



Date June 27, 2025

Consulting Services for Enterprise Resource Planning System Project Planning and Development of a Request for Proposal
RFP# 700-FIN-2025-14
Addendum No. 2

Please note that this Addendum answers questions submitted during the Q&A open period. All other terms and conditions given in the RFP are in full force and effect.

QUESTIONS & ANSWERS

Vendor Question: If contractor responds to the RFP, would they have the opportunity to respond to the implementation portion?

Answer: The contractor will be able to respond to the implementation portion of this RFP, not the implementation of the software.

Vendor Question: Is the Town open to both SaaS/cloud-based ERP systems and on-premises solutions, or is there a preference?

Answer: The Town is open to both.

Vendor Question: Is the Town open to proposals from all ERP manufacturers, or are there any existing preferences or restrictions?

Answer: The Town is open to proposals from all ERP manufacturers.

Vendor Question: Is there an ideal timeline for when the ERP implementation should begin and be completed, following the planning and vendor selection process?

Answer: To be determined.

Vendor Question: Are there any standard agreements, policy documents, or templates that need to be considered or adhered to in the drafting of the ERP RFP? If so, will we have access to those prior to submission or our proposal?

Answer: No. The terms will be open for discussion during the negotiation of the agreement.

Vendor Question: Will the awarded planning consultant be permitted to respond to the subsequent ERP implementation RFP, or will that be considered a conflict of interest?

Answer: The awarded consultant will only be considered for the implementation in this RFP.

Vendor Question: In the terms of the cost proposal, will the Town of Clayton prefer T&M pricing or fixed cost pricing.

Answer: The Town would like a cost for each task and then a total fixed cost price of your proposal.

Vendor Question: Regarding Section 6: TEAM ORGANIZATION AND RESUMES, bullet 2, Resumes for each key team member.

Will the resumes count toward the 30 pages total? Can we include the resumes and other attachments as an appendix to the response?

Answer: You may write a paragraph for each key team member as part of the proposal; it doesn't have to be a complete resume. It will be included as part of the 30 pages.

Vendor Question: Is there a budget that the Town is able to share for this project?

Answer: The Town doesn't have a set budget at this time.

Vendor Question: Is there an incumbent vendor that has already performed any preliminary work for this project? If so, are you able to share the name of the firm and the general work that was performed?

Answer: No

Vendor Question: Has the Town had demonstrations or reviews of any systems to date?

Answer: Yes – Tyler ERP Pro – this was done over a year ago

Vendor Question: How much time should be allocated to work with the Purchasing Department on a final RFP document, once the all the requirements and specifications have been developed?

Answer: The time to work with the Purchasing Department will be determined after the award of the contract.

Vendor Question: Task 1 is titled project planning and management, but the deliverables are the needs assessment and business process analysis report (including gap analysis). Can you confirm those deliverables should be delivered with task 1 and not task 2, or an unlisted assessment task?

Answer: Revise deliverables for Task 1 shall read as follows: Provide Project Charter, Project Goals, Project Plan, Status Report Template, MS Teams Collaboration Site, Monthly Status Reports, Additional Update as Required. Add needs assessment and business process analysis report to Task 2.

Vendor Question: How long does the Town typically give bidders to respond to the type of RFP that will be produced for the ERP Selection (e.g., 4 weeks, 6 weeks, etc.)?

Answer: Will consider recommendation of awarded Consultant

Vendor Question: Given that the scope of implementation services and the timeline is highly dependent on the ERP vendor that is selected, is it sufficient to provide costs for assistance with the system selection phases of work and hourly rates for the implementation services. how does Town prefer that we estimate implementation services.

Answer: Cost for the system selection phase, cost for advisory implementation phase and total fixed price.

Vendor Question: Are there any timeline constraints that require the system to be implemented by a certain date (e.g., systems end of life, end of vendor contracts, fiscal period end, etc.)?

Answer: This will not be determined in this RFP.

Vendor Question: Does the Town want business process maps/flow diagrams included in the needs assessment report?

Answer: Yes, these would be beneficial for the evaluation process.

Vendor Question: Task 7 says “the consultant will serve in an advisory capacity during the early stages of ERP implementation”. Can you confirm that the consultant will only be participating in the early stages, or do you want advisory services for the entire duration of the implementation?

Answer: It would be the early stages if needed to go further in duration will be negotiated at that time.

Vendor Question: Will the cover letter and title page count towards the maximum 30-page?

Answer: The title page, table of contents, and section dividers will not count. The cover letter will count toward a maximum of 30 pages.

Vendor Question: What is included within Utility Management scope? Does this include utility billing, work orders, utility asset management, etc.?

Answer: Yes – Utility billing, collections and work orders.

Vendor Question: What processes and functions are included within Community Development?

Answer: Departmental Activity for Planning, Inspections, Engineering and Community Development

Vendor Question: Are there any timeline constraints that require the system to be implemented by a certain date (e.g., systems end of life, end of vendor contracts, fiscal period end, etc.)?

Answer: This will not be determined in this RFP.

Vendor Question: Will the Town consider a hybrid work approach where key activities can be completed onsite and other activities will be completed remotely?

Answer: The Town will consider a Hybrid work approach with key activities completed onsite

Vendor Question: Has the Town completed any consultant-led IT-type assessments in the recent past? If so, is the Town willing to disclose who performed the assessment?

Answer: IT security assessment. Party who performed the assessment to be provided at a later date.

Vendor Question: Does the Town have a software inventory? If so, can that be shared at this time?

Answer: To be provided at a later date

Vendor Question: Does the Town prefer to go with multiple best-of-breed systems that can integrate with each other, or is it more inclined towards procuring a single software vendor to replace all the existing modules?

Answer: To Be Determined

Vendor Question: Can you please let us know the total number of legal entities and distinct business units under the Town of Clayton that will be in scope for this engagement (e.g. municipalities, special-purpose authorities, boards, departments)

Answer: You will work with Town Council, Town Departments and the Stakeholders Team for the Project of the Town of Clayton

Vendor Question: Do you have any in-house advisory or project management staff we'll partner with, or is this fully outsourced?

Answer: Stakeholder Team chosen from Town Staff

Vendor Question: Does the Town of Clayton have a timeline in place for when they would like to see the ERP RFP released, the solicitation awarded, and the system implemented?

Answer: The desire is to have the ERP RFP released by Q1 of calendar year 2026

Vendor Question: When does the current ERP contract end?

Answer: Annual Renewal

Vendor Question: Is the Tyler Technologies system the only system under consideration for replacement, or is the Town of Clayton looking at consolidating other systems under this new procurement?

Answer: The Town is open to all systems.

Vendor Question: What personnel does the Town of Clayton expect to assign to this project?

Answer: To be determined.

Vendor Question: For the cost associated with Task 7 – Implementation Advisory Services, how would the Town of Clayton like us to properly assign hours to this section? *(Without knowing the successful ERP vendor and system ahead of time, the range of possible ungrounded estimates could lead to large variations in the final not-to-exceed amount.)* Is it possible the Town of Clayton will accept a single blended hourly rate for this task, with a post-award negotiation on the final figure once there is more project clarity?

Answer: Contractor should be able to give a cost estimate based on prior experiences on this type of project.

Vendor Question: Are any of the functions supported by the current Tyler Technologies New World System currently outsourced (payroll, for example), and what are the expectations for in-sourcing or maintaining outsourcing services with the new ERP system?

Answer: The Town currently outsources Payroll, Inventory Management. The Town is open to in-sourcing or outsourcing (to be determined)

Vendor Question: What, if any, project management (PM) tools are preferred for this initiative (e.g., Smartsheet, Microsoft Project, Asana, Monday.com)?

Answer: The Town is open to tool and will be determined after award

Vendor Question: What are the preferred collaboration tools (e.g., Microsoft Teams, Webex, Zoom) that are currently used by staff.

Answer: The Town uses all the tools referenced

Vendor Question: What are the platforms and data sources that need to be integrated into new ERP?

Answer: Town desires to have a fully integrated system. To be determined.

Vendor Question: How many users are expected to use the new platform?

Answer: Up to 500 users

Vendor Question: Are there any milestone dates that we should take into consideration (e.g., current support contract end date, Town, County, or State funding deadlines, etc.)?

Answer: To be determined.

Vendor Question: What is the anticipated budget range for the ERP replacement project?

Answer: To be determined

Vendor Question: What is the timeline proposed on the RFP start and end dates?

Answer: We desire the ERP RFP to be issued Q1 of calendar year 2026

Vendor Question: Does the consultant need to refer any ERP Vendors in this RFP?

Answer: We are looking for an objective ERP solicitation.

Vendor Question: Did Town finalize any ERP Vendors alternate to Tyler Technologies?

Answer: Unknown

Vendor Question: Can some of the consultants be offshore or should all the team members be in US?

Answer: Preferred in the US.

Vendor Question: This work could be performed Remotely from US or Hybrid. If hybrid, would Town cover the travel expenses?

Answer: Travel should be minimal, and cost should be included in your cost proposal.

Vendor Question: The company supporting the RFP, would they get a chance to offer implementation services like design, build, test and deploy or just advisory services during implementation?

Answer: No. Just advisory services

Vendor Question: During the RFP process, would any functional, technical, and business teams be part of RFP to share the current state pain points, current state artifacts etc

Answer: Town Staff

Vendor Question: Can the Town share their Professional Services Agreement? To ensure adherence with professional standards, are vendors allowed to include exceptions provided by our legal team within the proposal or will there be a contract negotiation period following award?

Answer: The Professional Service agreement will be shared and negotiated after the award.

Vendor Question: The RFP's purpose and background says vendor selection, negotiations, and implementation advisory services are optional. The scope description by task doesn't identifies the optional tasks. Can the Town confirm Tasks 5, 6, and 7 are optional?

Answer: Tasks 5, 6 and 7 are optional for award by the Town– **please include as part of your response**

Vendor Question: The current system modules include asset management. Is this for tracking depreciable assets or is this for tracking, scheduling, monitoring and maintaining operational assets?

Answer: Our existing Tyler ERP we are using fixed asset module for financial reporting. City Works is used for operational asset management.

Vendor Question: Our process also includes a requirement to sign an annual engagement letter on commercially reasonable terms. Is the Town amenable to signing that? Should we include a sample engagement letter in our response?

Answer: To be determined after the award. You don't need to include with your response to the RFP.

Vendor Question: Is there an anticipated start date for the project?

Answer: To be determined after the award

This Addendum must be acknowledged and signed by an authorized representative of the firm and must be returned with your submittal. Failure to do so will cause your submittal to be rejected:

By: _____ (signature)

Name: _____ (Printed)

Title: _____

Date: _____