

## Three Valleys Municipal Water District ERP RFP

### Answers to Questions from Proposers

1. Number of Bank Accounts to reconcile
  - a. 2
2. Number of General Ledger accounts
  - a. 340
3. Do we wish for employees to be able to see the paystubs and W-2's online?
  - a. Yes, but not a requirement. We are required to provide itemized paystubs each pay period, so our preference would be online access for the employees as opposed to printing paystubs.
4. Do we require the ability to receive online electronic payments?
  - a. As we only have retail agencies as customers, we do not receive credit card payments. Many do pay via ACH, however we do not expect the ERP as necessary to facilitate those payments.
5. Do we prefer training onsite, online or at the proposer's facility?
  - a. We prefer onsite or online training. We would like a representative onsite when we go live to address any immediate difficulties encountered.
6. Do we require the new ERP system to be on premises rather than hosted or in the cloud?
  - a. Our preferred solution is on premises, however we will consider other options
7. Must the financial management, human resources management and payroll all be part of a single software, or will we allow the human resources and payroll software to be separate software solutions that integrate to the financial software?
  - a. Our preferred solution is a single software, however we will consider other options for third-party systems that your company has integrated and can demonstrate capability. We would ask that you describe the integration technology (flat file, XML, web service, API, etc.) that will be used to support the integration(s) and provide all additional costs and agreements associated with the integration(s).
8. Does TVMWD want optional pricing for the Cloud/SaaS environment?
  - a. Our preferred solution is on premises, however proposers may offer additional options that accomplish the Project Objectives.
9. Please provide Appendix A that is required to be completed.
  - a. This document has now been added to our website. We have changed the format from MS Word to MS Excel.

10. RFP Section 1.2 - Please define and provide more context / expectations on "gaining efficiencies and updating existing processes"? Do you desire to complete a process evaluation project in addition to the implementation of the ERP system?
  - a. The current software was implemented in 1999. While there have been version updates, the software was not designed with processes that are more recent to software modules, such as workflow. We feel we've identified the items we are looking for with the objectives bullet pointed in Section 1.2.
  - b. We are not looking for a process evaluation project.
  
11. RFP Section 1.2 - On a scale of 1-10, with 1 being not likely at all, and 10 being extremely likely, if the proposed solution does not have integration with the listed 3rd party software and systems, how open are you to implementing new software systems that integrate to our proposed software?
  - a. We are open to solutions that achieve the Project Objectives, however it is extremely unlikely that we will replace or implement new systems for the following systems listed in "Table 2 – 3<sup>rd</sup> Party Software and Systems": Exchange Online, Microsoft 365, Microsoft Excel, Active Directory, ArcGIS Enterprise.
  
12. RFP Section 1.2 - What are the specific business processes you wish to take advantage of through automation, integration, and workflows?
  - a. We have listed below a few ideal situations. We expect that none of the solutions offered will meet all of our preferences but look forward to improving as much as we can.
    - i. Document retention can be automated to follow a retention schedule
    - ii. Document retrieval is integrated so staff can select to view a source document in the software module they are working in
    - iii. AP invoice, purchase order and timesheet approvals are processed electronically via a workflow
    - iv. Monthly sales data for AR invoices can be automatically imported from Excel or an external database
    - v. Data integration/extraction to support data warehousing, analytics, business intelligence, and reporting with other 3<sup>rd</sup> party solutions.
  
13. RFP Section 1.2 - For clarification, do the financial management, human resources management and payroll functions all need to be included in a single software? Or is it acceptable for separate software systems that integrated to one another? Ex: Financial software may not have a payroll function but integrates with another payroll software.
  - a. This question was already answered above in Question 7.
  
14. RFP Section 3 - It is noted that it is expected the ERP system will be on premise. Will cloud based solutions be considered?
  - a. This question was already answered above in Question 6.

15. RFP Section 4.1 - Regarding the Human Resources functionality, our financial management software has integration with multiple human resources solutions. Do you prefer we propose a single software solution, or allow you to evaluate and choose from a list of integrated solutions?
  - a. Our preferred solution is a single software, however we will consider other options for third-party systems that your company has integrated and can demonstrate capability. As for your proposal, we suggest noting all options available.
  
16. RFP Section 1.2 - Regarding the payroll function, our financial management software has integration with multiple payroll solutions. Do you prefer we propose a single software solution, or allow you to evaluate and choose from a list of integrated solutions?
  - a. Our preferred solution is a single software, however we will consider other options for third-party systems that your company has integrated and can demonstrate capability. As for your proposal, we suggest noting all options available.
  
17. RFP Section 2.2 - What is the expectation that the implementation be done at the client site vs. remotely? Are you open to 100% remote implementation?
  - a. We are open to 100% remote implementation, however as stated previously, we would like a representative onsite when we go live to address any immediate difficulties encountered.
  
18. RFP Section 3.2 - Will consideration be given to proposers who do not have experience with CA agencies?
  - a. Yes.
  
19. RFP Section 3.3 - Our company is a privately held organization, and would not be willing to provide audited financial statements. Would we have an alternative to provide information, or would this disqualify us?
  - a. Audited financial statements are requested to demonstrate that your organization has the financial resources to be able to support the solution for a minimum of 5 years from the go-live date. Unless all proposers were unwilling to provide such information, it is unlikely we would waive this request.
  
20. RFP Section 8 - To provide the detailed pricing requirements as noted in this section, we would need to conduct significant discovery (question and answer session on all areas of your financial management processes) with your team. Are you open to a range of pricing based on the information you have provided?
  - a. Yes