ECUA RFP NO. 2017-03

ENTERPRISE RESOURCE PLANNING (ERP), UTILITY BILLING SYSTEM (UBS),

COMPUTERIZED MAINTENANCE MANAGEMENT (CMMS), AND

IMPLEMENTATION SERVICES

(December 22, 2016)

ADDENDUM NO. 4

This addendum forms a part of the RFP Documents and clarifies the original RFP Document, dated November 17, 2016, as noted below. It includes questions received through December 22, 2016. This addendum consists of three (3) pages.

1. *Question Received*: Section A.3 Project Background mentions that "as-is" maps and "to-be" maps are included in Attachment 18.

    Response: There are no "to-be" maps or narratives associated with Attachment 18. The intent is for the proposer to provide their best solution for improvement to the process.

2. *Question Received*: There are few applications listed in section C.11 which are not considered for replacement. Is the maintenance of these applications in scope for this opportunity? If yes, please provide the following details

    Ticket dump for last 6 months

    Current support model for these applications

    Technology required to support these applications

    Response: No, the maintenance of the applications that are not being considered for replacement is not in scope.

3. We see there is a specific ask for onsite support after go live in section E.10, Attachment 10. Please provide the expectations on the special support needs that the onsite support team is expected to provide?

    Response: We have the expectation that the vendor will detail the levels of support they propose.

4. *Question Received*: In section C.8, the user counts are given with some prefixes. Please let us know what does that signify. EG: the user count for Financials is given as GM 238. What does GM stand? We understand that the user count for financials is 238 only. Please clarify.

    Response: GM is abbreviated from GMBA (the finance module of our current ERP system). Government Management and Budgetary Accounting (GMBA) performs all the operations for general ledger accounting for your organization. Information that affects account balances

is either sent to GMBA from other SunGard Public Sector software applications or is entered directly into GMBA in the form of budgets or transactions

5. *Question Received*: Is there any special security, data privacy or compliance requirements to be addressed?

   Response: No.

6. *Question Received*: Is there any ITSM ticketing tool currently in place to log the tickets? If not, is ECUA expecting a ticketing tool from vendor?

   Response: The IT Department uses the Work Order system that is part of the current ERP system for tracking IT work orders.

7. *Question Received*: Who provides the Level 1/service desk support? Does ECUA expect vendor to provide the Level 1 services?

   Response: ECUA IT provides Level 1 support services.

8. *Question Received*: What are the Service levels expectation?

   Response: Please elaborate what section/statement are you referring to for this question.

9. *Question Received*: We need a more granular understanding of employee responsibilities at ECUA. Specifically, by department. We would like a list of positions and count of employees in those positions.

   Response: Any HR application should be able to handle any number of positions with any number of employees per position. Our position classifications do not always remain static; therefore, we will not be providing the number of employees per position. However, please feel free to visit our website and review the 170+ job descriptions. The job descriptions go into detail as to each position's tasks and areas of responsibility.

10. *Question Received*: I have a follow up on my request for employee roles. Our software is licensed on a named user basis. The RFP user count information provided counts individuals in more than one business area, and we cannot determine the exact number of named users licenses to quote for. Would it be possible to receive a count of the number of expected users by employee role/position? From this we can determine the correct user license and quantity per role/position to propose.

    Response: D.13, Page 38 "ECUA requires that any proposed licenses or fees to access the software be adequate to allow ECUA to use the system unrestricted for all business purposes of ECUA and ECUA agencies, departments, and other third party entities listed in this RFP. ECUA will not be subject to expansion fees, additional license purchases, or fees for additional users, increases in ECUA employee count, budget size, population size, or data storage requirements for a period of 10 years from the effective date of the agreement." We

are looking for an enterprise type license not individual user licenses.

11. *Question Received*: Can you provide any guidelines as to the potential growth of the utility in terms of employees for the next ten years?

   Response: No, it is impossible to predict employee growth as it is directly related to the unpredictable economy, populace, and changes in the geographic area we serve.

12. *Question Received*: One of the interface requirements is to and from AutoCAD. Can you provide details regarding the information that is being passed to and from your present systems to AutoCAD?

   Response: Our ACAD program may at times pull data from ESRI's ARC MAP program, and then on rare occasions, the ESRI ARC MAP program may pull from an ACAD file. We have a requirement to manage CIP projects in the new ERP system. Creating, maintaining, and updating DWG files is a component of managing an Engineering CIP project, and ECUA would therefore like to be able to interface between AutoCad and the new system.

13. *Question Received*: Are you open to our working 9 hour days rather than 8 hour days?

   Response: ECUA will take the suggestion under consideration. The implementation team will be working with both salaried and hourly employees. Careful planning would be needed to accommodate a 9-hour day.

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

-END OF ADDENDUM NO. 4-