

# Responses to Questions for Request for Proposal (RFP) for Enterprise Resource Planning (ERP) Consultant

**Q1) The RFP asks the consultant to evaluate the City's "current approach". Does "current approach" imply that there is already a system option that the city has tentatively selected and you want us to validate that option against requirements?**

**A1)** The City's current approach is based on the City's research, demonstrations from software vendors and from information received from other City organizations and special districts. Based on this information, the City's current approach is to implement a single software solution. Consultant is expected to examine City operations included within the ERP project and provide either validation of this approach or suggest alternate or a hybrid approach.

**Q2) Would the City please elaborate on any additional business drivers for this initiative beyond those described in the RFP?**

**A2)** The City's existing systems are legacy systems, lack support and in need of overhaul. Some of the business systems are manual and paper based. Other electronic systems do not have any integration. City's main driver is to gain automation and efficiency through the implementation of a tightly integrated ERP solution. This solution will automate and replace existing systems within the typical City business processes such as Finance, Utility Billing, Budgeting, HR/Payroll, Employee Portal/Intranet, Planning and Business licensing, Asset management/work orders and Code Enforcement.

**Q3) Would the City please elaborate on the intended difference between Option 1 and Option 2 as both as described include a software procurement and implementation.**

**A3)** Yes, both situations require full project management, contract development and software procurement. The main difference is the development of RFP depending upon the findings of the consultant to procure a system(s) that are different from the City's current assumptions and approach. If the current approach is validated, software may be procured through utilizing any local government, State or National contracts.

**Q4) What is meant by "existing approach to the ERP" that is referenced several times? Does the City have a current strategy that is in place?**

**A4)** Please note answers to questions 1 & 3 above for clarification of existing approach and current strategy.

**Q5) What functional areas does the City desire be the focus for this project? Is it limited to financial management and utility billing or to include other areas such as human resources, payroll, permitting, etc.**

**A5)** Business systems included within this scope but not limited to, are the following:

<b>Business Function</b>	<b>Department</b>
Finance, Utility Billing & Budgeting	Finance Department
HR/Payroll, Employee Portal/Intranet	Human Resources Department
Business licensing & non-building related permits	Planning Department
Asset management/work orders, Recreation Management	Public Works Department
Code Enforcement.	Police Department

Please note that the City’s building permits function is outsourced. The proposed ERP may need certain integration with this third party software.

**Q6)** Recognizing the many variables not yet know related to the implementation, (e.g., vendor selected, that vendor’s methodology, implementation scope, implementation timeline, etc) would the City accept a proposed hour rate and estimates for monthly hours and expenses?

**A6)** No.

**Q7)** Does the City have a local preference for this consulting project? If so, what weight will that preference have in the evaluation?

**A7)** No.

**Q8)** Will proposals from firms that have divisions that develop or offer software for related processes be accepted?

**A8)** No.

**Q9)** Does the City’s budget of \$25,000 include both Outcome 1 and Optional Outcome 2?

**A9)** This line item has been deleted from the RFP and does not apply. Please note Addendum 01 to the RFP issued on March 22, 2019.

**Q10)** Does the city have a plan for preparing, cleansing, transforming, and reconciling the legacy data for the upcoming implementation?

**A10)** It is the City’s expectation that the consultant will help the City identify all data migration needs and prepare appropriate requirements for the vendor(s) to be included within the procurement and implementation contract. Data migration will be an important part of the ongoing project management expected from the consultant.

**Q11)** Do we need to register as a vendor with the City of Los Banos?

**A11)** No.

**Q12) Is the City OK with the Project Manager working remotely, partially or all of the time**

**A12) Working remotely 100% of the time will not work for the City. Any partial remote work will depend upon the consultant's proposal, cost and approach if approved by the City.**

**Q13) Is the City OK with the ERP consultant working remotely part of the time?**

**A13) Please see answer to question number 12.**

**Q14) Could you please identify the specific modules that are in scope for this project?**

**A14) Please see answer to Q5.**

**Q15) The number of employees at the City.**

**A15) Approximately 185**

**Q16) It would be helpful for scoping purposes to have a list of the departments that will be a part of this project.**

**A16) In addition to the department list provided under Q5, Administration and Information Technology are expected to be part of this project.**

**Q17) Under the Proposal Content section of the RFP, I am wondering if number 2. and number 5. could be combined into one section? I am not sure I understand the difference between describing our "approach to completing the project" in 2. and in providing a "Proposed Scope of Services" described in 5.**

**A17) Item number 2 in this section attempts to gain insights into your company's past experiences and lessons learned. Based on your experiences with similar organizations methodologies, practices and technologies that may have worked better. Item number 5 is a proposed scope of services which is based on scope elements listed within the RFP as well as any items you may want to add/delete/modify based on your approach and experience. These sections could be combined as long as they are labeled.**

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