

RFP 01-2023 - Enterprise Resource Planning (ERP) Software System
Response to Questions
(Published 5/10/2023)

The following are questions submitted by potential vendors related to our RFP. Questions were compiled outside the presence of the selection team, and the selection team provided answers unaware of which vendors submitted each question.

QUESTION 1: Did the County have a Consultant, like BerryDunn, assist with the RFP? If yes, what is their role during evaluations and implementation?

RESPONSE 1: The County is managing this project internally. No consultants assisted with the RFP process or will be involved with evaluating proposals. Additionally, we have not received any proposals from or even considered any specific consultant to be part of this project.

QUESTION 2: Can you please inform me how much this capital improvement project was funded in the CIP budget?

RESPONSE 2: No funds have been directly allocated at this time. We have identified approximately \$1,000,000 for this project. Final allocation will be identified once we have reviewed RFP responses.

QUESTION 3: Our company requests permission to submit our response via email. It is our policy not to submit company confidential information through portals, as portals do not provide sufficient protection for our confidential and competitive information.

RESPONSE 3: We may be able to allow this, however we have some limitations on our email. 25mb size limit on a single email. We do not allow .zip or .exe attachments. Another option we can offer is to set up a temporary SFTP account on our in house server for you to submit your RFP response.

QUESTION 4: Can bidders propose modifications to the model contracts included in the RFP for consideration in negotiation?

RESPONSE 4: Yes

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QUESTION 5: If a bidder cannot or will not meet any terms and conditions in the model contracts, how should they indicate this in their proposal?

RESPONSE 5: The bidder can choose to indicate the areas of the model contract that is not acceptable, and/or submit their own proposed contract.

QUESTION 6: Has the County previously received any vendor demonstrations or presentations related to the solution requested in this RFP? If yes, please provide the vendor names and product names.

RESPONSE 6: No. Vendors have approached various departments over the years, however we have not participated in any formal presentations within the last two years.

QUESTION 7: Will all employees be required to clock in and out, or will some employees be allowed to submit time sheet entries instead? If time sheet entries are needed, approximately how many employees will use this method?

RESPONSE 7: It is our goal to get as many employees as possible to use some version of an electronic timesheet, however we will have some cases where the employees job is not conducive to electronic timekeeping, so in those cases we will require paper timesheets. We estimate that approximately 50 to 100 employees will need to use paper timesheets.

QUESTION 8: What is the name of the current time and attendance tracking system used by the County?

RESPONSE 8: Our Payroll system is Sage 300, however we do not utilize the time and attendance features. Approximately half of the County employees fill out paper timesheets, and the other half use an in house web-based system to enter their time, however that system simply produces the paper timesheets that are manually entered into Sage 300.

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QUESTION 9: Are there any specific issues or problems with the current software that the County would like to address with the new solution?

RESPONSE 9: We don't currently have an ERP system. We accomplish the tasks through a variety of different applications. We are looking for a more consolidated system that will provide us with modern features. The top request we have from departments is for better reporting and access to their data.

QUESTION 10: Are there multiple systems currently being used by the County to track hours, or is there one central system in place?

RESPONSE 10: We use multiple systems from paper timesheets, excel spreadsheets, and an in-house web based timesheet system.

QUESTION 11: How long does it currently take for the County to complete a payroll cycle, from the time employee hours are submitted to the time they receive their pay?

RESPONSE 11: We run a bi-weekly payroll. Our pay periods end on a Thursday, and departments are required to have their documentation / paper timesheets to our Auditor's office by Friday at 10am. Payroll must then be fully processed by the following Wednesday to submit EFT information to the bank. Paper checks are issued on Friday for those who are not utilizing EFT.

QUESTION 12: Which departments within the County will need to track time and attendance?

RESPONSE 12: All departments listed in the RFP will need to track time and attendance.

QUESTION 13: What is the current system of record for recording employee leave balances (such as vacation, sick, bereavement, etc.)?

RESPONSE 13: Sage 300

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QUESTION 14: Does the County require the new software to be able to track Family Medical Leave Act (FMLA) cases for employees?

RESPONSE 14: We prefer the system to have this ability. Currently this is tracked within our Human Resources Department, outside of our Sage 300 system.

QUESTION 15: The RFP mentions the need for 10 clocking devices. What type of clocking device does the County prefer: standard PIN entry, biometric, or badge (proximity/magnetic swipe/bar code swipe)?

RESPONSE 15: We don't have a preference. We do not currently use any electronic clocking devices, however we feel they may be needed within our Law Enforcement departments.

QUESTION 16: Does the clocking hardware need to have Wi-Fi, Power over Ethernet, or Battery Backup capabilities?

RESPONSE 16: We will want vendors to provide options. We do not have specific requirements at this time.

QUESTION 17: For the 500 employees licensed for remote time capture, does the County require any access type restrictions (such as geofencing)?

RESPONSE 17: We would like the ability to turn the feature on/off for specific employees. Geofencing is not a requirement, however vendors with enhanced capabilities should list if they are included or available as an option.

QUESTION 18: Does the County have a policy in place to ask CDC questions regarding COVID-19 before employees begin work each day?

RESPONSE 18: No. This is not a current requirement for us.

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QUESTION 19: Are there any specific rules or requirements regarding overtime that differ from the standard California weekly and daily overtime regulations? If so, please explain.

RESPONSE 19: We do not have any rules that would be different from any other County government in California. This system will need to be adaptable to the variety of job classifications we have including our law enforcement departments.

QUESTION 20: Would the County like the time and attendance or scheduling software to alert managers or supervisors if any employee qualifications or certifications are close to expiring?

RESPONSE 20: This would be a useful feature.

QUESTION 21: What is the anticipated timeline for implementing the new time and attendance and scheduling software?

RESPONSE 21: We do not have a set schedule for implementation. Through the evaluation process of this RFP we will review scope of work and implementation schedules with vendors. It is our desire to get new systems implemented in a timely but appropriate manner.

QUESTION 22: If selected, would the vendor need to migrate any historical information from the current database to the new database?

RESPONSE 22: Yes. The cost portion of the RFP address Data Conversion along with Exhibit A - Tab 18.

QUESTION 23: What is the expected timeline for the new time and attendance and scheduling software to be fully operational (i.e. "go-live")?

RESPONSE 23: We do not have a set schedule for implementation. Through the evaluation process of this RFP we will review scope of work and implementation schedules with vendors. It is our desire to get new systems implemented in a timely but appropriate manner.

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QUESTION 24: Can the County provide information on any similar past projects that were successful in terms of overall project experience and user adoption, and what factors contributed to their success?

RESPONSE 24: We do not have anything that compares to the scope of this project. We have had smaller projects within individual departments, but this project is expected to be implemented County wide. We have been planning for this project for several years, and understand the complexities. Although we expect this project to be challenging we believe we have the resources in place for a successful implementation.
