Request for Information No. 2025-031

Enterprise Resource Planning (ERP)

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ADDENDUM No. 1

ISSUE DATE: February 14, 2025

Responding Offerors on this project are hereby notified that this Addendum shall be made a part of the above named RFI document.

The following items add to, modify, and/or clarify the RFI documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFI document.

Question/Answers

1. **Question:** What are the current challenges with Tyler Munis ?
   Answer: This RFI is intended to explore the current ERP market and available solutions rather than assess the challenges or successes of any specific vendor. Our focus is on understanding industry trends and identifying options that best fit the County requirements.

2. **Question:** What is the driving the change in ERP systems at Union County?
   Answer: This RFI focus is on understanding industry trends and identifying options that best fit the County requirements.

3. **Question:** What are the top goals each department wants to achieve with a new ERP system?
   Answer: This RFI is intended to gather insights into the capabilities of modern ERP systems rather than define specific departmental goals. Our objective is to explore solutions that enhance overall efficiency, integration, and functionality across the organization.

4. **Question:** What is most important to the County when selecting a new ERP vendor?
   Answer: The County's objective is to explore solutions that enhance overall efficiency, integration, and functionality across the organization.

5. **Question:** Has the County seen any demonstrations of ERP system?
   Answer: Not at this time.

6. **Question:** When does the County anticipate releasing the RFP for an ERP system?
   Answer: The timeline for issuing an RFP has not been finalized. This RFI is part of our initial market research to better understand available ERP solutions before determining next steps.

7. **Question:** When does the County desire to go-live on a new ERP system?
   Answer: Please refer to question 6.

8. **Question:** How many Grants does Union County have and how is the County currently managing them?
   Answer: This RFI is focused on exploring ERP system capabilities and is not intended to provide specific details on grant management. Our goal is to understand available solutions that could support various administrative functions, including grants.

9. **Question:** Is the County looking to replace their Tax Administration and Utility billing software?
   Answer: Not at this time.

10. **Question:** Does the County prefer to have either/or a centralized cashiering process where all payments are made through one software with real-time, bi-directional integration back to other software or decentralized where each department/software records their own payments and updates the financial system? If the County would like to move to a centralized cashiering approach, can you list the applications that you would like the new cashiering application to take payments for.
    Answer: The County is open to both centralized and decentralized cashiering approaches. This RFI is intended to explore available solutions and their capabilities to determine the best fit for our needs.

11. **Question:** Would the County provide us with the total number of users, including supervisors, that will be accessing only 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. (Note that read-only users and daily departmental revenue submitters are no charge.)
    Answer: This RFI is focused on exploring available solutions and capabilities rather than providing specific user totals for POS modules. Future evaluations will determine user requirements based on the selected system.

12. **Question:** Can the County list the current POS equipment and model you would like the Cashiering solution to integrate with or would the County like additional POS equipment to be included in the RFP response (receipt printers, scanners, cash drawers, check imaging/MICR devices, encrypted credit card swipe and EMV/chip/tap-to-pay devices)?
    Answer: Not at this time.

13. **Question:** What credit processors is the County currently using?
    Answer: The County is currently not adding that detail to this RFI. The RFI focus is on understanding industry trends and identifying options that best fit the County requirements.

14. **Question:** Would the County like the new cashiering solution to become the County's Online Customer Payment Portal? If so, what applications would the County like to take online payments for?
    Answer: Not at this time.

15. **Question:** Would the County 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?
    Answer: The County is currently not adding that detail to this RFI. The RFI focus is on understanding industry trends and identifying options that best fit the County requirements.

16. **Question:** Does the County 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 annual volume that the County would scan using this process?
    Answer: Not at this time.

17. **Question:** Does the County have scenarios where different departments/agencies need to submit end of day receipt summary information? If so, would the County like to automate that?
    Answer: Automation is always preferred, however this RFI is focused on understanding industry trends and identifying options that best fit the County requirements.

18. **Question:** Is it a mandatory requirement to have implemented ERP software solutions for a US local government entity?
    Answer: No it is not a mandatory requirement.

19. **Question:** Can we provide commercial references?
    Answer: Yes

20. **Question:** Is certification from ERP software providers a mandatory a qualification crierion? If yes which specific certifications are acceptable?
    Answer: No

21. **Question:** Please provide estimated license counts for the modules listed in the Estimated System Users by Function table on page 4.
    Answer: We currently will not be listing by function table, but we estimate the user count to be around 500.

22. **Question:** Is Union County open to "best -in-class" respondents (not "all-in-one") that propose to integrate with other applications as applicable?
    Answer: Yes the County is open to those responses.

23. **Question:** Is the County interested in receiving point solution (i.e best-of-breed) responses to the RFI? That is, not a complete ERP solution, but rather a proposal that addresses only the Budgeting functionalities requested in RFI.
    Answer: This RFI focus is on understanding industry trends and identifying options that best fit the County requirements.

24. **Question:** When does the County anticipate releasing an RFP for the procurement of ERP software and implementation/integration services?
Answer: The County has not yet determined a timeline for releasing an RFP for ERP software and implementation/integration services. This RFI is part of the preliminary research to assess available solutions before defining the next steps.

25. **Question:** Does the County intend to issue a single RFP for ERP software and implementation services or separate RFPs?
Answer: Please refer to question 24.

26. **Question:** Does the County intend to acquire support from an independent, third-party consultant for the development of an RFP(s), functional/technical requirements, and/or the selection of ERP software or implementation services?
Answer: Yes

27. **Question:** Does the County intend to acquire support from a third-party consultant for independent verification and valuation services (IV&V)? If so, when does the County anticipate issuing an RFP?
Answer: Please refer to question 24.

28. **Question:** Does the current ERP system cover payroll for public safety, teachers, or unionized workers?
Answer: The County is currently not adding that detail to this RFI. The RFI focus is on understanding industry trends and identifying options that best fit the County requirements.

29. **Question:** If a vendor provides IT advisory services/support, instead of ERP software or implementation services, would the County be open to considering and reviewing their response to the RFI?
Answer: Yes

30. **Question:** If a vendor is unable to respond to tabs D or E of the RFI, will their response be considered unresponsive/incomplete?
Answer: The County asks that responding companies provide as much information as possible. If you cannot respond to either of these items, briefly list the reason for not providing information. This is an RFI, we will not deem a company as non-responsive.

31. **Question:** Why is the Tyler Munis System being replaced?
Answer: Refer to the answer in question 2.

32. **Question:** Does Union County have budget identified for this project? If so, what is the year one budget allocation?
    Answer: Not at this time.

33. **Question:** What is the timeline for the RFP and subsequent implementation project?
    Answer: Refer to the answer in question 6.

34. **Question:** Is there any advantage for providers who respond to the RFI versus those who respond only to the RFP
    Answer: There is no advantage.

35. **Question:** Is the County using a third party contractor to help manage the RFI/RFP process? If so, who?
    Answer: There currently is no third party contractors assigned to this process.

36. **Question:** Can the County provide the number of users broken down: Advanced Users, Core Users, Self-Service Users:
    Answer: This RFI is intended to gather insights into the capabilities of modern ERP systems rather than define specific departmental goals. Our objective is to explore solutions that enhance overall efficiency, integration, and functionality across the organization.

37. **Question:** Of the approximately 1500 staff, how many are FTE and PTE
    Answer: Refer to the answer in question 36.

38. **Question:** Will the County consider a best-of-breed (best-in-class) integrated solution with partnering firm(s) to meet requirements?
    Answer: Yes the County would consider.

39. **Question:** Do you have an anticipated release date for the RFP?
    Answer: Refer to the answer in question 6.

40. **Question:** If project is approved what is the estimated start date?
    Answer: Refer to the answer in question 6.

41. **Question:** Please indicate which of the following software modules the County would be interested in receiving information on in the proposals
    Answer: The open table in the RFI was to represent the type of modules the County is used to using. Our objective is to explore solutions that enhance overall efficiency, integration, and functionality across the organization.

End of Addendum No. 1