

CITY OF NEW BERN RFP NO FY161705

Enterprise Resource Planning (ERP) System, Customer Information System (CIS), and Implementation Support

ADDENDUM No. 1, April 21, 2017

This addendum forms a part of the RFP documents and clarifies the original RFP Document and attachments. This addendum consists of four (4) pages. Changes to original RFP language are indicated with underlined text for additions and strikethrough text for deletions.

1. **Question Asked: Whether companies from Outside USA can apply for this? Like, from India or Canada.**

Answer: Anyone can apply for this RFP

2. **Question Asked: Whether we need to come over there for meetings?**

Answer: Travel may be required

3. **Question Asked: Can we perform the tasks (related to RFP) outside USA?**

Answer: Possibly. The City will review all technical specifications and support proposals as part of the selection process.

4. **Question Asked: Can we submit the proposals via email?**

Answer: No, in person or carrier. Per Request for Proposal. See section c.) Delivery Method- page 18 of 62.4.

5. **Question Asked: If your company only offers some of the solutions (CIS, ERP, HR, WO) can you submit a response without having a solution for each system? For example, can a response be submitted for just CIS and WO, and that vendor specifically states the ERP and HR products they could integrate with but aren't included in the proposal?**

Answer: Yes, as long as compatibility is evident, the City reserves the right to award multiple contracts from this RFP (section A.9.d., page 14 of the RFP). While the City prefers a joint proposal, failure to meet all requirements will not disqualify a firm (section A.8.a., page 12 of the RFP).

6. Item of Clarification

Page 16, Item A13 procurement schedule is amended to read as follows:

| Procurement Schedule | |
|--|--|
| <u>Note: June/July schedule is for planning purposes only. City will work with vendors on available and appropriate dates and schedule</u> | |
| April 13, 2017 | Proposed advertisement date |
| May 19, 2017 | Last day to accept questions and requests for clarification on the RFP |
| As Necessary by Addendum | Answers to submitted questions provided |
| May 26, 2017 | Proposals due - 2:00 PM (local time) |
| <u>Week of June 12 (Tentative)</u> | <u>Demonstrations by invited vendors</u> |
| <u>Week of June 26 (Tentative)</u> | <u>Final Selection and contract negotiations</u> |
| <u>Week of July 24 (Tentative)</u> | <u>Project Start</u> |

7. Item of Clarification

Estimated City roles and availability as a percent of regular work hours. Please note that finance staff is typically in year-end closeout through August, and please note these are estimates only and can be negotiated.

- a. Assistant City Manager – 10-20%
- b. IT Program/Project Manager – Full Time
- c. IT Manager – 20-30%
- d. Senior IT Analyst – 20-30%
- e. IT Systems Analyst (Oracle Database Administrator) – 30-40%
- f. Senior IT Technician – 15-30%
- g. Finance Director – 10-20%
- h. Accounting Manager – 20-40%
- i. Utility Billing Office Manager – 20-40%
- j. Utility Billing Office Supervisor – 25-40%
- k. Field and Metering Services Supervisor – 25-40%
- l. Account Services Supervisor – 25-40%
- m. Payment Services Supervisor – 20-30%
- n. HR Director – 10-20%
- o. Assistant HR Director – 20-40%
- p. Warehouse Manager – 15-30%
- q. Other staff can be made available as required from 5-20% of their regular work hours upon coordination with Department Head and supervisor.

8. Item of Clarification

Page 29, Item C4 is amended to read as follows:

To ensure quality throughout the implementation, the City of New Bern's project will include, at a minimum, the following deliverables. Each deliverable will be the responsibility of the vendor and will be formally presented to the City of New Bern for review and sign off. For projects with multiple phases, the City of New Bern expects each phase to contain each deliverable (unless noted)

- 1) Comprehensive Project Plan - Detailed listing of tasks for the entire project that includes the following for each task: due date, responsibility, predecessors. Tasks to include on the project plan will include all implementation activity, deadlines, milestones, sign offs, review periods, and deliverables.
- 2) High Level System Design Document - Work product that identifies major business process decisions as well as high-level system configuration decisions for each in scope business process ~~and system feature.~~
- 3) Testing Scripts – Use Cases to be tested/demonstrated as part of the test phase of implementation. - ~~Test scripts based on the functional requirements and system design document that require successful completion of each item in scope (functional requirements and the set-up of the system (system configuration)).~~
- 4) Training Documentation – Access to system manuals (paper or online) for base system being implemented ~~Complete system manual for how to use the configured system.~~

9. Updated Cost Spreadsheet

An updated Cost spreadsheet has been uploaded to the bid site <http://www.newbern-nc.org/business/bids-proposals/> Current price proposal file name is "Attachment_16_Cost updated 4_19.xls" and is the one all respondents should use.

10. Item of Clarification

Page 27, Item 8 (Price Proposal) is amended as follows:

(Proposal Section 8.0) - Proposers should submit their price proposal according to the format provided in Attachment 16 (Cost) to this RFP.

~~**B.8.1 Identify** major milestones as part of the project. It is required that costs be invoiced upon completion of major milestones. Please provide a schedule of all payments necessary to complete the proposed scope.~~

B.8.12 Complete and submit Attachment 16 (Cost)

- It is important that proposers use the format presented in this RFP even if an additional format is provided. Attachment 16 (Cost) should include total price for all software, services, and additional costs to acquire all software and services referenced in the proposal including third party prices. If third party products or services are included, do not provide separate version of Attachment 16 (Cost) for each third-party product.

- All pricing must be submitted. Final pricing and payment schedule may be negotiated with successful bidder. as fixed by milestone. Costs listed as “to-be- determined” or “estimated” will not be considered responsive, with the exception of anticipated travel costs, which should be estimated.
- Proposers shall enter pricing as outlined on Tabs 1, 2, and 3.
- ~~All service costs must be provided on a task or completion basis with costs assigned to each milestone, deliverable and/or task. Proposers are required to fill in deliverables and tasks under the provided headers (project initial knowledge transfer, process analysis/system design, system build, testing, training, and closure) Additional detail may be provided to further explain deliverable/task costs.~~
- Proposers should include all software modules and state any limitations on module use. If no limitations are listed, the City of New Bern will consider that pricing is based on full enterprise wide access for the City of New Bern.
- Proposers can list out the price for a “base package” and “a-la-carte” add-on modules as Proposer sees fit. Additionally, pricing can be provided for vendor-hosted, SaaS, and/or City-hosted solutions.
- ~~Proposers should clearly indicate one-time costs vs. recurring costs. Additionally, licensing can be proposed as per user, per concurrent user, per software license (with the anticipated number of licenses) or any other appropriate costing methodology that best suites the Proposer’s processes.~~
- ~~Proposers must submit implementation costs as fully loaded rates that include all necessary travel or other expenses. By submitting a proposal, all Proposers acknowledge that all pricing (including travel) must be a fixed fee or included in the implementation milestones.~~
- ~~Include pricing for a) conversion of historic data and b) convert x years of data (x=industry best practice, i.e. 5 years)~~
- Proposers may include any special financing arrangements or discounts as part of the proposal.

---END OF ADDENDUM NO 1---