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Make the following modifications to the above project. Include in the amount of the Proposal, any additions to or deductions from the cost of the work by reason of these instructions.

Sign and attach this Addendum to the Proposal documents and submit with your Proposal. Failure to do so may result in the rejection of your Proposal.

Item No. 1

With respect to the financial proposal, proponents are to assume the following on-site requirements when calculating travel costs (details to be finalized once the contract has been awarded):

Phase I – 50% on-site for facilitation of planned activities; project management team meetings can be virtual.
Phase II and III – can be virtual
Phase IV – 50% on-site for facilitation of planned activities; project management team meetings can be virtual.

Please include the number of on-site visits based on the guidance provided above in the Pricing Form in Appendix C.

Item No. 2 - Questions and Answers

1. What is the City's current ERP system?

   City's current vendor is CentralSquare. We use their Public Administration Software.

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_____   _____
Chris Roberts, SCMP, CPPB   Proponent's Signature
Procurement Manager
Supply Chain Management

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2. Does the City have a preference for on-site, remote, or a hybrid approach for providing these services to the City?

    The City would prefer a hybrid approach to minimize costs; however, there may be benefit to stakeholder sessions being conducted on-site.

3. Is the City open to adjusting the timelines identified for each phase of the project? For example, completing Phase I and II sooner to allow more time for Phase III.

    Proponents should present an approach that will meet the deliverables and overall timelines for the phases outlined in the RFP. The approach presented will be evaluated by the City's team as per the criteria provided in the RFP.

4. Does the City require firms submit the cost quotation table for each team member proposed, or will the City allow firms to submit a total cost by phase?

    The City requires Proponents to submit a total cost by phase. Additional details are required to break down that total cost per phase (Appendix C – Pricing Form: Section B Table) including team member (title/role), hourly rate, effort (hours), and travel expenses.

5. Will the City allow the selected firm to adjust the cost quotation to include applicable taxes?

    No.

6. Will the City allow firms to propose just an hourly rate for Phase IV: Implementation Project Management and Change Leadership services?

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No. The Proponent must estimate the effort for the project management for implementation. Any changes required in effort through the implementation process will need to be approved using an agreed upon change management process and documented for both parties.

7. Does the City anticipate implementing both the financial and human resource modules concurrently?

   Yes.

8. Does the City anticipate the selected firm develops the project plan for the implementation phase?

   It is anticipated that the successful Proponent would develop the project plan in coordination with the successful ERP vendor and the City's project team.

9. Can the City further clarify the level of facilitation needed for each activity below:

   a. Facilitate documentation of new business processes and integrations

   The successful Proponent is expected to design and facilitate workshops to capture requirements for the solution, that will be used to write the RFP, evaluate and select the ERP and inform training. The proponent may need to document the current state of processes in the needs assessment (including any issues) to accomplish this. Work on processes will not be considered complete until the future state processes are documented by the successful Proponent in phase 4.

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![City of Saint John crest]

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b. Facilitate the development and delivery of a training program to migrate to the new ERP system

It is anticipated that the __plan__ to develop and deliver training will be led by the successful Proponent. The plan should include responsibilities for the City and the successful ERP Vendor.

c. Facilitate the implementation of report writing and data-analytic functionality.

It is anticipated that the __plan__ to implement and test report-writing and data-analytic functionality will be led by the successful Proponent. This would include any acceptance criteria for testing. The plan should include responsibilities for the City and the successful ERP Vendor.

10. Will the City consider electronic submissions rather than the current hardcopy submission format?

No, the City will only accept hardcopy submissions as outlined in the RFP.

11. Is there a requirement to deliver services on site?

The City would prefer a hybrid approach to minimize costs; however, there may be benefit to stakeholder sessions being conducted on-site.

12. Will we have access to an internal communications teams at the City?

Yes.

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13. Out of the 570 City employees (or so), how many would be considered "in scope" for this project as potential subjects for requirements gathering, needs analysis, change management, etc...?

    From a change management perspective approximately 70% of employees currently have ERP accounts. Up to 20% of employees may participate in workshops and information gathering.

14. What role will the City's procurement team play in this phase?

    The City's procurement team will ensure that the City's process, procurement policy, and other related acts are adhered to.

15. In Phase IV you ask a vendor to "Facilitate the development and delivery of a training program to migrate to the new ERP system." In our experience it is common for ERP technology vendor training experts to be used to deliver training that is already developed. Are you expecting the successful candidate for RFP No.: 2022-092201P to develop and deliver the ERP system training, or simply facilitate the training delivery?

    It is anticipated that the plan to develop and deliver training will be led by the successful Proponent. The plan may include responsibilities for the City and the successful ERP Vendor.

16. How many companies are there? (i.e., legal entities)

    There are 13 legal entities.

17. Please outline what features/functions Land Management and Planning & Engineering utilize within the current ERP system

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In our current ERP system, Land Management is a receptacle for all land data which feeds into other modules within the application such as water billing, building permits, and work orders. The Geographical Information System (GIS) also uses land management. As part of Phase I - Needs and Readiness Analysis, the successful Proponent is expected to review current uses to look for opportunities to improve processes, and identify needs that are not met, whether they are known or unknown.

18. Please outline how Parking Tickets are utilized within the ERP system

All parking violation tickets are issued for the City by a third-party handheld ticketing system. This system interfaces with our ERP where tickets are tracked as issued and what status they are (paid, apply aging process changes or court summons required). As part of Phase I - Needs and Readiness Analysis, the successful Proponent is expected to review current uses to look for opportunities to improve processes, and identify needs that are not met, whether they are known or unknown

19. Please explain the following planned/potential integrations

a) Online payments – how many systems?

> *There are currently four Cloud payment portals. As part of Phase I - Needs and Readiness Analysis, the successful Proponent is expected to review current uses to look for opportunities to improve processes, and identify needs that are not met, whether they are known or unknown.*

b) Records and Document Management

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The current ERP has an internal document management system to generate notices. The City also uses document repositories for official records. MS SharePoint is used for internal collaboration. As part of Phase I - Needs and Readiness Analysis, the successful Proponent is expected to review current uses to look for opportunities to improve processes, and identify needs that are not met, whether they are known or unknown.

c) Financial reporting & Analytics applications

The current ERP has a reporting tool that integrates with it to get data from different modules and combine into a single report. The City staff also have the ability to use Microsoft Data Analytics tools. As part of Phase I - Needs and Readiness Analysis, the successful Proponent is expected to review current uses to look for opportunities to improve processes, and identify needs that are not met, whether they are known or unknown.

d) Recreation Facility Management tools

Several tools are used for Recreation Facility Management. As part of Phase I - Needs and Readiness Analysis, the successful Proponent is expected to review current uses to look for opportunities to improve processes, and identify needs that are not met, whether they are known or unknown.

20. Page 31 eludes to the purchase of an new Asset Management system – what does the scope include? (preventative maintenance, work orders, asset tracking? Asset valuation?)

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The City is in the procurement process for the Asset Management System, a new system has not been selected. The scope includes the functions listed below for all the City's capital assets such as watermains, water treatment plants, roads, traffic signals, facilities, retaining walls, vehicles, equipment (excluding information technology equipment), or parking lots among others. The system will enable;

- *asset inventory management,*
- *tangible capital asset planning including valuation and reporting,*
- *asset inspection & condition assessments,*
- *maintenance management,*
- *long-term forecasting,*
- *warehouse and parts management,*
- *document management such as operating manuals,*
- *performance monitoring,*
- *decision-making support on capital renewals and prioritization,*
- *financial and operational reporting and analytics,*

The integration needs for the asset management solution and ERP should be part of the Phase I - Needs and Readiness Analysis.

21. Page 33 – Phase 1 – completion date is 31 December 2022. How long after council approval is received will the project begin? In other words, when is the planned start date?

   Phase I or (1) would start a couple of weeks after the award of the contract by Council planned for July 11, 2022 as outlined in the RFP.

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22. Page 34: Phase II – Financial requirements – Please clarify financial requirements. Is the successful proponent expected to provide costing for the implementation?

    Proponents are only to cost out the project management of implementation for the City in the implementation. This work would involve coordination with the successful Vendor.

23. Can payroll be a third-party solution integrated into the ERP or is there the desire for the payroll to be OOTB with the ERP? For example, D365 has HRIS but they do not have Canadian Payroll functionality which would be provided by a third-party… and if payroll is third party likely would have your HRIS as part of it.

    The City requires an ERP system that integrates to ensure the cost-effective use of resources. The needs and readiness analysis that will inform the development of the RFP for the procurement of an ERP system will address this question.

24. What type of inventory does the City manage? And warehouses?

    The City keeps an inventory of personal protective equipment, cleaning supplies, clothing, small tools, mechanical parts and fluids, tires, water and wastewater materials, as examples. Some of this inventory will be managed through the Asset Management System.

25. Is the City looking to create a fully integrated eCommerce website?

    This integration would need to be evaluated through the needs assessment. The process __must__ be Payment Card Industry-Data Security Standard (PCI-DSS) compliant.

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26. Does the City want Forecasting tools?

The requirement for forecasting tools will be confirmed in the needs analysis. This will also include report writing and data analytics as outlined in the RFP.

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CONFIRMATION - RECEIPT OF ADDENDUM

**Upon receipt of this document, fax this page to
(506) 658-4742 to confirm receipt of this addendum.**

CONSULTANT'S NAME: _____

ADDRESS:_____

_____

PHONE: _____   FAX: _____

RECEIVER NAME (PRINT) _____

RECEIVER SIGNATURE: _____