



**Douglas County  
ERP System RFP  
Questions & Answers  
August 22, 2023**

Question 1: Can an extension to the September 8<sup>th</sup> due date be granted?

**Response 1: Based on the County's requirements, an extension will not be granted.**

Question 2: Is the County open to having separate contracts for software subscription, utility billing, and implementation?

**Response 2: Yes, where necessary and appropriate.**

Question 3: Does the County have any compelling events that require you to be live by a certain date?

**Response 3: The County does not have any compelling events to be live by a certain date.**

Question 4: Knowing the County is looking at both an ERP and Utility Billing project, how is the County planning to handle the implementation of these two projects from a timing and resource perspective?

**Response 4: The County would like guidance from the proposing vendor. Please describe your implementation methodology as requested in Section 3.19 of the RFP document, page 19.**

Question 5: Is it a requirement to have fixed fees for implementation?

**Response 5: A fixed fee for services is not required.**

Question 6: Does the County prefer to have (1) a centralized cashiering process where all payments are made through one software with real-time, bi-directional integration back to other software or (2) decentralized where each department/software records their own payments and updates the financial system? If the County would like to move to a centralized cashiering approach, can you list the applications that you would like the new cashiering application to take payments for.

**Response 6: The County is open to either model. A list of the applications that would require integration can be found in Appendix H, Cashiering and Online Payments.**

Question 7: The RFP list 26 cashiering stations, but only 13 core users. Could the County confirm or update us with the total number of users, including supervisors, that would be accessing just the new Cashiering/POS module?? This would be based on receiving payments for the Financial A/R system, miscellaneous payments and any



users associated with the answer above.? Read-Only users and daily departmental revenue submitters are no charge

**Response 7:** The County maintains 26 cashiering stations, however not all of those stations are expected to accept cash receipts for the modules included in the RFP. Some are expected to continue accepting cash receipts from the systems listed in Appendix H, Cashiering and Online Payments.

**Question 8:** Can the County list the current POS equipment and model you would like the Cashiering solution to integrate with or would the County like additional POS equipment to be included in the RFP response (receipt printers, scanners, cash drawers, check imaging/MICR devices, encrypted credit card swipe and EMV/chip/tap-to-pay devices)?

**Response 8:** Please include pricing for any equipment required by your proposed solution.

**Question 9:** Would the County like the new cashiering solution to become the County's Online Customer Payment Portal? If so, what applications would the County like to take online payments for?

**Response 9:** The County plans to take advantage of the latest technology and functionality of a new solution. Online payments will likely be accepted for a new system's utility billing, accounts receivable, and miscellaneous payments.

**Question 10:** Would the County like the cashiering solution to create an Image Cash Letter (ICL) containing check images for deposit, and send it to your bank?? If so, what bank?

**Response 10:** The County plans to take advantage of the latest technology and functionality of a new solution. Please refer to the requirements included in Appendix A for additional information. The County currently partners with Bank of America.

**Question 11:** Does the County have a multi-check scanning process in place for recording checks and invoices in batch? If not, should this be included in the response? What is the annual volume that the County would scan using this process?

**Response 11:** The County plans to take advantage of the latest technology and functionality of a new solution. As stated in Section 4.2 of the RFP, the County processes approximately 50,000 cash receipt transactions each year.

**Question 12:** Does the County have scenarios where different departments/agencies need to submit end of day receipt summary information? If so, would the County like to automate that?



**Response 12:** The County is interested in automating processes when and where possible. Summary batches are received daily from various departments/agencies. Please describe your proposed solution in your proposal.

**Question 13:** Section 5.1 of the RFP mentions the need to print the various Excel spreadsheets, but Section 6.1 states that one (1) copy should be emailed, and one (1) copy should be delivered via flash drive. Can you please confirm that no printed documents are required?

**Response 13:** No printed documents are required. Please submit one copy via email and one copy on a flash drive to the address of the County Point of Contact listed in Section 6.1 of the RFP.

**Question 14:** Section 6.1 of the RFP states that one (1) copy should be emailed, and one (1) copy should be delivered via flash drive mailed to the County. Is the expectation that the flash drive arrives by 4:00 PM (PT) on September 8, 2023, or that it is postmarked by 4:00 PM (PT) on September 8, 2023?

**Response 14:** Both the email and flash drive should be received by 4:00 PM (PT) on September 8, 2023.

**Question 15:** Does the County have any blackout durations which we should consider while formulating the project plan?

**Response 15:** Please assume that the County does not have any blackout durations when formulating the project plan, as well as how blackout durations will be addressed as part of your implementation methodology response requested in Section 3.19 of the RFP.

**Question 16:** Do you have a strategy for sharing information to downstream internal and external systems? Do you currently have systems in place that manage the sharing of information between internal systems (i.e., Middleware or Data Warehouse)?

**Response 15:** Please describe the costs associated with the integrations included in Appendix H of the RFP. Should any additional system(s) be required to manage information sharing, please include those in the cost proposals (Appendix G1 – On-Premise Project Costs and/or Appendix G2 – Cloud-Host Project Costs).

**Question 17:** We noticed that Aladtec is not listed in 15. Integration/Interface Capabilities or Appendix H Interface Costs, is it fair to say the solution will be replacing Aladtec for Scheduling?

**Response 17:** Replacement of the County's scheduling system was not included in the scope of this RFP.

**Question 18:** What does the optimal user experience look like?



Response 18: Please refer to Section 3.14 of the RFP.

Question 19: What is the degree to which this initiative represents a significant shift in the way end-users will be expected to complete day-to-day work activities?

Response 19: Please refer to Section 3.2 of the RFP.

Question 20: Do experienced change management specialists exist in-house? Do they have the bandwidth to support this change?

Response 20: The County has been working to develop a culture that embraces change among department directors. It is expected that the Chief Financial Officer will be a primary stakeholder in this process.

Question 21: What is the degree to which current financial management processes are manual vs. automated?

Response 21: Most processes are considered manual processes. The County is interested in automating processes when and where possible.

Question 22: How many financial institutions do you have relationships with and require automatic bank reconciliations? Please also advise on the total number of bank accounts.

Response 22: As stated in Section 4.2, the County maintains 16 bank accounts with Bank of America.

Question 23: Does the County have any grants/awards with a cost-sharing agreement?

Response 23: The County does receive federal and state grant awards with cost-sharing agreements.

Question 24: Do staff certify their time for grant/award reporting purposes?

Response 24: County staff are not currently required to certify time entered grant/award reporting, however, are interested in taking advantage of the latest technology and functionality of a new system.

Question 25: Is effort certification needed for Grants?

Response 25: County staff are not currently required to certify time entered grant/award reporting, however, are interested in taking advantage of the latest technology and functionality of a new system.

Question 26: How many legal entities are managed by the County?



Response 26: The County maintains one legal entity/Federal Employer Identification Number.

Question 27: Are there any systems outside of your legacy system used to track historical data? If so what systems?

Response 27: Not with financial data. Third-party systems such as Accela and CivicRec are not expected to interface with the financial system and would have their own historical data which is not part of the scope of this project.

Question 28: Do you have in house staff that can run either delivered or custom reports from the legacy systems?

Response 28: Yes, several staff members have been creating custom reports available through New World Systems/Business Analytics.

Question 29: Will there be designated resources for this project to lead Data Conversions? Is this resource capable of populating standard data conversion templates?

Response 29: Yes, the County does have staff that can populate standard data conversion templates and is willing to hire outside assistance if necessary.

Question 30: How many years of data conversion is desired for each module: Finance & Accounting; HR/Payroll; Planning & Budgeting?

Response 30: Please refer to Section 3.20 and Appendix I of the RFP, which includes the number of years for the various data conversions desired by the County.

Question 31: How many total required 3<sup>rd</sup> party integrations via: API; CSV import?

Response 31: Please refer to Section 3.15 and Appendix H of the RFP, which describes the various data conversions and type of integration desired by the County.

Question 32: Is it a requirement to have Fixed Fees for implementation?

Response 32: A fixed fee for services is not required.

Question 33: How many users are involved in creating budgets and would need access for budgeting and how does the budget process work today?

Response 33: Please refer to Section 3.11 for the number of users with access to the current budgeting module. The County uses New World to manage the operating budget process, and ClearGov to budget for capital improvements.



Question 34: Is there a scoring methodology or break down for how the final decision will be made?

Response 34: The final decision will be based on various evaluation criteria, primarily how well the proposed solution meets the County's overall functional requirements. The requirements noted in the RFP are designed to meet those objectives.

Question 35: Does the County prefer a SaaS model versus a hosted model?

Response 35: The County does not have a preference. Please provide pricing for both per Section 3.12 and Section 3.13 of the RFP.