



Addendum 1

October 19, 2022

Addendum #1 – Responses to Questions regarding the Request for Proposal for ERP Software and Implementation Services released October 3, 2022.

The following changes/clarifications have been made to the original Request for Proposal. Additional questions submitted prior to the response deadline will be answered in a separate addendum.

- 1. Question:** We would like to request a 15-day extension of the due date to Tuesday, 11/22. This will provide adequate time to prepare our joint response with Oracle as well as get the hardcopy response to your office (along with the electronic copy).

Answer: The City has extended the proposal submission deadline to 11/14 at 5:00 PM Pacific Time.

- 2. Question:** An early question came up when I noticed the final addendum and responses to vendor questions will be posted on 11-2-22. A hard copy needs to be mailed and delivered by 11-7-22. Not much time to react and ensure a solid response once the vendors have all the possible information. Is there a consideration to extend the due date?

Answer: The City has extended the proposal submission deadline to 11/14 at 5:00 PM Pacific Time.

- 3. Question:** Upon review of your Fiscal Years 2022-24 Budget document, you have allocated a total of \$3.2M for the ERP replacement project in fiscal years 2022-23 and 2023-24.

1. Would you mind sharing more details about the funding for the project and the intended use of the funding:
2. Is the \$3.2M to be used for both capital expenditure items (eg implementation services) as well as operating expenditure items (eg recurring software subscriptions)?
3. If it does not include operating expenditures, how much funding is there for operating expenditures on a go forward basis?
4. Does the City have any additional funding available but not currently appropriated or designated for use with this project (eg ARPA funding)?



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Answer: The budget is for costs associated with implementation, including software or subscription costs during implementation. The City will consider additional funding, if necessary, based on evaluation of proposals received.

4. Question: I would like to submit the clarification question below:

According to the timeline on page 5 of the RFP, responses to the Vendor RFP clarification questions are released only a few days before proposal submissions are due. Would you consider extending the proposal submission deadline or moving up the questions submission deadline to provide responses sooner?

Answer: The City has extended the proposal submission deadline to 11/14 at 5:00 PM Pacific Time.

5. Question:

1. Please confirm # of customers served is approximately 20k.
2. Please confirm the # of utility Service Order (mobile) users is 10.
 - a. Full Users – are Field Technicians, Dispatchers, or anybody else with "write" access. Is this 10?
 - b. Light Users - are users with "Read Only" access - typically Management to view reports & data. Does the City have any?
3. What organization is used for bill print?
4. How many years of historical utility data is the City looking to convert? Would the City consider that vendors convert 3 years and archive the remaining? Archived data is unlimited and can be accessed (read-only) and reported on.
5. Does the City offer budget or levelized billing?
6. Does the City offer a Special Payment Arrangement?
7. Is an electronic signature okay for the original copy?
8. Please provide a phone number for couriers.

Answer:

1. The number of utility customers served is approximately 23,000.
2. The number of utility Service Order (mobile) users is 10.
 - a) Yes, there are 10 full users.
 - b) The City has approximately 10 light users.
3. Infosend for bill printing.
4. Please refer to the data conversion tab of the pricing form. The City would consider converting 3 years and archiving the remaining.
5. The City does not offer budget billing or levelized billing.
6. Yes, the City offers payment arrangements for customers.



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7. The City requires a wet signature on the original copy of the RFP form that will be mailed to the address listed in the proposal. A digital copy may be a scanned copy of the signed original RFP form.
8. The contact information for couriers will be Diana Reed at (805) 925-0951 ex. 1672.