County of El Paso Purchasing Department
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ADDENDUM 6

To: **All Interested Proposers**

From: **Lucy Balderama, Inventory Bid Technician**

Date: **June 26, 2009**

Subject: **RFP #09-041, RFP - Enterprise Resource Planning System (ERP)**

The Purchasing Department received and answered the following questions relating to the above referenced proposal during the Pre-bid Conference on June 9, 2009; the response to the following questions:

1. *What happened with HR Payroll process and why the decision to go out for the full ERP?*

    In looking at the whole ARP, we decided it did not make sense to do it with the whole package.

2. *Who is on the committee?*

    Auditors, Human Resource, ITD and Purchasing.

3. *Has the County seen any demos for software?*

    No.

4. *There is no sign of expansion of implementation in terms of what the County is seeking. Is there any expend on that at this point?*

Right now we are at the first phase of this RFP. We anticipate to have solicitation being answered and getting a fair amount. First portion is evaluating responses. Then we will be talking to you again after ranking, short listing and deciding where we will go from there. After that we will be giving you more details of what we want to hear from you. You maybe asked to give a presentation. Right now all we want to know is what you have to offer.

5. So you are saying this first part is for software only?

   It is for software and Hardware.

6. For clarification, what is the target live dates as far as financials, payroll or what fiscal year?

   I think we are looking at 2011, starting with the financials.

7. So our response needs to be from purchasing the software all the way to the light?

   Yes. Include everything.

8. Did the County develop the RFP or do you have a consultant helping you? Were there other resources that utilized with the four thousand questions check list?

   No. We developed the specifications?

9. Will you be posting any interim on answers on question that we submit in writing?

   Yes. Any questions that we didn't answer here because we didn't know or any questions that are sent in writing will get answered in an addendum. Please do not contact any other department except Purchasing for questions.

10. In the RFP it states to fill out the required Matrix electronically. So you also want us to print out a hard copy?

No. Electronically only.

11. *Is there a budget range?*

Yes, but at this time we don't know what it is. We have gone to the court and have told them what we need funding for and that it is necessary, but the budget amount has not been established. We propose to go back to the court and let them know how much we need and they will either agree or disagree to fund. The County is having financial problems as the rest of the government is, but there is also talk of another bond solicitation

12. *Can there be a hold back in lieu of a required bond?*

*No, bid bond **is** required by law.*

13. *Will you require a performance bond?*

A performance bond will be required if a detailed contract with deliverables, milestones, benchmarks, and remedies can not be entered into and agreed upon. Final payment will not be made until all deliverables are completed, tested, and signed off on.

14. *Once we get to award will there be an allowance for the cost of that?*

All costs should be included in the vendor's response.

15. *What kind of technology are you looking for? Is it Windows Platform or what kind?*

We are not brand loyal. You give us your option.

16. *Is there an expectation for start date on the project? You talked about 2011 for the live date, but when are we talking about award and starting the project?*

We all have expectations on start dates, but our start date is subject to commissioner's court. Once we get approval we will work together to start implementation.

17.   *What is the target to bring this to Commissioner's Court?*

Within sixty days of the bid opening.

18.   *Do you make software demonstrations as being a part of the excel process?*

Yes.

19.   *You mentioned you did not see any demos in the recent past. Have you done any site visits to anybody else?*

No.

20.   *Is the County considering plain software in-house or outsource?*

In-house.

21.   *Do you have a time frame for the demo?*

We would like to finish this first phase first, and then we can figure a time frame for the demo.

22.   *What is the total for the County Payroll?*

Close to three thousand.

23.   *In case of a solution where you have software provider and service provider to provide one solution, will there be any issue with having two separate contracts with two vendors that are responding?*

You may respond as a joint venture, but if that is not the case, no. We want to have one provider, one final contract only.

24.   *Are you giving extra consideration for local vendors?*

Legally, we cannot give preference. I have to go to the lowest responsive bidder.

25. *So are you implying that the winning bid is the lowest bid?*

I said the lowest responsive bidder. Now in this case, being the lowest bidder; the bidder must meet our needs in terms of functionality, technology, service, implementation, plan, and cost. All of that will be factored in the evaluation.

26. *Has the County established a project manager on your side end and is it your expectation that the vendor also designate a project manager?*

Yes.

27. *Does the County have a team established on a level of the effort allowed to extend on this project?*

The County has historically has a practice of hands on and doing a lot of the testing implementation with the vendor, so you will have people from HR, Auditors and Purchasing assigned to this project. The point of contact is Rene Camarillo.

28. *Does the County have any reporting tool today in either data warehouse you use today?*

Yes. We use Sequel

29. *What kind of document imaging system are you currently using?*

Legato EMC OTG Imaging System.

30. *Are you looking to stay with that imaging system altogether or replace it as part of the ERP?*

The County will let the ERP software drive whatever is the best solution.

31. *Do you have a list of evaluation criteria?*

The proposals will be evaluated based on the answers provided by the vendors on the County's question matrix. All responses to the matrix will be

tabulated and scored. The County will rank the proposals based on the responses to the question matrix and move forward to the second phase of this solicitation—detailed response and demonstration. At the beginning of the second phase, the successful vendors will be given the next evaluation criteria.

32. *You mentioned you want to take a phased approach after core financials. What would be the next item?*

    Data Process and then HR.

33. *Are you going to post a copy of the vendor that are here at the pre-bidders today?*

    We will make copies of the sigh in sheets for everyone.

34. *In terms of timing, why was this RFP extended from the original deadline?*

    One of the major reasons was the spreadsheet. It has so many questions; we felt it was limited time. Two weeks was not enough time so we pushed out the date.

35. *Going back to the funding, once commissioner's court approves, what is the process of actually getting funding?*

    We will go to commissioner's court and discuss the cost and the need. The court will identify funding and we will move forward on it. Because it is a phased, we may just get funding for the first phase and then for the following. That has to be determined by the court. Right now we need to put a price tag on it.

36. *Will you be recommending to the board a shortlist or just talk about the project in total and then come back to us and decide?*

    Once we go to the court, we will go with who we want to go with and the cost.

37. *And this is within sixty days?*

That is what we are looking at.

38.   Will it be a week or two before we can schedule a presentation?

We would like to, however, we have not received your responses, so we would have to evaluate, possible questions for clarification, final responses, start ranking and then possibly wanting you to come in for presentations. So until we get to that point we will let you all know later.

39.   Could we request that we get a two weeks notice?

We will give you enough notice and time.

The Purchasing Department received questions relating to the above referenced proposal; the response to the following question:

1. Can you break down users for each module to allow more precise software licensing metrics (and probably lower overall costs)?

   Financial Module – 80 estimated users; HR/Payroll Module – 30 estimated users; Purchasing Module – 40 estimated users

2. The County stated they would be open to an alternative to the bid bond and performance bond requirements. Can you let us know your decision?

   See questions 12 & 13.

3. Would you provide the sequence of module implementation? It was mentioned that Financials and Budgeting were first then HR-Payroll-can you provide the rest of the priorities and approximate time frames?

   El Paso County would like to implement the modules in the following sequence: Financials, Purchasing, Budgeting, Payroll, Human Resources. At the moment, quantifying the approximate time frames is not feasible as a vendor hasn't been selected.

4. Are there any blackout periods for the County (i.e. when they don't want to be focused on implementation because of budgeting, end of year close etc). Also does the County want to switch over to the new HR-Payroll system at Fiscal Year End or would they consider midyear switch over?

El Paso County has the following "blackout" periods where it wouldn't be prudent for implementation: July – September (budget cycle commences and fiscal year starts October 1st); December – January (payroll is closing out the year). The HR-Payroll system would likely be switched over mid-year.

5. What is the contract completion date required?

   The contract completion date is hard to establish as no vendor has been selected and the contract hasn't been issued. El Paso County will work with the selected vendor on the contract completion date at.

6. Is there a warrantee term required?

   Yes, a warrantee term will be required.

7. Is there a required Warranty Maintenance period?

   The warranty maintenance period is hard to establish as no vendor has been selected and the contract hasn't been issued.

8. Is there a retaining amount?

   The retain age will be established during the contract negotiations with the selected vendor.

9. What is the penalty cap

   The penalty cap will be determined during the contract negotiations with the selected vendor.

10. What is the number of employees of El Paso County?

   El Paso County has 3118 employees

11. What is the Operating Budget (or General Revenue) for the County?

   The operating budget (general revenue) is $187, 960,599.

12. Are the 120 users accessing the system a good number to use for all the Financial Modules requested?

   A more reasonable number would be 80 users.

13. Has a budget been approved by the appropriate legal county authority and for how much, and when is it available to be utilized and how is it to be allocated (as needed, milestones, or assigned timeframe)?

A budget has been approved and El Paso County will work with the selected vendor on proper allocation during the implementation (i.e., milestones, assigned time-frames)

14. What Financial, HR, and Payroll system is currently in place (legacy custom or COTS)?

The following financial, HR and Payroll systems are currently in place.

Module	Release/Vendor
Financial Accounting Management Information System (FAMIS)	Release 4.2/Cogsdale
Budgeting Software (BPREP)	Release 4.5/Cogsdale
Fixed Asset Software (FAACS)	Release 4.2/Cogsdale
Integral (Payroll/Human Resources)	Release 9.55/Integral
Time and Attendance	Release 4.3/Kronos

15. What consulting firm has been employed to assist El Paso County (EP County) in the project strategy, RFP development, solution/vendor evaluation process, and the final solution/ vendor selection?

No consulting firm has been employed to assist El Paso County in the project strategy, RFP development, solution/vendor evaluation process, and the final solutions/vendor selection.

16. Does EP County have a preference of a particular systems integrator to assist on the project?

El Paso County doesn't have a preference for a particular systems integrator to assist in the project.

17. Does EP County have a preference or leaning towards a particular ERP system (current vendor, SAP, Oracle, Lawson, etc)?

El Paso County doesn't have a preference or leaning towards a particular ERP system.

18. Has EP County taken part in any vendor presentation or demo of a software system or related technologies or services to date?

El Paso County hasn't taken part in any vendor presentation or demo of a software system or related technologies.

19. Has any monies been spent to date in preparation of the project and if so, for what?

No monies have been spent to date in the preparation of the project.

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20. Do you currently have a data center or other facility in which to host the software and infrastructure deployment?

   Yes, a data center or other facility exists to host the software and infrastructure deployment.

21. Has EP County considered outsourcing any part of the required management of the application, infrastructure, or on-going support, if so, what?

   El Paso County will consider outsourcing any part of the requirement management of the application, infrastructure, or on-going support.

22. How many total employees does EP County employ and have on payroll?

   El Paso County has 3,118 employees and the employees are paid bi-weekly.

23. How many licensed users (full use / limited use) are projected to be using the new system and for what functions or modules?

   Financial Module – 80 estimated users; HR/Payroll Module – 30 estimated users; Purchasing Module – 40 estimated users

24. How many people will EP County be able to provide (full time / part time) to assist on the project?

   El Paso County will provide the appropriate number of individuals to the project. Without knowing the specific ERP system the county will select, it's not feasible to provide a concrete number.

25. What type of training format/methodology has EP County historically provided to its users?

   El Paso County has utilized train the trainer, computer based training, self-study, etc., training formats and methodologies.

26. Has this training format/methodology been successful?

   Yes, the training formats/methodologies have been successful.

27. Is there a training format/methodology preference, e.g. instructor-led (remote or onsite), CBT, self study, eLearning, work shops, train the trainer, etc.?

   There is no training format/methodology preference.

28. Is there a preferred ERP deployment model?

    a. If Phased Approach – please provide rollout schedule (what, when. where, and who)?
    b. If Big-bang Approach – please provide rollout schedule (what, when, where, and who)?

El Paso County doesn't have a preferred ERP deployment model. El Paso County will work with the selected vendor for the appropriate approach.

29. How many sites will the ERP solution(s) be deployed?
    c. What functions/modules are executed at each site?
    d. How many end users per site/per function?

The ERP will be deployed to the following departments: auditors (financial, purchasing, and human resources modules), purchasing (financial and purchasing module), and human resources (financial, purchasing and human resources module). Financial Module – 80 estimated users; HR/Payroll Module – 30 estimated users; Purchasing Module – 40 estimated users

30. How many different county agencies, services, and programs will be supported by the system?

As this is an enterprise resource planning system it should be able to support all county agencies, services, and programs.

31. Preferred database, OS, and hardware to be used for ERP platform?

The county's hardware and software infrastructure is composed of the following:
- Dell Desktops running Windows XP.
- Dell laptops (Latitude and Inspiron) running Windows XP
- Xerox and Hewlett Packard Printers.
- Dell Servers and Dell Tape Backup Libraries.
- Dell/EMC SANs for data warehousing
- Cisco routers and switches.
- HP UNIX servers.

El Paso County is a Windows 2003 Active Directory. All Systems are compatible with Microsoft technologies. Servers are Windows 2003 and SQL Databases are version 2000 and 2005. Software is maintained by an in-house staff of developers that handle all life cycle for applications.

Therefore, the vendor's software should provide integration to the above hardware and software infrastructure.

32. What is the deadline to submit responses to the RFP?

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All Current dates for this RFP are on Addendum 2 on our website @ www.epcounty.com click Bids & More, then click on 09-041- Addendum 2. Please continue to check for possible changes.

- Bid Opening is scheduled for 6/24/09 at 2:00 p.m. – On Addendum 5 it was extended to July 1, 2009 at 2:00 p.m.

33. I would like to respectfully request that El Paso County relax the Bid Bond requirements in lieu of payment milestones, or completion retainers. Our recent work at the County of Bernalillo, New Mexico followed a similar procedure (with GFOA's support), and it worked very well for all parties. It is my understanding that the County indicated it would discuss this matter after the bidder's conference. Please note that the banking and financial institutions these days are quite reticent to issue bonds. We're nearing completion of our RFP response with SAP, but the bonding issue may prevent me from submitting a response.

Bid bonds are required by law on purchases over $100,000.00.

34. We are requesting clarification from the county on Requirements for the #115 of the Accts Payable tab on the functional spreadsheet for RFP #09-041.

In our experience, we have not come across a requirement for the capability to issue a single check to multiple payees (where each payee is a different vendor in and of it). However, we have seen a requirement where a single check can be issued to multiple payees if they have a joint account and are joint holders. However, even in that case, a single check would serve the County's purpose since the joint account would be set up as a single vendor account in Accounts Payable.
As a result, we are not sure if we are reading the County's requirement correctly. Could you provide an example of how they envision this requirement working?

El Paso County's example is where a single check is issued to multiple payees with a joint account and/or joint holders.

35. Must we fax a complete copy of the Conflict of Interest Questionnaire to the County before submitting our response to the proposal or can we ship the completed CIQ with our response?

If you have filed and obtained your document number, you may include it with your response. If you have check on the website for it and have not been able to obtain it, you have seven working days to get it to our office after the bid has been opened. Please follow instruction on how to fill out and proceed with obtaining your filed document number for your CIQ.

36. How many benefit eligible employees does the county of El Paso have?

El Paso County has 2581 benefit eligible employees

37. How many employees are paid under the following pay cycles?
    a. Monthly: None
    b. Semi- Monthly (meaning two pay dates in a month) None
    c. Bi-Weekly (meaning one pay date every two weeks) 3,014
    d. Weekly (meaning one pay date each week) None

38. How many off cycle "pays" are produced for payroll each month?

    This depends on the hand-drawn checks produced by payroll.

39. What is the county's turnover rate by percent?

    The county's turnover rate is 18 percent.

40 [PC 19.00 System provides ability to route all position action requests to Budget for approval]
    Please describe position action requests. Is "Budget" referring to the Budget department? If not, to what is it referring?

    The position action request describes a workflow processing between county departments and the budget department. Yes, Budget is referring to the budget department.

41. [PC 33.00] Please describe required retroactive position change processing.

    If there is a change to a position after the budget process has been adopted, the system will provide retroactive processing.

42. [PC 49.00] Please describe how you need salary requirements calculated.

    The salary requirements need to be calculated by charge of account elements (i.e., fund, department, organizational unit, project grant, etc.)

43. [PE 14.00] Please describe restriction requirements for confidential data.

    The system should provide granular security to ensure only certain individuals have access to an employee's confidential data.

44. [PE 15.00] What are your requirements for designating employee address and contact information as available for release? Do you need a field to indicate whether contact information is available for release, or do you require more?

    The system should provide a method, field, so an employee can state designate whether certain information (i.e., home phone, address) is available for release.

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45. [PE 35.00] Please describe requirements for area of competition (AOC) analysis and feeder group information.

   The system should provide information to El Paso County with the ability to analyze affirmative action data.

46. [PE 52.00] Please describe "semi-automatic pay adjustments".

   The system should provide information on semi-automatic pay adjustments, such as child support payments, etc.

47. [PE 55.00] Please describe "appointment" and appointment requirements.

   The appointment requirements are: regular, temporary, seasonal, emergency, temporary provisional, limited term appointment, project, reappointment of retiree, acting, special, etc.,

48. [PE 85.00] What are your probation tracking requirements?

   The system should track an employee's probationary period; for example during the employee's first six months of employment.

49. [PY 37.03] Please describe your rules for calculating longevity.

   Longevity is for the sheriffs department only and it only applies to the deputies and detention officers. Longevity for the County Attorneys is based on state statutes rules. El Paso County will work with the selected vendor on implementing proper rules for calculating longevity.

50. [PY 45.03] Please describe "pay event reconciliation".

   During elections the system should calculate and produce off-cycle pay; therefore, the system should process any pay event reconciliation

51. [PY 58.12] Please describe "schedule range".

   Schedule range can be bi-weekly, monthly or annually.

52. [PY 61.07 and PY 61.24] Please describe requirements for Elected Officials and Administrative Management rosters. What information is required on the reports?

   Elected officials should include name, title, date elected, etc., Administrative Management rosters should include name, title, date of hire, etc.,

53. [PY 67.00] Please describe report distribution automation requirements.

The system should provide the end-user with the ability to distribute the report and not rely on a central department for this requirement.

54. [Class & Comp] Please describe job classifications.

Clerks, technicians, secretaries, managers, directors, elected officials, etc.,

55. [CC 25.14] Please describe "over top step"

The system should provide the ability to bypass the next step increase. For example, an employee is on Step 1 and has performed exemplary so management wants to bypass Step 2 and provide the employee with Step 3 increase.

56. [CC 28.00] Please give examples of "mass pay transaction updates based on any field held within the database".

An example would be the system should be able to process annual cost of living adjustment increases on every employee or selected employees without having to adjust COLA individually.

57. [CC 37.00] Please describe "classification action review requests".

The system should to able to track an employee if they are reclassified into another position.

58. [CC 63.08] Please describe "pay points".

During the salary schedule an employee may have changes to their pay; therefore the system should be able to track any changed during the salary schedule.

59. How many employees does the County expect to assign to the project to assume the project management, integration management, organizational change management, technical lead, data conversion lead, testing lead and training lead roles? Does the County expect any employees to fulfill more than one of these roles?

El Paso County is well aware that employees will have to be dedicated to ensure a successful ERP implementation. Executive management has been briefed and their concurrence has been accepted for the ERP implementation. Employees are aware of the possibility of having more than one role during the implementation.

60. How involved will the County's finance and accounting staff be with the implementation, especially with data conversion and reconciliation?

El Paso County's finance and accounting staff will be involved during the implementation: data conversion and reconciliation.

61. Is the County interested in an accelerated implementation based on "best" or "leading" practices for the software selected, resulting in substantial changes in the County's business processes?

    El Paso County is interested in an implementation method that will benefit the employees and the vendor.

62. Does the County expect to place significant emphasis on organizational change management to reduce internal resistance to integrated process and data, as well as to minimize duplication of the County's existing non-integrated processes within the new system?

    El Paso County is aware that change management will be a key component during the implementation of the ERP system.

63. Does the County expect detailed accrual-based cost accounting integration with the new system for greater accountability and integrated management of County services while providing the foundation for complying with proposed GASB Service Efforts and Accomplishments (**SEA**) guidance?

    Yes

64. Does the County have a preference as to when the new systems are placed into productive use (fiscal year-end for finance/procurement and calendar year-end for human resources/payroll or mid-year conversions)?

    El Paso County will work with the selected vendor on a preference for implementing the new ERP system. Also, see answer to question 4 above.

65. Can you extend the proposal due date beyond June 24th, 2009?

    The proposal due date has been extended on Addendum 5 to July 1, 2009.

66. Can the bid bond be submitted once the award has been made instead of at the time of opening?

The purpose of the bid bond is to assure that a vendor is bidding in good faith and will honor offers made in the response to a solicitation. Submitting a bid bond after the award of a bid would be defeating or minimizing the purpose of a bid bond.