ERP RFP #2002

Questions and Responses

1. Will the City accept electronic submissions via email instead of hard copies?

   Answer: Yes, the city will accept email submissions. They can be remitted to jolinger@onalaskawi.gov Please clearly identify in the subject line "ERP RFP #2002 Submission". Email submissions without a proper subject line will be considered incomplete and may not be reviewed.

2. What are your expectations for this project?

   Answer: To find a web-based ERP system that integrates well with existing software and offers better solutions to the software we currently use. See section 1.1 for the purpose.

3. What are the key milestones and deadlines for the project?

   Answer: Other than the deadlines specifically listed in the ERP we are expecting the proposer to identify the time needed to complete the project, expecting this to be less than 18 months in total.

4. Are there any specific requirements or features that are critical for the project's success?

   Answer: Cloud-based and all modules in one system, rather than our current two-system process.

5. Is there a pre-approved budget allocated for this project or will there be an approval phase on your side after receiving the offer from the winner/vendor?

   Answer: There is a pre-approved budget of $350,000, there will likely be additional approval after receiving the offer from the winner/vendor.

6. What in your opinion are the main risks or obstacles that could affect the project?

   Answer: Change is hard, so learning a new system will be an obstacle. Training will be very important.

7. Are you open to a mostly remote implementation?

   Answer: Some remote implementation would be approved but would also want a presence on-site for training and go-live dates.

8. Will you need training for users and administrators?

    a. If so, will the key user training be sufficient?

    Answer: The system administrators need to be trained by the vendor and then I think from there it could be a combination of administrators and the vendor training users. It would be ideal to have a yearly check-in to address or train any new or updated features.

    b. What type of training documentation are you expecting from the vendors?

    Answer: The initial thought is that the administrators would create a training guide and the vendor would review and add any insights.

9. Are there any other specific requirements or constraints that we should be aware of?

    Answer: We don't know what we don't know. As of now, specific requirements are in the attachment. We realize vendors will not meet all requirements but we are hopeful to find the best fit for our needs.

10. Do you have any previous experience with similar projects?

    a. If so, what were the main challenges?

    Answer: The Finance Director went through a new ERP system implementation while working for a different government entity and felt the main challenge was setting up security and training all users. The IT director has gone through a change from the same vendor from an on-prem version to a cloud version for an ERP/Student management system.

11. Budgeting
    2.2.7- Depict bonding impacts and calculator
    Can you describe the sample to the required functionality?

    Answer: If the City has a list of capital improvement items, the functionality would be that as items are approved or not approved a list would be created. Real-time project calculations if a project is removed or added.

12. Vendor management
    2.3.8 - Provides a vendor self-service portal with functions that include
    Do you expect other functionality as uploading proposals as a reaction to purchase order requirements or any other changes to the system? (except the changes in vendor master data form)

    Answer: The vendor self-service portal is more on the internal side, with functionality to be able to upload changes, etc.

13. Year end
    2.4.26 - Automates PO rollover process for individual or groups of POs including appropriate treatment of carryover budget amounts
    Are the unused budget amounts carried over to the new year budget? Do you expect to use the old budget for the new year's PO realization?

    Answer: No, the unused budget amount is not carried over to the new year budget. We do not expect to use the old budget for the new year's PO realization.

14. Accounts receivable/miscellaneous Billing
    2.8.4- Provides customizable invoices
    Customizable invoices by user or generally by development? Is there typical information required for customization? Are the changes meant for invoice layout?

    Answer: We are interested in whether the user can create an invoice or will have to by the vendor. I think the information can be dependent on the bill. Right now, we can create an invoice in our system but there are limitations on what can be on the invoice. We also struggle with getting reports in our current system on outstanding invoices. It would be ideal if an invoice could be adjusted at any time, (ex; after partial payments have been made).

15. Our RFP response team had 3 questions regarding the number of users for each below
    a. W2s (if applicable)

       Answer: In 2023, we had 323 W2s.

    b. BD users (if applicable)

       Answer: We have a total of approx 50 users.

    c. UB accounts (if applicable)

       Answer: 6545

16. 1.1.2 Supports mobile technologies (e.g. smartphones, tablets)
    Are you looking for a mobile app or it should support browsers on mobile & tablets

    Answer: We are looking for it to support browsers on mobile & tablets at a minimum. If you have an app that is even better.

17. 1.1.5 Provides organized screen layouts that are customizable
    Need brief on this

    Answer: We are looking for an organized layout on the user's dashboard that is customizable.

18. 1.2.2 Provides the ability to establish multiple approval levels based on user-defined criteria (e.g.

dollar amounts, types of items purchased, document types, etc.)

Do multiple approval levels require sequential approval?

Answer: Yes, for example, we may have an end-user enter a purchase order, then it would go to the manager and if it's over a certain dollar amount, it would require the City Administrator's approval. In addition, the ability for approvers to forward their delegation of approval.

19. 1.2.5 Integrates with the email system to assist in the notification/ request of approvals, reject, corrections, and approval through/ from email and mobile devices

    Emails should be received in the system or only on the email server.

    Answer: We would want a system that would allow you to send a report via email. We want the system to email to notify a user that they need to approve something like a PO, requisition, time off, etc.

20. 1.2.6 Allows document attachment and allows attached documents to be available for review through all levels of approval for all core modules

    Approx. size of documents? Are you looking to manage documents in another system?

    Answer: We would want to be able to store, for example, W9s for vendors, invoices in the system, or attachments for a journal entry. We hope that a system will be able to provide this capability.

21. 1.3.4 Provides full integration with MS Excel for all modules (e.g. worksheet export to Excel, data imported from Excel, etc.) and allows users to export reports to Excel that include formulas/ formatting

    How are you going to utilize Excel reports with formulas?

    Answer: Less concerned about formulas, but an option to export in Excel and how that format looks.

22. 1.3.7 Provides the ability to create report notification groups and inform/alert groups a new report is available

    All reports must be generated automatically.

    Answer: We would want the ability to have a notification or email for users when something needs to be approved or a report is ready for them.

23. 1.3.8 Provides the ability to choose a format when exporting a report (e.g. Excel, Adobe, flat file, delimited, etc.)

Are you going to use these reports on another platform?

Answer: Not another platform, but as working documents for different projects.

24. 1.3.11 Provides the ability to save and "publish" ad hoc reports for use by others
    Any limitation on specific reports that need this facility or application?

    Answer: This would be mostly useful for a budget report or balance sheet report.

25. 1.3.19 Provides automated, flexible, and efficient month-end reporting
    Will the auto-generated report be sent to someone?
    Answer: Currently the reports are sent in our system and saved in a deliveries folder.

26. 1.3.22 Provides functionality for the generation of accounting reports required by State and Federal agencies (i.e. quarterly sales tax)
    Is any preferred format required and access level for this type of report?

    Answer: Currently the forms are note files that are submitted to state and federal agencies. We would want the access level to be just administrators in the system.

27. 1.3.25 Supports publication of the "annual budget document" via direct leveraging of system outputs/forms/reports
    Here what type of format/report is required? Can you please provide which parameters need to be taken care of during this report generation?
    Answer: We currently have a budget worksheet that is shared with our common council. The format that is currently shared is PDF, but there is the capability to export to Excel currently. The parameters are prior year budget amounts, prior year actual amounts, and then the current year proposed budgets.

28. 1.3.27 Here what type of format/report is required? Can you please provide which parameter needs to be taken care of during this report generation?
    Any Specific parameter to generate those cash flow reports and do any levels need to be there?

    Answer: No specific parameter as we currently don't have this option in our system.

29. 1.3.34 All reports need dynamic and by any other system dependent? All reports are based on their parameters so can we get full details and in which format we will receive them?

Which report and file type is preferable for all mentioned reports in the system?

Answer: Mostly needs to be independent from other systems. ACA needs to correlate with the 1095-C form per dept of treasury

Details of reports to include: Once the report is obtained, HR manually enters info through a separate online portal

- EEO4 report details: need demographics (race, gender, etc.), job categories (paraprofessional, etc.), hourly wage, new hires, type of employee (full-time, etc.).
- ACA report details: new hire report, termination report, name, address, phone #, last 4 of social security #, 1095C data codes (2A, 1E, etc.), and effective dates.
- BLS report details: demographics (i.e. gender), all active employees.
- WC Payroll report details: name, work comp code, base pay, overtime pay, double time pay, total earnings, department, hours.
- OSHA report details: name, # of hours worked, total # of employees, total hours worked by all employees, average # of employees, total days away from work, total days restricted work.

MS Excel format of reports preferred

30. 1.3.5 Provides 3rd party benefit administrator reports

    Is there any 3rd party system that needs to be integrated?

    Answer: Integration with NeoGov
    Integration with Time & Attendance system (currently TCP but open to change)

31. 2.1.9 Supports Government Accounting Standards Board (GASB) standards/principles

    Need to connect that board via an application for any kind of approval or only need to follow the norms into the system?

    Answer: Need to follow the norms in the system.

32. 2.1.25 Provides the ability to manage and automate the reconciling of multiple bank accounts

    Which banks need to integrate with the system? Is regular sync required or any periodic sync also works?

    Answer: We currently bank with Bremer Bank. A periodic sync would work.

33. 2.1.28 Provides the ability to select the frequency of interest allocations

How do you allocate interests?

Answer: We currently allocate interest at the end of the month.

34. 2.2.1 Provides an automated electronic budget process with decentralized entry, workflow, and related notifications/alerts

    Can you please provide some sample details for this area as we also have a notification / alert mechanism in the system?

    Answer: The notification/alert mechanism would be a notification to the end user that they are over budget in an account and then before a payment could be made, the finance director would have to approve the item.

35. 2.2.6 Integrate with City GIS system to allow visual project locations

    Is the City GIS system able to provide API or any other connection way with another system? any other data you want to take care of via integration with both systems?

    Answer: Can be simple like a link unless the proposer has a more elaborate way they have used it in the past.

36. 2.3.3 Provides the ability to track insurance requirements and related certificates needed for doing business with the City

    Do you follow any process for insurance?

    Answer: The current process is insurance is manually reviewed by staff. Would be nice to have it recorded in the ERP database for records with expiration dates.

37. 2.3.8 Provides a vendor self-service portal with functions that include. Provide vendor-related forms online Check invoice/payment status View appropriate transactional history associated with purchase orders (POs) Make changes to address, phone, primary contact, etc.

    What are the payment methods used to pay Vendors?

    Answer: Currently we pay the majority of our vendors via check.

    Do you have any format / predefined layout for the vendor?

    Answer: We don’t have any format at this time.

38. 2.4.1 Enforces the purchasing policy rules for “Open Market” purchases (i.e. under policy thresholds that do not require a PO), general purchases, informal bidding, formal bidding, authority limits, sole source, and emergency purchasing procedures

    How many thresholds do you require? any other formula are we considering here?

    Answer: It would require either 2 thresholds or possibly 3, depending on the value of the purchase order.

39. 2.4.22 Provides the ability to configure alerts (percentage/dollar-based) when an invoice (or combination of invoices) is on the verge of exceeding the approved PO amount

    Alerts mean sending automated emails to the respective person for approval.

    Answer: The end user would want to receive either an alert in the system or an automated email.

40. 2.4.23 Defines close and rollover dates at system and module level

    Which modules will have year-end closing?

    Answer: The finance module would have a year-end closing. Employee Management module has a year-end rollover process for PTO.

41. 2.4.29 Provides a report or dashboard alert of POs with no activity for a user-defined period

    Do you need to send an automated email to the respective person?

    Answer: No, the automated email would be more important for when a purchase order needs to be signed.

42. 2.5.1 Provides functionality to manage Capital Improvement Program (CIP) projects, including tracking funding sources and budget to actual expenditures

    How do you receive funds?

    Answer: The City currently receives funds through bonding, short-term borrowing, or grants for the CIP projects.

43. 2.5.5 Provides real-time project budget balances with the option to include pending staff time or pending invoices in the process

Need more details on pending staff time

Answer: The reference to pending staff relates to payroll.

44. 2.6.1 Supports payments to various entities including, but not limited to, vendors for services or goods, employees' expenses, and retirees

    What payment methods are used?

    Answer: Currently, we mainly use checks to vendors, and direct deposit via ACH to employees for payroll.

45. 2.6.9 Alerts staff about and calculates payment discounts

    Can a discount be applied to the invoice itself?

    Answer: This feature would be helpful but not something we currently have in our system.

46. 2.6.10 Supports automatically calculating shipping and taxes as appropriate for items being paid at the time of data entry

    Do you use any cloud-based tax system? Which shipping carrier is required?

    Answer: We don't currently use any cloud-based tax system.

47. 2.6.12 Creates POS pay files

    What is the format of POS pay files?

    Answer: We don't currently receive POS files.

48. 2.6.17 Provides alerts for invoices that are aging and where penalties may apply for late payments

    How do you manage penalties?

    Answer: We currently don't run into issues with penalties and pay invoices on time.

49. 2.7.4 Supports pre-tax deductions for health insurance and other pre-tax deductions

    Need more details

Answer: The payroll process can support pre and post-tax deductions in the calculation.

50. 2.7.5 Processes payments for government and 3rd party agencies (e.g. benefits, retirement, etc.)
    Need more details

    Answer: Process and create checks for benefits, retirement, etc.

51. 2.7.6 Supports State and Federal tax filings
    Need more details

    Answer: Reports available to prepare state and federal tax filings.

52. 2.7.7 Complies with all calculation and reporting requirements of the Fair Labor Standards Act (FLSA), Family Medical Leave Act (FMLA), and WRS retirement system
    Need more details

    Answer: Calculations and report features are available to meet the standards for of the Fair Labor Standards Act (FLSA), Family Medical Leave Act (FMLA), and WRS retirement system.

53. 2.7.13 Supports years with more or less than 26 payroll periods
    Need more details
    Answer: We currently operate in a 26 payroll period, if that were to change, does the system support that (in rare years there would be a 27th payroll – similar to 2020)?

54. 2.7.16 Supports creation of annual pay and benefit letters, W2s, and ACA annual documents
    Need more details

    Answer: A system that creates W2s, and ACAs and has the option for annual pay and benefit letters. Refer to 1095-C data (ACA report details: new hire report, termination report, name, address, phone #, last 4 of social security #, 1095C data codes, 2A, 1E, etc., and effective dates). ACA needs to correlate with the 1095-C form per dept of treasury. Creation of annual benefit letters – pulls data on each employee enrolled benefit, premiums paid, salary

55. 2.7.17 Supports one-time MOU stipend payments
    Need more details

Answer: Memorandum of Understanding (MOU) Example: one-time payment per collective bargaining agreement to certain members of a bargaining unit. Need to track/record additional payments and identify bargaining unit members.

56. 2.7.18 Provides the ability to calculate various scenarios about MOU overtime and FLSA overtime
    Need more details

    Answer: Yes, our Fire Dept does utilize a 24-day FLSA overtime program. Some groups calculate vacation as hours worked for purposes of overtime while other employee groups do not.

57. 2.8.4 Provides customizable invoices
    What kind of customizations are required in the invoice?

    Answer: The ability to create invoices with different details on the invoice and the ability to record the receivables to multiple accounts. Also, the ability to update after the invoice has partial payments applied.

58. 2.8.15 Automates 2nd and 3rd notices of missed payments
    Does this automation require any approval before sending it to the customer?

    Answer: Yes, we would want to approve it before sending it to the customer.

59. 2.8.17 Provides the ability to edit and revise invoices (i.e. address, comments, etc.) including the amount and record (adjustments) the revised amount to the General Ledger
    After revising the invoice, does it undergo any approval process?

    Answer: Yes, we would want it to go through an approval process.

60. 2.9.7 Supports online payments
    Which payment gateways do you use?

    Answer: Currently, we use Tyler Payment for our ERP system, we use TIPPs for our court payments, and Square for the Omni Center.

61. 3.1.1 Links HR, Payroll, and Budget data to facilitate managing the City’s structure, positions, and financial budget for positions
    What positions do you manage?

Answer: Currently we manage all positions, this is currently a manual process but looking for a position budgeting system. All positions per collective bargaining agreements (SORD, OPPA, IAFF), non-represented, and seasonal/part-time employee positions (roughly 125 positions).

62. 3.8.2 Updates employee records in HR and payroll systems/modules and applicable external systems (e.g. WRS, 3rd Party Benefit Providers, etc.)

    Does a third-party system (WRS, 3rd Party Benefit Providers) provide APIs?

- Answer: The third party does provide API. Would it be possible if, for example, an employee changed their contact info in self-serve to also update with various benefit carriers (i.e. Delta Dental, deferred comp, Allstate, WRS, etc.)? Or, at the very least alert HR when an employee makes a change in the system!

63. 3.10.13 Supports clocking in and out

    Do you use the biometric device to log clocking in and out? If yes, which device do you use?

    Answer: Currently we use Time Clock Plus and do not have a biometric device. Employees use a Fob number to clock in. Would be nice if the new system integrated with the current Fobs

64. 3.11.5 Provides electronic employee separation workflow

    What steps do you follow for electronic employee separation?

    Answer: 5 Offboard Example:
    - HR notification
        - Dept/union/payroll notification
        - 3rd party administrators
        - COBRA initiation
        - NeoGov inactivate
    - IT notification

65. 4.1.2 Provides full integration with the Accounts Receivable/ Miscellaneous Receivables for creation of receivable and posting of revenue

    Here integration required for any 3rd party system?

    Answer: This is optional, just looking to see if the capability exists. Currently don't use

66. 4.1.11 Supports additional user-defined fields
    What fields are required here?

    Answer: Miscellaneous billing options to add additional information to statements. Reminders, etc.

67. 4.2.1 Provides user-defined fields with parameters defined by the user
    Which utilities are to be considered? Electricity, Gas, water, etc

    Answer: Water, Stormwater, Sanitary Sewer

68. 4.2.2 Provides wizards to expedite processes such as setting up new accounts, meter change, etc.
    Do we need to integrate with 3rd party utility service provider?

    Answer: No

69. 4.2.22 Provides the ability to view past reports processed
    Are reports to be displayed on the screen only or can be downloaded in PDF format?

    Answer: Reports are to be displayed in pdf and Excel formats.

70. 4.2.95 Provides the ability to define, add, change, and delete an unlimited number of service order types
    What type of services do you provide?

    Answer: Meter swaps, New Meters, Pulled meters, and High Consumption Inspection.

71. 4.2.102 Provides the ability for customers to set up online bill pay (debit or credit)
    Which payment gateway do you use for these transactions?

    Answer: Currently, we use Tyler Payments for these transactions.

72. 4.3.2 Provides a system interface with the City's GIS platform
    Do you need to integrate GIS with the new system?

    Answer: We would like the ability to do so.

73. 4.3.14 Provides an interface with the State licensing database to determine if contractor licenses are active

    Do you need to integrate 3rd party? If yes, does 3rd party provide APIs?

    Answer: Be able to connect to this website: https://license.wi.gov/s/license-lookup

74. 4.3.61 Provides the ability to calculate and pay application-related fees online

    Which payment gateway do you use?

    Answer: We don't use a payment gateway today We would like the ability.

75. 4.3.88 Provides the ability to track the status of corrections by a reviewer, which may activate approval or redistribution e-routing to applicable departments

    How do you notify the respective person that the reviewer has left comments?

    Answer: We don't today. We would like the ability to do so.

76. 4.3.100 Integrate automatically with iWorQ software

    Does work software provide APIs? Is there a two-way sync or only one-way?

    Answer: iWorQ uses the REST API

77. 4.3.101 Integrate automatically with Company Cam software

    Does Company Cam software provide APIs?

    Answer: Yes and they will work to create custom integrations with companies

78. 4.3.108 Provides the ability to generate an email from the system to the applicant, as well as to other project stakeholders

    Which email service do you use? Gmail, Outlook, or other

    Answer: We currently use Outlook and will be converting to Microsoft 365 in the next few months.

79. 4.3.131 Provides the ability to notify the reviewer of upcoming due dates and items pending

Notification will be sent through email or text message on mobile?

Answer: Yes if possible, email and or text message

80. 4.3.145 Provides the ability to do batch permitting (i.e. a project with multiple units)
    Does it require integration with any 3rd party system?

    Answer: No

81. 5.1.4 Integrates with Active Directory
    Does any specific operation need to be performed with Active Directory?

    Answer: User sync for accounts to our Read Only Domain controller

82. General User: How many General Users would you anticipate for your organization?

    Answer: Estimate of 20 users

83. Self-Service User: How many Self Services do you anticipate for your organization?

    Answer: Estimate of 30 users. If this regarding payroll we may be looking at approx. 120 that includes full and permanent part-time employees?

84. Planning and Budgeting User: How many Planning and Budgeting users do you anticipate for your organization?

    Answer: Estimate of 12 users

85. To help determine the implementation estimate.
    a. Years of data to be imported
       Answer: 7 years
    b. Number of integrations API vs CSV. (The number of outside systems and whether the integration will be a simple data import/export through a CSV file or a real-time API integration will affect the final cost)
       Answer: 3-4 API integrations and 3-4 csv files. This will fluctuate depending on how many existing systems can be eliminated and combined into a new ERP system.

86. Functionality required:

    a. Projects – Answer: No
    b. Grants – Answer: No
    c. NetSuite Planning & Budgeting – Answer: Yes
    d. Accounts Receivable – Answer: Yes
    e. Fixed Assets – Answer: No
    f. Inventory- Answer: No
    g. Banking - Positive Pay – Answer: Yes
    h. Banking – Reconciliation – Answer: Yes
    i. Bill Capture (OCR) Answer: Yes