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**DEPARTMENT OF PROCUREMENT
ADDENDUM NO. 1**

**REQUEST FOR PROPOSAL FOR BID NO. 17-016
Enterprise Resource Planning (ERP) Software**

August 12, 2016

Ladies and Gentlemen:

The purpose of this addendum is to provide clarification(s) to all prospective proposers.

ADDITIONAL QUESTIONS WILL BE ANSWERED IN ADDENDUM NO. 2.

Question No. 1: Can companies from outside the USA respond

Answer No. 1: Yes, provided the international company has a proven, established, commercial off the shelf application that meets the County's functional and technical requirements with referenceable US local government clients with the proposed system. In addition, the proposer must have a domestic support presence.

Question No. 2: Does vendor need to be onsite for meetings

Answer No. 2: The short-listed vendors will each be expected to conduct onsite scripted demonstrations of their proposed software.

Question No. 3: Can tasks be performed outside of the USA

Answer No. 3: Tasks performed outside of the US must not be directly related to the County implementation or support activities. Development work outside of the US is acceptable as long as it is not custom development for the County.

Question No. 4: Can proposals be submitted by email

Answer No. 4: Proposals must be submitted as indicated in the RFP.

Question No. 5: Is there an estimated cost for the software

Answer No. 5: We ask that the vendors provide their best estimates from the beginning of the process understanding that they will be further vetted throughout.

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Question 6: What systems will the new ERP software have to integrate with.

Answer No. 6: Accept interfaces from: 1) in-house W&S Billing System; 2) in-house TAXNET system; 3) CYBORG (Payroll); 4) in-house PCAM (Invoice & Interest); 5) Energov (cash received); and various other interfaces such as P-Card (BoA) and interfaces from ERP (AP Checks & ACH, Budget, Fixed Assets, AR Interest on Invoices; Bank Reconciliation of AR Checks and year-end interfaces)

Question No. 7: Are three (3) references required or five (5)

Answer No. 7: Please submit three (3) applicable references. The County reserves the right to request additional references should the vendors be selected to the short list.

Question No. 8 Would it be possible to provide references of clients that have implemented the second-most recent version of our proposed solution?

Answer No.8: Yes.

Question No. 9: Can the County please provide some guidance as to how a respondent should price implementation services associated with these requirements? Should all requirements be scoped/implemented, without regard to whether or not they are "Required" or "Nice to Have?" Or should only the "Required" items be scoped for implementation services, with the other items simply containing a description of the software's potential capability to address that requirement? Or, finally, is that left to the discretion of the bidder, as long as they specifically mention in the "assumptions" column which requirements are/are not to be implemented?

Answer No. 9: Please price licensing and implementation services for "Nice to Have" and "Explore" as separate OPTIONAL line items and do not include in your overall totals.

Question No. 10: For Requirement #29, discussion on integration/interfaces, this requirement is listed as "Explore." However, there are ten specific applications listed beneath #29, with different levels of requirement (e.g. some are "R," some are "E," etc.)

Answer No. 10: We are exploring what your level of application interface/integration is in total – however, there are certain applications for which some sort of interface/integration will be required, regardless of your current experience.

Interfaces marked as Requirements are Required. Interfaces marked Explore are either not currently use but could possible in the future (like Kronos) or are currently an in-house interface from PCAM which will be replaced eventually. Interfaces marked Important (like Cityworks) is not currently used but could be in the future.

Question No. 11: Can the County please specify with specific regard to these 10 applications, which, if any, are expected to be scoped/priced for services necessary to facilitate such integrations?

Answer No. 11: The applications that are "Important" and "Required" are expected to be scoped/priced.

- Question No. 12:** Is it safe to assume that the number of concurrent users are overlapping with the number of named users i.e. the total number of users is not sum of named and concurrent users but the named users
- Answer No. 12:** Correct.
- Question No. 13:** Can County list down the various shadow systems from the different departments developed to support the current legacy system "FAIMIS"
- Answer No. 13:** Excel Spreadsheets
- Question No. 14:** Request the County to let us know if it is Fixed Price or T&M Bid.
- Answer No. 14:** We will rely on your experience and expertise for implementation services pricing methodology.
- Question No. 15:** Has the County seen demos of any ERP products?
- Answer No. 15:** No
- Question No. 16:** Did the County have any outside assistance in writing the above mentioned RFP?
- Answer No. 16:** Yes.
- Question No. 17:** Do shortlisted vendor selected for Presentation, need to provide Product Demo?
- Answer No.17:** Yes.
- Question No. 18:** Do we need to register on any vendor program of Harford County or State of MD, in submitting response to this RFP?
- Answer No. 18:** Yes, as referred to in the RFP.
- Question No. 19:** Can you please provide word copy of Attachments?
- Answer No. 19:** Yes; the word document may be found on our website.
- Question No. 20:** Can we use off-site support for implementation, maintenance support work from our offshore office?
- Answer No. 20:** Tasks performed outside of the US must not be directly related to the County implementation or support activities. Development work outside of the US is acceptable as long as it is not custom development for the County.
- Question No. 21:** Customer References -- Do we need to only provide County References? We implemented ERP project in Private sector.
- Answer No. 21:** County and other local government references will be viewed more favorably.

Question No.22: Do we need to submit COI with our initial proposal response or once RFP awarded?

Answer No.23: With initial response, as requested.

Question No. 23: Do we need to sign "H. POLITICAL CONTRIBUTION DISCLOSURE AFFIRMATION" with initial proposal submission or once we awarded?

Answer No. 23: With initial response, as requested.

Question No. 24: What level of County staffing will be available to assist on the project?

Answer No. 24: 1 or 2 technical. Not sure how many are on functional side.

Question No. 25: Are the applications mentioned in Question 29 of the Requirements the only applications that will need to interface with the new ERP if continued? If not, kindly provide the list of the additional applications that need to be interfaced to and the functionality they are fulfilling?

Answer No. 25: P-Card (BoA); things from within ERP such as AP Checks and ACH; Bank Reconciliation (AP Checks); in-house PCAM (Invoices & Interest); Budget interfaces; year-end interfaces; Fixed Assets interface, Interest Distribution interface.

Question No. 26: Is any external agency helping the County in the RFP bidding process? If so, kindly let us know the agency helping the county?

Answer No. 26: Yes, SoftResources, LLC.

Question No. 27: What is the evaluation process and the weightage to different areas that the County has allocated to determine the best response?

Answer No. 27: There is no weighted response evaluation scale to determine the best response. The respondents will be expected to participate in clarification calls and discussions in effort to thoroughly evaluate proposed solutions.

Question No. 28: Do you utilize zero-based budgeting or pre-populate the budget with trends from historical data?

Answer No. 28: We do not utilize zero-based budgeting or pre-populate the budget with historical data.

Question No. 29: Do you budget at the same level that you report Actuals?

Answer No. 29: No

Question No. 30: Are budgets yearly, monthly, quarterly, or weekly?

Answer No. 30: Yearly.

Question No. 31: Do you conduct a periodic forecast? If so, what is the forecast cycle?

Answer No. 31: Not necessarily a forecast. But we do conduct scenarios, specifically with wage packages, benefit changes, etc.

Question No. 32: How much historical data do you need included? Actuals – 1 -2 years? Budget – current year budget only

Answer No. 32: For our proposed budget to the County Council, we are required to show 2 years of audited budget, the original and amended current year budget, and the request.

Question No. 33: What is your fiscal calendar?

Answer No.33: July 1st to June 30th.

Question No. 34: What information is essential for inputting data for planning purposes?

Answer No. 34: At least 2-3 years of audited expenses and the current budget.

Question No. 35: Who are the proposed end users? Are they on the same domain? Where are they located? Do they have any restricted access, e.g. within Entities? Restricted READ, WRITE access?

Answer No. 35: The end users are various departments within Harford County Government. Most are on the same domain. They are located in various remote locations (department) around the County. Their access is restricted by security to what they can do and cannot do.

Question No. 36: Who are the designated system administrators? What is the percentage of time allocated to this function? Who is responsible for managing security?

Answer No. 36: For the current budget system (BPREP), there is one analyst and the Chief who manage security and perform updates. The timeline of this function varies throughout the year with the budget process. In preparation for budget requests, a larger percentage of time is spent updating tables, bringing over audited figures, etc.

Question No. 37: Will you require any training services?

Answer No. 37: Yes, training services should be proposed as part of the implementation services.

Question No. 38: Do you want to perform a 'train the trainer' type session?

Answer No. 38: We will rely on the vendor to provide information and price estimates on their preferred training methodology.

Question No. 39: What Oracle EPM products do you own?

Answer No. 39: None.

Question No. 40: On the bottom of Page 5 the RFP states "In the event multiple vendors submit a proposal together, the County expects that there will be one prime contact that will be responsible for the project and for coordinating the work of the other vendors." In Section 19 the RFP states "The County will enter into a contract with the selected proposer only, and the proposer shall be responsible for all products and services required." If you select a Cloud solution, can you confirm that there will be separate contracting and liability with the proposer as well as the partner that is selected to implement that solution?

Answer No. 40: Yes, that is acceptable.

Question No. 41: Page 14 states "Any proposals, reports, studies, conclusions, software modifications, and summaries prepared by the vendor for this project shall become property of the County." True SaaS providers have successfully configured their solutions to meet the requirements of customers. Vendors do not "modify" the software in any form. Furthermore, as a Cloud solution provider, ownership cannot be transferred for any portion of the software to the Customer. Can you clarify the intent of this statement in relation to your stated willingness to consider Cloud solutions?

Answer No. 41: For any materials, both physical and electronic, that are specifically developed for the County, those materials become the property of the County.

Question No.42: Section 15 states "By submitting a proposal in response to this RFP, the proposer accepts the terms and conditions set forth herein." Given that the parties will negotiate a future definitive agreement, please confirm that, following selection of a vendor, the County intends to negotiate the terms and conditions applicable to the services in scope with such selected vendor.

Answer No. 42: Correct. However, we do expect that any exception to the terms and conditions within the RFP are outlined on the Vendor Exception Form.

Sincerely,



Stacy Rappold