



REQUEST FOR PROPOSAL
2011-005-580

ADDENDUM D
Issued August 11, 2011

FIRMS MUST ACKNOWLEDGE RECEIPT OF THIS ADDENDUM WITH YOUR PROPOSAL

**Integrated Utility Enterprise Resource Planning (ERP)
System**

Clarifications/Revisions, Questions and Answers

1. PURPOSE

This Addendum supplements, modifies, deletes from, or adds to the original Request for Proposal (RFP) noted above and all of the requirements of the addendum are herein made a part of the RFP and any resulting contract documents.

2. CLARIFICATIONS/REVISIONS

- Due to the volume of written response being requested, will Loudoun Water consider increasing the page limit above the 75 page limit?
 - The page limit is hereby increased by 10 pages to a total page limit of 85 pages, exclusive of attachments as previously described.
- It appears that Section 4.8.1 of the RFP is in conflict with Section 1.3.2. Could Loudoun Water please clarify these separate requirements and provide additional guidance to prospective bidders.
 - The third and final sentence of Section 1.3.2 is hereby amended to read as follows: "It is Loudoun Water's intent to make an award to a single contracting entity for all implementation services in relation to this RFP. Loudoun Water will consider acquiring software licenses and maintenance services directly from the software vendor rather than through an implementation firm."

3. RESPONSES TO QUESTIONS

A. Question - How many individuals will Loudoun Water have in the field using mobile applications?

Answer: There are three sub-phases of the mobile application implementation phase. The number of individuals that will be supported in each phase is as follows:
Phase 4a – Mobile Field Services – 15 Loudoun Water staff members
Phase 4b – Mobile Inspections – 15 Loudoun Water staff members
Phase 4c – Mobile Work Orders – 28 Loudoun Water staff members

B. Question - In regards to common billing, what is Loudoun Water's transaction volume per year? How many active records do you have that will be replaced?

Answer: Loudoun Water generates approximately 265,000 invoices per year. We expect to adopt monthly billing within the next few years, and this will boost our invoice volume to approximately 800,000 invoices per year. Our policy is to retain invoices for three years. However, we require flexibility on invoice retention until we can clearly define how legacy data would be handled in the ERP system. We want the ability to retain all invoices for a longer, indefinite period until this can be properly defined.

- C. Question - In ATT_12A_CIS-Billing Functional Requirements - Requirements 2.1.36 - 2.1.38 you indicate a need for integration with an IVR system. Do you have an IVR system in place today? If so, who is the vendor? Are vendors to include the cost to interface to such a system as part of their pricing and also include in ATT_14_Interfaces?
- Answer: No IVR system is in place today, and Loudoun Water is not currently working with any IVR vendors. Vendors are asked not to include the cost of an interface to an IVR system as part of their technical and cost proposals.
- D. Question - If an IVR system is not in place today, should vendors optionally propose a solution?
- Answer: No IVR solution is required as part of the proposed solution. Loudoun Water desires an integrated ERP solution that is sufficiently flexible and open to integrate with an IVR solution in the future. However, the selection and implementation of an IVR solution is not within the scope of the ERP procurement.
- E. Question - Is there a Procurement Report Inventory spreadsheet to be part of Attachment 13? If so, could Loudoun Water please provide the required spreadsheet?
- Answer: No Report Inventory for the Procurement functional area has been developed for inclusion with the RFP, and therefore there is no spreadsheet to be filled out in response to Procurement reporting requirements. Loudoun Water has not specified reporting requirements for Procurement, and intends to use whatever standard and ad-hoc reporting capabilities are available in the new solution.
- F. Question - If separate software vendors are being proposed for the core ERP functions (HR, Finance, and Procurement) and CIS/Billing solutions, are both software vendors required to complete Attachment 12B – Technical Requirements?
- Answer: Loudoun Water requests that the vendor fill out only one Attachment 12B, and focus on the technical requirements that are associated with the core financial ERP software solution. It is recognized that some vendors may propose multiple software solutions to meet all requirements. In these cases, Loudoun Water asks that the technical requirements response reflect the capabilities of the core ERP software system or systems (which should include the financial and CIS/Billing modules), and that differences or exceptions to the capabilities of the core software system be reflected in the Comments column of the response.

- G. Question - If separate software vendors are being proposed for the core ERP functions (HR, Finance, and Procurement) and CIS/Billing solutions, are both software vendors required to provide separate and complete responses to RFP Section 4.7 Proposed Application Software and Computing Environment questions?
- Answer: Both software vendors are not required to provide separate and complete responses. Instead, please provide one complete and comprehensive set of responses covering the full proposed set of software and associated environment.
- H. Question - Due to the volume of written response being requested, will Loudoun Water consider increasing the page limit above the 75 page limit?
- Answer: The page limit is hereby increased by 10 pages to a total page limit of 85 pages, exclusive of attachments as previously described.
- I. Question - If the prime offeror is the implementation services firm, will Loudoun Water consider acquiring the proposed software and maintenance services directly from the software vendor? This type of arrangement generally provides substantial cost savings for the client.
- Answer: Yes, Loudoun Water will consider acquiring software licenses and maintenance services directly from software vendors rather than through an implementation firm. However, the cost for software and maintenance must be included in the price proposal as described in the RFP.
- J. Question - Section 4.8 of the RFP: If the offeror is an implementation services firm, and multiple software solutions are being proposed to address the requirements, how should individual products be characterized as 3rd party?
- Answer: If multiple software solutions are being proposed to address the requirements, the system or systems containing the financial and CIS/Billing modules will be considered part of the core system, and other software vendors will be considered to be third party.
- K. Question - It appears that Section 4.8.1 of the RFP is in conflict with Section 1.3.2. Could Loudoun Water please clarify these separate requirements and provide additional guidance to prospective bidders.
- Answer: The third and final sentence of Section 1.3.2 is hereby amended to read as follows: "It is Loudoun Water's intent to make an award to a single contracting entity for all implementation services in relation to this RFP. Loudoun Water will consider acquiring software licenses and

- maintenance services directly from the software vendor rather than through an implementation firm."
- L. Question - We have a question concerning the functional checklists. The instructions for each of the checklists are as follows: If F, TP, CO, R, CB or CU is used, vendors MUST list the module used to fulfill functionality. Use abbreviation of module from Tab labeled "Proposed Software"
The question we have is where is the TAB labeled "Proposed Software"? It does not seem to appear within the checklists. Does it refer to the module names we input in column F, in the Application Inventory attachment 16?
- Answer: As noted in this question, this is an error; there is no tab titled "Proposed Software". Please use column D labeled "Module(s)/Sub-module(s)" in the requirements documents to supply the name of the proposed software for a F, TP, CO, R, CB or CU response. The name of the proposed software used in column D of the requirements responses should match one of the modules named in the response to Attachment 16 "Application Inventory", column F.
- M. Question - Do you have remote login, upload and download of meter readings by mobile force?
- Answer: Loudoun Water does not currently have the capability for mobile field services staff to login and remotely upload and download meter readings. Loudoun Water is currently procuring a new fixed-base Advanced Metering Infrastructure system, and desires to integrate on-demand reading of AMI-enabled meters with the selected ERP solution. The AMI solution has not yet been selected, so the integration strategy will be determined at a later date.
- N. Question - Do you want maintain both class room and e-Learning trainings? (If yes: then we need to implement standard Training and Event Management and e-Learning modules)
- Answer: Yes, Loudoun Water desires to maintain both class room and e-Learning training.
- O. Question - Please confirm that all sub-modules of HcM are in scope.
- Personnel Admin (Hire to Retire Data)
 - Organizational Management (Org Chart and Reporting Structure)
 - Benefits (COBRA and All)
 - Time Management (Leave and Quota Entitlements)
 - e-Recruitment (Online Applications and Applicant Status)
 - Training and Event Management (Class Room Trainings)
 - eLearning (Online Trainings and Evaluation)
 - Compensation Management (Budgeting and Salary Classifications)

- Performance Management (Career Succession Planning and Appraisals)

- Payroll (Maintain payroll data and payment of Monthly and Semi Monthly)

- ESS and MSS (Leave Postings and Approvals, Personal Info, Paytabs)

If all sub-modules are in scope then implementation needs to be in two phases.

Answer: All of the modules listed appear to be within the scope of the ERP based on the product nomenclature used. However, the vendor must determine whether individual modules for a particular product will be needed to meet the stated RFP requirements.

P. Question - There is a mention about "Generates warning message to notify administrator if multiple security profiles applied to a single user are conflicting." We understand Loudoun is Water expecting for a Governance, Audit and Compliance (Access Control) solution as part of this RFP. Please confirm whether our understanding is correct?

Answer: Loudoun Water has specified the required security and access control requirements as part of the RFP. These are the requirements that must be met. This may or may not require a full governance, audit and compliance solution as part of the ERP solution, depending on the vendor's product offering. It is worth noting that Loudoun Water must meet applicable GASB standards, but is not required to adhere to SOX or PCI-DSS requirements.

Q. Question - Please explain the usage of SCADA with respect to this RFP?

Answer: Loudoun Water has an existing SCADA solution based on the ICONICS GENESIS 9.13 platform. Implementation of a SCADA solution is not within the scope of the RFP services. Loudoun Water seeks to integrate the ERP solution with the existing SCADA system as described in Phase 8 of the Scope of Services to provide Condition Based Monitoring capabilities. The Offerer is expected to perform Configuration Design, Training, Implementation, and Go-Live Support Services as part of this phase. Offerers are requested to focus on providing the integration capabilities, and enabling Loudoun Water to create and modify most of the Condition Based Monitoring events.

- R. Question - Are you planning for mobile asset management?
Answer: Asset management capabilities should be integrated with the work order management capabilities of the proposed mobile solution. Asset condition and the results of work orders should be automatically assigned to assets through updates made using the mobile work order solution.
- S. Question - What is the type of GIS System integration to the mobile platform? (GPS Integrated Map Display and Routing Functions)
Answer: Loudoun Water's GIS system is ESRI's ArcGIS 10 platform. Loudoun Water uses ArcSDE and enterprise-class ArcGIS Server to provide mapping services. Loudoun Water wishes to integrate the ArcGIS platform with the mobile solution to provide for integrated map display, GPS location, and routing functions. The integration strategy may be based upon using only Loudoun Water's ArcGIS Server map services or a combination of public (e.g. Google Maps, Bing Maps) and our own private services.
- T. Question - Do you need LIMS (Laboratory Information management system) interface with sap
Answer: Loudoun Water's LIMS is Accelerated Technology Laboratories Inc.'s Sample Master Pro solution. The ERP solution must be integrated with Sample Master Pro and exchange a limited amount of basic work order/sample event information, and a selected set of water quality sample results with the service request and customer information system modules of the ERP.
- U. Question - Please confirm if LW is need of CIC?
Answer: Loudoun Water understands that the acronym "CIC" in this context refers to a specific vendor product. Loudoun Water is not requesting specific vendor system products or modules as part of this RFP. Loudoun Water does require call management capabilities as part of the customer information system (CIS). Specifics for the CIS solution including requested call management capabilities are described in the detailed functional requirements of the RFP.
- V. Question - Are you expecting comprehensive end to end budget formulation system and budget control system?
Answer: The RFP states a number of requirements for budget formulation and budget control. These are the requirements that must be met.

W. Question - Do you need to generate\read bar code through any RADIO FREQUENCY ENABLED Devices?

Answer: The capability to generate and read bar code devices through RF enabled devices is desired. Purchase and implementation of such devices is not within the scope of this RFP.

X. Question - Is bar coding for warehouse management in scope for this RFP?

Answer: The capability to utilize bar coding for warehouse management through the ERP software is desired and is part of the requirements. The purchase and implementation of a bar coding hardware, and implementation of bar codes for warehouse inventory is not within the scope of this RFP.

4. ACKNOWLEDGEMENT OF RECEIPT OF SUPPLEMENTAL INFORMATION

Please acknowledge receipt of this Addendum to RFP No. 2011-005-580 by signing and including the following acknowledgement within the contents of your proposal.

ACKNOWLEDGEMENT OF ADDENDUM D

Addendum D for RFP 2011-005-580, Integrated Utility Enterprise Resource Planning (ERP) System, has been received by the undersigned and will be incorporated in all copies of said specifications in the possession of the undersigned.

This Addendum consists of 9 pages including cover page.

My signature below acknowledges receipt of this Addendum and certifies that my proposal submission includes all information, modifications, additions or deletions pertaining to this Addendum and the RFP.

Legal Name of Vendor/Firm: _____

Authorized Signature: _____ Date: _____

Name and Title (Typed): _____

Return this page with your RFP submission

Prepared by: (Loudoun Water Representative: Courtne Coates, Purchasing Assistant)