

RFP 2666-13 Enterprise Resource Planning  
Questions & Answers  
8/16/2022

1. Is the City accepting point solution proposals? For example, would the City be interested in a proposal that addresses just some of the functionalities requested (RFP p. 6, Table 1: Functional Areas)?
  - A. The ideal proposal will be able to meet all the functionality requirements listed in the RFP, however ability to provide a function on the table will not necessarily exclude the bid.
2. If down selected, will Branson support vendors to come on-site for demonstration / scoping workshop phase?
  - A. Please reference section 6 of the RFP, "Award Process". Details a vendor shortlist and vendor demonstrations. This is a critical step to determine the most qualified vendor and best fit for City operations.
3. Should the proposal include costs for replacing Citizenserve solution and provide citizen portal. If so, how many users would there be for permitting, code enforcement, and planning/zoning?
  - A. It is being requested that the proposed ERP has the ability to integrate to the existing solution, Citizenserve, or respondent may propose a replacement solution that is built into their ERP system.
4. If replacement of Citizenserve is not the intent, is the City indicating that an online portal needs to be provided that integrates with Citizenserve in all of the following areas?
  - Electronic building permit submittals, review, status, and results
  - Electronic building inspections, scheduling, status, and results
  - Planning request submittals, review, status, and results
  - Code Enforcements inspections scheduling, submittals, review, status and results
  - Ability for public to report concerns, tracking status, and review results
  - Web-based permit fee calculator and payments
  - Ability to utilize mobile technology for inspections and field work
  - Ability to integrate directly with existing ESRI GIS database
  - Ability to track and generate real-time performance measurements reports
  - A. It is being requested that the proposed ERP has the ability to integrate to the existing solution, Citizenserve in all applicable areas if not proposing a replacement solution.
5. In reference to inventory tracking in Parks, Public Works, and Finance; is the inventory consumable inventory like repair parts, meter, etc. or non-depreciable inventory items like laptops, equipment, etc.?
  - A. The City has a need for an inventory system for both consumable inventory and non-depreciable inventory.

6. Including full-time, part-time and seasonal staff, how many employees will need to be tracked on the system, is 330 correct?
  - A. Approximately 330
7. How many supervisors, managers, administrators will need access to the system to make approvals, make edits to timesheets, or run reports?
  - A. Approximately 40
8. How many time clocks should be included in proposal?
  - A. Approximately 15
9. Is it desired for time clocks to be Biometric or HID proximity (card swipe)
  - A. HID Proximity
10. If proximity is preferred, will the new vendor provide the HID cards or be asked to work with existing HID cards?
  - A. City will provide HID cards
11. Will advanced scheduling be included in this scope of work? Typically needed for Public Safety Scheduling? If needed, how many employees will need to be licensed for it?
  - A. Yes, xxxxxx
12. Is FMLA Case Management required? Defined as the new time & attendance system automating the process of requesting FMLA leave, allowing employees to fill out required forms directly in the new time & attendance system, and tracking the open case, automatically alerting employees/managers when an employee is due back or running out of FMLA time?
  - A. Xxxxxx
13. Is it desired for employees to punch in/out from a computer or smart phone?
  - A. Yes
14. Will any employees be allowed to either fill out their timesheets online or have their timesheets auto populate based on their schedules? (employees don't punch in/out)
  - A. Yes
15. Is it desired for employees to request time off electronically at a computer or smart phone?
  - A. Yes

16. Do employees need to be able to view timesheets, view schedules, or request time off from the time clock?

A. Yes

17. Is the City allowing separate responses from vendors that aren't responding to the ERP portion of this RFP but that are interested in proposing items relating to General Requirements Section 3.8 Public Safety Department, if so please provide specifications for this Public Safety portion.

A. No, The City is seeking proposals for an ERP solution through this RFP to include integration with existing solutions or replacement of those solutions.