

	<b>SOLICITATION ADDENDUM #1</b>	<b>CITY OF GLENDALE</b> <b>Materials Management</b> <b>5850 W. Glendale Avenue</b> <b>Suite 317</b> <b>Glendale, AZ 85301</b> <b>Phone: (623) 930-2865</b>
	Solicitation Number: RFP 17-05 ERP Solution and Implementation Services	
<b>Solicitation Due Date: December 9, 2016, 12:00 p.m. (Local Time)</b>		

As a result of the pre-offer conference held on November 10, 2016, the following questions have been received and certain revisions have been made to Request for Proposals No. 17-05:

**Questions**

- Whether companies from Outside USA can apply for this? (like from India or Canada)

**City Response:** The City will review each proposal response as a whole. As per Section 5.27(1) of the RFP, Offeror must certify that it complies with the laws of State of Arizona and Offeror is licensed to conduct business in the State of Arizona.

- Whether we need to come over there for meetings?

**City Response:** The City expects the implementation to require vendors to be onsite working with City staff throughout the implementation process. The City will consider all implementation approaches as proposed by vendors.

- Can we perform the tasks (related to RFP) outside USA? (like from India or Canada)

**City Response:** Please refer to Question #1.

- Can we submit the proposals via email?

**City Response:** Please refer to Section 5.0 “Special Instructions”

- What is the total budget limitation of this RFP?

**City Response:** The City has completed initial budget plan for the ERP initiative but does not have a specific budget limitation at this time.

- Please share the details of the incumbent or vendor currently providing the same services along with last year’s expenditure?

**City Response:** Information related to the current software vendor can be found in the RFP in Section 1.2

- Please confirm the start & end dates of this project?

**City Response:** Please refer to Section 2.1, the City has identified potential phasing and target go-live dates in Table 04. Proposers are encouraged to indicate suggested implementation timelines for each phase, including anticipated go-live dates. Proposers should also discuss the potential for phases to be performed concurrently.

- Kindly confirm if the required services can be provided via remote or offsite mode?

**City Response:** The City expects the implementation to require vendors to be onsite working with City staff a number of times. The City will consider all implementation approaches as proposed by vendors.

- Document: Copy of RFP17-05ERPSolutionImplementationServicesWorksheet.xlsx - Tab - 1. Gen and Tech (Contract Management) line items 77 & 78:

GT.70	The system has the ability to be ISO 16175 certified.	<b>Critical</b>
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GT.71	The system has the ability to be DOD 5015.2 compliant.	<b>Critical</b>
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Our software has not been evaluated against these two particular standards, so do you have a list of particular features you are looking for etc.? Are you concerned about archiving, exporting, or does it have anything to do with the ERP system at all? Or do these standards apply to a separate document management system outside of ERP? Please clarify.

**City Response:** These items would apply to native content management functionality within the proposed solution, if available. Please indicate the availability of these items using the response indicators provided.

- We can't find this in the documents uploaded in what was given. Please let us know where this is or if it is needed.

**3.1 Procurement Type**

The resulting contract from this RFP shall be a not-to-exceed based contract. The initial contract price will be based on prices submitted by the Selected Vendor, subject to contract negotiations with the City, and remain firm for the initial term of the contract. Refer to Article 3(B) of Attachment M for payment terms and conditions.

**5.22 Exceptions to RFP Requirements and Conditions and Terms and Conditions – Tab 19**

The nineteenth tab of the Proposal should include any exception the Proposer takes to either the requirements and conditions of this RFP or the terms and conditions in the City of Glendale Information Technology Agreement (Attachment M).

**City Response: (SECTIONS MODIFIED)**

**For Section 3.1 Procurement Type the Section has been modified:**

The resulting contract from this RFP shall be a not-to-exceed based contract. The initial contract price will be based on prices submitted by the Selected Vendor, subject to contract negotiations with the City, and remain firm for the initial term of the contract. ~~Refer to Article 3(B) of Attachment M for payment terms and conditions.~~

**For Section 5.22 Exceptions to RFP Requirements and Conditions and Terms and Conditions – Tab 19, the Section has been modified:**

The nineteenth tab of the Proposal should include any exception the Proposer takes to either the requirements and conditions of this RFP or the terms and conditions in the City of Glendale ~~Information Technology~~ Agreement **Template** (Attachment **K**).

- Will the organization allow us to bid solely on the timekeeping requirements of this project? We are a “best of breed” Public Sector workforce management specialist with unique features not found in generic ERP timekeeping modules, and we interface to all popular ERP systems.

**City Response:** “The City is interested in considering point solutions for a subset of functionality and vendors of these solutions are encouraged to propose.”

- What does the City currently use for advanced shift scheduling software, if anything?

**City Response:** PeopleSoft Time & Labor and Telestaff

- What does the City currently use for 311 service request tracking/performance measurement software, if anything?

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**City Response:** The City currently does not have software for 311 service request tracking/performance measurement software.

14. In reference to the due date on Page 1, December 5, 2016, is it possible to get an extension? Preferably two weeks.

**City Response:** The City will allow an extension of the due date to be December 9, 2016 12:00p.m. Local time. Table 01: RFP Schedule of Events is updated below.

**Table 01: RFP Schedule of Events**

Event	Estimated Date
Request for Proposals Released	November 3, 2016
Pre-Proposal Vendor Conference	November 10, 2016 @ 2pm MST
Deadline for Questions From Vendors	<del>November 14, 2016 @ 2:00pm MST</del> November 17, 2016 @ 2:00pm MST
Final Addendum for Questions Published	<del>November 17, 2016</del> November 21, 2016
Deadline for Proposal Submissions	<del>December 5, 2016 @ 2pm MST</del> December 9, 2016 @ 12:00pm MST
Evaluation Period Commences	<del>December 6, 2016</del> December 10, 2016
Vendor Demonstrations	January 18-19, 2017 and week of January 23, 2017
Recommendation of Award to City Council	Early May 2017 ( <i>Tentative</i> )

15. Are vendors allowed to respond to areas that only they provide, or must they form partnerships?

**City Response:** Yes (see RFP section 1.6). Vendor are encouraged to form partnerships and proposals for a sub-set of the functional areas are encouraged.

16. Is the City considering a SAAS model?

**City Response:** Yes (see RFP section 4.14). Please refer to the attachment “RFP 17-05 ERP Solution and Implementation Services Worksheets”. Following Tab 23 are two tabs highlighted in yellow: “City Hosted Cost Worksheet” and “Subscription Cost Worksheet”. The subscription cost worksheet would be used for the SAAS model.

17. Are there any considerations on how to price a SAAS model?

**City Response:** Yes (see RFP section 4.14). Please refer to the attachment “RFP 17-05 ERP Solution and Implementation Services Worksheets”. Following Tab 23 are two tabs highlighted in yellow: “City Hosted

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Cost Worksheet” and “Subscription Cost Worksheet”. The subscription cost worksheet would be used for the SAAS model.

18. Why is the City considering moving away from an on premise solution? Are any of those reasons for choosing a cloud versus on premise system?

**City Response:** The City is interested in realizing the typical benefits of a subscription-based, vendor hosted deployment including but not limited reduced on premise infrastructure and increased ongoing vendor support. The City is not requiring vendors propose a subscription-based remotely hosted deployment. Vendors of on premise solutions are encouraged to propose.

19. So the City would not want to move from one on premise solution to another if it requires the same level of support as today?

**City Response:** The City prefers that the level of ongoing support be decreased in the future system(s) environment, regardless of the deployment method.

20. Would the City consider a response to upgrade/maintain the current on premise solution?

**City Response:** The City is not interested in proposals to continue use of the current PeopleSoft applications in response to this RFP.

21. If a vendor provides the cost of just an area they can support, the stand-alone costs will be different than the price for the full RFP. How will the City score this?

**City Response:** The City anticipates variances in cost proposals based on the functional software modules being proposed and will consider this in allocating points for the cost evaluation criteria.

22. When submitting a total cost for the proposal, are infrastructure and maintenance included in the RFP?

**City Response:** The City does not require vendors submit cost proposals for needed infrastructure and maintenance, but this information is desired.

23. The timeline is aggressive. Does the City have timeline for implementation of the system?

**City Response:** Section 2.1 of the RFP contains the desired timeline. Of the phases, the go-live date of July 1, 2018 for core financials is most important to be met. Proposers are encouraged to indicate suggested implementation timelines for each phase, including anticipated go-live dates.

24. Is the City looking for one copy or multiple copies of proposals?

**City Response:** See section 5.1 of the RFP.

25. Where is Attachment M?

**City Response:** Refer to the response to question 10 above.

26. Does the City have a ballpark budget for implementation?

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**City Response:** The budget is in the forecast but has not been added to the public budget.

27. What solutions has the City recently seen demonstrated in the last few years that is not the current system?

**City Response:** The City has seen demonstrations from Infor and New World as well as budget demonstrations from Oracle and Questica.

28. Has the City seen Tyler Munis or Oracle Cloud demonstrated?

**City Response:** No.

29. What are the overall goals of the City in this project?

**City Response:** See section 1.3 of the RFP.

30. Did the City release an RFP last year looking for a new document management system and what document management system does the City use?

**City Response:** Yes. The City currently has Documentum.

31. What versions does the City use currently for finance and HCM?

**City Response:** Finance is version 9.1 and HCM is 9.2

32. Is the end of life of systems referring to financials?

**City Response:** Yes, the City has been informed that financials will soon be end of life.

33. Would the City consider signing an NDA (that includes AZ State procurement laws) while in the procurement process?

**City Response:** Yes the City will consider signing an NDA, pending review of the requested agreement by City legal.

34. In order for the City to get a true total cost comparison of on premise vs. SaaS would the City consider requesting vendors to propose 10 years of total cost? This cost should include any hardware, software (application, database, middleware), maintenance, and at least 2 upgrades to keep the City as close to current as possible.

35. **City Response:** Refer to attachment “RFP 17-05 ERP Solution and Implementation Services Worksheets” following Tab 23, the next two tabs in yellow: “City Hosted Cost Worksheet” and “Subscription Cost Worksheet”. As the City considers deployment options, factors such as infrastructure and support will be considered.

36. Is the upcoming PeopleSoft Financials upgrade a functional upgrade or tools?

**City Response:** Not applicable to the RFP.

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37. In regards to budget, has the City provided City Council with any estimated budgetary numbers or will you be waiting to propose those in May for FY17-18 (after the vendor selection has been made)?

**City Response:** The City has not provided council estimated budgetary numbers as this will be done during the FY18 budget planning process.

38. Section 5.9. Key Proposed Personnel and Team Organization – Tab 6. The resumes for proposed consultants require providing references for the consultant. Can you specify how many references you require?

**City Response:** Offeror shall provide a minimum of 2 references.

39. Can you please provide the number of benefit eligible employees?

**City Response:** Estimated at 1671.

40. Is there a way we can view the benefit plan offerings and carriers?

**City Response:** This information can be found on the City of Glendale’s website:

<http://www.glendaleaz.com/jobs/benefitspackage.cfm>

41. Section 1.6 – Partnerships and Proposers of Subsets of Functionality (last paragraph) - In a best of breed approach, how is the City going to score the various responses, if a vendor decides to answer only what applies to their offering (for example HCM only)? Will points be the same for vendors who only respond to the HCM portion, or will there be a deduction of points because the Financials piece wasn’t responded to? Would the city consider having set points for each piece (Financials/HCM) separately?

**City Response:** Please review Section 4.2 of the RFP. As described in the evaluation criteria, vendors will be evaluated based upon the direct software and services proposed, as well as in relation to the City’s goals and objectives for the project.

42. Section 2.0 – Project Scope - Is the city open to alternative implementation timeframes?

**City Response:** Yes. As stated in Section 2.0, the City has preliminary target dates but will consider all proposed implementation timelines.

43. Section 2.5 - Concurrent Projects – Planned and In-Progress - The city mentioned in the future investigating the possibility of outsourcing payroll. Can you elaborate on this and the timeframes of when this might happen, and how it might line up with this implementation project?

**City Response:** At this time the City does not have a timeframe for this potential change to outsourced payroll. If in the best interest of the City, it would be considered to be aligned with the implementation of the related phase as part of this project.

44. Section 5.20 – Site Visit References - The city asks for references willing to have an on-site visit.

a. Are there limitations on where these organizations are located, and do they have to be public sector clients?

**City Response:** Please refer to Section 4.1.

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- b. What timeframe are you looking at to make the site visits happen, and for how long? Clients may or may not be able to share actual views of their systems as confidential employee information may not be allowed. Please elaborate on the expectations of these site visits.

**City Response:** Please refer the above question #14 and as provided in the RFP Section 4.1, Evaluation Process. The City understands there may be some limitations with site visits and expects to further discuss these with participating agencies at that time.

45. Attachment B – ERP Solutions and Implementation Services Worksheet – The below questions deal with your list of interfaces (Tab 23) and how they relate to your requested services in the RFP (i.e., how is this anticipated in future state and are we to assume that if we can provide (or are being asked to provide information about) similar services we should assume the interface will not be needed)? Following are examples of this discrepancy:

- a. Tab 23 – Line 14 – INT.12: Indicates an inbound and outbound interface to NeoGov but Tab 16 requests information about our recruitment services.

**City Response:** The intent of asking for both the ERP system to deliver this functionality and for the ERP system to interface with a third-party vendor providing this functionality is so that the City may decide which scenario is most beneficial. Vendors are asked to please provide information for both scenarios to inform this decision making.

- b. Tab 23 – Line 15 – INT.13: Indicates an inbound and outbound interface to NeoGov but Tab 17 requests information about our performance management services.

**City Response:** The intent of asking for both the ERP system to deliver this functionality and for the ERP system to interface with a third-party vendor providing this functionality is so that the City may decide which scenario is most beneficial. Vendors are asked to please provide information for both scenarios to inform this decision making.

- c. Tab 23 – Line 16 – INT.14: Indicates an inbound and outbound interface to Mastro Health but Tab 18 requests information about our benefits administration capabilities.

**City Response:** The intent of asking for both the ERP system to deliver this functionality and for the ERP system to interface with a third-party vendor providing this functionality is so that the City may decide which scenario is most beneficial. Vendors are asked to please provide information for both scenarios to inform this decision making.

- d. Tab 23 – Line 27 – INT.15: Indicates outbound interface to EMC for document management. Our solution provides this internally.

**City Response:** The intent of asking for both the ERP system to deliver this functionality and for the ERP system to interface with a third-party vendor providing this functionality is so that the City may decide which scenario is most beneficial. Vendors are asked to please provide information for both scenarios to inform this decision making.

- e. Tab 23 – Line 19 – INT.17: Indicates an inbound interface from Kronos (TeleStaff) for time sheet information but Tab 22 request information about out Time Keeping capabilities. Which will exist in future state?

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**City Response:** The intent of asking for both the ERP system to deliver this functionality and for the ERP system to interface with a third-party vendor providing this functionality is so that the City may decide which scenario is most beneficial. An additional scenario may be that Kronos provides this functionality for some employee groups, with other groups using functionality in the ERP system. Vendors are asked to please provide information for both scenarios to inform this decision making.

46. Section 5.7, Tab 4, Implementation Methodology - This requirement states “Proposers shall describe additional services and associated costs that are offered...” However, the RFP instructions say that the technical and cost proposals must be separate and no costs in the technical proposal. Are we to include the above referenced costs in this technical section or just in the cost proposal?

**City Response:** Please include cost information only in the cost proposal.

47. Attachment B - Attachment B excel spreadsheet includes Cost worksheets tabs; however, the RFP instructions say that the technical and cost proposals must be separate and no costs in the technical proposal. Are we to include the above referenced costs in this technical section or just in the cost proposal?

**City Response:** Please submit the provided cost worksheets separately in your cost proposal.

48. Section 5.23, Tab 20, Attachment Required Forms - This section is requesting vendors to include all Attachments and forms; however, some of these same forms and attachments have been requested in other tab sections of the proposal. Do we provide in all tab sections where requested, or only in Tab 20?

**City Response:** It is acceptable to provide the forms in either Tab 20 or a specific tab so long as they are a part of the proposal submitted without significant alternation to the form nor format requested.

49. Section 2.3 Table 04 – Number of Users - Can the city indicate how many of the Purchasing and Procurement 250 users are:
- a. Purchasing buyers with need to create/modify/approve purchase Orders, contracts and purchase agreements
  - b. Individuals who need to create/modify/approve requisitions.

**City Response:**

- a. Approximately 10
- b. Approximately 240

50. Section 2.3 Table 04 - Number of Users - How many of the total Financial 278 users of would need access to
- a) Project Management
  - b) Grants Management
  - c) Budgeting

**City Response:**

- a) Project Management 50
- b) Grants Management 30
- c) Budgeting 50

51. Section 3.4 talks of pricing for an On-premise deployment. Is the City open to a SaaS Model? If so, can the City provide a revised pricing format that includes pricing for a SaaS implementation?

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**City Response:** Please refer to the response to question #16.

52. Would the City be willing to consider a two week extension for the submission of responses? The Thanksgiving holiday will impact the time available to work on the response.

**City Response:** Please refer to the response to question #14.

53. Attachment B, Tab 12, GM.12, Grant Management, “The system has the ability to generate a repository/library of all documentation related to a grant that is all accessible from a single location.” Can you please give some examples of documents?

**City Response:** Example documents would include but not be limited to grant applications, grant award notifications, reimbursement requests, and closure documents.

54. Attachment B, Tab 12, GM. 80, Grant Management, “The system has the ability to align grants to the City's strategic vision and goals.” Can you please give some examples?

**City Response:** The desired functionality would be to allow the City to enter statements related to strategic vision and goals with an association to the grant records.

55. Attachment B, Tab 12, GM. 84, Grant Management, “The system has the ability to interface with third-party grant management software systems for the purpose of establishing grant metrics.” Can you please give some examples?

**City Response:** The primary example would be HUD’s system; other grantor-provided systems would also apply.

Name of Company:	
Address:	
Authorized Signature:	
Print Name and Title:	



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