

**RFP NO. FY161705**

**ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM, CUSTOMER  
INFORMATION (CIP) SYSTEM, AND IMPLEMENTATION SUPPORT**

**ADDENDUM NO. 3**

**Dated May 12, 2017**

This addendum forms a part of the RFP Documents and clarifies the original RFP Document, dated April 13, 2017, as noted below.

**Questions Received:** What is the budget that the City has identified for this project? Alternatively, can you please share the budget range that the City is expecting to spend (i.e. \$100K - \$500K, \$500K - \$1MM, \$1MM - \$1.5MM, \$1.5MM or above)?

**Response:** We do not have a planned budget at this point.

**Questions Received:** Has the City evaluated any existing COTS ERP products? If yes, which products were evaluated, and does the City have a preference for any of them?

**Response:** We are evaluating all potential solutions with no current preference.

**Questions Received:** I understand that the City does not have a specific budget in mind. However, can the City provide us with a budget range, or even a specific “maximum” spend amount? This will help us determine whether our offerings are a good fit for the City.

**Response:** We do not have a planned budget at this point.

**Questions Received:** I know your team is starting to receive RFP responses for the implementation of an ERP and CIS system.

My company specializes in working directly alongside the technical implementation team to provide training expertise. Typically, while integrators are fantastic at what they do, their focus is on things other than end user adoption. To this point, we supported the City of Raleigh’s ERP system project a way’s back (that actually included Oracle’s CC&B for utilities), designing and developing training focused on identifying and utilizing their best practices.

While I know it is tempting to run with one company to do everything, the concentration of resources can often lead to scope creep.

Any chance we might be able to handle the training portion of the project? Being right over here in Cary gives us a very short travel distance.

**Response:** You are welcome to register and submit a partial bid. As described in Addendum 1, question 5, the City reserves the right to award multiple contracts from this RFP

**Questions Received:** I know it is early; do you have an idea when you might start to evaluate this type of project balance?

**Response:** Refer to Procurement Schedule in the RFP page 16 of 62.

**Questions Received:** Of the requirements listed which functional areas of HR are mandatory requirements for this RFP response?

**Response:** All lines on Attachment 15 must be responded to, even if the answer in Column E is “N (Requirement not met with proposal). The City will decide what portions it will or will not implement based on vendor responses and overall best value. There is no preconceived notion of what a vendor can or cannot provide, or what the City can or cannot live with/without.

**Questions Received:** Has the budget that has been provided is this the final amount that has been approved by the organization?

**Response:** There has been no budget provided or developed at this time. Future City budgets will be based on implementation cost and timeline.

**Questions Received:** I only see that you are requesting all documents on a USB drive. No hardcopy, or did I miss it?

**Response:** Please provide (7) Seven hardcopy originals along with electronic file.

**Questions Received:** Could you confirm or provide updated counts for number of concurrent users of the software? We think ~105-150 concurrent users seems very high. The reason for asking is most hosted solutions use a virtualization portal ( e.g. Citrix) which is licensed based on # of concurrent users. It may be more likely that 50-75 New Bern employees would be the maximum using the system at any given point.

**Response:** The City of New Bern’s concurrent users are defined as (1) one logon with (1) one active and open session. Many users require multiple sessions of the same functional area to be open simultaneously. Vendors should provide information on how they quantify concurrent users.

Type of User	Concurrent Users
Financials	50-75
Human Resources/Payroll	10-15
Utility Billing/Customer Service	50-75
Work Order/Permitting	25-50

**END OF ADDENDUM NO 3**