



**City of Gilroy
Questions and Answers
for
Enterprise Resource Planning (ERP) System
and Implementation Services RFP**

**RFP Questions Due:
February 22, 2019 – 2:00 PM PT
City Responses to Questions Due:
March 1, 2019**

1.1 Overview

The City of Gilroy (City) released a Request for Proposal (RFP) for Enterprise Resource Planning (ERP) system and implementation services on February 14, 2019. RFP Section 1.3 included a procurement schedule, which set February 22, 2019 – 2:00 PM PT – as the deadline for Proposers to submit questions, and March 1, 2019 as the deadline for the City to respond to Proposer questions.

1.2 Questions and Answers

Table 1 presents the ERP RFP questions received from potential Proposers and the related City responses.

Table 1 – ERP RFP Questions and Answers

Question #	Question	City Response
1	Is the City of Gilroy open to a “best of breed” option?	<p>The City is not looking for a “best of breed” option. As indicated in RFP Section 1.1, the City is looking for responses from qualified firms (Proposers) offering proven, integrated solutions to replace the City’s current Sungard – Pentamation - FinancePlus Enterprise Resource Planning (ERP) system, specifically in the areas of Finance, HR, Payroll, and Utility Billing.</p> <p>While the City is not looking for a best of breed solution, we are open to having a prime contractor (responsible for all areas), but who might propose subcontractor(s) that bring in area specific solutions. If this approach is used, in their proposal, the prime must describe how they will work with the subcontractor(s), including how their solution will interface with the subcontractor’s solution.</p>
2	Would it be possible to get an extension on the timing for the questions?	No, the City is interested in maintaining the current schedule.
3	How many concurrent users do you require to be on the system at the same time?	Approximately 100 users concurrently (50 Finance Plus; 50 Community Plus). This needs to be scalable as the City grows.
4	Is there a consultant involved in this process?	Yes.

Question #	Question	City Response
5	Who is your payment processor i.e. credit cards?	Wells Fargo Merchant Services.
6	Have you seen any demos from potential vendors in the past 9-12 months?	No.
7	Do you have a proposed budget for this project?	Yes.
8	Is there anything driving you currently to get off of Sungard that might influence the timeline?	The system seems to be nearing end-of-life.
9	Do you need to be live by a certain date?	No specific go-live date is expected.
10	Do you prefer a phased or big bang approach?	The City would prefer a phased approach.
11	What is the number of Finance users?	Twenty within the Finance Department itself; 24 if you include IT division as part of Finance. External department users total approximately 65 in Finance Plus, and another 60 in Community Plus. We want options to expand this number as needed, based on growth.
12	What is the number of Purchasing users?	Every employee (200 potentially currently) can create a requisition in the existing purchasing module. There are 45 reviewers and approvers of requisitions, each approval group is limited currently to three per approval group, with a total number of approval groups being 166 (many approvers are on multiple approval groups). However, there is a desire for more to have such authority within an approval group. There are three positions that convert requisitions to purchase orders, but again we would like to have more positions with such authority. Current software limits our internal process options.

Question #	Question	City Response
13	What is the number of Payroll users?	Nine (4 in Finance & 5 in HR) users working in Payroll and an additional 10 users (review time sheets- having a view access only). However, with electronic timecards, all 273 employees will access the system, plus 60-70 seasonal employees.
14	What is the number of staff that would need access to the employee portal?	275 employees if the portal is for receiving employee news, information, and entering timesheet information. In the summer, we have an additional 60 to 70 seasonal employees.
15	What is the number of staff that would need access to the employee portal that are separated/retired?	None.
16	What is the number of active utility meters?	15,000.
17	What is the number of active utility accounts?	15,000.
18	What is the number of reads per month?	15,000.