

City of Portsmouth
Department of Information Technology

RFP#57-24

Finance and Human Resources System and Implementation

ADDENDUM 3

- 1) Page 3: 6.1 Affected Municipal Units and Areas, You already use Kronos for timekeeping, who we are using to bid this.
 - a. Do you need to have separate timekeeping rules for Fire, Police and Senior Services? **Currently, only Public Works is using UKG Pro Workforce Dimensions. Four other departments are using a legacy payroll entry program for daily time entry. We are looking to consolidate the time entry process so that all departments would use the same application. Yes, there are separate timekeeping rules for departments.**
 - b. Do the schools pay substitute teachers? **Yes**
 - c. How do the schools manage substitute scheduling? Is a substitute management solution used? If so, which one and is integration needed?
 1. **Frontline has an absence/substitute management application that is in use.**
 2. **Integration would be desirable.**
 - d. Do the schools generate any 1099 payments, if so, what kind of 1099?
 1. **Yes, the School and City 1099s are combined in the City's database.**
 2. **We produce 1099-NEC, MISC and Interest payments.**
 - e. Do the schools pay transportation workers? **No. Student transportation is outsourced.**
 - f. Do the schools track shortfall (contract hours not worked)? **The Schools encumber all contracted and regular (routine, projectable) wages and salaries. This excludes overtime and some very irregular part-time positions. The balance of encumbrance serves as the shortfall metric.**
 - g. How do the schools manage teacher contracts? **Teacher contract information is tracked and managed in spreadsheets where changes to educational attainment and certification adjust track and step values. Actual contracts are generated manually through mail merge and disseminated with an electronic workflows tool, PandaDoc. The teacher contract information is entered annually into payroll for processing. The City desires functionality within the ERP solution that will maintain this information, support projection and estimation for budgeting and negotiations, and automate annual contract rollover.**
- 2) Page 11: Payroll:
 - a. Is the City looking to outsource tax filing and garnishment services? **No**
 - b. How many federal ID numbers does the City have? **One, City and School share a single federal EIN.**
 - c. Are all employees paid on the same frequency? **School and City employees are paid biweekly but on two different pay cycles. Some years they are paid the same week and other years they are paid on opposing weeks.**
 - d. Are employees paid on a lag or current? **We have two calendars on the City side – Calendar 1 gets paid through the current week, and Calendar 2 gets paid for the two weeks prior. School gets paid for two weeks prior.**

- e. Does the City have unions? If so, how many? **Yes, we have 16 unions between City and School**
- f. How does the City handle retro payments? **Depending on the retro, either adjust pay or manual checks.**
- g. How does the City handle pension reporting? Does the City report directly to the NHRS (New Hampshire Retirement System) or use a third party?
 - 1. **The state retirement system maintains an online employer reporting portal through which the City and School must upload and manage pension reporting and employee/employer contributions.**
 - 2. **The City and School report directly to NHRS and generate all files and reports out of our financial application.**
- 3. What is the City doing today for performance management. Would they like it to be part of the proposal?
 - a. **Performance management is dictated by collectively bargained agreements.**
 - b. **No**
- 4. Is the City using a Learning Management Solution? If so, is it part of the RFP to replace it or to integrate with it?
 - a. **Yes, PowerDMS**
 - b. **No**
- 5. How is the City managing FMLA today? Is FMLA management part of the proposal?
 - a. **Through HR**
 - b. **We would be interested in seeing options with the ERP.**
- 6. Does the City use a third-party Administrator for benefits? How does the City track COBRA?
 - a. **Yes**
 - b. **Third party administrator manages COBRA, current Finance application handles ACA.**
- 7. What is the City using for recruiting and onboarding today? Is applicant tracking part of the RFP?
 - a. **The City is using Criterion and the Schools are using Frontline Application Management.**
 - b. **No, but integration with existing systems and ERP would be desirable.**
- 8. Does the City track Evidence of Insurability as part of their life insurance plans? **No**
- 9. Are the City's benefit plans self-insured or through the State? **Health and dental benefits are effectively self-insured through public risk exchange pools that are regulated by state statute. The risk pools manage claims processing and coverage administration. The City and School submit monthly employee and employer contributions to the pools.**
- 10. What is the total number of Utility Accounts/ Customers? **See Addendum 2 #17b.**
- 11. What is the City's total number of Real Estate Parcels? **9000+**
- 12. Are the departments who currently utilize the FinancePlus system all on the same database and version? **Yes, all departments are on the same version, but the School operates in a separate database.**
- 13. Would data need to be converted from more than one database for the Financial and Human Resources Systems? **Yes, the City and its School Department transact in separate databases, both of which hold data that would need to be converted regardless of whether the destination will be separate databases or a unified solution.**

14. We reviewed the q&a addendum regarding the existing tax, miss AR / invoicing & utility billing modules but wanted to make sure the city is only looking for some degree of integration with the existing MTS & NDS Edifice ub billing software? **The City is interested in seeing any functionality in your Finance/HR ERP which could replace the existing systems, otherwise interfaces will be required.**
15. Does NDS stand for Northern Data System? **Yes**
16. What other misc invoicing does the city do? **Outside Detail police billing, rents, water/sewer miscellaneous, etc.**
17. What system is being used for that? **NDS Edifice**
18. We do offer integrated real property, misc. ar & ub billing modules. Would you like those quoted as well? **Yes**
19. Point 6.1 Mentions city having 25 departments. Can you break it down with the number of user count, across financials, HR, Payroll, Employees, Contingent workers etc. **Please see RFP #57-24 Addendum #2 question 19 for this answer**
20. Has the City of Portsmouth evaluated and assessed any SaaS software vendors in the past 24 months? **Yes, but we have not looked at SaaS solutions for the finance/HR system. Moving to SaaS is one of the City's strategic goals. We have looked at and deployed many SaaS solutions for applications across the city including small pieces of work the new system may do.**
21. Centralized and Decentralized IT - Police have their own instance of O365' with specialized applications. PD uses Central finance system for payroll and Finance system. Does it mean that Procurement functions are not required from the new proposed SaaS applications? Could you elaborate the details of touch points between applications which Police uses and proposed central finance system, for scoping implementation services and applicable modules.
 - a. **Procurement functions would be the same throughout the City regardless of the Department.**
 - b. **Police will continue to use the same systems that the rest of the City uses for Finance and HR related functions, as well as others potentially.**
22. The school department with 1100 employees uses Google Suite. They too will use Central finance system. What is the scope of Central finance system (new SaaS modules). For example: are school Assets already covered in google Suite? Are Payments, Receivables etc. handled in any software within Google suite or Student management systems for processes to cover student management process flows? And is the expectation to only interface Ledger info from School applications with Central Finance Solution? Can this be elaborate more in details. **The School Department will use the ERP financial system in full. The School Department has implemented a basic HR database with Frontline Central and interfacing that solution with Payroll would be beneficial. There are no financial systems, asset tracking or otherwise, running in Google Suite. The School Department expects to transact purchasing, payables, receivables, payroll, budgeting, reconciliations, GL, HR, and grants management through the ERP solution.**
23. Ability to maintain separate City and school databases? Can this be elaborated more? Do you want separate software Instances or are you looking into managing with one central ledger with functions isolated across City and Schools? **The current solution was implemented with separate databases for City and School Department. They have measurably different charts of accounts due to the unique reporting requirements of public schools in the state. Essentially the School Department operates as a sort of subsidiary**

expenditure ledger to the City GL. The City is interested in options to operate in a single database but will consider continuing the "separate but related" approach as appropriate.

24. Interfaces - to propose integration services and accurate costs, can the City of Portsmouth share current list of interfaces across all the departments. This will be critical for realistic estimation of likely interfaces, unidirectional / bi-directional to and from Central finance ERP system. Also provide details of interfaces from External devices to future Central finance ERP system. **There are many interfaces in the City that we hope to eliminate if the new system can manage the business process end to end. Until we choose the ERP, we will not know what interfaces will be required and listing all existing interfaces does not inform the vendor what interfaces will be needed as part of the ERP.**
25. Banks - across the Departments - how many Banks should we consider for payments transfers and cash reconciliation processes? **The City uses one main bank for both City and School transactions. There are four accounts used for Accounts Payable checks, two accounts for bank transfers and multiple for incoming payments from a variety of online and credit card processors.**
26. Does City have a Utility system application? Or is City also looking for Utilities applications transformation or can we propose it as optional. This question is arising as the requirements mentioned under "Utility Billing" is seeking for Customer portal for viewing water usage, leaks, and bills. This function is typically covered in Utility System applications, and it must be mapped to B2C and B2B customers, with capturing Meters installed to meter readings etc. Can you share whether such processes are already covered in your existing applications landscape and Central Finance ERP is to only integrate to these applications? **See question #16 answer - The City is interested in seeing any functionality in your Finance/HR ERP which could replace the existing systems, otherwise interfaces will be required.**
27. Does the City have Retail outlets to do cash receipting? What are the points where cash receipting, deposits and refunds used for. Does the City have a central cashiering functionality? How do the cashiers account for deposits in Banks from daily collection?
 - a. **The City has cash receipt drawers at most Department locations, including over counter credit card processing.**
 - b. **All types of transactions are paid through cash receipting from a variety of applications as well as over the counter.**
 - c. **Yes, the City has a central cashiering functionality, where individual departments are entering payments for check and credit card and then the Tax Office collects them in a daily central collection batch.**
 - d. **There is a reconciliation process where transaction files are received from applications, lockbox, online payment processing and these are reconciled to the bank deposits.**
28. What is the existing Data Warehousing tool at City of Portsmouth? How many outbound interfaces should we consider for data extracts from ERP Cloud applications to push to Data Warehousing applications available at the city. **No, the City currently does not have a Data Warehousing tool in place.**
29. There is a mention about E-Commerce under procurement section. Can we assume you are referring to Catalog purchase with Partnered Suppliers. If so, how many such partners should we consider for purchases across several departments. For example, Police might have different purchasing catalogs than Utilities. **The reference to E-Commerce under the Procurement section of the RFP should be deleted. That specific reference was misplaced and misleading in term of the procurement needs of the City and School.**

30. Is there an end date for replacing existing Finance Plus Applications? If so, what project durations should we consider to transforming to new SaaS applications?
The City would like to deploy the new system expeditiously but with careful attention to detail and business process redesign. The vendor for the existing on-prem solution has had several end-of-life dates published. As with all retiring software and firmware, target dates to end support of a product are fluid over time.
31. Would City be having a central PMO and Central Core Users team in a single office during project execution with representation from Different Departments? Yes, that is the plan.
32. Would the future SaaS implementation be considered in Big Bang approach for all the 25 Departments or do you have any strategy to consider rollouts. TBD - Some functionality may be rolled out to the whole city at once (perhaps time-entry), other functionality may be rolled out to various departments in part determined by the complexity or work users must do in the system. In addition, if interfacing with other applications is needed, that could be rolled out on a different schedule. If the process is complex from a user perspective requiring in depth training, we may coordinate training and rollouts in a thoughtful way.
33. Ability to generate payroll reports for misc. billing? Can we interpret this as Employee expenses paid through payroll. If not, can you specify more details of this business ask This scenario references employees who are paid for work that is also billable to the City, and therefore needs to be able to interface or report to the billing system to generate invoices.
34. Kindly extend the bid due date for 1 week (I,e till 12th August 2024). The bid due date has been extended to August 5, 2024. Please reference Addendum #1 for those details.
35. What is the price bid validity for this proposal? Not available
36. We presume that, there is no minimum qualification requirement to participate this RFP. If No, Kindly provide the same. The City reserves the right to reject any and all proposals, but there is no minimum qualification requirement for participation.
37. After through review of RFP, we presume that there any no goals like MBE, DBE, WBE or SLBE to participate this RFP. Please confirm. No, there are no such stated requirements for participation.
38. Is there any page limit for technical proposal submission? There is no limit, but we recommend that the proposal be digestible for reviewers.
39. Can we submit our technical and price proposal in single document through mail? Yes
40. To offer optimized cost solution, we would like to provide resources in Onsite (Remote)- Offshore (Stationed in India) model. Please confirm. Yes. Please be specific in your proposal indicating what work would be done in India and whether it is one time development work or our ongoing support services.
41. Can you please elaborate the scope of Historical data migration requirement along with size of the data and period of data to be migrated on module specific to address this section more precisely. The current application holds more than 20 years of historical data in the general ledger, accounts payable, and payroll. The City desires to convert vendor master files along with at least two prior fiscal years of vendor history as may be practical and economical. The City desires to convert all current and inactive employees along with the entirety of the payroll history as may be practical and economical. The matter of general ledger conversion will be closely tied to the inherent flexibility afforded by the chart of accounts functionality in the selected solution. If there are chart changes in the City and/or School, and if the possibility of combining City and School in a single database is realized, then the practicality of converting general ledger historical data may be diminished. Two prior fiscal years of GL history may be most practical and economical.

42. We recommend a hypercare period of 90 days following the system go-live before commencing post-go-live support. Please provide your feedback on this suggestion. **Recommend including details in your proposal.**
43. A minimum of 5 years after go-live. It may extend 24 months prior written notice of discontinuation of support services must be provided. We assume that the requested support is intended for the proposed software, not for the implementation services. Please confirm. **Yes, support for implemented solutions.**
44. Which Budgeting Software providers have the Town had discussions with leading up to the release of this RFQ? **None**
45. Which Budgeting Software product demonstrations have the Town seen prior to the release of this RFQ? **None**
46. Are there any Unions in scope for this RFP? If so, how many and what are they? **See response to question 2e on page two of this addendum.**
47. How many different attendance and accrual policies do you have? **Each collectively bargained agreement carries language that directs the specifics for the positions covered by that agreement.**
48. Will employees be clocking in and out? Is so, will you want hardware clocks? **Current Kronos employees clock in and out, but not all employees. Not necessary unless part of the application provided.**
49. Does the city have a preference with keeping or replacing the Kronos environment if the vendor has an enterprise time and attendance solution? **Interested in seeing options provided by ERP proposals.**
50. Will succession planning be in scope? **No**
51. Will performance reviews and goals be in scope? If so, how many performance review programs do you have? **No**
52. Will compensation planning be in scope? Is this Merit Compensation (annual compensation review) only or is Incentive Compensation in scope? **No**
53. Will employee onboarding and offboarding be in scope? **If there are elements included in your proposed solution that might improve our handling of employee transitions, then please include those application elements in your proposal.**
54. What historical data will you want migrated? **See answer to question 43 in this addendum.**
55. Do you have a list of desired integrations with third-party systems that you can share? **No**
56. Has a project budget been set, and if so, can you share it? **Not available**
57. Which budgeting modules do they need? Operating, Personnel, Capital, Strategic Planning or Transparency? **The request includes a full-function accounting solution with general ledger, accounts payable, payroll, purchasing, and human resources. Budgeting is an additional element of such a solution, to include budgeting for goods and services, capital projects, and human capital.**
58. Do they require any additional budgeting reporting capabilities? If so, what specific reports to do they need to have created? **The City anticipates a robust report writing solution that provides predictable process reporting and financial reporting as well as custom reporting writing capabilities.**
59. Do they require single sign on? **Would be preferable, but not required.**
60. How many users will need read/write access? **See questions 10,11 and 19 in RFP #57-24 Addendum 2**

The Proposer will acknowledge this addendum within your proposal. Failure to do so may subject Proposer to disqualification.

End of Addendum 3