Enterprise Information Management System

RFP Questions & Answers

1. Would it be possible to provide a quantity of users who would need to access an EAM solution, with the understanding that Work Order and Fleet functionality are considered "overlapping?" In other words, how many unique individuals would need full access / limited access to a combined Work Order and Fleet Maintenance solution? From reading the chart, it is unclear if there are individuals who perform duties around both work order management and fleet maintenance.

   Answer: If the County elected to implement a vendor's combined Work Order and Fleet Maintenance solution, the number of unique full users that will need access to the work order and fleet functionality is 30. The number of unique inquiry-only/limited access users is 13.

2. For "mobile work orders," is there a desire to have offline capability? (in other words, interacting with a system in an area outside of network/internet coverage). Or will the mobile users expect to interact with the system at all times in an online/connected environment?

   Answer: Offline is preferable, but not likely critical as long as resyncing occurs when cellular coverage becomes available.

3. Can you please clarify what level of hardware detail that is specifically required for this evaluation, assuming the respondent is proposing on On Premise In-House solution. For a hosted offering, it is assumed that no hardware would be provided and that infrastructure would be included in the annual hosting fees.

   Answer:
   The County is interested in knowing the number of servers that will be required and their specifications under an on-premise option. The server specifications should include at a minimum the number of servers, type of servers (e.g. database, application, etc.), CPU, memory, and storage. Completed bills of material are not required. We also assume the hardware recommendations that are submitted are specific to the County's project scope and volumes.

4. Are hardware specifications all that are required (e.g., Dual Core XXX horsepower Server with YYY memory, and ZZZZ storage, etc.) or are specific hardware price quotations required that address these specifications? Example: Dell Server Model ABC, $10,000 and EMC network-attached storage for $8,000. If the latter is to be the preference of the County, will it be possible

to provide names and contact information for vendors/hardware resellers that the County has already worked with so that a respondent may furnish these hardware quotations? Also, will it be possible to specify what level of detail wilsl be needed for a hardware specification? (examples – database software, storage, application servers, others?)

Answer: Please see the answer to question #3 on the hardware detail required. Formal hardware quotes are not required. The county would likely install all hardware themselves.

5. In reviewing and answering the functional checklist for your RFP, I noticed a few multiple entity type questions I wanted to get clarification on from Buncombe County. Are you asking if we can handle 4 separate funds or 4 separate databases? (see features below)

General Ledger	**1.003**	**CHART OF ACCOUNTS -** Ability to handle the accounting of 4 entities, each with separate financial Statements.

Accounts Payable	**6.100**	**CUSTOM CHECK STUB -** System must provide an Accounts Payable check stub according to the requirements of the Entity.

Answer: The County, which is one "entity", has three discrete component units:

1. **Buncombe County Tourism Development Authority (TDA)**
2. **Buncombe County Service Foundation, Inc.**
3. **Western North Carolina Regional Air Quality Agency**

TDA is currently accounted for as a separate entity. The other two fall under the main County entity. The difficulty comes when different accounting rules apply to either of these two (one is a 501(c)(3) nonprofit and the other a joint governmental agency). To date the County has developed workarounds when these needs arise, and the County is responsible for all accounting and financial reporting activities for all entities. Going forward our preference is to account for all four as separate entities.

Additionally, the check stub feature is referencing the County wanting the ability to customize the content of the check stub to its needs, as each entity has a different bank account, address and signatory authorities."

6. Do you require separate vendor tracking for 1099's being submitted at year end?

Answer: Yes. (This question is related question 5.) As separate entities, each of the four has a unique TIN and issues 1099's for the respective vendors of each unit.

7. There are items we would like to share with the County, product roadmap for example, that we are unable to share without an NDA. Would the County be willing to sign an NDA and if so, who is the POC for getting executed?

   Answer: The County is not authorized to enter into a Non-Disclosure Agreement for this bidding opportunity.

   The County is required (by NC General Statute 132-1.2) to consider all proposals received as public record, with an exception for information contained in a bid that:

   1. **Meets the definition of a *trade secret* under state law, and**
   2. **That is *so designated* at the time the bid is submitted.**

   Portions of your proposal make be considered a trade secret, such as your example of product roadmap. However, an entire bid package may not be considered a trade secret, nor may the proposed cost for the project.

   Please denote as "Confidential" those portions of your bid package that may be considered a trade secret.

8. If the County will not sign an NDA, will they entertain vendor submissions of a "confidential" and "non-confidential" copy?

   Answer: Yes, see answer to question #7.

9. In Appendix A1, row 5, could you please define "Guaranteed" in next release? What if we show previous releases (ex. In release 2, we said we would deliver these 5 items; delivered 5, release 3, we said these 3 items; delivered 3, etc.) Will that suffice in place of "guarantee"?

   Answer: The intent is assurance that the feature is included (preferably in internal written documentation) that the feature is already planned for the next release. If not, the County will evaluate only on documented release schedules.

10. Can you give an example of lifetime maximums for FICA and 401(k) contributions?

Payroll	**16.054**	**LIFETIME DEDUCTION AMOUNT -** Ability to establish a maximum lifetime deduction amount for a specific category, such as:
Payroll	**16.055**	▪ Garnishments
Payroll	**16.056**	▪ Payback contributions
Payroll	**16.057**	▪ FICA
Payroll	**16.058**	▪ Overpayment amounts

Payroll	**16.059**	▪ 401(k) contributions

Answer: **Please consider this feature to be as follows:**

Limited DEDUCTION AMOUNT - Ability to establish a maximum annual or per event deduction amounts for a specific category, such as:

- **Garnishments**
- **Payback contributions**
- **FICA**
- **Overpayment amounts**
- **401(k) contributions**

For example, we want to the system to automatically stop deducting far a garnishment, once the maximum amount has been deducted. Currently, these are manually tracked outside the system and checked each pay period.

11. Can you give an example of an employee group?

Payroll	**16.076**	**EMPLOYEE GROUP EFFECTIVE DATES -** Ability to define employee groups with effective dates.

Answer: e.g. Active Employees, Seasonal employees, Retired employees, Part-Time, or other County-defined groups based on various criteria.

12. Can you give an example of a deduction category?

Payroll	**16.079**	**DEDUCTION CATEGORY EFFECTIVE DATES -** Ability to define deduction categories with effective dates.

Answer: **Garnishments, Union Dues, FICA, employee taxes, etc.**

13. Can you explain what a payoff report is and what information is on it?

Payroll	**16.202**	**PAYOFF REPORT -** Ability to produce pay-off report by employee.

Answer: **The Payoff report should list any employee payoff, such as payout for accrued annual leave.**

14. Can you explain what you mean by a timecard view?

Time Keeping	**17.004**	**TIMECARD VIEWS -** Ability to customize timecard views (e.g., daily, weekly, or bi-weekly)
Time Keeping	**17.005**	**TIMECARD VIEWS BY EMPLOYEE GROUP -** Ability to provide alternate timecard views by employee group (e.g., GL code, project, etc.)
Time Keeping	**17.006**	**TIMECARD VIEW ADJUSTMENTS -** Able to adjust timecard view mid-pay period if changes occur in position or employee group.

Answer: "Timecard views" relate to time entry screens that individual employees may customize themselves (17.004 - daily, weekly, or biweekly entry screens); that may be customized for certain employee groups (17.005 – similar to billable hours); or that will reflect changes during made during a pay period based on effective date (17.006 – if employee changes position).

15. Can you provide an example of the feature below?

Time Keeping	**17.016**	**RECLASSIFICATION RULES -** Ability for agency to define multiple reclassification rules for extra hours worked for both Exempt and Non-Exempt employee groups. VENDOR NOTES: Please use Comments limit to number of rules available.

Answer: If an employee's time was charged to a Pay Code and part or all of the employee time needs to be reclassified to another Pay Code. The County will need the ability to design reclassification rules that are automatically applied (should not require manual intervention) when certain business events occurs (e.g., all hours over 40 in a work week, are assigned to "Overtime"). They would define what the rules are during design/build so that they will be available for selection when a reclassification is needed. The County would also like to know how many reclassification rules will be allowed. The County would also like the ability to develop business rules independently without vendor support through the use of Wizards or other tools.

See examples in answer to question #17.

16. Can you provide an example of the feature below?

Time Keeping	**17.028**	**TIME ENTRY RULES -** Ability to require or not require, by employee group, begin and end times for all working time whether or not an employee is assigned to a set, established work schedule.

Answer: **Ability for some groups to have to enter beginning and end times, even if exempt, as well as allow some exempt groups to just enter hours.**

17. Can you explain what you mean by reclassify time and provide an example?

Time Keeping	**17.037**	**RECLASSIFY TIME ENTRIES WHEN SUBMITTED -** Ability for system to apply reclassification rules when employee submits time.
Time Keeping	**17.038**	**RECLASSIFIED TIME -** Ability to show reclassified time for employee's review prior to submission of time entry (e.g., display hours as either paid, non-paid, overtime/comp, etc.)
Time Keeping	**17.039**	**RECLASSIFIED TIME BEFORE APPROVAL -** Ability for approver to view summary and detailed, by employee, time entry after reclassification and before approval.

Answer: **Reclassify, as explained in 17.016, is the moving of time from one pay code to another (which may have been inadvertently charged) or moving because the employee may have worked in another (interim) area where the codes are different from the employee's regular pay code options. The employee time entry will have to be changed to necessary pay code. (See response to question #15).**

17.037 – employee enters all time worked and once they submit timecard it will reclassify based on our rules (see #15)

17.038 – we currently have a timecard per day that shows all hours worked, but once employee saves the timecard they see a summary showing reclassified time. It shows totals per pay code in 3 categories:

- **Paid – all paid hours that are not overtime**
- **Non-Paid – leave without pay, extra hours no pay**
- **Overtime – comp earned, overtime paid**

17.039 – approvers would like to see all time entered as well as the reclassified hours in order to approve/reject timecard

Examples would be:

- **An exempt employee whose normal schedule is 80 hours however they worked 90, the system will reclassify the extra 10 hours from 'Regular' to 'Extra Hours No Pay'**
- **A non-exempt employee who works over 40 hours in a week will need their extra hours either reclassified to 'Comp Time' or 'Overtime'**

18. Can you provide an example?

Time Keeping	**17.060**	**ADJUSTMENT PERMISSIONS -** Ability to limit permissions to adjust time entries depending on business rules (e.g., by leave type; or whether record saved, submitted, approved, etc.)

Answer: Only specific users or group of users (e.g., Departmental Timekeepers) should be allowed to make adjustments to time entries. Therefore, only the required personnel should be given the ability to do so. This is relating to users access and security. The county will designate who these users or groups should be.

19. Can you please confirm that the County will entertain replacing the eDocs application with another document management solution that is tightly integrated with a proposed ERP solution?

Answer: Yes, it will be considered. We understand vendors handle this in different ways.

20. Can you please explain in more detail the four separate entities you refer to in General Ledger Requirement # 1.003?

Answer: See answer to question #5 above.

21. Can you please explain in more detail the below requirement and what is desired?
    a. **REGULATORY UPDATES -** Provide updates (as part of normal maintenance) to system for State of North Carolina and Federal mandated requirements for processing and reporting.

Answer: Typically payroll, but any reports the State or Federal Government mandates (e.g., ACA disclosures, IRS Form 941, NC Quarterly Unemployment, NC ORBIT retirement monthly reporting, etc.).

22. Can you please expand on the description for grant source period?
    a. 2.069 - Grant Source Period (e.g., ability to define the period for grant sources, not just the grant period).

Answer: Grants may be awarded for a specified initial grant period but, depending on source (Federal or State), may also be carried over to subsequent cycles if not expended. In such a situation County would like to track both periods.

23. The RFP indicates an average of 1,565 employees. Does this number include seasonal employees? If not, how many seasonal workers do you typically employ?

    Answer: Yes, includes seasonal.

24. What is the current structure of the chart of accounts? What is the vision for the new structure?

    Answer: Please see feature 1.001 in EIMS RFP Appendix A1. The County is redesigning its chart of accounts include at least an additional sub-object code segment. A general outline of chart of accounts needs will be completed prior to vendor demonstrations.

25. Is the County using Microsoft Outlook for e-mail?

    Answer: Yes.

26. Does the County have a preferred go-live date?

    Answer: Undetermined, but the County desires to implement without delay and understand modules will need to be implemented in phases. Although dates are tentative, flexible, and negotiable, the County anticipates a go-live for most Finance modules between October 2017 and January 2018, HR/Payroll between January and April 2018, and any remaining modules before June 30, 2018.

27. Is a phased in approach acceptable?

    Answer: Yes, it would be unrealistic to go-live with all modules at the same time. The County anticipates the following phases, but is open to discussion with the selected vendor.

    Phase 1: General Ledger, Accts Payable, Expense Management, Cashiering, Req/Purchasing
    Phase 2: Human Resources, Payroll
    Phase 3: Accts Receivable, Projects & Grants Acctg, Budgeting, Bids Mgmt, Contracts Mgmt, Fixed Assets
    Phase 4: Fleet Management, Work Orders, Inventory Management, Risk Mgmt (all, if selected)

28. Can vendors propose alternatives in order to mitigate costs? For example, can vendors propose best practices for data conversion that might not include conversion of all historical data?

Answer: Yes. The County is interested in alternative methods and is also interested in methods that use the existing data warehouse capability.

29. Page 17: "System must integrate with eDocs Electronic Content Management System." Is this limited to storing PDF version of certain forms e.g. PO to eDocs? What type of interface does eDocs provide e.g. web service, API to integrate?

    Answer: eDocs interface is web service.

    The "must" is dependent on whether the solution's built in content repository provides full featured retention management tools and security. If the provided repository is lacking in these areas, it may still be adequate for some document types (those that are non-critical, have no formal retention guidelines). In the absence of adequate retention management tools and security, certain forms would still be routed to eDocs.

30. Page 22: "OSSI to GL Import". Could you please confirm that the import file created General Journals in GL module?

    Answer: Yes, this is a journal entry upload from a subsidiary system.

31. Page 23: "General Ledger-GL - DSS Finance Trustee app (bank service charges)" This is marked as one way as well as two way integration. What data is being integrated from one system to another and what is being returned? It says invoices in the description. Is it going to GL or AP?

    Answer: This is an upload of a journal entry to the general ledger for bank service charges. It is, in fact, only one way, and this is a correction of that misstatement in the RFP document.

32. Page 22/23/24/25 Interfaces: Is it safe to assume that 3rd party system integrating to ERP would be able to create a file in format required by the ERP?

    Answer: Yes, many of the 3rd party systems produce files that may integrate with the current ERP system.

33. Page 36: Data migration: What is the business need to have 3 year worth of data converted? It is highly recommended to minimize data migration of any sub ledger data.

    Answer: Three years of GL data. Sub-ledgers will be available in source systems or the data warehouse.

34. Page 36: Data migration: Does the current system allow items from one requisition to be split to multiple Purchase orders?

    Answer: Yes.

35. Page 36: Data migration: Does the current system allow items from multiple requisitions to be combined into one purchase order?

    Answer: Yes.

36. Budgeting - How many different budget templates are in use at the County e.g. Travel, IT etc.

    Answer: The primary budget templates are:

    Capital Improvement Projects
    Capital Outlay
    Facility Maintenance Requests
    IT Requests
    Fleet/Vehicles

    The five, above, are circulated to departments prior to beginning annual operating budget preparation.

    Salaries and Benefits template
    Working budget (entity-wide) template

    These two, above, are maintained by central budget staff

    Community Funding

    Above, provided by external entities for nonprofit funding cycle

    Budget Amendment form

37. Bid Tabulation - Is this a manual process at the County?

    Answer: Mostly. The County has a manual process and one of the Departments uses an application.

38. Commodity code - How many levels of NIGP commodity code are in use at the County?

    Answer: Two levels are currently in use.

39. Vendor - Does county have any one-time vendor requirements?

Answer: **Yes**

40. Training - Should Vendor base the training cost in trainer-the-trainer model?

    Answer: **Yes, but we expect to include multiple people in each training session, not just training of one person per module.**

41. Staffing - How many resources does the County plan to dedicate to support this implementation?

    Answer: **Numerous. The County has structured module teams with a lead and multiple subject matter experts (SME's) from multiple departments, if applicable. In addition the County has dedicated application support professionals that will be assisting the module teams. Lastly, the County will utilize a Project Management Office (PMO)/team, potentially including third party implementation project oversight.**

42. Business Processes - Does the county have documented business processes?

    Answer: **Yes, As-is and To-be workflows were created using the teams mentioned in question #41, above, and our third party software selection consultants. Additionally, the To-be workflows will be utilized as guides to vendors for demonstrations.**