RFI NO. 100161-FY23-35
PROCUREMENT SOFTWARE
ADDENDUM NO. 1

December 16, 2022

<u>**ITEM NO. 1: QUESTIONS AND CLARIFICATIONS**</u>
Firms are advised of the following responses to questions received:

1. Could you tell me how many full access users you require for the procurement system?

    RESPONSE: At this time, the Town estimates up to eight (8) staff members will require full access. However, the Town estimates up to forty (40) staff members from different Town departments will require access to the software to perform certain functions, such as Acquisition Planning data-entry, access to the electronic intake process, routing of contractual documents for review and approval, etc. The number of estimated staff members requiring access will change over time.

2. How many total users would need access to the Procurement solution?
    a. How many internal users will require administrative level access?
    b. How many internal users will require the ability to add, edit and delete?
    c. How many internal users will require request only access?
    d. How many internal users will require read-only access?

    RESPONSE:
    a. At this time, the Town estimates eight (8) staff members.
    b. At this time, the Town estimates forty (40) staff members.
    c. At this time, the Town anticipates that the forty (40) staff members estimated above are the same staff members that will require request only access.
    d. Unknown at this time. It is possible that there may be a requirement that data be available for review to all Town staff via the Town's intranet site. Refer to the "electronic tracking and reporting of procurement actions/workflow with a customer (Town departments) facing reporting tool" requirement delineated in the RFI.

3. How many internal users do you project will require access to the system at any given time?

    RESPONSE: At this time, 10 to 15 staff members**.**

4. Does your organization require data import services? If so, please expand upon the data migration / importing requirements for the eProcurement System? (Such as record info, employee lists, vendor lists, etc.)
    a. How many total electronic files (PDF, MS Word, etc.) in current/legacy system into the eProcurement system?

b. How many total electronic files in current/legacy system? (rows in the exported spreadsheet)
c. Where are the legacy (historic) electronic contract files currently stored? (shared folders, Sharepoint, document management system, paper, etc.)

RESPONSE: The Town does not anticipate legacy data import initially. It's the Town's intent that procurement software data will only being going forward. However, as indicated in the RFI, an option (capability) at some future date to track and report data from the Town's financial system Munis (Tyler Technologies) such as contract numbers, purchase order numbers, amounts, expiration dates, etc. may be required. Therefore, legacy data (vendor and financial data) from Munis would need to be imported. It's the Town's opinion that providing the number, types, and storage location of electronic files (data) that may at some future date require import is not required in order to respond to this RFI. The Town is inquiring of the industry what potential software solutions are available to achieve the Town's goals.

5. Can you please expand upon your preferences to integrate with Laserfische and Tyler Munis? Please provide system details (system name and version, database used, scope of use, home-grown or commercial) if applicable.

RESPONSE: As stated in the RFI, Laserfiche is the Town's repository of official documents and Munis is the Town's financial system. As stated in the RFI, it's the Town's intent that executed contractual documentation be internally (and potentially externally) routed for review and approval (execution) via the Procurement Software being contemplated here and such fully executed documents to be uploaded to Laserfiche in an automated manner. Relative to Munis, the Town may wish to have a future integration of financial information into the Procurement Software being contemplated here in order to track/report, at a summary level, contract amounts, purchase order amounts, award and expiration dates, vendor names, etc. Refer to the RFI. System names, versions, database used is as follows:

a) Laserfiche: System Name: Laserfiche Cloud
Version: N/A – SaaS Solution (hosted)
Database Used: Unsure, likely SQL based
b) Munis: System Name: Tyler MUNIS
Version: 2021,4 and higher, is SaaS (hosted)
Database Used: SQL

6. Are there any additional systems that may require a one-time data import such as a legacy e-Procurement system?
a. If so, please provide the system name, version, scope of use, the total number of contract records and files being imported into the system and SOAP/REST API, if available.

RESPONSE: The Town does not anticipate legacy data import.

7. What objects, fields, and tables will your organization be passing in the data integration between the eProcurement System and Laserfiche and Tyler Munis?

RESPONSE: Unknown at this time. The Town's opinion is that this level of detail is not required for an RFI. The Town is requesting information about potential industry solutions (software) for consideration when drafting a potential/future Request for Proposal (RFP). This level of detail may be included in a future RFP and would be addressed during an implementation phase. The

Town is interested in readily available integrations or existing enhancement options. The Town does not prefer custom development.

8. Are the other systems installed/deployed on your organization's server(s) or is the vendor hosting the software (cloud/SaaS)?

    RESPONSE: Currently, some Town systems are installed/deployed on Town servers, other systems are vendor/cloud hosted. Relative to this potential future procurement, the Town would anticipate vendor/cloud hosted, but the Town will consider other options/solutions. It is recommended that firms responding to this RFI identify possible options/solutions in this regard.

9. Can you please provide additional details about your organization's process flows or diagrams as it relates to the integration requirements?

    RESPONSE: The Town's opinion is that this level of detail is not required for an RFI. The Town is requesting information about potential industry solutions (software) for consideration when drafting a potential/future Request for Proposal (RFP). This level of detail may be included in a future RFP and would be addressed during an implementation phase. Currently, requests to the Procurement department are received in-person, via email, or telephonic. As indicated in the RFI (an "intake" process), the Procurement department is interested in a software solution to provide a single location (a portal) where Town departments can submit requests for uniformity, consistency, assignment, and tracking. Relative to routing and execution of contractual documentation ("process flows"), it is the intent of the Town that such documentation be electronically internally (and potentially externally to vendors) routed for review/approval (execution) between different Town departments. Typically, up to five (5) Town departments could be involved in such routing; however, this could potentially include all fifteen (15) Town departments. Currently, the routing of documentation for review/approval (execution) is not uniform/consistent among Town departments and it's either via email or hand delivery.

10. What documents/contract types would you like to author within the system?

    RESPONSE: It's the Town's intent that current solicitation documents (boilerplates) would be uploaded into the Procurement Software system for Town staff use. Such solicitation documents may included: Invitation for Bid (IFB), Request for Proposal (RFP), Request for Information (RFI), Request for Qualifications (RFQ), etc. There are a number of such solicitation documents and future versions may be added. <u>In addition, it's the Town's intent that the procurement software is capable to accommodate separate solicitation/contractual sections/provisions so that if the Town modifies one section/provision of a solicitation (such as an IFB), that the same section/provision of a different solicitation (such as an RFP) is also revised. Refer to the RFI in this regard.</u>

11. Do you require professional services to configure templates?
    a. If so, how many would be required for the awarded vendor to configure?

    RESPONSE: No. The Town intends to upload current solicitation/contractual templates. See response to Question #10 above.

12. Do you require professional services to configure workflow processes?

a. If so, how many would be required for the awarded vendor to configure?

RESPONSE: No. It's the Town's intent that the Town and awarded vendor will coordinate and configure workflow processes.

13. Can you please provide additional details about your organization's workflow/approval processes?
    a. Can you please provide number of steps and examples?

RESPONSE: The Town's opinion is that this level of detail is not required for an RFI. The Town requesting information about potential industry solutions (software) for consideration when drafting a potential/future Request for Proposal (RFP). This level of detail may be included in a future RFP and will be addressed during an implementation phase. Refer to response to Question #9 above.

14. Do you have an established time frame for the implementation of the awarded solution?
    a. If so, what are the anticipated kick-off and go-live dates?
    b. If no specific dates have been established, how many weeks do you plan to dedicate to the implementation process?

RESPONSE: The Town is estimating three (3) months for implementation (configuration, testing, and training).

15. Does your organization require a <u>full-time dedicated</u> Project Manager for this implementation? Typically, implementations to not require a <u>full-time dedicated</u> project management resource for the project duration, but rather project management/coordination services hours (remote) can be included with the proposal to support the implementation project management. If a <u>full-time dedicated</u> project management resources is a requirement for this project, are these services expected to be provided online/remote or onsite?

RESPONSE: Currently, the Town does not anticipate a requirement for a vendor full time Project Manager and the majority of services can be performed remote. The Town's expectation is that the awarded vendor will commit sufficient resources to perform/complete services on schedule and within budget. Such item will be addressed during contract negotiation in a potential future RFP.

16. Is your organization eligible to purchase off the GSA Schedule 70?
    a. If yes, would you like GSA pricing in the bid response or retail pricing?

RESPONSE: The Town is authorized to purchase of GSA Schedules, but the Town intends to issue a potential future RFP for Procurement Software.

17. If in the event our response is subject to an Open Records Request, will we be notified and given the opportunity to provide a redacted response in accordance with applicable Freedom of Information laws?

RESPONSE: Refer to Section V. (Responses) of the RFI. Responses are subject to public disclosure. Section V. (Responses) provides guidance relative to redaction.

18. Does the awarded vendors staff have to be e-verified, run through OFAC sanction lists, and meet US working regulations?

    RESPONSE: Such requirements are typical and will be delineated in a potential future RFP.

19. Does your organization require digital signature option vs an electronic signature option? *Digital* signature solutions leverage certificate-based digital identification for validation of document integrity as opposed to the more common electronic signatures. Digital signature requires additional validation services and are priced higher.

    RESPONSE: Currently, the Town does not utilize a digital or electronic signature software/process. The Town is currently developing a policy for such. The Town intends to implement a digital signature process (software) in the near future, which would be an integration component relative to this Procurement Software solution. Firms are encouraged to include available options in their response to this RFI.

20. Does your organization require an electronic signature tool?
    a. If so, are you currently utilizing a specific product and which tool are you using?

    RESPONSE: See response to Question #19 above.

21. Do you require a testing/staging/DEV environment in addition to production?
    a. If so, how many internal users would need access?

    RESPONSE: Refer to RFI. The Town's intent is to have a testing and training period prior to implementation. Firms are encouraged to include available options in their response to this RFI.

22. Please specify the duration in which the testing/staging/DEV environment would need to run for (i.e. ongoing, Year 1 Only, etc.)

    RESPONSE: See response to Question #21 above. Firms are encouraged to include available options in their response to this RFI, such as a recommend period of time for an ongoing development and testing environment after software implementation.

23. When do you want to implement a procurement software solution (possible deadline)?

    RESPONSE: The Town's desire is to implement the software solution (integration, testing, and training) within three (3) months of contract execution.

24. What is your preliminary budget for the procurement software implementation?

    RESPONSE: A budget has not yet been established.

25. Are you looking for a ready-made solution or you also consider as one of the alternatives the custom implementation (from scratch)?

RESPONSE: The Town desires a ready-made solution for efficiency, cost and reduced implementation time, but the Town will consider other alternatives for additional functionality benefits and potential future expansion(s).

26. How big is your Town's Procurement department? How many users future procurement solution will have?

    RESPONSE: The Town's procurement department is four (4) individuals. Refer to Questions #1 and #2 responses above.

27. It is stated in the document that "the Town's procurement department is looking to automate internal procurement related processes", so could you please describe in a few words what is the current process of the procurement?

    RESPONSE: Solicitation documents (IFBs, RFPs, etc.) and Contractual Agreements (in .PDF and Word format) are routed internally via email to various departments at the Town for review, approval, and subsequent execution. The software solution is intended to provide a unified and consistent method to internally route such documents for review, approval, and execution.

28. Could you please mention the systems with which procurement software should be integrated except Laserfiche and Munis in future (i.e. BI, Inventory management system, Warehouse management system, Accounts payable management system, etc.)?

    RESPONSE: None, at this time.

29. Do we need to extend the procurement software with the vendor portal functionality to facilitate supplier onboarding and catalog-based purchasing?

    RESPONSE: No, not at this time.

30. Do you have statistic related to usage of your systems by vendors? How many of them collaborate with you frequently?

    RESPONSE: No. The Town does not have a significant system utilized by vendors (interaction with vendors).

31. What are the compliance requirements? (i.e. FAR, SOX, SOC 1 and SOC 2, WTO regulations, other relevant region- and industry-specific regulations)

    RESPONSE: None.

32. Do we need to include in scope the following functionality: supplier performance monitoring (performance analysis against pre-defined KPIs, supplier risk monitoring, etc.), catalog management (catalog of products and services provided by the pre-approved vendors, comparing products across multiple catalogs), any other functionality?

    RESPONSE: No, the Town does not intend to utilize the software for vendor management.

33. You already have the ERP called Tyler Munis. It looks like it should cover the most of your requirements. Is there any reason why it is not suitable for you?

    RESPONSE: The Town has not purchased/implemented such functionality with Tyler/Munis.

34. Is there any way to change DMS solution to another one, if it reduces capital/operational cost in the future?

    RESPONSE: At this time, the Town does not intend to change our Document Management System (DMS).

35. Should the system provide public available pages that any suppliers can see, or only authorized users can work with system?

    RESPONSE: Only system users (various Town departments).

36. In regard to the API for integration for Laserfiche - Do you simply want us to send the signed contract after the contract has been executed, or do you want the live contract document, document templates, clauses, etc. to all reside in Laserfiche and we access them on the fly? As far as authentication would work (i.e. could we perform actions as a "super user" or do we need to take into account each user's individual permissions)?

    RESPONSE: It is the Town's intent that Laserfiche would simply be the repository of documents after execution. Document templates, clauses, etc. would reside within the procurement software solution.

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END OF ADDENDUM NO. 1