Specifications document.

20. How many legal entities will the City of Fargo need in D365?

City Response: N/A

21. Will offshore resources be allowed to work on the City of Fargo?

City Response: Yes. However, in any relation to data, per section 5.18 of the RFP Specifications document: Contractor shall comply with all relevant federal, state, and local laws and regulations on security and privacy. Contractor shall have and follow a disaster recovery plan. Contractor shall only store and process City data within the continental United States.

22. What is the requirement for onsite versus remote?

City Response: The City would prefer onsite implementation and is open to a remote and/or a hybrid implementation.

23. Will the proposal need to be fixed fee, or can it be a time and materials project?

City Response: Per Attachment C2, the travel cost and implementation cost shall be not-to-exceed costs.

24. Is City of Fargo open to a phased go live, for example, budget planning and then other modules?

City Response: Yes. The City is open to implementation approaches that are proposed as the vendor's best practice.

25. If we are proposing subset of functionality, how should we respond to those applicable sections in Exhibit B?

City Response: Financial Management System (Tabs 2 - 8 of Attachment B) – Vendors must also respond to Tabs 1, 17 and 18.

Human Capital Management system (Tabs 9 – 11 and 13 - 16 of Attachment B) – Vendors must also respond to Tabs 1, 17 and 18.

Debt Servicing, Investments, and Property Assessment (Tab 12 of Attachment B) – Vendors must also respond to Tabs 1, 17 and 18.

26. How many references are being requested?

City Response: Per Attachment A, Tab 11, Section II, The City requests six (6) references: References Numbered 1 – 5:

- *Entity had a go-live date within the past five years*

Reference Numbered 6:

- *Entity had a go-live date five or more years in the past*

27. For Attachment B, Tab 1. General and Technical, GT.9, there is a requirement to export to standard file format including “Other City-defined desktop productivity applications”. Please provide details of this file format so that we can validate function.

City Response: Any Microsoft Suite product.

28. For Attachment B, Tab 1. General and Technical, GT.66: “The system has the ability to provide configurable exception reports”. Please provide example of what exceptions are included in this expected report.

City Response: The proposer’s best practice for securities exceptions reporting.

29. For Attachment B, Tab 1. General and Technical, GT.134: “Ability to set workflow rules by user-defined criteria”. Please provide what the criteria might be that is not one of the requirements listed in the same section (GT.128 to GT.133).

City Response: The City is interested in the system providing flexible and configurable workflow rules.

30. For Attachment B, Tab 2. GL & Fin Rpt, GL.30: “Ability to allow produced compliance reports to be editable by a user for formatting and final edits” Please provide a list of compliance reports where this would apply.

City Response: This applies to all system produced compliance reports.

31. For Attachment B, Tab 2. GL & Fin Rpt, GL.159: “Ability to produce trend analysis for expenditures report” Please provide a sample.

City Response: A sample is currently not available.

32. For Attachment B, Tab 5 Purchasing Bids, Contracts, PU.98: “Ability to generate 999,999 purchase orders at a single time” Please provide a reason for this requirement.

City Response: The City requires the new system to be able to generate a large number of purchase orders at a single time.

33. How many grants are received by the City of Fargo? Which departments receive each grant?

City Response: Attachment B, Tab 17, DC.7, the City has 1,500 projects and 150 grants. The majority of grants go to these departments: Health, Transit, Wastewater, Water, Fire, and Police.

34. For Attachment B. Tab 17 Data Conversion, please confirm that there are 12,500 open AR invoices currently. Is that the approximate volume that will be open at the time of migration to the new system? What is the nature of the customers?

City Response: Yes, that is the current open AR invoices and the anticipated volume to migrate to new system. These include licenses, permits, inspections, etc.

35. For Attachment B. Tab 18 Interfaces, INT.1 Legacy ERP. What specific data needs to be sent from the new ERP system to CentralSquare? There is detail around the payroll and receiving data; however, there is no information on what is required in CentralSquare on an ongoing basis for Send.

City Response: This will depend on the proposer's migration plan and best practices.

36. For Attachment B. Tab 18 Interfaces, INT.4 Purchase Card Vendor. What types of purchases are these cards use for?

City Response: The City utilized PCards for a large variety of purchases and has a purchase limit of \$3,000 per transaction. City will be revising its procurement code prior to ERP implementation.

- a. Purchase orders? Will the payment of received purchase orders be done using a PCard?

City Response: The City is open to the proposer's best practice.

- b. Non-PO expenses that use an NIGP code?

City Response: Yes

- c. Non-PO expenses that do not have an associated NIGP?

City Response: Yes

- d. Employee type expenses? Will we need to incorporate the expense management module and import PCards there?

City Response: Yes

37. For Attachment B. Tab 18 Interfaces, INT.5 and INT.6 referring to ACOM. Is this a location where files are manually uploaded and downloaded, or is this something we would transition to automation? Can bank reconciliation files be received in a BAI2 format?

City Response: The City is open to changing to an automated process.

38. For Attachment B. Tab 18 Interfaces, INT.8 Utility Billing

- a. What is the file format? Can it be changed?

City Response: CSV, the City is open to reviewing the proposer's best practice for formatting.

- b. There appear to be two different files being received:

- i. Payments – will this be summarized into GL entries?

City Response: Yes

- ii. Check refund information – will this be a file of refund checks to be issued by the ERP system?

City Response: Yes

39. For Attachment B. Tab 18 Interfaces, INT.13 Environmental Health Licenses

- a. Is there a specific file format that the customer information must use?

City Response: The City is open to changing the format.

- b. Is there a specific format required for importing fee charge information?

City Response: The City is open to changing the format.

- c. Will fee charge information be specific to customers or summarized GL entries? Will this create open AR in the ERP system?

City Response: Fee charge information must be broken out by specific customer. Yes, it will create an open AR in the ERP system.

40. For Attachment B. Tab 18 Interfaces, INT.14 Scale Software to Determine Landfill Solid Waste Fees

- a. Is there a specific format required?

City Response: Yes, CSV.

- b. Will fee charge information be specific to customers or summarized GL entries? Will this create open AR in the ERP system?

City Response: Fee charge information must be broken out by specific customer. Yes, it will create an open AR in the ERP system.

41. For Attachment B. Tab 18 Interfaces, INT.15 Licensing, Permitting, Code Enforcement, Mobile Inspections, and Electronic Plan Review

- a. Is there a specific format required?

City Response: Yes, CSV.

- b. Will fee charge information be specific to customers or summarized GL entries? Will this create open AR in the ERP system?

City Response: Fee charge information must be broken out by specific customer. Yes, it will create an open AR in the ERP system.

42. For Attachment B. Tab 18 Interfaces, INT.16 Project Management for Capital Asset, Infrastructure, and Facilities Projects

- a. Is there a specific format required for the export of project costs?

City Response: Yes, CSV.

- b. What data should be included in the export of project cost information – detailed or summary?

City Response: Detailed data.

- c. What sort of vendor payment requests will be in the PACE system that will not be incorporated as a purchase order in the ERP?

City Response: All future vendor payments.

- i. Are any of these payment requests related to retainage?

City Response: Yes.

- d. How will project cost tracking be synchronized between the two systems if tracked in both?

City Response: By project number and reconciliation reports.

43. For Attachment B. Tab 18 Interfaces, INT.23 Permitting Applications

- a. Is there a specific format required?

City Response: Yes, CSV.

- b. Will fee charge information be specific to customers or summarized GL entries? Will this create open AR in the ERP system?

City Response: Fee charge information must be broken out by specific customer. Yes, it will create an open AR in the ERP system.

44. For Attachment B. Tab 18 Interfaces, INT.34 Public Asset Management

- a. Is there a specific format required?

City Response: Yes, CSV. The City is open to the proposer's best practice.

- b. What specific financial data should be sent to CityWorks? Please provide example.

City Response: N/A.

45. Would the City consider a 2-week extension for the RFP response given the Holiday's and end of year push? This could help many providers formulate a more complete and thoughtful response given the schedule.

City Response: No.

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

SIGNATURE

COMPANY

DATE