

RFP L2021_1 Questions

Q1. Question: Who attended the Pre-Bid Conference?

Answer: The following companies were represented on the pre-bid call:

- Advanced AUS
- Alight
- AST
- Avaap
- BS&A
- CGI-AMS
- CivicSystems
- Collaborative Solutions
- ClearGov
- Crowe
- KPMG
- IBM
- Infor
- OnActuate
- OpenGov
- Oracle
- Phoenix Business, Inc.
- Rock Solid
- SAP
- Sierra-Cedar
- Software Solutions
- Springbrook
- SpryPoint
- Tyler
- VertexOne
- Workday

Q2. Question: Regarding the Pricing and the 1st scenario (Section 3.6 – Price Format), are we to assume and price based on what the existing LOGIS members are using today for modules/solutions? Ex. Apple Valley uses Fin, HCM and UB but Brooklyn Park only uses Utility Billing. Should our pricing include full suite for Apple Valley but just Utility Billing for Brooklyn Park, etc. or are we to assume full suite for all members?

Answer: The pricing in the first scenario should reflect Member use as reported in Exhibit 1 (LOGIS Member Profile AMENDED). In your example, Apple Valley should be priced for the full suite and Brooklyn Park should only be priced for Utility Billing.

Q3. Question: Can you provide the number of employees for each member? I believe this was asked during the call? If not all, at least the ones that will be looking for Payroll/HR.

Answer: Please see Exhibit 1 (LOGIS Member Profile AMENDED).

Q4. Question: Attachment 7 – Level of Effort: For scenarios b-e, are we to assume LOGIS will implement members with the template and the level of effort for scenarios b-e would just be for any additional configuration beyond the template from the software provider? I thought I heard you state that all services (implementation, support) to the members will come directly from LOGIS. Or, are we to assume the software provider will implement each member from start to finish independently? Our experience also shows that the size of the municipality dictates the level of effort needed to implement. A smaller city won't use the software the same as a larger city. How do we account for this?

Answer: 1) Proposers should assume that they will be responsible for implementing the entire solution. LOGIS staff will take more support ownership in the future but will not be responsible for implementing the solution. 2) Proposers should assume that LOGIS will provide initial technical and functional support to its members. If an issue cannot be resolved at LOGIS, then LOGIS staff will contact software support and manage the issue on behalf of the Member. 3) The Amended Exhibit 1 shows the size of the Member. LOGIS is relying on Proposers to clearly state their approach and methodology, which should take into account size and complexity of Members.

Q5. Question: Can you clarify, are there 23 member agencies in scope or 26? We thought we heard 23 on the vendor call but you provided employee counts for 26 separate entities in your amended vendor profile document. If it's less than 26, which members that you included employee counts for are not in scope?

Answer: Please plan on 27 Members and LOGIS Headquarters (as a separate implementation) as the scope.

Q6. Question: Of the members in scope, can you break the employee counts down to full-time and part-time employees (less than 40 hours a week or seasonal)?

Answer: This statistic is not readily available. Please plan on 20% of the full-time employees being part-time.

Q7. Question: If the full-time, part-time information is not readily available by member, can you approximate the breakdown across all entities? (I.e. approximately 20 or 30% are part time or seasonal and 70% full-time)?

Answer: Please see answer to Q6.

Q8. Question: How is the system currently deployed? For example, are the members currently on a shared JD Edwards database? If they are on separate databases, are they all on the same version of JDE?

Answer: Three database servers are in use, each one currently housing 7-9 members' databases. All members are using the same version of JDE applications, programs, reports, etc, but their databases are separate.

Q9. Question: You stated in the RFP (under section 2.2.3.2 Template Approach) that the Template will be applied to a set of pilot LOGIS members. Can you provide a list of which members will be in that initial pilot? Also, if you have identified which members will be deployed in subsequent phases, can you share your current plan?

Answer: The Pilot member has not been identified yet since the selection is dependent on the type of solution and methodology that LOGIS selects. Vendors should plan on LOGIS Headquarters (full functionality) and a Medium sized member based on the profile presented for the Entire scope in Section 3.6.1.a.2

Q10. Question: Can you provide us with the number of billable accounts for each of the jurisdictions using your current Utility Billing Solution?

Answer: Please see Exhibit 3 (Member Profile), which represents the Member profiles for Utility Billing

Q11. Question: Have there been any demonstrations of other ERP or Utility Billing Solutions? If so whom?

Answer: LOGIS has not seen any ERP or Utility Billing Solution demonstrations

Q12. Question: How many pilot groups will be rolled out?

Answer: Please see answer to Q9

Q13. Question. Can an electronic submission be provided?

Answer: Yes. But LOGIS amended the RFP to require Vendors to submit on USB drive. Please see amended site: <https://www.logis.org/index.php/rfp-rfq>

Q14. Question. Can an extension be granted on RFP submittals?

Answer: LOGIS will extend the deadline to Friday, November 5, 2021. Submittals must be received on a USB drive by 2pm (Central).

Q15. Question. Will LOGIS consider extending the due date to allow for a more thorough review of all of the documents?

Answer: See answer to Q14

Q16. Question. Can you share the budget for this project and whether the budget is for the current year only or if you have budget for the 5 years that you are asking vendors to price? If the budget \$ amount is not something you will provide to vendors, can you at a minimum share if there is budget for

the 5 years? Also, is the budget for the pilot group with the assumption that LOGIS will take responsibility for subsequent implementations?

Answer: LOGIS has discussed a budget for this project and would like vendors to provide the best proposal for the best value. LOGIS operates on a premise that Member subscribe to its services. As stated during the pre-bid conference, LOGIS is looking for creative ways for pricing this project over five years and assuming that there will be economies of scale and that LOGIS staff can take over some tasks toward the ending years.

Q17. Question. Who is on the evaluation team that you have selected for the evaluation process?

Answer: LOGIS staff and representative members from the LOGIS governments

Q18. Question. Is the LOGIS member profile highlighted in Section 3.6 the equivalent of one City or County? What should we assume in terms of the employee count for this user – broken down by Full-time vs. Part-Time?

Answer: One municipality. Please see answer to Q6.

Q19. Question. Is there a virtual link for the public opening of responses and/or will LOGIS share the names of respondents after the proposal opening?

Answer: Yes. The link is: <https://www.logis.org/index.php/rfp-rfq>

Q20. Question. Are all consortium members using the same Benefit providers and plans or does each consortium member determine their own benefit providers and plans?

Answer: No. Members will have various plans. The benefit providers will be identified during the statement of work process and the work order process.

Q21. Question. Who is your outside contractor providing a benefits enrollment portal? What is your relationship with that vendor? Are they a TPA? If so, do you plan to continue using that vendor?

Answer: Each Member may have different contractors and portals. The interfaces will be defined and priced for each work order that is issued as part of this contract.

Q22. Question. With the benefit enrollment process or with benefit election changes, is the enrollment data file emailed to the benefit providers or does LOGIS have integrations developed to automate the submission for each consortium member's employees? Do all consortium members follow the same benefit enrollment cycle/dates?

Answer: For interface design, please assume that the enrollment data file is emailed to the benefit providers. All members follow the same enrollment cycles (October & November – Open Enrollment)

Q23. Question. How does LOGIS receive the benefit deduction information to update/apply into Payroll (is the information emailed to LOGIS or is there a data file that is provided by the Benefit providers?). Are the Payroll Administrators that make the updates to the payroll system part of LOGIS are they staffed at each member institution?

Answer: Each member is responsible for making their own updates for benefit, deduction, pay etc information into their own database / tables.

Q24. Question. Please further clarify what is meant by ‘employees can access tax data in self-service

Answer: Employee can view Federal, State, and local tax deductions

Q25. Question. Please clarify how LOGIS or the consortium members currently process tax filing? Does LOGIS perform this function for all consortium members or is each consortium responsible for this function? Are the tax files created in the current JDE system? Does LOGIS or the consortium members have an automated integration to submit the quarterly and annual tax filings? Does LOGIS or the consortium members use any 3rd-party tax filing service to process the filings?

Answer: Each member files their own quarterly tax filing based on JDE reports. Members do not withhold tax for other states. JDE does create an annual EFW2 which the members upload themselves to the BSO and State of MN.

Q26. Question. Are printed Payroll checks generated by LOGIS or are they printed at each member institution? For auto-deposit employees does each member consortium member have a unique bank account?

Answer: Each member prints their own Payroll checks (if needed), and each has their own banking relationship, and submits their ACH file to their bank.

Q27. Question. For Utility Billing there are functional requirements for Customer Self-Service but there are also requirements to integrate with WaterSmart and Invoice Cloud. Is LOGIS looking for a new Customer Self-Service Portal that is pre-integrated with the CIS or should the CIS be integrated with WaterSmart? Please keep in mind that there are advantages to having a CSS portal that is pre-integrated with CIS and other key applications like Mobile Field Service?

Answer: Please keep in mind that not all LOGIS members use WaterSmart or InvoiceCloud. Only some members do. Functional requirements exist for Members that do not use either. Please also recommend your best practice approach for integration.

Q28. Question. Is Backflow/Cross Connection Control Management in scope with the CIS/Utility Software? Many CIS Vendors offer a solution to manage Backflow Programs in conjunction with the CIS.

Answer: No.

Q29. Question. Is Mobile Field Service In scope? Some CIS vendors offer a Mobile Field Service solution that is pre-integrated with CIS and Customer Portal and is a core component to allow Field Technicians to execute field work with information going back to the CIS in the office in real-time.

Answer: Yes

Q30. Question. If Mobile Field Service is in scope, how many field technicians/Dispatchers should be included for pricing purposes in the template implementation?

Answer: Please provide pricing for one mobile field technician and then present pricing for any volume discounts if mobile technicians exceed one.

Q31. Question. Would you be able to provide the following for each interface listed?

- A description of what the application does?
- What data is being imported and/or exported from these applications to the UB Software?

Answer: A description is provided in Attachment 11. Detailed information about each interface is not obtainable at this time. Vendors should propose a methodology on what data is needed and what data gathering techniques are required and propose this approach. This is part of the advanced team methodology that is being requested.

Q32. Question. Would it be possible to provide a list of all required reports with a short description for LOGIS HQ and for a single LOGIS Member? Also, would it be possible for you to provide samples of all required reports?

Answer: No. This is why LOGIS is relying on Vendors to submit proposals based on a set of reporting assumptions that have been built through experience.

Q.33. Question. How does LOGIS currently charge its members for Software Licensing and Maintenance? You've provided both number of users and agency budgets. What is the expectation or preference of its members after this migration?

Answer: It's based on license consumption and cost allocations

Q.34. Question. Section 2.2.3 of RFP: LOGIS intends to deploy core functionality and gradually add enhanced functionality. To protect investment LOGIS will strive to improve the solution. Does LOGIS intend to customize or perform its own enhancements to base software? What are the expectations of Proposers to provide software support, maintenance and upgrades to its base software if LOGIS intends perform aforementioned enhancements?

Answer: LOGIS does not plan to customize the new solution. If new functionality is offered by the chosen software in the solution, LOGIS may elect to implement these "enhancements". Proposers should assume that regular support, maintenance and upgrades will occur. Proposers, however, should assume that LOGIS staff will be the authorized contact for support issues. It is also assumed that LOGIS will own and manage the software the contract.

Q.35. Question. To be clear as we begin to scope/price implementation, what percent of the workload is the Proposer expected to take on? Since a fixed fee has been requested, specific responsibilities will have to be determined. Can you provide an estimated or an agreed-to schedule for members migrating to this new platform? How many members will convert, and when? In the past, what is the shared effort between LOGIS and its members? Is there participation effort expected of members during implementation?

Answer: Please See Table 2.2 in the RFP for work effort commitments for this project. Please assume that all members on the current version of the software will convert to the new solution.

Q.36. Question. Is it the intent of LOGIS to host this solution in their own Data Center or resell the hosting services of the Proposers?

Answer: LOGIS prefers to host the solution, if the solution is an on premise solution or hosted solution. If the solution is a SaaS solution, LOGIS intends to serve as the System Administrator managing the separate Member environments.

Q.37. Question. Could you provide additional information regarding what data is transferred back and forth currently, how often and what LOGIS expects in the future for each of these main applications?

- Asset Works
- Cartegraph
- CivicRec
- InvoiceCloud
- PIMS
- Vermont Systems RecTrac

Answer: Please see answer to Q31.

Q38. Question. How many years of data will need to be converted to the new system?

Answer: Please See Attachment 12 for the data conversion requirements.

Q39. Question. Does LOGIS have standardized credit card payment vendors for its members or does each agency determine its own provider? Does LOGIS anticipate that changing?

Answer: No. LOGIS does not offer standardized credit card payment vendors. Each Member selects their own credit card vendor.

Q40. Question. Would LOGIS consider a two-week extension so we have sufficient time to prepare a comprehensive response? Likewise, could the deadline for inquiries be extended by one week?

Answer: Please see answer to Q14. An extension of the deadline for inquiries will not be entertained.

Q41. Question. Will LOGIS consider extending the due date of the RFP responses?

Answer: Please see answer to Q14.

Q42. Question. Are there any dates or business drivers we need to take into consideration that will drive the timeline (contract dates, preference for a fiscal year go live, etc.)?

Answer: No dates are driving the timeline, other than that LOGIS wants to implement the new solution efficiently. Business drivers are reflected in the requirements and process maps.

Q43. Question. How many members will be part of the pilot program?

Answer: LOGIS Headquarters and one member (to be determined)

Q44. Question. How do the current workflows and processes work today? How standardized are they?

Answer: Processes are not completely standard. The goal is to build a template based on the future process maps and allow the Members to their own workflows off of this standard.

Q45. Question. Is there a single set of benefit plans?

Answer: See answer to Q20.

Q46. Question. Do all members follow the Minnesota State Chart of Accounts?

Answer: Yes. Detailed accounts may differ but they are required to roll up to the State chart of accounts.

Q47. Question. Can you please clarify if you require the statement of work to be developed as part of the RFP response or if that is a step that would be after selection?

Answer: A detailed master statement of work, including the work order templates will be negotiated during contract negotiations. Proposers should provide sufficient information about their methodology, approach, and how they will complete the required deliverables as part of their response.

Q48. Question. Is the intent of the project to have all members on the same instance of the ERP or to have individual ones?

Answer: Preference is to have a single instance

Q49. Question. Do any of the members have unions?

Answer: Yes. Proposers should describe a methodology on what labor data should be gathered as part of the Advance Team work.

Q50. Question. Do any of the members utilize contingent workers?

Answer: Yes. Proposers should describe a methodology on what labor data should be gathered as part of the Advance Team work.

Q51. Question. Do any of the members have retirees? If so, what is the process for the retiree pay and benefits?

Answer: Several members have retirees benefits they need to track manually or via a third-party provider. The goal is to eventually track retirees in the new solution.

Q52. Question. Do all of the members utilize these specific integrations? If we believe the members would need additional integrations should we assume we can add them to Attachment 11? Or would you prefer we only include those listed?

Answer: Not all members utilize the interfaces. Please add any additional interfaces to Attachment 11 and provide reason for adding them in the comments column.

Q53. Question. Is there a common way any of the members do benefits (similar vendors, plans, etc.)?

Answer: No. Please see answer to Q20.

Q54. Question. Have you defined your Vision, Guiding Principles, Objectives, Value Statements, and/or Success Metrics for the project? If so, can you share a reference to what has been defined?

Answer: The General Vision for the new solution is outlined in Table 1.1 (LOGIS Vision). The Guiding Principles are described in Section 2 under Change Management Approach. Proposers will be

responsible for reporting how they meet the change management pillars throughout the engagement. The Objective is illustrated in Figure 2.1.

Q55. Question. Have you determined the impact of existing governance, advisory and/or oversight bodies on the direction and decision-making regarding the project? Do governance, advisory and/or oversight bodies related to the project need to be defined?

Answer: Please See Section 1.4 (Governance)

Q56. Question. Have you defined a desired post-go live state as well as a set of operational state transformation objectives for when the project is complete? If so, can you share a reference to what has been defined?

Answer: Please see the future requirement maps and the functional use requirements. These items represent the future operational objectives. These objectives will be refined for each Member rollout.

Q57. Question. Do you know where all your legacy data is stored, and do you have a plan for extracting it and validating it for your data conversions?

Answer: All of the legacy data is housed at LOGIS Headquarters. LOGIS staff will be able to assist with extracting data. It is already assumed that a team of LOGIS and Member staff will validate converted data.

Q58. Question. Have you identified the challenges and gaps with your current processes? Have you documented all the touchpoints to processes outside of the system of record such as integrations, reports, or interpersonal communication?

Answer: Please see the future process maps included in the RFP. Proposers should describe a methodology for defining any further gaps as part of the Advance Team approach.

Q59. Question. 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 (middleware, data warehouse, etc.)?

Answer: No formal strategy. Each of the LOGIS applications share of information between systems and outside organizations but we utilize the built in interfaces provided by the software vendor to accomplish this transfer. LOGIS does not have a standard middleware deployed.