

City of Concord

ERP RFP Questions and Responses

RFP#2647

1. Given the upcoming holidays we wish to request an extension to the due date.
 - a. Response - We are unable to offer an extension on the due date. The holidays were considered when establishing the deadline.
2. In light of the upcoming holidays and year-end activities, would the City kindly consider granting a one-month extension to the proposal submission deadline?
 - a. Response - We are unable to offer an extension on the due date. The holidays were considered when establishing the deadline.
3. 3.4.7-Procure to Pay - Currently the City uses NorthStar Harris for utility billing and customer service management. From the goals stated in the RFP, you want to centralize all departmental procurement and inventory management in the new ERP system. Does the utility billing department currently procure and manage the inventory for their service orders in Harris? If so, will they operate independently and continue to manage their procurement and inventory in Harris or move these functions in the new ERP system?
3.4.3-Asset Management - If the city chooses to replace CityWorks, how many users will you need to create and manage work orders?
 - a. Inventory/procurement is not managed within Harris. That is all in FinancePlus. If we replace CityWorks, it would need to be able to accommodate approximately 450 users to create and manage work orders.
4. Does the City prefer to have either/or:
a centralized cashiering process where all payments are made through one software with real-time, bi-directional integration back to other software
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.
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.)
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)?
What credit processors is the City currently using?
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?
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?

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?

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?

- a. The City will continue to use NorthStar as its main utility billing payment collection source. The ERP solution will be expected to collect all other, non-utility billing payments. At this time, it is difficult to answer your questions as the answer will depend greatly on the functionality within the system. We do have payments collected by various departments (parks, police, transit, etc.). We want as much of the payment activity integrated into the new ERP as possible to improve the bank reconciliation process. The main credit card provider for the City is Paymentus.
5. Does the City need scheduling as part of the system? The RFP mentions the fire department in Time Entry, but we do not see any scheduling requirements.
 - a. The fire department has their own scheduling software that they will continue to use. The data from that system would need to integrate into the proposed time entry solution.
6. We have substantial experience in ERP software and implementation services on a global scale. Would references from global companies be considered compliant with the evaluation criteria?
 - a. We would like to see domestic local government references, preferably some from North Carolina.
7. Section 5.2.2 Blind Review. Can the City confirm that proposal responses will be redacted by GFOA and or the City? If you need the vendor to provide a redacted version or a word version submitted, please advise on how this should be done.

*Our concern with the redacted version is the readability for the City team. Redacting information regarding software and services could be confusing for the reader.

 - a. The vendor and software names should be redacted by the vendor. GFOA will review and ensure this has occurred but the vendor is primarily responsible. Replace the software name with the term "software."
8. Blind Review – please confirm if both company and product names should be removed from submission package II
 - a. Yes, both should be redacted in the submission.
9. Is there a response and file format to be adhered to, that can help with redaction for blind reviews (Package II)? Package III in section 4.3 calls out the pricing proposal as Attachment 20 however in the actual attachment, pricing proposal is mentioned as attached 19, can you please clarify? Could you please provide a list of integrations that are in scope for financial transactions, including those involving benefit providers, accounts payable services with banks, and any other relevant integrations? Would you consider extending the submission date to 11/23/2024?
 - a. There is not a specified format; This is an error. Attachment 19 is correct; Integrations will be verified with the City during the Discovery process. This occurs after demos; No extensions are being offered

10.

1

	Document Reference	Question
General		Can you provide a complete list of current ERP-related applications?
		Can you provide a list of all departments or agencies within the city that will be included in this ERP?
Functional		Can you confirm that the City does not have any Unions?
		The City has indicated that Questica is unintuitive and creates duplicative effort. Would the city entertain replacing or supplementing Questica with another budgeting solution as part of a vendor's response?
		Can you clarify where will time be tracked & reported between Dovico & ERP?
		Will projects be created in Dovico and imported into ERP?
		Requirement #401 in the Attachment Functional Requirements file references punchout vendors. Do you have a list of potential punchout vendors that you are considering?
Technical		Is there currently a technology change control review board and/or process for approving technology changes?
		How does the City create its annual budget book and ACFR report today? What software functionality, if any, is used to accomplish this?
Integration		Can you provide a list of your current benefit providers that you plan to integrate with?
Change Management	3.3: Organization Scope	Is the City seeking any assistance with designing (and implementing) an HR and/or Finance operating model?
	3.8.3: System Design	Is the City seeking process map guidance that spans end-to-end business processes or limited to in-system only?
	3.4.1: General	Briefly describe your organization's culture and estimated level of resistance to change/adoption of technology.

List of systems	
FinancePlus	Accounting, AP, payroll, inventory
Questica	Budget
Content Central	PANs, travel/training forms
Jantek	time clocks
Open Hire/SilkRoad/Rival	recruitment, onboarding
Halogen	employee evaluations
Saba	training
Laserfiche	contract routing
Granicus	council agenda
Docuware	AP Invoice approval
Works	pcard
NorthStar Harris	utility billing/collections
DebtBook	debt mgmt, leases, subscriptions
ACFR Statement Builder	financial statement prep

- a.
- b. All City departments will be included
- c. Correct, no unions
- d. We are open to any and all potential solutions
- e. Dovico is used by the engineering team internally and does not currently integrate with other software programs. Currently, time entry for payroll is tracked in Jantek and there is no connection to Dovico.
- f. This is not something we are currently doing but we would be interested in exploring how this could work
- g. No. But most likely Amazon, Staples
- h. No. We have individuals involved in the project at various levels of the organization to evaluate and ultimately select the new software solution
- i. We currently use ACFR Statement Builder to assist with the ACFR, also use a combination of excel and word files.
Questica assists with some of the pages for the budget book, the rest is in word/excel.
- j. We would need to integrate data with BenefitSolver. They are the vendor we use to then send data to the actual benefit providers.
- k. need more clarification on what this is asking
- l. need more clarification on what this is asking
- m. City is open to new technology that will improve efficiency, transparency, and accountability. Want to be very strategic in technology investments.