



<input checked="" type="checkbox"/> AMENDMENT OF SOLICITATION
<input type="checkbox"/> MODIFICATION OF CONTRACT

City of New Braunfels
Purchasing
551 Landa Street
New Braunfels, Texas 78130

1. Solicitation No. RFP 23-006 Enterprise Resource Planning System and Implementation	2. Contract No.	3a. Addendum No. 1 3b. Modification No.	4. Effective Date of this Action Jan. 25, 2023
5. Name and Address of Offeror or Contractor	6. For Information Call: (No collect calls or Fax offers accepted) Purchasing: Barbara Coleman Phone No.: 830-221-4389 Fax No.: 830-608-2112		7. Amount of Contract/Order is: Increased by: Decreased by: New Total: <input type="checkbox"/> Unchanged
8. THIS BLOCK APPLIES TO AMENDMENTS OF SOLICITATIONS ONLY: The above numbered solicitation is amended as set forth in Block 10 below. <input type="checkbox"/> The date and time specified for receipt of offers IS NOT extended. <input checked="" type="checkbox"/> THE DATE AND TIME SPECIFIED FOR RECEIPT OF OFFERS IS CHANGED TO: February 13, 2023 Offerors must acknowledge receipt of this amendment prior to the date and time specified in the solicitation or as amended, by one of the following methods: (i) By completing Blocks 5 and 11 and returning this Addendum in the number of copies specified for the solicitation; (ii) By acknowledging receipt of this Addendum on each copy of the bid submitted; or, (iii) By separate letter, telegram, or fax referencing the solicitation and addendum. If by virtue of this Addendum offeror desires to change an offer already submitted, such change may be made by letter, telegram, or fax, provided each such notice makes reference to the solicitation AND this Addendum, and is received prior to the date and time specified. NOTICE: NON-RECEIPT OF YOUR OFFER AND THIS ADDENDUM AT THE DESIGNATED PLACE WITHIN THE DATE AND TIME SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.			
9. THIS BLOCK APPLIES TO MODIFICATIONS TO CONTRACTS, DELIVERY OR PURCHASE ORDERS ONLY. The above numbered Contract, Delivery, or Purchase order is modified as set forth in block 10 below. <input type="checkbox"/> This Change Order is issued in accordance with authority granted by instrument referenced in block 2. <input type="checkbox"/> The instrument in Block 2 is modified to reflect administrative changes. <input type="checkbox"/> This Supplemental Agreement is entered into pursuant to the Authority of: <input type="checkbox"/> Other (Specify type of modification and authority): _____ <input type="checkbox"/> CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN ONE ORIGINAL. <input type="checkbox"/> Contractor is not required to sign this document but is requested to acknowledge receipt.			
10. DESCRIPTION OF CHANGES This Addendum No. 1 provides the minutes to the Pre-proposal Conference hosted on January 10, 2023 and answers to questions received by the question deadline of January 15, 2023. Response date is changed to February 13, 2023 Except as provided herein, all terms and conditions of the document referenced above remain unchanged and in full force and effect.			
11a. SIGNATURE OF OFFEROR OR CONTRACTOR		CITY OF NEW BRAUNFELS, TEXAS "Barbara Coleman"	
11b. PRINTED NAME AND TITLE	11c. DATE	Barbara Coleman Purchasing Manager	1/25/2023 Date



A. Announcement of Solicitation: RFP 23-006 Enterprise Resource Planning system and Implementation Services

1. Solicitation Schedule:

1. Date issued: December 15, 2022
2. Non-mandatory Pre-Proposal Conference: Jan. 10, 2023 at 10:00 A.M. (Central Time)
Hosted via zoom:

Register in advance for this webinar:

https://us02web.zoom.us/webinar/register/WN_ajR3tEYrQeK37i8YiUYRgw

After registering, you will receive a confirmation email containing information about joining the webinar. The call in Telephone: (833) 926-2300

3. All questions must be submitted to **Barbara Coleman** no later than **January 15, 2023 by 5:00 P.M. (Central Time)**.
4. All proposals are due to New Braunfels City Hall, City Secretary Office - Attention: Purchasing, **no later than 3:00 P.M. (Central Time) on February 2, 2023.**
5. Vendor demonstrations from the top ranked candidates will be hosted in March, 2023
 - March 8 and 9
 - March 22 and 23
 - March 29 and 30
6. **Notice of Award:** It is the City's intent to make its recommendation to City Council for approval in April 2023.
7. **Notice to Proceed** – May 2023

B. Introductions (Staff and Consultant)

1. Barbara Coleman, Purchasing Manager – ***primary point of contact until the contract is awarded.***
Phone: (830) 221-4389 Email: bcoleman@nbtexas.org
2. Plante Moran - Mike Grossman, Project Consultant
3. City Project Team: Sandy Paulos – Director of Finance , Angie Harris – Assistant Director Finance, Becca Miears - Director Human Resources, Lindsey Cox - Assistant Director Human Resources, and JC McConnell - Business Systems Manager Information Technology

C. Description of Work:

The City of New Braunfels seeks a proposal for providers of ERP software and implementation services to implement a new ERP solution. This will replace the City's current CentralSquare ONESolution ERP system. The functional scope of the new system must include financials, human resources, and payroll functionality. The City is only considering cloud/vendor hosted solutions. Objectives for undertaking this project including a desire to streamline business processes and align with industry best practices, decrease transaction processing time, and improve decision making by increasing visibility of data across departments and providing end-users with access to flexible and user-friendly reporting capabilities.



D. Review of Bidding Procedures

1. Solicitation documents may be obtained at:
 - The BidNet Direct website, <https://www.bidnetdirect.com/texas/city-of-new-braunfels>
 - The City of New Braunfels' website, <https://www.nbtexas.org/2694/Solicitations>
2. **Submission:** Proposer must follow proposal instructions notated within Sections 1 through 6 of the solicitation documents to provide consistency for the evaluation committee.
 - a. Deadline for submittal of Questions and Requests for clarifications will be **January 15, 2023** at 5:00 p.m.
 - b. All proposals are due to New Braunfels City Hall, City Secretary Office - Attention: Purchasing, **no later than 3:00 P.M. (Central Time) on February 2, 2023.**
 - c. Proposals may be submitted electronically in BidNet Direct or directly to the City to Secretary's Office at the New Braunfels City Hall and be time stamped in a sealed envelope.
 - d. Proposals received after the time and date set for submission will be returned, unopened, upon request.
 - e. Label as follows:

Delivery Address

Purchasing Department
City of New Braunfels
550 Landa Street
New Braunfels, TX 78130

Labeled:

CSP 23-006
ERP Software Solution
Due: Feb, 2, 2023 – 3pm

E. Required Proposal Documents:

- TAB 1: Solicitation and Offer Form and Addenda
- TAB 2: Executive Summary
- TAB 3: Company Background
- TAB 4: Application Software
- TAB 5: Technical and Vendor Hosted/Cloud Information
- TAB 6: Implementation Plan
- TAB 7: Staffing Plan
- TAB 8: Ongoing Support Services
- TAB 9: Client References
- TAB 10: Subscription and Maintenance Agreements
- TAB 11: Exceptions and Deviations
- TAB 12: Other Documentation

1. **Certificate of Insurance** One copy completed and signed. A **“for information purposes only” copy is acceptable.** The awarded Contractor will be required to provide their certificate of insurance prior to contract award.
2. **Conflict of Interest Questionnaire** Must be filed with the City Secretary **IF** the vendor has a business relationship as defined by Section 176.001(1-a) with the City and the vendor meets requirements under Section 176.006(a).
3. **Certificate of Interested Parties - Form 1295** (Refer to Section 3.13) This form will be requested from the awarded Contractor(s).



4. Attachments:

Attachment A – Requirements

Attachment B – Pricing Form

Attachment C – Vendor Forms

F. General Information

1. SOLICITATION UPDATES

- a. Proposers shall monitor the BidNet Direct website (<https://www.bidnetdirect.com/texas/city-of-new-braunfels>) and the City's website (<https://www.nbtexas.org/2694/Solicitations>) for any updates pertaining to the solicitation.

G. Proposal Form – Exhibit 1 –

- Line-item proposal is provided in Excel Form with the solicitation.

H. Technical Discussion – Project Consultant, Mike Grossman, Plante Moran

- High level review of scope and requirements

I. Questions and Answers:

Attendee Report

Report Generated: 1/25/2023 16:46

Topic	Webinar ID	Actual Start Time	Actual Duration	(n# Registered
RFP 23-006 - Preproposal Meeting for ERP Software Solution	896 5147 0980	1/10/2023 9:51	33	11

Attendee Details

Attended	User Name (Original	First Name	Last Name	Email	Source Name
No	Prasad	Prasad	Darbha	pdarbha@brightpointinfotech.com	
No	kerry	kerry	boudreaux	kerry.boudreaux@fourthsquare.com	
No	Jay	Jay	Winchester	jay.winchester@canamtechnologies.com	
No	Scott	Scott	Stickel	scott.stickel@canamtechnologies.com	
Yes	Greg Egnatowski	Greg	Egnatowski	greg.egnatowski@workday.com	
Yes	Peg Daneau	Peg	Daneau	peg.daneau@alight.com	
Yes	Curtis Feddern	Curtis	Feddern	cfeddern@edmundsgovtech.com	
No	Derik	Derik	Simovart	zoom5@phoenixteam.com	
Yes	Ahmed Aalen	Ahmed	Aalen	ahmed@ag360inc.com	
Yes	Richard Haugen	Richard	Haugen	rhaugen@phoenixteam.com	
Yes	Steven Porter	Steven	Porter	matthew.friedman@alight.com	

ERP RFP Questions and Answers
City of New Braunfels, TX

#	Question	City Answer
1.	What is the Planned Start date you are looking for? Do you have a specific timeline or phases in mind for this project?	The City did not specify a proposed project start date. Vendors should propose their best option for phasing of the project.
2.	What is the current payroll system being used by City and are you open to implement it in the new ERP?	The City currently uses ONESolution for payroll. The City wants payroll to be a part of any future system proposed.
3.	What would be the percentage of involvement of the City Staff in the project	The City requests vendors provide an estimate of necessary City involvement as part of their proposal.
4.	Does the City anticipate conducting software demos and implementation oral presentations after reviewing submitted responses?	Yes
5.	For the expanded/optional modules mentioned in the RFP, Is city looking for complete details of pricing and plan to implement them?	The City would like complete details for these modules if the vendor has these capabilities. However, they are not required components of a proposal.
6.	Have you set aside a budget for this project?	Yes
7.	Considering COVID restrictions: Are there any requirements for onsite project team? Can the project be executed remotely? Can the implementation team work from remote locations (in US as well as Offshore)	The City will consider onsite and remote approaches. The City expects the vendor to provide rationale for their proposed approach including any associated costs and benefits to the City. While the City prefers work be performed in the US, they will consider offshore services if the vendor provides their rationale and expected benefits to the City for utilizing offshore services.
8.	Is there any requirement for Single Sign on for the To-Be solution?	The City wants to integrate the future solution with their Azure Active Directory.
9.	Please highlight any specific challenges that you have today and would like to	Lack of reporting functionality, outdated payroll functionality, not user-friendly, lack of integration with other software products.

ERP RFP Questions and Answers
City of New Braunfels, TX

#	Question	City Answer
	<p>resolve/achieve with the new ERP system. Other than the ones mentioned in the RFP</p>	
10.	<p>Do you have an internal Organizational Change Management lead that can take care of organizational change impact and communications?</p>	<p>The City does not currently have a lead identified.</p>
11.	<p>Are there any additional compliance requirements apart from the point covered in RFP that we should be aware of?</p>	<p>No</p>
12.	<p>Do you have any specific requirements of reporting? Do you use any Data warehousing solution and require integrations?</p>	<p>There are reporting requirements listed in Attachment A - Requirements. The City does not currently use a data warehousing solution.</p>
13.	<p>Do you plan to have a team dedicated for this project? Like PM, business analysts and key SMEs? If yes, what percentage of involvement we can assume?</p>	<p>The City will provide resources for the project, but likely will not have resources dedicated 100% of the time to the project. We request the vendor provide expectations in their proposal for City staffing requirements.</p>
14.	<p>Are there any specific internal audit requirements or HR audit deficiencies that should be taken into consideration when scoping the proposed solution?</p>	<p>No</p>
15.	<p>Do you need to track retirees in the new system? If so, how many retirees will be tracked?</p>	<p>Yes, specific requirements related to tracking retiree information are listed in Attachment A – Requirements.</p>
16.	<p>What scope and volume you are expecting for data conversion from existing to new system? How many years of data does is required to convert to the new ERP system.</p>	<p>Data conversion requirements are included in the Data Conversion Services tab of the Pricing Forms attachment.</p>
17.	<p>What are the top existing constraints and limitations with the current financial system and overall technology architecture that</p>	<p>Objectives for undertaking this project including a desire to streamline business processes and align with industry best practices, decrease transaction processing time, and improve decision making by</p>

ERP RFP Questions and Answers
City of New Braunfels, TX

#	Question	City Answer
	(the client) is looking to solve with a system replacement?	increasing visibility of data across departments and providing end-users with access to flexible and user-friendly reporting capabilities.
18.	Do you have a strategy for sharing information to downstream internal and external systems? Do you currently have systems in place that manage the sharing of information between internal systems?	The city currently utilizes point to point integrations without use of middleware. The City is open to alternate approaches in the future state if it is cost effective and more efficient for the City.
19.	Does the City have any blackout durations which we should consider while formulating the project plan?	The City will have holidays and some busier time periods (such as audit and budget seasons), but they do not anticipate extended blackout periods.
20.	Will you be doing consolidations? If so, how many entity Consolidations do you have, and how many levels?	No consolidations
21.	How many allocations do you generate per period? Also identify the types of allocation bases used. (Ex. 12 based on headcount, 6 based on revenue by region, 3 based on square footage)	zero
22.	Are any of these elements self-balancing besides Company? If so, please identify each element and describe the reporting	Funds must balance.

ERP RFP Questions and Answers
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	requirements. (For example, balance by Business Unit, grant, fund)	
23.	Does the City have any awards where the sponsor has given the City funds upfront?	Yes, but not frequently
24.	Do staff certify their time for grant/award reporting purposes?	The City does track time spent by staff working on grants.
25.	Is effort certification needed for Grants?	The City does track time spent by staff working on grants
26.	To what degree is the City interested in expense planning based upon calculations or driver- based assumptions?	Not likely
27.	What is the planned frequency of updating forecasts during the year?	2-3
28.	In addition to G/L accounts, cost centers and funds, can you provide examples of other levels of granularity you need for budgeting? (i.e., grants, vendors, programs, projects?)	The City budgets at the GL level and the project level.
29.	Does the City require Integration Test Management and support (integration test planning, scheduling, scenario creation, data staging and execution)?	The City has identified potential integrations which are listed on page 9 and 10 of the RFP. The City is interested in vendor assistance for these components and would like details and costs provided for them. The City will require thorough testing of all integrations as part of the installation and configurations process, but does not/will not require a formal test management system software.

ERP RFP Questions and Answers
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30.	Can you provide the number of inventory sites, average number of par and stocking locations?	Two
31.	What is the number of items on the city's Item Master?	The City does not currently have a centralized item master but is interested in implementing one for their golf pro shop and fleet parts.
32.	What are the key business outcomes of this initiative?	Objectives for undertaking this project including a desire to streamline business processes and align with industry best practices, decrease transaction processing time, and improve decision making by increasing visibility of data across departments and providing end-users with access to flexible and user-friendly reporting capabilities.
33.	What does the optimal user experience look like?	The City wants a system that is intuitive and easy to use for end-users across the City.
34.	What is the degree to which this initiative represents a significant shift in the way end-users will be expected to complete day-to-day work activities?	The City expects a shift in tasks from manual data entry to utilizing system tools and functionality to automate routine tasks.
35.	Does the City have Unions and collective agreements? If so, how many?	No, the City has two Associations, one for Fire and one for PD. We have one meet & confer agreement.
36.	How many legal entities are managed by the City?	The City is one Legal entity.
37.	Do you offer retiree benefits?	Yes, retirees can choose to remain on medical, dental, or vision.

ERP RFP Questions and Answers
City of New Braunfels, TX

#	Question	City Answer
38.	<p>Have you defined the future of reporting for your organization? Do you know what kind of reporting gaps will exist in the future state, and what prioritized reports or analytics your leaders would like out of the new system?</p>	<p>There are reporting requirements listed in Attachment A – Requirements. For specific reporting requirements, it is anticipated that the Vendor will take the lead on developing any reports required as part of the initial deployment of the system. The City expects that many reports may be filled by pre-built queries or dashboards and not require a full custom report.</p>
39.	<p>Will (the client) need more than one year plus Current YTD summarized journal lines for each company’s historical data?</p>	<p>Data conversion requirements are included in the Data Conversion Services tab of the Pricing Forms attachment.</p>
40.	<p>Our firm resells and implements a cost effective and functionally rich world-class SaaS system for mid-size organizations which would easily meet and exceed the City's requirements. The company has other older versions of the software with dozens of city implementations and hundreds of other public sector references. The current version of the software has public sector references but does not have 3 city implementations in production that the City requires in the RFP. The software company is very established and has one of the largest percentages of market share. We feel it would benefit the citizens if the City would consider our software as part of the selection process. Would the</p>	<p>The City will accept references for previous versions of the software to fulfill that requirement.</p>

ERP RFP Questions and Answers
City of New Braunfels, TX

#	Question	City Answer
	City be willing to consider our submission if we were to respond to the RFP?	
41.	What is your ideal go-live date?	The City does not have a specific date in mind. We expect the implementation to start in the summer of 2023 and are open to vendor suggestions for duration of the project.
42.	What percentage of your internal project teams time will be allocated to this project?	The City requests vendors provide an estimate of necessary City involvement as part of their proposal.
43.	Will the Finance project team be separate from the HCM project team?	Functional leads will be different, but some resources (e.g. project manager, technical team) may overlap.
44.	What is your number of Work Agreements and/or Union agreements?	The City has one meet & confer agreements.
45.	How many payroll areas does the City have?	46
46.	How many approved and reimbursed expense reports do you process annually?	1238
47.	How many P cards are issued throughout the City and who is the issuer of the PCard and what is the name of the card program?	The City uses JP Morgan P-cards and has 225 cards.
48.	Do you currently have a Travel Management Companies (TMC) for booking travel? If so please provide the name of that travel company. If not, are you looking to contract with a travel management company for travel booking?	No

ERP RFP Questions and Answers
City of New Braunfels, TX

#	Question	City Answer
49.	Do you currently utilize an Online Booking Tool (OBT) for Travel already? If so, please provide the name of the OTB.	No
50.	Please provide information on the current Travel request process and how they are currently handled internally	City employees fill out a SmartSheet form that includes details of the travel request. The form is then routed for approval. After approval, the per diem check is given to the employees.
51.	Do you allow Cash Advances? If so, please define the current process.	Employees can receive their per diem check in advance of the travel.
52.	The City mentions that it would like to have a Centralized Cashiering solution dictating running all payments through one software with real-time, bi-directional integration with invoicing software. Could the City list the applications they would like this to occur for?	<p>The City would like payment information from the following systems to integrate with the future cashiering system:</p> <ul style="list-style-type: none"> • Cityworks • Incode • RecTrac • Square
53.	Could the City provide us with the total number of users, including supervisors, that would be accessing just the new Cashiering/POS module? This would be based on receiving payments for the Financial A/R system, miscellaneous payments and any users associated with the answer above. Read-Only users and daily departmental revenue submitters are no charge.	Total number of estimated users is 135.
54.	Can the City list the current POS equipment and model you would like the Cashiering solution to integrate with or would the City	Ingenico IPP320, Ingenico Desk 3500, Square POS Registers & Bluetooth card readers, Ingenico IPP3503, Verifone TriPOS credit card reader, MagTek PN21073062 credit card reader

ERP RFP Questions and Answers
City of New Braunfels, TX

#	Question	City Answer
	<p>like additional POS equipment to be included in the RFP response (<i>receipt printers, scanners, cash drawers, check imaging/MICR devices, encrypted credit card swipe and EMV/chip/tap-to-pay devices</i>).</p>	
55.	<p>What credit processors is the City currently using?</p>	<p>GolfNow, Global Payments-Court, Square-mobile Parks sites (rangers/mini golf/boats/river/tube), ParkMobile (river parking), AvFuel, Clover/CardPointe-All others</p>
56.	<p>Does the City currently have a customer online payments portal? Would the City like the new cashiering solution to become the City's Customer Payment Portal? If so, what applications would the City like to take online payments for</p>	<p>The City as a whole does not have a payment portal however, CityWorks, Tyler, & RecTrac all have online payment portals. The other divisions enter payments manually into Clover/CardPointe.</p> <p style="padding-left: 40px;">b. The City might be interested, If it could recognize to which division the payments belong and be mapped to the correct revenue accounts.</p> <p style="padding-left: 40px;">c. Definitely the divisions that enter payments manually (don't have POS system)</p>
57.	<p>Would the City like the cashiering solution to create an Image Cash Letter (ICL) containing check images for deposit, and send it to your bank? If so, what bank?</p>	<p>How does this process work and what are the controls? How would this reconcile per division if checks are automatically deposited but cash still goes with the officer?</p>
58.	<p>Does the City have a multi-check scanning process in place for recording checks and invoices in batch? If not, should this be included in the response? What is the</p>	<ul style="list-style-type: none"> • Cash-deposited checks are not scanned by us but images are available at Frost once deposited, cash reports w/associated payment receipts are scanned via desktop scanner

ERP RFP Questions and Answers
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	annual volume that the City would scan using this process?	<ul style="list-style-type: none"> • AP-check ‘copies’ are stored within ERP and can be pulled at any time, invoices are scanned via desktop scanner. • The City does not have numbers for exact annual volume but FY21/22 AP = 7.2 GB, Cash = 6.2 GB.
59.	Does the City have scenarios where different departments/agencies need to submit end of day receipt summary information? If so, would the City like to automate that?	Some City departments submit daily cash reports to Finance. The City would like this process to be automated.
60.	Whether companies from Outside USA can apply for this? (like, from India or Canada)	Companies from outside the USA may provide a response.
61.	Whether we need to come over there for meetings?	The City expects some onsite presence for key project tasks (e.g. kickoff, training, go-live), but the City will consider any onsite/remote approaches proposed.
62.	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Services may be provided remotely from outside the USA. However, data must always be stored in the USA.
63.	Can we submit the proposals via email?	No, please See page 4 of the RFP for submission instructions.
64.	Would the City of New Braunfels consider a best of breed full-suite HCM like UKG and a best of breed ERP (for the financial side) or are you only considering full suite ERP solutions?	The City will consider a best of breed approach for HCM and Financials, but only if the proposal includes a partner to achieve the full Core scope (and optionally may include the Expanded scope).