



Addendum 2

November 2, 2022

Addendum #2 – 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.

- On page 12 of the RFP, the future plan for Routeware has been revised to I=Interface from R=Replacement.

The following questions were received from vendors:

- 1. Question:** We noticed that there were Backflow requirements in the Functional Requirements. Is the City interested in Functionality to support Backflow and Cross Connection as part of this project if the CIS vendor can provide an application for Backflow Program Management?

Answer: The City is interested in fulfilling the backflow requirements specified in the RFP.

- 2. Question:** Sensus AMI - FlexNet, Does the City want the Utility Customer Engagement Portal to present Interval Data to customers and provide the ability for customers to sign up for consumption threshold (leak) alerts?

Answer: This would be ideal. At minimum we would want historical billed use available to view in addition to an ebill.

- 3. Question:** Has the City considered a phased approach to this project?

If so, can you share the prioritized approach to this project (Example:Phase 1 = ERP, Phase 2 = UB, Phase 3 = Etc.)?

Answer: The City anticipates that this will be a phased approach and will determine the most effective implementation schedule in consultation with the selected vendor when finalizing the project plan.



- 4. Question: Software Requirements – General Ledger section – “Ability to define master ‘account code cross reference’ that cross-reference a previous account string”:** can the City clarify what they mean by previous account string? I.e. the previous ERP system (“old”) account string? In short, are you wanting the ability for the system to “recognize” the old account string and populate in the newly defined CoA elements established in the new ERP?

Answer: The City wants ability to track legacy account strings that map to new account strings, but this won’t be used in normal day to day transaction processing.

- 5. Question:** Organizational Change Management & Training - Do you have change management and communications resources lined up to lead this effort? How much time do they have dedicated to the project?

Answer: Change Management resources and methodology are currently under consideration, but no final decisions have been made.

- 6. Question:** Has the Train-the-Trainer approach been utilized in past projects and does the City have trainers already identified?

Answer: Training resources and methodology are currently under consideration, but no final decisions have been made.

- 7. Question:** Do you have a desired go-live date for the organization?

Answer: The go-live date will be determined during the project planning phase with the selected vendor. The City will avoid high volume times such as year-end, budget development, etc.

- 8. Question:** How many full time, part time, and contractors does the city have across its 700 employees?

Answer: : 709 active employees (FT 515, PT 60, LS 125, 7 elected, 10 appointed). The City processes about 672 pay checks per pay period



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9. Question: We saw that you have 7 labor units. Can you please list if these are unions and/or collective bargaining agreements that are in place, including the number of employees covered by each agreement. Does union membership drive any eligibility requirements for benefits, compensation plans, time off or leave plans, etc.? If so, please explain and indicate the relative level of complexity of these requirements.

Answer: Yes, the union membership drives eligibility requirements. Each MOU and Salary Resolution has its own set of criteria, insurance contribution rate, sick leave and normal leave, holiday hours etc. Within each MOU and salary resolution there are different rates and contribution depending on if it is PT or FT employee. (i.e. SEIU will have PT and FT). POA will have PT and FT for Sworn personnel and PT and FT for non-sworn personnel. Thus, just with 2 MOUs we can have a subset of 6 different requirements.

- 4 Unions with MOUs aka collective bargaining agreements:
 - SEIU - 301
 - POA - 115
 - Fire Local 2020 - 56
 - SMPAMM - 20
- 3 Salary Resolutions for the following:
 - NMAC - 72
 - Unrepresented limited service employees 109
 - Public Safety Managers - 8
- Total of 4 MOUs and 3 Salary Resolutions

10. Question: Please explain if you need to track retirees and what you need to track (i.e. pay, benefits)?

Answer Yes, we track retired annuitants' hours worked, and COBRA vision benefits.

11. Question: Please describe your onboarding process, including any documents that require signature or acknowledgement during the process.

Answer: This information can be discussed in later phases of the procurement process and/or during implementation.



12. Question: Please provide a list of all benefit plans and benefit vendors/carriers (healthcare, retirement, insurance, and additional benefits plans such as legal or pet insurance). Please indicate any plans that are specific to groups of grandfathered workers (if applicable), and include any benefit credits (e.g., wellness credits, etc.) that may exist.

Answer: This information can be discussed in later phases of the procurement process and/or during implementation.

13. Question: Please list and describe the time entry methods (web clocks, time sheets, external time clocks), time entry codes (hours worked, meetings, etc.), time entry templates (i.e., time sheet formats), and work schedule calendars that will be used.

Answer: The City currently uses a manual timecard system that requires employees to fill out timesheets with administrative staff consolidating and entering data into the payroll system. Going forward, the City expects the new system to provide online data entry and automated workflow for timesheet review and authorization. The City has 2 departments that use Telestaff for timesheet entry and reporting.

14. Question: How many (if any) historical enrollment records are required? Is there a requirement to import your current media and course catalog? If so, how many courses are in your catalog?

Answer: This information can be discussed in later phases of the procurement process and/or during implementation.

15. Question: Please list and describe any complex allocations or eliminations included in your accounting processes.

Answer: This information can be discussed in later phases of the procurement process and/or during implementation.

16. Question: Are you using procurement cards? If so, please explain the process.



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Answer: City staff have procurement cards for small purchases, travel, etc. This information can be discussed in later phases of the procurement phases and/or during implementation.

17. Question: Will you be using any punchouts? If so, which vendors?

Answer: This information can be discussed in later phases of the procurement process and/or during implementation.

18. Question: Do you use company credit cards for travel and expenses? If so, please describe your business processes for this card.

Answer: Please see answer to question 16 regarding procurement cards.

19. Question: Do you have any non-standard regulatory reports?

Answer: The City's reporting requirements are in the requirements Excel file attachment to this RFP.

20. Question: How are you leveraging the ESRI integration?

Answer: ESRI functionality will be used for Utility Billing processes, included service orders and meter management.