

**ECUA RFP NO. 2017-03**

**ENTERPRISE RESOURCE PLANNING (ERP), UTILITY BILLING SYSTEM (UBS),  
COMPUTERIZED MAINTENANCE MANAGEMENT (CMMS), AND  
IMPLEMENTATION SERVICES**

**(December 8, 2016)**

**ADDENDUM NO. 2**

This addendum serves to clarify questions received after the issuance of Addendum No. 1 regarding the RFP. It includes questions received during the pre-proposal teleconference of December 5, 2016. The ECUA staff present for the teleconference included John Daane, Director of IT, Petra Owens, Technology Integrator, Patricia Sheldon, Finance Director, and Amy Williamson, Senior Purchasing Agent. This addendum forms a part of the RFP Documents.

1. *Question Received:* Could we have a list of the attendees of the December 5<sup>th</sup>, teleconference?

**Response:** List provided from WebEx Registration.

<u>Name</u>	<u>Job Title</u>	<u>Company Name</u>
Amy Williamson	Senior Purchasing Agent	Emerald Coast Utilities Authority
Andrea Hauff	Principal Business Solutions Architect	ABB Inc.
Brian Tofte	Pre-Sales	ABB
Dan O'Brien	Director of Business Development	Avertra
Greg Allgrim	Manager	Crowe Horwath LLP
Hennie Erasmus	Practice Director	ABB Enterprise Software
Jignesh Patel	President	Lumenor Consulting Group
Justine Bookbinder	Proposal Team Manager	ABB
Kenneth Van Meter	Business Development Executive	Capgemini America
Momin Baig	Consultant	CSC
Petra Owens	IT	ECUA
Philip Bates	Senior Consultant	CSC
Pranav Rawal	Manager	Capgemini
Michele Bolton	Pricing Consultant	ABB

2. *Question Received:* Will responses to all relevant questions be made available to all interested parties?

**Response:** Yes, via addenda as required. See page 4 of the RFP.

3. Question Received: In preparation for this RFP, has ECUA seen a demonstration or had discussions with any ERP, UBS, or CIMMS vendors?

**Response:** No

4. Question Received: What is the operating annual budget of the Authority?

**Response:** The total approved budget for FY 2017 combined for all funds is \$153,315,791.

5. Question Received: Is budget allocated for this ERP project? If yes, how much?

**Response:** Funds from capital improvements will be requested. No set dollar amount is budgeted.

6. Question Received: Can we propose a solution for part of the solution – i.e. just the Utility Billing (UBS) and Computerized Maintenance Management (CMMS) and Implementation Services?

**Response:** We would not entertain a product that doesn't provide a comprehensive solution for the majority of the requirements. It would be up to that vendor to partner with someone else to provide a (as close as possible) 100% solution meeting all the requirements.

7. Question Received: What is the total number of the concurrent users?

**Response:** Please note the table on page 30, section C.8.

8. Questions Received: Is there a desired Implementation Schedule?

**Response:** Yes, please see page 6 of the RFP.

9. Questions Received: Is the Implementation Schedule set in stone?

**Response:** No, we had to have a place to start the process.

10. Question Received: Who is your consultant?

**Response:** Our consultant is Government Finance Officers Association (GFOA).

11. Questions Received: How many employees do you currently have?

**Response:** 600 (See page 6 of the RFP.)

12. Question Received: Can you provide the number of Utility Billing Customers you have.

**Response:** 120,000 (See page 6 of the RFP.)

13. Questions Received: Are you currently on an AS400?

**Response:** Yes.

14. Question Received: Do you bill for any other entities whose customers are not owned by you?

**Response:** We have agreements with the City and County to bill franchise fees as a part of our customer's regular bills. We also bill sewer services for customers who have water services provided by someone else.

15. Question Received: Are the customers mentioned in the question above part of the 120,000 customers listed on page 6 of the RFP?

**Response:** Yes.

16. Questions Received: Can you provide the pace of growth in your catchment area?

**Response:** That would be difficult. We could estimate based on the last couple of years but it might not be accurate. We are not budgeting with a growth factor.

17. Question Received: In section A.18 Format of Electronic Submission, there is reference to Attachment 13 (Interface). This attachment is not available for download on ECUA procurement site. Attachment 13 is also referenced later in the document as E.13 Attachment 13 (Additions, Deletions and/or Exceptions). Is this where the proposer should include any interfaces? If not could ECUA link to where attachment 13 (Interface) can be downloaded?

**Response:** Attachment E.13 is correctly entitled (Additions, Deletions and/or Exceptions); however, the format it should be submitted in is A.18.4 Microsoft Word (.doc or .docx), and can be found on page 59 of the document. The Interface Attachment was left out of the original proposal and has been added as Attachment 19. Please download it at your convenience from our website, [www.ecua.fl.gov](http://www.ecua.fl.gov). Corrections have been made to the table as indicated below.

RFP Section	Attachment/Document	Required File Format
E.13	Attachment 13 (Additions, Deletions and/or Exceptions)	<b>A.18.4</b> Microsoft Word (.doc or .docx)
E.14	Attachment 14 (Conversions)	<b>A.18.5</b> Microsoft Excel (.xls or .xlsx)
E.15	Attachment (Staffing)	<b>A.18.6</b> Microsoft Excel (.xls or .xlsx)
B.7.1	Sample Agreements	<b>A.18.7</b> Microsoft Word (.doc or .docx)
E.16	Attachment 16 (Functional Requirements)	<b>A.18.8</b> Microsoft Excel (.xls or .xlsx)

E.17	Attachment 17 (Cost)	<b>A.18.9</b> Microsoft Excel (.xls or .xlsx)
E.18	Attachment 18 (Business Process Documentation)	<b>A.18.10</b> Microsoft Visio (.vsd) Microsoft Word (.doc or .docx)
E.19	Attachment 19 (Interfaces)	<b>A.18.11</b> Microsoft Excel (.xls or .xlsx)

Section B.4.7 Should read as follows:

Complete E.19 Attachment 19 (Interfaces). Proposers should indicate their plan for the interfaces identified by ECUA.

Section E Attachments E.1 Attachment 1 (RFP Submittal Checklist) is corrected to include Attachment 19 as follows:

<b>Item</b>	<b>Submitted</b>
Attachment 1 (RFP Submittal Checklist)	
Attachment 2 (Signature Page)	
Attachment 3 (Proposer Statement)	
Attachment 4 (Scope of Proposal)	
Attachment 5 (Company Background) include most recently audited financial statements	
Attachment 6 (Reference Form)	
Attachment 7 (Technical Specifications)	
Attachment 8 (Alternative Delivery Options)	
Attachment 9 (Proposed Service Level Agreement)	
Attachment 10 (Maintenance and Support)	
Attachment 12 (General Provisions)	
Attachment 13 (Additions, Deletions and/or Exceptions)	
Attachment 14 (Conversions)	
Attachment 15 (Litigation Disclosure)	
Attachment 16 (Functional Requirements)	
Attachment 17 (Cost)	
Attachment 18 (Business Process Documentation)	
Attachment 19 (Interfaces)	
Exceptions to the RFP	

Page 62 is amended to include Attachment 19 as follows:

**E.16 Attachment 16 (Functional Requirements)**

(See Separate Excel Spreadsheet)

**E.17 Attachment 17 (Cost)**

(See Separate Excel Spreadsheet)

**E.18 Business Process Documentation**

(See Separate Visio Maps)

**E.19 Interfaces**

(See Separate Excel Spreadsheet)

18. Question Received: (Pg. 29) ECUA has interest in hosted/off-premise or SaaS solutions as an option. Could ECUA specify why it prefers Hosted or SaaS solution over the others?

**Response**: ECUA has no preference.

19. Question Received: (Pg. 4) The ECUA plans to implement core financial functions by October 2018, Human Resources and Payroll by the end of calendar year 2018, and UBS/CIS/CMMS by the end of calendar year 2019. Enhanced functions are to be implemented into calendar year 2020. Is there a specific reason why the project is scheduled for this timeline? Can we suggest an alternate schedule where the UB system is deployed first? By what parameters does ECUA categorize requirements in to enhanced functions or regular functions?

**Response**: See question 9 and response. You may suggest an alternate schedule. The parameters were determined by business stakeholders.

20. Question Received: (Pg. 48 Second Row “Platforms Supported”) Could ECUA expand on what is meant by platforms supported?

**Response**: We are looking for information on which programs/platforms are supported by your proposed ERP solution.

21. Question Received: (Attachment 14, Row 8 of Excel Spreadsheet) Could ECUA provide some more information on the Naviline System (or Sungard) for UBS: What is the current size of the database? What is the current DB used?

**Response**: Please see table at the end of this document.

22. Question Received: (Pg. 27 Include pricing for a) conversion of all AS400 historic data and b) convert x years of data (x=industry best practice, i.e. 5 years)) What current functionality does

the AS400 application fulfil? What data does the AS400 system host? What is the size of the database (UBS specifically) that the AS400 currently hosts?

**Response:** The functionalities the AS400 application fulfils includes ERP, UBS, and CMMS. The data the AS400 hosts includes ERP, UBS, and CMMS data. Please see the table at the end of this document for the size of the database.

23. *Question Received:* Would the Utility Billing solution (part of the four segments mentioned in this page) consist of the following segments mentioned directly underneath it (i.e. Customer Information, Meter Interface, Billing, Accounts Receivable, Collections, Cashiering & Treasury Management). If so, could you explain the reasoning behind including these particular functionalities underneath “Utility Billing”. The reason we ask is because Treasury Management is usually part of an ERP system and not the Utility Billing system. Hope you can clarify.

**Response:** No, Treasury Management does not have to fall under Utility Billing; however, we do need it and any modules and/or functionalities listed are required and have to be included in the proposal.

24. *Question Received:* Attachment 14, Could ECUA provide the size of database for each type of conversion listed in Attachment 14, the current database being used by each of these systems, and whether the current vendor for these systems be able to provide database schemas for these applications?

**Response:** Please see table at the end of this document for estimated size of databases. Database schema is not available.

25. *Question Received:* Do you have a current vendor/ ECUA employees for the AS400 system who can explain the database schema? Does ECUA have any documentation of the AS400’s database schema or user guides which can be shared with us?

**Response:** No, database schema is not available.

26. *Questions Received:* Are oral presentations required?

**Response:** The top three candidates may be required to give oral presentations. See page 12 of the RFP.

27. *Question Received:* Are you looking for replacements for the items listed as “Possible” in the Functionality List?

**Response:** Yes.

28. *Question Received:* (Asset Management Functionality) Can you give us the number of your assets and the size of your database?

**Response:** Providing that will be difficult as there are a number of different ways of capturing that information. While the number of categories is not included, the number of assets in inventory is 7,698.

Database Table

Estimated size of database for ECUA attachment 14

Application	Records	Size
CX - Customer Information System	682,786,717	136,849,895,421
Work Orders/Facility Management	26,298,172	8,040,296,448
Cash Receipts	971,764	6,521,020,416
Fixed Assets	1,104,696	94,560,256
Fleet Management	2,121,791	231,596,032
GMBA/Finance	4,536,547	1,144,320,000
Land Management	2,688,712	435,814,400
Purchasing/Inventory	33,390,897	8,566,407,168
Payroll/HR	14,142,887	1,885,200,384
Total	768,042,183	163 GB

Please keep in mind that only written answers provided via addendum are binding. Should you have any questions, please email them to my attention at [amy.williamson@ecua.fl.gov](mailto:amy.williamson@ecua.fl.gov).

Regards,  
Amy Williamson, CPPB, FCCM  
ECUA Senior Purchasing Agent

**-END OF ADDENDUM NO. 2-**