

July 12, 2016

RFP#CED06092016



# City of Hyattsville – RFP Amendment #1



Request for Proposal

Enterprise Resource  
Planning (ERP) Solution

Questions and Answers

**City of Hyattsville**

4310 Gallatin Street  
Hyattsville, MD 20781

The following are formal responses to questions submitted regarding RFP#CED06092016. The responses are limited to addressing questions that the City believes are relevant to the solicitation, are not addressed in the RFP document and may substantially impact the details of respective responses:

1. The offeror is located in another state but we have employees registered in the state of Maryland. How does this effect the eligibility of offeror's proposal by having our employees registered in the State of Maryland?
  - a. The City does not have any restrictions regarding the state(s) the offeror's employees are located in for this RFP. It is the City's preference to work with an offeror that is local.
2. Are there any outliers preventing an offeror from this proposal if the offeror is located in a different state?
  - a. The City does not have any restrictions regarding the state(s) the offeror's employees are located in for this RFP. It is the City's preference to work with an offeror that is local.
3. Do we need to replace the check-printing module in ADS ProFund software or integrate it with the proposed ERP system? (Page 6)
  - a. It is the City's desire to replace the ADS ProFund software with a new ERP solution. However, if the new market software is limited in providing solutions to our aggregate needs, we would be open to an integration of the ERP system and our current system.
4. Do we need to replace the cash tracker module in ADS ProFund software or integrate it with the proposed ERP? (Page 7)
  - a. It is the City's desire to replace the ADS ProFund software with a new ERP solution. However, if the new market software is limited in providing solutions to our aggregate needs, we would be open to an integration of the ERP system and our current system.
5. Who approves the grants?
  - a. The City applies for various grants and if a grant is approved by the "grantor", the grant goes to the City Council to approve into the budget.

6. What reports related to grants are needed for the users?
  - a. Please refer to page 8 of the RFP. Some grants require providing the "grantor" progress reports on how the funds are being used. In addition, the City would like the ability to track and report on grant funded activities using the ERP solution.
  
7. What is meant by benefits administration? Please explain the process. (Page 9)
  - a. It is the City's desire that the ERP solution include HR benefits administration capabilities (e.g. health plans, savings plans)
  
8. Does this document management solution (DMS) solution need to be FINRA compliant?
  - a. To the best of our knowledge, the DMS does not need to be FINRA compliant
  
9. Does the police department need a dispatch system?
  - a. Please see (page 20) of the RFP. The City's police department currently uses its own computer aided dispatch (CAD) system but will soon transition to the Prince George's County's CAD system. If feasible, integration between the ERP system and the City's PD CAD system would be setup with the PG County's CAD system.
  
10. Does video data from officers need storage and access?
  - a. The City's PD video data is currently stored and accessed.
  
11. What are the different parameters in the phases of projects that you track?
  - a. Project submission, unit counts, existing and proposed zoning, FAR, economic impacts, development review schedule, City Planning Committee Review, City Council review.
  
12. Does existing data from CED need migration?
  - a. Yes, the City will work with the offeror to identify the data that will need to be migrated into the ERP solution.
  
13. Sample license/permit application?
  - a. The City has included sample forms as separate Amendments.

14. Sample inspection forms for different code compliance and assets?
  - a. The City has included sample forms as separate Amendments.
  
15. Are vendors required to be present for public opening of RFP's?
  - a. No they are not required for RFP's. At times some vendors do show to see how many vendors responded to the request.
  
16. If selected for interview, is an in-person interview required or can it be via telephone or electronic communication (Skype)?
  - a. It is the city's strong preference that the offeror attend meetings in person.
  
17. Can offshore development resources be utilized?
  - a. It is the city's preference that services be performed within the U.S.
  
18. On page 3, in the scope, it reads: The City seeks a comprehensive Enterprise Resource Planning (ERP) solution and/or supporting integrated systems that best meet the City's needs outlined in this section. Can we assume that the scope of the response should include a software recommendation and license purchase, installation and implementation?
  - a. Yes, the city is seeking a comprehensive proposal for a "turnkey" solution.
  
19. Approximately how many software licenses does the city need?
  - a. The city has approximately 100 employees amongst 8 departments, please refer to (page 1) for the breakdown of employees by department. The licensing model should be easily scalable.
  
20. We understand and assume that the initial phases of this project would be performed on site. Where applicable, will off-site work such as development and support be acceptable. If that is the case will off-shore development and support be acceptable?
  - a. It is the city's preference that services be performed within the U.S.
  
21. Has an ERP Software selection already been made?
  - a. The City does not have a software solution selected at this time

22. Is the city seeking a proposal only for services and will not include hardware and software licenses?
- a. The City is seeking a comprehensive proposal for a "turnkey" solution.
23. Has the city made a decision on the use of "Four" as a payment gateway for permits and registrations and if so, will this require an interface to ERP?
- a. No decision has been made, we are currently testing a POS credit card payment solution.
24. The Parking compliance is managed by Duncan. Additional details on the complexity of this interface (information to be updated in ERP etc.) will be helpful.
- a. Duncan Solutions operates a cloud based Citrix solution. The City is scheduled to transition to another cloud based vendor for citation issuance, but will retain Duncan Solutions for parking ticket management & collections.
25. Can the solution delivery be done onsite and offshore? This will help reduce the cost.
- a. It is the City's preference that services be performed within the U.S.
26. Does the City value the use of Veterans being part of the project team?
- a. The involvement of Veterans is not a criteria for our solicitation & procurement methodology
27. Does the city have a budget and time constraints for completing this project and can that be shared?
- a. The project budget has not been defined.
28. For the HR portion of the scope, does the city have a preference of software like SAP ESS (Employee Self Service Portal) or Success factors (cloud based?)
- a. It is the City's preference to minimize the amount of hardware and infrastructure on premise for the ERP solution.
29. Does the city want to implement digital signatures for documents? In which case a 3rd party bolt on like Adobe may be needed.
- a. Yes electronic approval and signing of documents using digital signatures is a desired capability.

30. Does the city have a preference on a document management solution? Can we propose SAP integrated 3rd party tools like "open text" which would be a better fit?
- a. The City does not have a preferred document management solution at this time.
31. What/Who is Julius? Page 8, contracts and grants
- a. Julius refers to the city's procurement officer
32. Do you use any automated resume search engines like Monster or Bullhorn?
- a. Yes, but on a targeted, industry specific basis.
33. Please describe current performance review process.
- a. Manual process with a pre-set form which evaluates on a four tier score (Outstanding, Satisfactory, Needs Improvement, Unacceptable).
34. Since Comcate is the business application, other than bringing in data from the PD CAD system, what other functionality would the ERP system be required to do? It appears that Comcate is the system that needs to expand/upgrade/improve.
- a. Ability to export to GIS ESRI system for cross sectional data mapping with crime and parking violation data.
35. Are you looking for a time clock system (punch clock) or a system where staff use a web portal/mobile device to enter time, or both?
- a. It is the City's desire to have a single centralized time entry system via a web portal/mobile device. The time clock (punch clock) system is only necessary for a subset of employees in the Department of Public Works (DPW) division.
36. Are you planning on migrating to Office365? If not, would you consider it? We are proposing SharePoint (for the document management) and the licensing can be discounted if migrating to O365.
- a. The city is currently utilizing Office 365 services for email.
37. Cashiering – do you have a preferred credit card gateway/merchant?
- a. No we do not. There are two merchants being used for different financial activity.

38. Will these 43 officers and 12 civilian staff utilize the time system of the City of Hyattsville, or will they continue to use their internally developed time system, or will we bring the data over from their system into the new ERP system?
- a. It is the City's desire to have a single centralized time entry system. Data from the PD's time system is manually entered into the city's payroll system each pay period.
39. Whether companies from Outside USA can apply for this? (like, from India or Canada)
- a. It is the city's strong preference that the offeror be local and the work be performed within the United States
40. Whether we need to come over there for meetings?
- a. It is the city's strong preference that the offeror attend meetings in person.
41. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
- a. It is the city's preference that services be performed within the U.S.
42. Can we submit the proposals via email?
- a. The city requests that hardcopy submissions be provided in addition to any email submissions.

## **Time Clock**

1. Are we integrating this with the ERP?
  - a. Yes, not a requirement, but unless it is directly integrated, I don't know how else we have a time system that automatically resources time.
2. What information is tracked? Who uses it? How is it licensed currently? Also, what additional features are required?
  - a. Admin and Police use Microsoft Excel, DPW is on a punch-clock system and I will get the vendor info
  - b. Categories of work are a requirement and will be based on individual department & job function, preferably with a drop-down menu Example: Parking Aide, Categories: Ticket Writing, Court, Meter Repair, Other.

- i. Does it need to be available in multiple locations?
  1. Yes, preferably on laptops, smartphones and a central terminal location(s) for DPW staff.

### **Code Compliance**

3. Describe process? Who needs access/how many
  - a. How is the current system being used?
    - i. Comcate is the current system being used with five (5) users. This is Code Compliance under the department of Community & Economic Development and responsible for property maintenance and licensing businesses, single-family and multi-family rentals. We will likely continue utilizing Comcate and will export to an ERP.
  - b. How many users? (Police or Building regs compliance or something else entirely)
    - i. We would prefer one rental form that captures both single-family rentals and multi-family rentals and categories specific to each rental type.

### **Parking Compliance**

4. Who needs access/how many people?
  - a. How does the integration work? Summary Transaction vs. Detailed Transactions required? Currently Cloudbased?
    - i. We currently utilize Duncan Solutions, a cloud based Citrix platform. We are currently soliciting vendor proposals and will likely continue with Duncan Solutions for back-end management & collections, but replace its citation issuance with another vendor. The system will remain cloud based with the ability to export to an ERP.

### **Grants Management**

5. Sample forms
  - a. Incoming Grants which are then awarded to Vendors under contracts? What forms are needed? The City accepts grants, but does not award grants. A contract template is used to monitor & administer grant agreements.

## GIS

6. Integration and current systems
  - a. What current GIS systems are in place? Is the plan to keep them?
    - i. Does it meet the needs of all departments or do we need something additional?  
The City's GIS platform is ESRI, which is the predominant GIS platform globally. The system meets the needs of all departments and is built on a cloud-based platform intended to utilize/integrate with ERP systems.

## Development Review and Tracking

7. Define Development
  - a. How is “development” defined in this situation?
    - i. We are defining development that is almost exclusively 'private sector' development that we are tracking in terms of its position in the regulatory review process, which may include Conceptual Site Plan, Detailed Site Plan, Permitting, etc.
8. Data Conversion from current fixed cost assets and accumulated depreciation
  - a. Fixed asset costs and accumulated depreciation
    - i. Assumptions to only import Summary data – for legacy data, can we just import point-in-time summary information or do we need detailed historical records?  
We are assuming point-in-time summary information, not a detail of history.