



Pre-Proposal Conference

May 23, 2023 4:00 PM

Last day to accept questions and requests for clarification on the RFP

May 30, 2023

Questions & Answers

Question 1: What is the deadline to submit questions and our proposal?

Answer 1: All submissions are due at midnight Pacific time. The RFP schedule and deadline dates are found on Page 12 of the RFP. The last day to accept questions and requests for clarification on the RFP was May 30, 2023. Proposals are due on June 20, 2023

Question 2: Where do I get a copy of the RFP and the attachment?

Answer 2: For a full copy of the RFP and the attachments and addenda, please see the City's website (www.weho.org) on the [RFP-RFQ-Bid Notices](#) page.

Question 3: Is there a general range for your budget for this project?

Answer 3: There is a general idea of what the budget is going to be but the solutions are so varied that we are not sure, it depends on what is proposed. No one is going to be excluded based on cost. The primary thing is functionality. We are looking for something that is going to last 10-15 years. A lot of the project budget will be identified internally, related to the best value of the top 1-3 proposals, depending on how many proposals we get. After that, we will develop a formal project budget. Right now, we don't have anything additional to disclose.

Question 4: When is Tyler Eden going to term out?

Answer 4: Our current Eden ERP system is considered a legacy software solution and is nearing end-of-life. Product support will terminate in March 2027.

Question 5: Is this fully budgeted and supported at the Board level? Is there any chance that you get half-way through and all of the sudden somebody decides not to spend any more money and the project stalls?

Answer 5: This project is fully funded and West Hollywood City Council authorized the issuance of this RFP so you would have that reassurance that the project is fully funded and supported.

Question 6: When is would the City like to go-live?

Answer 6: During our implementation to Tyler Eden, we tried to minimize the reporting out of two systems during a "year" so we tried to go live with Financials on a July 1st date and with Payroll on a January 1st date. We interfaced to the GL for the 6 months in between. We want to do it as efficiently as possible. The City is efficiently staffed with very dedicated employees. We don't want to be parallel for too long. It's easier to cut over and learn the lessons than to string the project out. With that said, however, there is very important functionality that would need to be configured and tested so that our functional needs/must-have are working when we go-live. We don't want to have a lot of workarounds and band-aids.



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Question 7: What are some of the biggest challenges you have with Tyler Eden, either with your implementation or ongoing issues using the system?

Answer 7: We have a good working relationship Tyler Eden. Tyler Eden has been a solid product. We implemented 14 modules in 12 months in 2005. People and change are always the biggest challenge for implementation. With every software, nothing works like the old software. Some things you get use to; Some things don't feel as streamlined with the new software; Some things are more efficient with the new software. During an implementation, being able to respond with easy work-around and move the staff and the effective use of the product forward in a direction that the world is moving is key to a successful implementation.

Change is constant so keeping up to date with audit requirements, electronic payments, PCI compliance, and electronically exchanging information with the State of California, CalPERS, benefit providers or with Banks is a must. All of this is critical for a successful go-forward position with any vendor.

Question 8: Do you have any key team members or subject matter experts that will be terming out or retiring during this process that you anticipate?

Answer 8: Like any agency, we have people that are retiring and we have people that are new. We are constantly transferring knowledge. When I did my last study, employees were evenly divided into each age bracket. I don't anticipate that we will lose much key knowledge. We are constantly developing staff.

Question 9: I understand the current pains, what sort of growth or opportunities or efficiencies are you looking to gain with the new ERP system?

Answer 9: Most of that is covered in the RFP Project Goals section, which can be found starting on page 13. They also are filtered into Attachment 15, Functional Requirements that we will use to identify scope and achieve the City's goals. You can see on Attachment 17 Interface List that we are interfacing with a lot of things to stay current, modern and progressive. Interfaces absorb a lot of resources and time. If we said, we want it all and we want it to be efficient that would be ideal. Also, it should have all the tools that are currently available needed to be efficient from the start. For example, when we add/change/delete information in one place, it is immediately available to everyone who needs it and in every module that needs it, whether that is within the ERP system or done as an interface to another system. That would be an ideal goal. We want to work smarter not harder.

Question 10: Is being minority-partner or a minority-owned business of any additional consideration or advantage?

Answer 10: The City of West Hollywood is a very equal opportunity City and we encourage the submission of proposals by local businesses, by small business owners, and by minority-owned and women-owned businesses.