

ADDENDUM #1

Town of Surfside

REQUEST FOR PROPOSAL RFP# 2014-007

TURN KEY ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE SOLUTION

Responses to Inquiries/Questions:

- 1. Question:** Pursuant the guidance given, Indra hereby requests a clarification regarding the RFP for TURNKEY ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE SOLUTION . Indra offers global multiple open and customary architectural solutions for local governments, but to best specifically meet this project requirement and terms, Indra feels that SAP Enterprise Software Solution would provide the optimum and robust foundation for implementation. Could the City please clarify if SAP Software Solution approach will be accepted?"

Answer: The ERP solution presented to the Town of Surfside must meet the project requirements, as described in RFP #2014-007 and Attachment "A" (ERP Functional Requirements).

- 2. Question:** Could you please provide a budget or high level figure of the budget attributed for this TURNKEY ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE project?

Answer: The budget amount will be based on the proposals received and financing options available at the time the award of the ERP contract.

- 3. Question:** Will the Town accept a best-of-breed solution for the community development portion of the RFP including Building and Permits, Code Enforcement, Business Tax Receipts, including citizen access and mobile computing for field inspectors?

Answer: The Town of Surfside is soliciting submittals for an enterprise-wide solution that best serves the interests of, and represents the best value to the Town, as described in RFP# 2014-007 and Attachment "A" (ERP Functional Requirements).

- 4. Question:** I am writing to you on behalf of Amzur Technologies, Inc. We are currently reviewing the RFP# 2014-007 for TURN KEY ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE SOLUTION and have one basic Question to ask before we decide to go ahead on this bid. Our firm is a solution partner for one of the SaaS based solutions in the market. The RFP is asking for Government references and citations in many sections. Cloud is a new technology and like most of the firms proposing cloud do not have 3 or 5 installations done with any Govt. agency. Is there a chance that we just showcase our work done for commercial clients and references.

Answer: All vendors must follow the RFP submittal requirements as described. Please refer to "Section IX.20 References". Tab 20 of the proposal must identify the proposer's references for the project. Proposers shall provide at least five (5) municipal or county government clients with whom the

proposer has worked during the past three (3) years that are of similar size and complexity to the Town of Surfside. References shall be from implementations that have been live with the current software version for a minimum of two (2) years.

5. **Question:** Page 6, Introduction/4th paragraph under 1. purpose and intent, In my opinion, the solution should not include the "traditional town hosted solution". I have a concern that a town hosted solution would result in significantly greater IT support and expense to maintain in-house technical architecture.

Answer: The Town wants to consider any viable ERP government solution on the market and we did not want to exclude the "traditional Town hosted option". Our goal is to review and evaluate any and all submitted solutions and options available that may represent the best overall value to the Town.

6. **Question:** Page 9, under other planned initiatives, what is "MetroE"

Answer: MetroE as it is used in this section, is a high speed bandwidth connection from Town Hall out to the internet. This upgrade will serve well for an externally hosted ERP solution reducing latency when processing data through the ERP.

7. **Question:** Any particular reason why the website is not part of this RFP ?

Answer: The Town considers the website to be a separate project as it involves functionality, features and specific information related more to Town residents/public and is not usually handled by ERP software vendors. We expect the vendor to have mobile web components as described in the "Web-Mobile" section of the Functional Requirements spreadsheet (Attachment A).

8. **Question:** Page 26, section IX.13 Software Licensing, Consider increasing police department count from 2 to 3 due to reorganization proposed by Chief, with edition of Captain position.

Answer: Revision to Section IX.13.1 to read as follows:

1. The Town of Surfside requires the following number of licenses for each module:

DEPARTMENT	NUMBER OF CONCURRENT LICENSES
Administration (Town Manager, Clerk, Attorney)	3
Finance Department	3
Building Department	4
Code Enforcement	1
Public Works	2
Human Resources	1
Read Only	5
Police Department	3 (revised from 2 to 3)

9. **Question:** Appendix A, Functional Category: Performance Reporting Tool, general comment: this will take some time to think through, who will do this ?

Answer: This will be done by each Department Head. Department Heads will determine what aspects to report on to produce performance measures that best fit their goals and objectives. The reports will be created based on information available or collected in the system. The Department Head will be required to follow through on department improvements or accolades for jobs well done.

10. Question: Reference number PRT 11.000. Why should the mayor be the only one that gets this report. System should provide it as a "Town Commission Management Report".

Answer: Revision to line item PRT 11.000 in the "Performance Reporting Tool" tab of the Functional Requirements, Attachment "A" to read as follows:

PRT 11.000 - Provides the Mayor, Commissioners and Town Manager with a Management Report, the public report card on town agency performance published twice a year.

11. Question: Appendix A, Functional Category: Budget Preparation, Will GL's be able to be mapped to State of Florida Universal Accounting System account numbers

Answer: The General Ledger and Budget Preparation module will include the Uniform Chart of Accounts that all governmental units in the State of Florida are required to use.

12. Question: Below are Questions related to the City of Surfside RFP. Springbrook cannot and does not adhere to the following Terms and Conditions. With over 550 local government customers in 34 states this has never been an issue. Please confirm that these provisions. Please let me know if I may discuss these with a member of your staff.

- 1.) Section I "Purpose and Intent"
- 2.) Section VI "Terms and Conditions"
 - a. RFP Documents: says that by submitting a proposal we agree to be subject to all terms and conditions specified and no exception to the terms shall be allowed, further that submitting a response constitutes acceptance of said terms.
 - b. Additional Terms: this section says that the City will not consider any additional terms and that these would be inapplicable to the RFP.
 - c. Assignment:
 - d. Execute Agreement: This sections puts an order of precedence with the RFP first.
 - e. Subcontracting: This disallows subcontracting.
 - f. Proof of Insurance:
 - g. Technical Requirements:
- 3.) Form 2: Drug Free Work Place
- 4.) Form 3: Certification to Accuracy of Proposal
- 5.) Agreement Between the Town of Surfside and _____.
 - i. Section 1.2- "Contractor is prohibited from exempting provisions of the RFP or in this Agreement any of Contractors services pursuant to this agreement.
 - ii. Section 2.2 Term
 - iii. Section 3.2 Compensation
 - iv. Section 3.3 Compensation
 - v. Section 3.4 Compensation
 - vi. Section 3.7 Compensation

- vii. Section 4.1-4.4 Termination
- viii. Section 5.1, 5.2, 5.4, and 5.5- Indemnification
- ix. Section 6- Insurance (already covered previously)
- x. Section 7.3- Policy of Non-Discrimination
- xi. Section 7.8- Assignment of Performance
- xii. Section 7.12- Compliance with Laws
- xiii. Section 7.14 Joint Preparation
- xiv. Section 7.15- Priority of Provisions
- xv. Section 7.17- Drug Free Work Place
- xvi. Section 7.28- Default

Answer: The terms of the contract to the awarded ERP vendor will be negotiated prior to execution of the contract.

13. Question: How many total users will needed trained on the community development components of the RFP?

Answer: It is estimated that at least 30 total users of the ERP will require training. A department breakdown by user will be determined when the proposed training program is presented to the Town.

14. Question: How many Read-Only license would the Town need for the community development components of the RFP?

Answer: At this time the Town is requesting a total of five (5) Read Only licenses. It is expected that the Read-Only licenses will have access to all components in community development.

15. Question: The RFP mentions Enterprise GIS (ERSI) as a planned technology initiative. Does this mean the Town is getting ArcGIS Server? If so, what version? Also, the timing is noted as 2015. Do you have a more specific month or quarter that you expect for this implementation.

Answer: Currently the Town does not have ArcGIS Server. The Town does not have a specific month or quarter in 2015.

16. Question: Regarding data conversion from Navaline. Will you please provide details on the data to be converted (i.e. permits, inspections, code cases, contact information, etc.)

Answer: The existing data resides in the following Navaline applications and are required to be converted into the proposed ERP solution.

- GMBA (Government Management and Budgetary Accounting)
- Cash Receipts
- Asset Management
- Payroll/Personnel
- Land/Parcel Management
- Building Permits
- Occupational Licenses
- Code Enforcement
- Customer Information Systems
- Document Management Systems

- CIS Handheld Interface
- Project Management

17. **Question:** Does the Town utilize central cashiering?

Answer: Yes.

18. **Question:** Regarding the required interfaces i.e. SeeClickFix, RecTrac, etc. will you please define the integrations desired?

Answer: It is the expectation of the Town to have one place of reference or portal for staff to view as much information as possible regarding their discipline, as it relates to a specific property, incident, event, employee, resident, etc. The Town would like to integrate these applications in an effort to streamline research and public requests.

19. **Question:** Line item BP 161.000 of Appendix A notes Electronic Plan Review. How many plan reviewers would need the ability to red-line, comment, overlay & compare, and edit electronic plans?

Answer: It is estimated that 4 plan reviewers will require the ability to perform electronic plan reviews.

20. **Question:** Is the Letter of Transmittal counted in the 2 page limit for Tab 1 – Transmittal Letter and Executive Summary or does the limit just refer to the Executive Summary part of that tab?

Answer: No – the Letter of Transmittal will not be counted within the two (2) page limit for Tab #1. Limit the Letter of Transmittal to one (1) page and Executive Summary to two (2) pages. Total page limit for Tab #1 shall exceed three (3) pages.

21. **Question:** Has the Town seen software demos in the past two (2) years? If so, which vendors provided demos?

Answer: The Town has seen one (1) DEMO in the past two (2) years. SunGard One Solution.

22. **Question:** Does the Town has a budget for purposes of this RFP? If so, will you please provide?

Answer: The budget amount will be based on the proposals received and financing options available at the time the award of the ERP contract.