Administration Department

# City of Sycamore
## Request For Proposal - Enterprise Resource Planning (ERP)
### Addendum #3
February 25, 2022

2 Pages

This addendum is issued for the purpose of clarifying the intent of the contract documents and plans and also for making necessary corrections, deletions, and/or additions to the documents and plans. This addendum shall supersede any information found with the Contract Documents, Plans or previous addenda.

Each proposer shall include this document into their proposal along with entering the information and signing below.

| | | |
|---|---|---|
| Company | Signature of Authorized Personnel | Date |

## Clarifications:

1. **Question:** Regarding 5.13 Client References – Proposal Section 9.0 (page 22): If the software being proposed is well-proven with thousands of private sector clients and hundreds of non-profit clients, but relatively new to local government, could the firm provide three (3) *non-profit* client references, including at least one of similar size and implementation scope as the County, and still be eligible to respond to this RFP and be considered for further evaluation?
   **Response:** Public Sector References are required. Public Sector is defined as a local government unit of government such as a city, village, or town. This excludes townships, districts, agencies as well as state or federal level units of government.

2. **Question:** Please provide an example of the top 10 current reports
   **Response:** Currently the most common is Budget Comparison Analysis (Budget versus actual expenses).

3. **Question:** Please provide an example of the top 5 desired dashboards and KPI's on the dashboards.
   **Response:** This has yet to be determined.

4. **Question:** Are you open to 1 year of data conversion for go-live and historical populated after go-live with templates?
   **Response:** Yes.

5. **Question:** Are you currently using a payment gateway such as CyberSource or Paymentech for credit card processing?
   **Response:** The City uses GovPaynow.com

6. **Question:** Which bank is currently used for credit card processing (the merchant acquirer)?
   **Response:** Not applicable.   The City has credit cards issued from our current bank.

7. **Question:** Please describe in more detail your current manual cash receipt process.
   **Response:** Payments are received at the Water Department (check/ cash), the Clerk's Office (Cash or Check) as well as the Business Office (Cash or Check) .  The employee records the amount received, along with the method of payment into the receipts "register" in our current accounting system.  Cash payments (including all checks) are hand-delivered to the Business Office, where, they are recorded in the register.  Receipts are provided to cash-paying customers.  Each day staff compiles all incoming payments of cash and check into a single deposit for the City, which is deposited at the bank.

8. **Question:** List the forms of payment received currently.
   **Response:** Cash, Check, Credit Card, and Direct Deposit (Utility Billing)

9. **Question:** When would the City of Sycamore, IL like to go live with the chosen ERP solution?
   **Response:** The goal is to implement the software as soon as practical without interruption to City services.

10. **Question:** Does the City plan on using ARPA funds or other grants to fund this project?
    **Response:** No.

11. **Question:** It has been noticed the county, Dekalb County, has released an ERP RFP. Is it the intention for the City and the County to purchase at the same time and purchase the same vendor?
    **Response:** No. The City's decision and timing will be independent of the County's decision.