City of Alameda

Questions and Answers

for

Enterprise Resource Planning (ERP) System
and Implementation Services RFP

RFP Questions Due:
July 13, 2018

City Responses to Questions Due:
July 20, 2018

1.1 Overview

The City of Alameda (City) released an RFP for ERP system and implementation services on June 29, 2018. RFP Section 1.3 included a procurement schedule, which set July 13, 2018 as the deadline for Proposers to submit RFP questions, and July 20, 2018 as the deadline for the City to respond to Proposer RFP questions.

1.2 Questions and Answers

Table 1 presents the RFP questions and answers.

Table 1 – RFP Questions and Answers

Question #	Question	City Response
1	How much data (how many years) is the City considering bringing over from the current ERP? Does the City envision bringing any of the historical data from the Santa Cruz Operation (SCO) UNIX Open Server system or just the Superion ERP?	Please see item 6.6 on RFP pg. 21.
2	Third-Party Systems – Does the City want vendors to propose replacement software costs in areas where solutions are available? i.e. Business Licenses, Time Entry and Scheduling, Recreation Management, Asset and Fleet Management and Recruitment? Are all the modules/ software in the Table 2 - City Applications (pg. 11) going to be kept or are these items also being considered for replacement?	The applications identified in RFP Table 2 (pg. 11) are provided as FYI only. The City is not looking to replace any of these applications (except, of course, for the Superion ERP), so the answer to the question is no – the City is not looking for vendors to propose replacement software costs in areas where solutions are available. The City is looking for the new ERP to interface to the applications identified in RFP Table 3 (pg. 13).
3	Cayenta – On page 11, Harris/ Cayenta is outlined as "Financial Management (Alameda Municipal Power)". Can you explain in a little more detail what the City is using the Harris/ Cayenta solutions for? There is some additional information on pg. 6 - Alameda Municipal Power but I was hoping you could expand on this and also let us know if these systems are also being considered for replacement?	AMP is governed by a Public Utilities Board (Board). The Board establishes goals and policies, approves major purchases, and creates the framework for local control of AMP. AMP has their own financial system (Harris/Cayenta) separate from the City's current Superion ERP. AMP is not looking to replace the Harris/Cayenta system. The City and AMP are looking for an interface between Harris/Cayenta and the new ERP.

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4	Please clarify the following for each of the interfaces identified in RFP Appendix A – Requirements, page 38, Items 4.4.2-4.4.13: • What data is exchanged? • Does it need to be to and from ERP software? • How often does it need to be exchanged? • How is it exchanged today?	The answers to the first three bullets are provided in RFP Table 3, Page 13. In regards to how the information is exchanged today, most are manual.
5	Is there any preference given to companies who are either MBE or WBE?	There is no MBE or WBE preference for this project.
6	Of the systems the City has identified for replacement, are there any that the City would like to retain?	The City is looking to replace their current ERP (Superion –FinancePlus previously SunGard – FinancePlus). We are not looking to retain it.
7	Of the systems the City has identified for replacement, what are the current yearly costs to purchase and maintain those systems?	The city has a termed contract for yearly operational support and this question is not relevant to this RFP.
8	Please clarify figure 1 – Proposed ERP Interfaces. There a number of applications the NEW ERP will be expected to interface with, however, some of those (time and attendance, recruiting, payroll, etc.) seem to be within scope for replacement. Can we get a list of application the City intends on to keep and which ones will be replaced? Could you please clarify if the city wants a HR solution that includes modules like Time and Attendance and Recruiting or if the current applications will continue to be used?	The City expects to keep all of the applications identified in RFP Figure 1. However, the City is looking for an ERP that contains all the finance, HR, and payroll functionality/modules identified in the RFP. There may be some duplication of functionality as some departments have their own apps to support their specific needs (e.g. time reporting in Fire).
9	Because of the overall time constraints, can you please grant an additional two weeks for the due date?	No. The City plans to stick with the current schedule.
10	RFP Section 3: Current Environment - Page 15 and Appendix A: Section 1.4 Reporting and Analysis (Budgeting) Requirements – Page 8 What are volumes for the following dimensions: a) Account, b) Entity, c) Scenario, d) Version, and e) Currency - USD only?	The City is unclear as to what the Proposer is asking, and therefore, unable to answer the question.
11	Appendix A: Section 1.4 Reporting and Analysis (Budgeting) Requirements – Page 8 Do you budget by employees/position types? If yes, how many employees/position types do you budget to?	The City budgets for labor costs based on the authorized positions listing. The number of the authorized positions may change throughout the year. For the fiscal year 2018-19 number of full time authorized positions is 435.

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12	Appendix A: Section 1.4 Reporting and Analysis (Budgeting) Requirements – Page 8 How many projects types do you budget to?	As the current system is not set up for project types. Currently, only capital projects budgets are tracked in a project module. The city is interested in looking at all project types available for budgeting in the new system.
13	Appendix A: Section 1.4 Reporting and Analysis (Budgeting) Requirements – Page 8 Do you require Profit and Loss, Balance Sheet and Cash Flow reporting for your 10 year cash projections?	Regarding Appendix A, Section 1.4, Reporting and Analysis – Budgeting, Requirement 1.4.25, this requirement should read… Provides modeling for "what if" scenarios and forecasting tools for "10 Year Revenue and Expenditure Projections". In this case, the Profit and Loss statement is required, but not the Balance Sheet or Cash Flow reporting.
14	Appendix A: Section 1.4 Reporting and Analysis (Budgeting) Requirements – Page 9 How many unique reports do you require for budgeting and planning?	The City is unclear what the proposer is referring to in this question. It is also unclear what the proposer means by "unique reports".
15	Appendix A: Section 1.4 Reporting and Analysis (Budgeting) Requirements – Page 8 How many calculations and allocations do you leverage in your current budgeting and planning system?	While the City is unclear as to what the Proposer is asking regarding "leverage," if the question is referring to the number of calculations and allocations involved in completing the budget process, it is in the thousands.
16	Appendix A: Section 4.4 Integration/Interface – Page 38 How many data integrations do you anticipate for budgeting and planning?	The City expects the budgeting and planning functionality to be inherent in the Proposer's ERP solution.
17	Appendix A: Section 1.4 Reporting and Analysis (Budgeting) Requirements – Page 8 How many users will be leveraging the budgeting and planning system?	The City has not identified the exact number of users for the budgeting and planning system. However, the new system should have the flexibility to accommodate multiple users at multiple levels of approval.

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18	RFP Section 3: Current Environment - Page 15 Please provide a listing of the 11 MOUs.	1. Executive Management Employees (EXME) – Compensation Plan 2. Alameda City Employees Association (ACEA) 3. Alameda Fire Chiefs Association (AFCA) 4. Alameda Municipal Power Unrepresented Employees (AMPU) – Compensation plan 5. Alameda Police Management Association (APMA) 6. Alameda Police Officers Association (APOA) 7. Alameda Police Officers Association – Non-sworn (PANS) 8. Electric Utility Professionals Association (EUPA) 9. International Association of Firefighters (IAFF) 10. International Brotherhood of Electrical Workers (IBEW) 11. Management and Confidential City Employees (MCEA) There are also individual employment contracts for City Manager and City Attorney
19	RFP Section 3: Current Environment - Page 15 Please provide a listing of all collective bargaining units.	1. Executive Management Employees (EXME) 2. Alameda City Employees Association (ACEA) 3. Alameda Fire Chiefs Association (AFCA) 4. Alameda Municipal Power Unrepresented Employees (AMPU) 5. Alameda Police Management Association (APMA) 6. Alameda Police Officers Association (APOA) 7. Alameda Police Officers Association – Non-sworn (PANS) 8. Electric Utility Professionals Association (EUPA) 9. International Association of Firefighters (IAFF) 10. International Brotherhood of Electrical Workers (IBEW) 11. Management and Confidential City Employees (MCEA)

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20	RFP Section 3: Current Environment - Page 15 What is the total number of benefit plans (including MOUs) offered to the employee population?	Below are the different benefit available to City employees. There are 9 bargaining units, two compensation plans and contract for City Attorney and City Manager. Each group may receive different levels of coverage for each benefit. 1. 1079 Retirement Plan (pre-CalPERS) 2. 1082 Retirement Plan (pre-CalPERS) 3. CalPERS Miscellaneous Retirement Plan 4. CalPERS Safety Retirement Plan 5. PARS for Part-time employees 6. Medical Coverage with Plan A and Plan B participants 7. Dental 8. Life and AD&D 9. LTD for Miscellaneous Employees (non-Safety) 10. Employee Assistance Program 11. Retiree Health 12. Retiree Dental for Safety-only 13. Supplemental Retirement for Safety-only 14. Other Post Employee Benefits Trust (OPEB) for Safety-only 15. Management Incentive for Safety-only 16. Sick Leave Incentive for IBEW and Safety 17. Holiday Leave for Miscellaneous 18. Holiday-in-lieu Pay for Safety 19. State Disability Insurance for four bargaining units
21	RFP Section 3: Current Environment - Page 15 Do the 300-400 PTEs receive any employee benefits? If so, which benefits?	Public Agency Retirement System (PARS) — alternative retirement savings program since the City does not participate in Social Security Sick leave: part-time employee accrues 1 hours of sick leave for every thirty (30) hours worked up to 28 hours per calendar year.

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22	RFP Section 3: Current Environment - Page 15 Are retirees tracked within the HCM application? And if so, are their benefits tracked and are they paid through payroll?	1079 and 1082 are retirement plans that pre-existed the City's current retirement program with CalPERS. Between the 1079 and 1082 retirement plans, there are a total of 18 retirees, and they are tracked in Superion–FinancePlus. In addition, there are former 1082 plan retirees that transferred to CalPERS and they are also tracked in Superion–FinancePlus. Payroll staff calculates and disburses the pensions to the retirees via the payroll process. All safety retiree medical insurance benefit reimbursements for all of the aforementioned retirement plans are tracked in Superion-FinancePlus and paid via Accounts Payable.
23	Appendix A: Section 3.6 Leave Administration– Page 32 Please provide additional detail around requirement 3.6.1 – Supports sufficient number of leave banks (minimum 100).	The City has numerous collective bargaining units and MOUs, and needs flexibility in the number of leave banks available.
24	RFP Section 3: Current Environment - Page 11 Will your current recruiting application (NeoGov) be retired? If not, what integration to/from NeoGov to/from the new recruiting application will be required? What specific data will be involved?	At this time, the City plans on keeping NeoGov. However, the City is interested in seeing the various Proposer solutions for recruiting. Specific information pertaining to the integration with NeoGov is provided in RFP Table 3.
25	Appendix A: Section 2.4 Procurement/Purchasing – Page 18 Requirement 2.4.1 discusses enforcing purchasing rules for "Open Market" purchases as well as other types of purchases. How are "Open Market" purchases handled today? Are transactions (i.e. requisitions, POs, invoices, etc.) performed in the system or are these orders handled through a procurement card/CAL-Card process?	Requisitions, POs and invoices are handled thought the system. City does make some purchases using Cal-Cards without having a requisition or PO set up. The monthly Cal-Card invoice payments are processed as any other unencumbered payment.
26	RFP Section 6: Implementation Approach and Work Plan- Page 31 Are the Bio's included in the fifteen page limit for that section?	Yes.
27	Given the extensiveness and volume of requirements in the RFP, we respectfully request a two week extension of the deadline to ensure time to generate a fully comprehensive and compliant response.	Please see response to question #9.

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28	Appendix A: Section 2.10 Cash Receipts – Page 26 How many staff are anticipated to use the solution's Centralized Cashiering module?	Currently, there are 21 staff that have access to use the Centralized Cashiering module. However, only Finance Department staff can post the cash receipt batches.
29	Appendix A: Section 2.10 Cash Receipts – Page 26 How many City locations accept cash, check, and/or credit transactions?	There are 10 locations in the City that accept payments in cash, check and/or credit cards.
30	Appendix A: Section 2.10 Cash Receipts – Page 26 Does the City have current Cashiering peripheral hardware, such as receipt printers, cash drawers, or check scanners, that would ideally be used with the replacement solution? If so, could you provide the make and model of each existing peripheral?	The City has a desktop check scanner Panini Vision X. However, it is not connected to the cash receipting module, but only the bank.
31	Appendix A: Section 2.10 Cash Receipts – Page 26 Does the City have an existing contract with a credit processor that the Centralized Cashiering module should interface with?	There are three third party credit processors (ActiveNet, Authorize.Net, Verifone) that ideally would interface with Centralize Cashiering.
32	Appendix A: Section 2.10 Cash Receipts – Page 26 Does the City plan to absorb credit merchant processing fees, or charge them back to the customer as a Service or Convenience Fee?	Currently, the City absorbs credit merchant processing fees. It may be reevaluated in the future.
33	Appendix A: Section 2.10 Cash Receipts – Page 26 How many transactions are processed annually through the current Cash Receipts module?	In fiscal year 2017, the City processed 20,150 cash receipts. However, some of the receipts have multiple transactions combined into one receipt.
34	RFP Section 3: Current Environment - Page 15 What is the current cashiering solution?	The City currently uses Superion eCommunity Plus module.
35	RFP Section5: Proposal Submission Requirements (Cover Letter) - Page 18 Is the City looking for a cloud hosted SaaS solution?	Yes.
36	Do you maintain staff with special programming skills to customize your business applications?	No

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37	Are changes to pay policies required to be applied in the middle of a pay period? For instance, if an employee changes position?	Currently, pay adjustments are negotiated with bargaining units to coincide with the beginning of the bi-weekly pay period. Currently, employees who change positions are typically scheduled to coincide with the beginning of a pay period. New employees may be scheduled to start at any point during a pay period. If the new ERP can process mid-pay period pay adjustments and employee position changes, this would provide management greater compensation and staffing flexibility. Currently, on the limited occasion that this does happen, it requires a manual process.
38	Within collective bargaining agreements, do you have pay policies that vary between worker groups?	Yes, there are pay policies that vary between worker groups, and some of these are listed below: CalPERS Classic versus CalPERS PEPRA Safety • Health Coverage amount based on hire date: hired before/after 2/16/10 • Retiree Health coverage based on hire date and years of service (yos): before 6/7/11 and 5 yos or after 6/7/11 and 10 yos • Retiree Dental coverage based on hire date: hired before/after 6/7/11 • Supplemental Retirement Benefits based on hire date after 6/7/11 • Management Incentive Pay – AFCA has two tiers; Tier 1: 10 days pay and Tier 2: 5% of base pay Miscellaneous (non- Safety) • Health Coverage amount based on hire date: hired before/after 1/2/07 • Enhanced Sick leave accruals in ACEA 8/1/80), MCEA (1/1/87), and IBEW (2/1/85) – based on aforementioned hire date and years of service (yos): 1-5 yos: 10 day + 1 day/month; 6-15 yos: 15 days + 1 day/month; 15+ yos: 20 days + 1 day/month Professional leave in EUPA – employees must have three or more years of continuous service

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39	If your managers could see the current labor expenditures in real time, would this be a value?	Yes, if the new ERP can allow managers to see current labor expenditures in real time, this would be valuable as it would provide management greater flexibility
40	Are police, fire, EMS, or other public safety part of the planned implementation?	Police and Fire are included, Fire has an existing time keeping solution that will remain in place.
41	Do these organizations have a different FLSA period from other employees	Yes, there are multiple FLSA declared work periods. EXME, ACEA, AFCA, AMPU, PANS, MCEA, City Manager and City Attorney 12:01 a.m. Sunday to 12:00 a.m. Sunday IBEW Day Shift: 11:00 a.m. Friday to Friday 10:59 a.m. Swing Shift: 7:00 p.m. Friday to 6:59 p.m. Friday System Operators 1 and 3: 4:00 a.m. Thursday to 3:59 a.m. Thursday System Operators 2 and 4: 8:00 a.m. Wednesday to 7:59 p.m. Wednesday APOA/APMA Section 7k is 28 days IAFF/AFCA Section 7k is 24 days
42	Does your organization have a single pay period for all employees? Is it different for exempt and non-exempt, for instance?	Yes, the city operates using a single bi-weekly pay period for both FLSA exempt and non-exempt employees.
43	Are any employees in your organization paid during the current pay period? If so, what is the process for adjusting any worked or leave time that varies from the estimates submitted to payroll?	All employees are paid on the same schedule. Employees submit estimates of their daily work hours because timesheets are submitted before the pay period concludes. If an adjustment is required for hours worked in prior pay periods, it is recorded on the timesheet submitted by the employee with number of hours and the date of occurrence. Payroll staff enter the correction and process through the current pay period. Prior pay period leave and hour adjustments are entered on the following pay period's timesheet.

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44	Do employees allocate their time to grants, projects, of alternative jobs? Do supervisors perform those transactions?	Yes. The City is unclear as to what the Proposer is asking regarding "supervisors performing those transactions". Yes, at AMP, employees allocate their time worked to the project that they are working on. Employees complete their timesheet and the information is reviewed by the supervisor for accuracy. The utility accounting staff enter timesheet data into their financial systems, and in turn, report hours to be paid to city payroll staff to generate the paycheck. AMP also does Federal Energy Regulatory Commission accounting which requires employees to allocate their time to projects/jobs.
45	Do you have specific holiday pay eligibility rules, including the requirement to work scheduled shifts before or after the holiday?	Yes, the following MOU's (ACEA, EUPA, IBEW, MCEA) specify the City's ten observed holidays. An employee must be in paid status on their regularly scheduled work days before and after the observed holiday in order to be eligible for holiday leave and pay. If an employee is not in paid status on their regularly scheduled work days before and after the observed holiday, they are not paid for the holiday and the holiday leave hours are deducted from their holiday leave bank. AMPU only lists the ten observed holidays. If an observed holiday is on an employee's regular day off, then the holiday leave is added to their floating holiday amount. The MOUs provide for 3.5 floating holidays that are handled similar to vacation leave whereby the employee requests the time off and it is approved/denied by their supervisor.
46	Can the organization respond in real time to overstaffing situations that will create overtime expense?	No

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47	Appendix C (Service Provider Agreement) references Exhibits A and B in Sections 2 and 3 on page 2. Exhibit A will be the SOW and Exhibit B appears to be a fee schedule. Neither are included with Appendix C or any of the other RFP documents. Can you please provide these Exhibits?	RFP Appendix A is a sample City Standard Agreement. As it is a sample, there is no existing exhibits for the agreement. Once a Proposer is selected, the agreement will be compiled to include an agreed upon Scope of Work as Exhibit A, and an agreed upon Fee Schedule as Exhibit B.