

Enterprise Resource Planning (ERP) System

Request for Proposal – Questions & Answers

November, 2020



Orange County Employees Retirement System (OCERS)

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Questions Submitted:

Question 1

Can companies from Outside USA can apply for this RFP? Like, from India or Canada?

Answer 1

Companies outside the USA are not prohibited from submitting bids; however, these companies still have to comply with any licensing and permitting requirements for their services.

Question 2

Whether we need to come over there for meetings?

Answer 2

We anticipate that meetings will be conducted virtually until our Headquarters building re-opens to the public and/or we transition back to in-person Board meetings.

Question 3

Can we perform the tasks (related to RFP) outside USA? Like, from India or Canada?

Answer 3

OCERS preference is to have tasks performed from within the USA, however, we will consider having tasks related to the RFP performed outside the USA if they can be completed satisfactorily.

Question 4

Can we submit the proposals via email??

Answer 4

Email submission is our preferred method. Please see section 5 and 6 of the RFP. Please submit your proposal to jdoezie@ocers.org by the end of business on December 7th, 2020 PST.

Question 5

Does inventory refer only to fixed assets or does OCERS maintain an inventory of parts, supplies etc?

Answer 5

Inventory refers primarily to computer and office equipment. OCERS does not currently have a formal system to track this equipment.

Question 6

How many items (skus's) does OCERS have in inventory?

Answer 6

OCERS is not a manufacturing organization. As such, we not have an inventory catalog or sku's.

Question 7

If OCERS does maintain parts and supplies in inventory, how many warehouse locations do you have?

Answer 7

See Question 6 above. OCERS has a single administrative office location.

Question 8

A.10 Number of Users by Department. We understand that users were counted by department in RFP. For accurate software pricing, can you please provide a breakdown of the user count who will be using the new ERP by functional area without double counting the users?

Area/ Role	Users
Finance (GL, AP, AR, Assets, Cash)	10
Procurement/Contract Management	2
Budgeting (Do not include users already counted in Finance)	12
Expense Management	20
Project Accounting/Management	Included in Finance & Budgeting
Risk Management	Included in Finance & Budgeting
Payroll	4*
HR (Please do not include Payroll users)	Included in Payroll*
Employee Self Service (To submit expenses or time sheets, do not count users already included above)	OCERS total headcount is 96* (all employees could potentially submit timesheets and expenses)
Admin, IT, Engineering (Do not include users already counted above)	10
Total (Excluding Payroll, HR and EE Self Service*)	54*
<p>NOTES</p> <p><i>Only include users that will use the new system</i></p> <p><u>Do not double count users.</u> <i>If the same user has been included in one area, do not count them again in another area</i></p> <p><i>If an area is not relevant please leave the count as 0</i></p> <p><i>*If human resources functions are transitioned from the County of Orange to OCERS, HR, Payroll and Employee Self Service, potential users could encompass OCERS total headcount of 96 (HR staff of 4 is included in this total headcount)</i></p>	

Answer 8

Please see the above chart. Please note that if human resources functions are transitioned from the County of Orange to OCERS, HR, Payroll and Employee Self Service potential users could encompass OCERS total headcount of 96.

Question 9

A.10 Number of Users by Department. What functional areas/type of records do Legal users need to access?

Answer 9

Budgeting and potentially Procurement/Contract Management.

Question 10

A.7 Data Conversion. Can you provide volume for data conversion?

Type of Record	Information	Data Volume Required in New System
Chart of Accounts	Active GL Accounts	275 active accounts; 304 active sub-accounts
Vendor File	Number of Active Vendors	1,750 total vendors, appx 463 active since 2016; checks written to 270 vendors in 2019
Customer File	Number of Active Customers	20 (OCERS does not typically issue invoices – estimate based primarily on number of Employers)
Assets	Number of Fixed Assets	5 active; 8 disposed; 53 fully depreciated
Employee Records	Number of Employees	96
Payroll Transactions	Number of Payroll Transactions per Year	NA
Customer Invoices	Number of Customer Invoices per year	1-2
Contracts	Number of Active Contracts	120
Projects	Number of Active Projects	NA
Purchase Orders	Purchase orders issued per year	20
Vendor Invoices	Vendor invoices received per year	2,100 based on 2019
Employee expense reports	Employee expense reports per year	474 (246 for Board stipends and

Type of Record	Information	Data Volume Required in New System
		reimbursements; 228 employee reimbursements; appx 65 different individuals were issued payments)

Answer 10

See the above chart. The figures are recorded in the column heading: Data Volume Required in New System

Question 11

Please provide a list of custodial banks that you need to import data from

Answer 11

State Street Bank

Question 12

What is the current size of your Microsoft Dynamics SL database?

Answer 12

OCERS current Dynamics SL database sizes are:

2.2 GB	Production App Database	46 MB	Production System Database
1.8 GB	Test App Database	46MB	Test System Database
816 MB	Legacy App Database	46 MB	Legacy System Database

Question 13

Did you engage a consultant to assist in the preparation of the RFP? If so, did they also assist with current and future state business process mapping?

Answer 13

Consultant was used to review RFP (excluding exhibits) prepared by OCERS' staff. Consultant did not assist with current and future state business process mapping.

Question 14

Is there a preference for cloud or on premise deployment?

Answer 14

See answer to #36

Question 15

How many employees does OCERS have? How many of them will submit expenses?

Answer 15

OCERS has an approved headcount of 96, as well as 10 Board members who are not employees, but can submit expenses for reimbursement. Potentially all employees could submit expenses. See Question 10, Employee Expenses Reimbursements, for data submitted in 2019.

Question 16

How many weeks each year does OCERS spend preparing the annual budget?

Answer 16

Approximately twelve weeks from beginning to end of process. Budget planning starts end of July/Beginning of August and concludes in mid-November.

Question 17

How many employees are involved in preparing budgets (including department managers, etc. for distributed budgeting)?

Answer 17

15 employees including department heads and Finance staff.

Question 18

For all employees involved in budget preparation, what is the average percentage of work hours devoted to budget preparation during this period?

Answer 18

Budget is primarily compiled by Finance Manager and Director of Finance with input from Department Heads and approval from Assistant CEO, Finance Internal Operations and CEO. Average % of work hours is based on Finance Manager and Director of Finance:

- August = 25%
- September = 25%
- October = 50%
- November = 50%

Question 19

How many work hours are there per week in your organization?

Answer 19

Standard U.S. work week of 40 hours

Question 20

What is the average cost per-hour of the employees involved in the budget preparation process?

Answer 20

\$75-\$100/hour (including overhead)

Question 21

How many weeks per year does OCERS spend managing the budget?

Answer 21

See #16 – budget preparation encompasses the bulk of the budget process. Department heads receive monthly reminder to review their budgets. Checks are run weekly and include coding to appropriate budget line items. Finance Manager and Director of Finance provide quarterly budget to actual reports for Board which takes approximately 8-10 hours to prepare, research and review.

Question 22

How many employees are devoted to managing the budget throughout the year?

Answer 22

Accounting technician, 2 Finance Managers and Director of Finance manage the budget through weekly check process and compiling reports. Approximately 12 Department heads/Executives are responsible for managing their budget.

Question 23

For all employees involved in budget management, what is the average percentage of work hours devoted to budget management?

Answer 23

See #18 – bulk of budget is spent on preparing budget. Management by department heads/executives is approximately 1-2 hours a month; Finance Manager and Director of Finance average 10 -20 hours month for budget management.

Question 24

What is the average cost per-hour of the employees involved in managing the budget?

Answer 24

See answer to #20

Question 25

What is the risk management SharePoint site currently managing? What types of risks?

Answer 25

OCERS Operational Risk Committee leverages a custom SharePoint list to identify and track operational risk across the organization. Each department is responsible for identifying operational

risk within their department of business processes, the likelihood of the risk occurring and the impact of the risk to OCERS. A risk factor is applied and current and future mitigating factors identified and implemented. Over the course of each year, risk are reviewed by the committee and departments with updates provided annually to our Board of Retirement.

Question 26

How do you currently track your projects today?

Answer 26

Excel spreadsheets

Question 27

What types of inventory are you tracking today?

Answer 27

Computer Equipment = Excel spreadsheets
Office Equipment = not tracked
Fixed Assets = General Ledger

Question 28

How are you organizing the project team? Have you assigned a project manager?

Answer 28

Project team will consist primarily of Finance and IT staff, as well as Information Security. Project Manager TBD, but most likely Finance Manager.

Question 29

Is budget approved for this ERP replacement? If so, can you share the amount?

Answer 29

ERP has been included in the 2021 budget based on estimated cost of \$150,000. This is a preliminary estimate before any actual bids have been received for this project.

Question 30

Have you viewed any demos of solutions before the release of this RFP?

Answer 30

No

Question 31

We would like to propose a different contract for software subscription and services. Is that possible for this RFP?

Answer x31

The OCERS preference is to use the contract provided in the RFP.

Question 32

Is there a desired go live date? What aspects drive your go live date?

Answer 32

Optimistically, would like to be live by June 2021. Aspects that drive our go live date are committing resources to the project during the same time as our external audit of the December 31, 2019 financial statements with preliminary work beginning mid-February and fieldwork starting mid-April to end of May and final issuance of OCERS comprehensive annual financial report in mid-June. We would also like to go live prior to the 2022 budget cycle which will begin in late July 2021.

Question 33

Does your organization currently use O365 including Teams, Power BI and Outlook?

Answer 33

OCERS is planning a phased migration to Microsoft 365 during the first half of 2021. We are currently using Power BI and Outlook 2016.

Question 34

On Page 4 says in part, "bonded where applicable". Does the OCERS have a requirement for bonding for this RFP and if so, please explain the details and amounts.

Answer 34

OCERS standard services agreement (see Exhibit B) states that we can require a contractor to obtain a surety bond in the amount of their insurance deductible, so contractors should be bonded in an amount at least as large as their liability insurance deductible.

Question 35

Is OCERS looking for responses to Section 7 (Page 7) for the vendor responding to the RFP (in our case we are a System Integrator), the software manufacturer (in our case Oracle), and/or all other (if any) partners to the response (e.g., we may propose another software product to address your Investment Portfolio Management needs)?

Answer 35

Vendor responding to RFP

Question 36

On Page 17, Question 2 the RFP asks for pricing for "cloud and on premise":

- Does the OCERS have a preference?

- How would you like pricing presented in separate sections or in a single chart comparing the two options?

Answer 36

- Cloud or hosted solution first, then on-premise.
- Single chart comparing options

Question 37

On Page 17, Question 2 the RFP asks: “specifically for on premise, please differentiate between hardware, software licensing, subscription, professional service, support and maintenance costs.”

- Does OCERS not wish a similar cost break down for cloud?

Answer 37

- Yes, we would like the same breakdown for cloud, including any additional elements associated with a cloud/hosted solution.

Question 38

On Page 22, Question 99 asks: “If it is a cloud solution, please describe the solution model. For example, the type of cloud (public, private or hybrid, single or multitenant database, etc.)”

- If more than one type is available does the OCERS have a preference?
- Are you asking for pricing and planning (e.g., there would be different steps for cloud vs. on premise, etc.) for all types?

Answer 38

OCERS is interested in having information about all options available to us. This includes pricing, project planning, implementation and post go-live operations and support for each available option for us to consider.

Question 39

We do not see a specific format or approach for providing pricing to OCERS, do you have a preferred format?

Answer 39

OCERS does not have a preferred format. Vendor can choose format that is best for their proposed pricing.

Question 40

Format that OCERS would prefer for the following:

- Section 7 (Proposal Requirements) implies the RFP response should contain 12 sections as defined in Section 7?
- It also appears the OCERS is looking for vendors to respond to questions in sections A.3 – A.5, is that accurate?

Answer 40

Proposal needs to include information requested in Section of 7 of RFP, items 1-12, as well as questions in section A.3 – A.5.

Question 41

Does OCERS have a list of requirements it is looking for the software to support or just the high-level categories in Sections A.1 – A.2?

- If there is no lower level of detail than sections A.1 – A.2, would OCERS like vendors to explain how their software can support those areas?
 - If so, where would that explanation go in the RFP Response?
 - Area 12 (Other) of the RFPs Section 7 (Proposal requirements)?
 - An Appendix?
 - Elsewhere?

Answer 41

There is no lower level of detail than sections A.1-A.2. OCERS would like vendors to explain how their software can support those areas and may provide explanations in a format of their choosing (e.g., Area 12 of the RFP Section 7 or an appendix)

Question 42

Is the request for firms to have implemented ERP systems in the state of California a non-negotiable requirement or will you also accept qualifications and references from similar entities elsewhere?

Answer 42

This is a non-negotiable requirement as listed under item 2 in Exhibit C – Minimum Qualifications Certification.