

RFP for ERP Software & Implementation
Job No. 47-16-IT
October 24, 2016

Questions and Answers

RFP Questions:

1. Is Utility Billing a requirement for this bid?

No, it is an option as outlined in the RFP.

2. Is the City open to providing an extension on the due date? We would like to request 2 weeks. We would be happy with any extension given by the City.

No. Vendors wishing to propose should do so by the deadline set forth in the RFP.

3. Will the City be retiring Tyler Energov, or are you seeking a solution that integrates with it?

The City does not currently have plans to retire Tyler EnerGov. We are seeking a solution that integrates with it.

4. Whether companies from Outside USA can apply for this? (like, from India or Canada) Whether we need to come over there for meetings?

Companies from Outside the USA can propose for this RFP. It would be expected that the vendor would perform some meetings in person in order to implement the solution proposed.

5. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Yes, however it would be expected that the vendor would perform some tasks and meetings in person in order to implement the solution proposed.

6. Can we submit the proposals via email?????

Yes.

7. What funding source is being used to fund the ERP project?

Capital and general fund money.

8. Are there any more systems/solutions that the new ERP will have to integrate/interface besides those listed in the RFP?

All known and current interfaces with the system are listed in the RFP.

9. Would it be possible to get a list of vendors (including email addresses) who were sent this RFP? We are looking to see if any vendors may be in need of a partner for certain modules of this RFP.

Yes. See Vendor Letters of Intent and Questions table.

10. Are you and your team willing to grant an extension of up to two weeks for bids to respond?

No. Vendors wishing to propose should do so by the deadline set forth in the RFP.

11. Request – As we review your calendar found in Section 1.8 there is a limited time between receipt of answers to our questions and the proposal due date. Would the City be willing to extend the proposal due date to Nov 11th?

No. Vendors wishing to propose should do so by the deadline set forth in the RFP.

12. We would like to know if the City is open to accepting a proposal that is limited to implementing the following modules:

Financial Modules - Required	Financial Modules - Required	HRIS Modules - Required
General Ledger	Capital Assets	Human Resources
Purchase Order	Budget	Timekeeping
Accounts Payable	Central Cashiering	Payroll
Accounts Receivable and Cash Receipting	Reporting	Applicant Tracking System (we think it should be identified in addition to the HR module)
Project and Grant Accounting		

As indicated in the RFP the City is requiring the above modules. The Business License and Utility Billing modules are optional.

13. Has the City participated in presentations or demonstrations from other vendors that provide any of the Financial or HRIS functionality that you are seeking? If so which vendors?

The City has had demonstrations of the upgrade from our current Finance / HR system, IFAS, on several occasions. Recently the City participated in pre-Demos to help business users identify requirements. The vendors who responded to the pre-demo request and presented were;

Tyler Technologies, Inc. - Munis
 Sungard Public Sector – OneSolution
 Microsoft AX Solutions

14. What experience does the City have with Cloud or Hosted solutions? Please provide a list of current Cloud or Hosted solutions that the City utilizes.

Most of the City's current Cloud or Hosted solutions are small systems. We are in the process of replacing our Parks Recreation Registration system with the hosted solution which will be our largest Cloud/Hosted system (Rec1)

List of current Cloud/Hosted systems:

ecityGov Alliance – Hosted ePermit, recruitment systems
NORCOM – Regional dispatch and public safety records systems
WebQA – Public Record Request tracking and response system
Volgistics VolunteerWorks – Volunteer tracking system
Skyprep – Learning Management System
VFA.Facilities – Facilities Sinking fund and modeling system
Toggl – Time Tracking system
McAfee Email Filter – Email gateway and virus scanning
GovDelivery – government listserv software
Crime Mapping – online crime mapping software
Parks League Scheduling – scheduling software
Docket Display – Court schedule
ServiceNow – Service Desk management system
ACAWorks – Affordable Care Act tracking and reporting system
Consumer Cloud - Business Drop Box, Eventbrite, Survey Monkey, Signup Genius, Facebook, Twitter

15. Does the City have a preference for the Financials/HRIS system to be installed on servers in the City's own data center, or provided as a Cloud based application?

The City does not have a preference as long as the vendor meets the City's Cloud Security policy to the level specified depending on the sensitivity of the data. The City requires easy access to the database and its data.

16. Has the City identified a project team that will support this project? How many full time equivalents will be dedicated to the project? Has the City identified who these individuals will be?

The City has identified Subject Matter Experts and Core Finance / Human Resources project team members. Exact roles and number of hours devoted to the project and additional resource needs will be determined once the system is selected in concert with City estimates and recommendations from the selected vendor and our RFP consultants.

In the RFP, we have specifically asked vendors to provide resources estimates to implement their proposed solution.

17. Is there a specific DBE (Disadvantaged Business Enterprise) participation goal for this project?

We have no specific Disadvantaged Business Enterprise participation goal for this project.

18. What cashiering solution is in place today and will you consider interfacing that to the new Financials solution?

The City currently uses Accela Springbrook for cashiering and IFAS for Police cashiering. We are open to replacing the cashiering function in Springbrook or continuing using it and interfacing it to the new system.

19. Is your current cashiering solution PCI compliant?

Yes.

20. Has the City had any internal discussions to date around various Financial/HRIS options and vendors? If so which vendors?

In the past the City has analyzed the upgrade path from Sungard IFAS to Sungard OneSolution and has seen pre-demos from the vendors listed in question #13. The pre-demos predictably engendered some discussions of the solutions proposed, but the City has no preset preference for a particular vendor.

21. Do you have a database preference for your new Financials/HRIS System?

Database: MS SQL Server 2012 or higher. Must meet compatibility without running in a compatibility mode otherwise it will be deemed not compatible. Explore: Level of Data Normalization, Use of Vectoring in tables and ANSI compliance

22. Do you employ your own DBA's for Oracle and or Microsoft? Please describe.

Yes. The IT Department's Applications Division maintains the databases for the City's Enterprise Applications such as Finance/HR, Permitting, etc... One of the job functions of the Sr. Applications Analyst / Programmer is to maintain database servers and the associated databases.

23. Is there any desire for "Management Self Service" capabilities? IE: Managers initiate employee requisitions, budget development, performance reviews, etc..

Yes. See the following (but not limited to) requirements: #62, 70, 71, 196, 197, 198, 199, 200, 201, 209, 229, 230, 234, 240, 251, 264, 265, 267, 276 and Reporting section.

24. Is there any desire for "Employee Self Service" capabilities? IE: Time entry, updates to emergency Contact administration, benefit enrollment, etc.

Yes. Currently the City has Employee Self Service available and wishes to have the new system provide the same or better functionality. See the following (but not limited to) requirements: #277, 278 and Timekeeping section.

25. What is the current Finance application that they using and do they have any applications that they will be interested or leaning on?

The City currently uses Sungard Public Sector's IFAS application for Finance / HR / Payroll. We do not have a specific application that we are leaning on.

26. For HR application, which applications they are currently using and what they prefer for future?

Per the RFP, the City currently uses IFAS for HR, GovJobsToday.com for recruitment, ACAWorks for Affordable Care Act monitoring and reporting and Skyprep for Learning Management.

27. Do City currently use multiple applications for different modules of HR and are they looking for single solutions going forward?

See above. The City would prefer a single solutions if possible, but is interested in solutions that meet the HR requirements.

28. For the current application do they have any sunset date or agreements with the service partners?

No.

29. In the current landscape is support for the current application in house or outsourced?

The City is interested in both on-premises and hosted solutions and will pick the solution that best meets the requirements set forth in the RFP.

30. Do we need to include the cost of any ERP license?

Yes.

31. On Page 7 RFP, "The City has identified a team of individuals that will be assigned to the implementation of replacement systems. The City wants Vendors to indicate level of staffing needed for implementation and ongoing. Vendor should estimate hours for IT and business users by functional area." Do city already has team or want us to provide implementation team?

The City has identified Subject Matter Experts and Core Finance / Human Resources project team members. Exact roles and number of hours devoted to the project and additional resource needs will be determined once the system is selected in concert with City estimates and recommendations from the selected vendor and our RFP consultants.

In the RFP, we have specifically asked vendors to provide resources estimates to implement their proposed solution.

32. For the Core Financials, how many of the 125 Named and 25 Inquiry users will require access to Project Accounting?

This depends upon how the module or accounting for projects is set up. If the project details are attached to AP, invoices, etc. then the entire user group would need access.

If it is only access to the project module that would be less than the entire group. Possibly, 75 users.

33. How many named users will require access to create or approve requisitions?

102 people who have Purchase order access, 86 people are set up to be approvers for purchasing.

34. For the Core Financials, how many of the 125 Named users will require the ability to create new records and process transactions within the ERP solution?

50 with Finance Base security role that allows access to create new records and perform batch processing in the core finance modules.

35. If a 3rd party budgeting (and reporting) tool is included do all "Core Financial" users (125 Named + 25 Inquiry) require access to the system?

Yes. Every department has multiple managers, a director and administrative assistant(s) involved in the budgeting process, plus all regular finance / HR users have need to access budget information and screens.

36. Applicant Tracking Solution - how many administrative users are required?

8-10 HR Analysts.

37. Applicant Tracking Solution - how many Hiring Manager users are required?

48-50 in the Director, Manager, Supervisor group that have the possibility of being hiring managers or reviewers in the hiring process.

38. What is the difference between these two requirements?

136. Monitor and manage Sales and Use Tax payable; flag taxable invoices and transactions.

144. Sales and Use Tax management with multiple levels and ability to assign defaults and override.

#136 when paying AP Invoices the ability to assign whether sales tax was applied or not and create a Use Tax batch for payment.

#144. The ability to configure the system to allow for more than one type of sales tax and sales tax amount, assign defaults for certain object codes (eg. Vehicles) during the purchasing phases of procurement.

39. Can you provide more clarification on what Kirkland expects to be provided for the first 2 year's warranty and support? There is confusion specifically around what Kirkland expects specifically around warranty.

As set forth in the RFP the City of Kirkland expects that during implementation and until Kirkland reaches Acceptance with the selected vendor and solution that support would not be due. Support and Maintenance payments begin upon Acceptance of the software solution.

40. Since Kirkland is going to keep existing timekeeping systems (Telestaff and Lucity), can you clarify what or who the timekeeping functionality in the new ERP system will be used for?

The existing timekeeping systems are for subsets of the City of Kirkland workforce. Telestaff is scheduling and interface of time for timekeeping for public safety (Police and Fire). Lucity is for work order and service request time tracking and interface of time for timekeeping for Public Works Sewer, Surface Water, Storm, Streets and Grounds, Water, Parks Maintenance and Facilities.

All other City of Kirkland employees require some form of timekeeping that works directly with the Finance / HR / Payroll system. (Finance, Human Resources, Information Technology, City Attorney's and City Manager's Office, Building and Planning, other divisions of Public Works, Municipal Court, All of other divisions of Parks)

41. Would timekeeping requirement only apply if Springbrook is replaced?

No. The City of Kirkland does not use Springbrook for timekeeping. The City uses IFAS Timecard Online for most staff (see answer #40 above), Telestaff for Public Safety and Lucity for several Public Works and Parks divisions plus Facilities.

42. Can you provide the City's Technology strategic objectives mentioned on page 5 of the RFP?

Please see I.5 Scope of Work for further description of the objectives of the project. Vendors that can meet the City's technology requirements outlined in Exhibit A will best meet City's technology strategic objectives.

43. Are there any specific challenges/shortcomings of the current system aside from those described in the RFP?

Implementation of an ERP system is challenging and we cannot anticipate all of the challenges or shortcomings associated with the project.

44. Does the City have documented business processes?

Many of the City's core business process are well documented, some of the more complex business processes are known but not fully documented.

45. How many and what type of resources does the City plan to dedicate to support this Implementation?

The City has identified Subject Matter Experts and Core Finance / Human Resources project team members. Exact roles and number of hours devoted to the project and additional resource needs will be determined once the system is selected in concert with City estimates and recommendations from the selected vendor and our RFP consultants.

In the RFP, we have specifically asked vendors to provide resources estimates to implement their proposed solution.

46. Can the City provide a system landscape document?

Page 8 of the RFP provides an overall outline of the current technology environment at the City of Kirkland. The applications that would have direct interaction with the ERP system are listed on page 7 of the RFP.

47. Any other municipalities you have consulted? If yes any experiences they have shared with you?

The City of Kirkland is a member of the Association of Cities and Counties Information Systems (ACCIS) and therefore shares information with member cities about their current projects and experiences. Specifically we know that City of Shoreline and City of Bellingham are in the midst of replacing their ERP systems and have discussed the process with them.

48. Would a phased approach to the implementation be acceptable?

Yes, it would be preferable.

49. Are there additional entities and if so, what is the reporting structure (component units, for example)

No.

50. What are the technical capabilities and appetite of the municipality resources? Are they willing/able to take on some components of work (e.g. some data migration and/or interface work)?

The City of Kirkland Applications division staff are highly skilled and competent in data migration and interface programming, however, the city does have limited resources and would appreciate a response that details the cost for the vendor to complete these types of tasks vs. having the city complete the tasks.

Vendor Responses:

Vendor Name	Contact Info	Letter of Intent?	Questions?
Sungard Public Sector	Matt Chavez Sr. Account Executive, Strategic Accounts, Sales & Marketing C: 530.228.4247 E: matt.chavez@sungardps.com	Yes	Yes
Quintel-MC	Hilary Basile E: Hilary.basile@quintel-mc.com		Yes
Workday	Jose Petrol P: 206-388-2568		
KloudData Inc	David Parris Director Business Development P: 443-794-5244 E: David.parris@klouddata.com	Yes	
Seven Outsource	Christina Miller		Yes

Vendor Name	Contact Info	Letter of Intent?	Questions?
	Business Development Manager P: 315-308-7852 F: 315-702-0205		
Tyler Technologies – Munis	Kyle M. Johnson Senior Account Executive P: 425-873-1073 C: 206-200-2617 E: kyle.johnson@tylertech.com	Yes	
CJIS Group LLC	Michelle Cramer Research Analyst P: 850-926-9800 C: 850-270-2105 F: 850-926-5403 E: michelle@cjisgroup.com		Yes
Harris Govern	Karla Loser Sales Coordinator P: 314-802-5158 x76101 F: 877-382-0048 E: Kloser@harriscomputer.com		Yes
Oracle	Danny Holliday Application Sales – ERP/EPM Pacific Northwest P: 425-891-8331 E: danny.holliday@oracle.com		Yes
Cogsdale	Shelley MacLeod Proposal and Communications Manager P: 902-213-0950 E: shmacleod@cogsdale.com	Yes	
Denovo / Oracle	Carolyn Terry RFP/Bid Specialist P: (303) 827-2687 E: CTerry@denovo-us.com www.denovo-us.com		Yes
BDO Solutions	Jill Lister Manager IT Solutions E: jilister@bdo.ca Web: itsolutions.bdo.ca	Yes	Yes
AKA Enterprise Solutions	Michael Perez Sales Executive P: 212.560.5442 F: 212.629.0811 E: mperez@akaes.com Shirley Adams Solution Architect P: 212.560.5457 F: 212.629.0811 E: sadams@akaes.com	Yes	Yes

Issued by:
Greg Piland, Purchasing Agent
425-587-3126