City of Tacoma
Tacoma Water / Rates & Financial Planning

Financial Planning and Analytics Software Services
Specification No. WF17-0334F

QUESTIONS and ANSWERS
All interested parties had the opportunity to submit questions in writing to Doreen Klaaskate at dklaaskate@cityoftacoma.co m, by 3:00 p.m. August 23, 2017. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

Questions	Answers
TIMELINE	
When would the City ideally like to have the new solution implemented by?	Training and implementation should be completed by the end of 2017.
QUESTIONS ABOUT RFP COMPETITION	
The link on page one that provides a list of vendors registered for this solicitation is not working. Could this information be provided as a response to this question?	Check the webpage http://www.ci.tacoma.wa.us/45bidsapps/PlanholderList.aspx
Has the Rates & Financial Planning section of Tacoma water viewed demonstrations of possible solutions before the release of the RFP document? (Within the last 2 years). If so, which solutions?	Yes, Adaptive Insights.
Can you please confirm if the City of Tacoma has participated in any product demos prior to the release of the RFP? If so, with which vendors?	Yes, Adaptive Insights.
TPU ORGANIZATION QUESTIONS	
Can you provide an overview your general organizational structure – as it relates to the reports described or anticipated? For example, below is a common organization structure: 10 Divisions 50 Departments 200 Cost Centers (budgeting and variances done at this level, then rolled up) Can you describe your organizational structure in this manner?	1 Division >> 6 Departments >> 22 Cost Centers
How many Business Units/Depts?	6 Departments
do we need to be an approved supplier in order to respond to this RFP?	No, not to respond to the RFP.
Also, where will the answers to the questions be posted?	Check the webpage http://www.ci.tacoma.wa.us/45bidsapps/PlanholderList.aspx
Whether companies from Outside Canada can apply for this? (like,from India or USA)	Respondents providing submittals from outside the legal jurisdiction of the United States of America will be subject to Tacoma's City Attorney's Office (CAO) opinion as to the viability of possible litigation pursuant to a contract resulting from this Specification. If it is the opinion of the CAO that any possible litigation would be beyond reasonable cost and/or enforcement, the submittal may be excluded from evaluation.
Can we submit the proposals via email?	No, all submittals must be sealed.
BUDGETING QUESTIONS	
What is your annual budget? (including Operating and Capital, all funds)	Approximately $192 million for the 2017-18 biennium
Are you budgeting monthly? Quarterly? Yearly? How frequently would you like to budget?	We budget biennially at a monthly level. Biennially.
How long does the budget process take today?	Budgeting is an ongoing process.
What is your fiscal period?	Calendar year.
NUMBER OF USERS / REPORT RECEIVERS	
How many users will require access to the system?	To start: 4 administrators and 20 viewers/contributors.
How many users will require training? Do you want training to be performed onsite or done remotely? Remote (internet conferencing) is common and economical.	4 users, remote or onsite.
Typically cloud based SaaS models are subscription price models based on users or cpu's. How many people/seats would you be looking to serve as part of a subscription model?	To start: 4 administrators and 20 viewers/contributors.
How many users will be using the software?	To start: 4 administrators and 20 viewers/contributors.
Can you provide the estimated number of users that will need access to the solution?	To start: 4 administrators and 20 viewers/contributors.
Have you determined what their role or user type will be on the new system? For example, how many people will need to have access to the database, how many will be responsible for data entry, and/or how many will need read only functionality, etc.?	To start: 4 administrators and 20 viewers/contributors.
What is the quantity of users for the software licensing that the City would like to see proposed?	To start: 4 administrators and 20 viewers/contributors.
Do you want to share the data in the described reports and other information to other departments or the public via a web portal? Are there transparency requirements?	Not at this time.
MINIMUM REQUIREMENT CLARIFICATION	
The Minimum Requirements indicate that Tacoma Water requires that the selected software be capable of integrating with SAP. Please clarify the meaning of 'integrating' within this context.	The City uses SAP and the chosen tool must be able to automatically connect to SAP to retrieve data.
The Minimum Requirements indicate that Tacoma Water requires that the selected software be capable of integrating with existing reporting formats currently built in Microsoft Office Products. Please clarify the meaning of 'integrating' within this context and provide the existing reporting formats which Tacoma Water expects to replicate.	The tool must be able to automatically retrieve data from and feed data into Microsoft Office applications including Word, Excel, Access and PowerPoint.
Is the City looking for implementation services for a budgeting and reporting product they've already purchased or is this RFP for a new software and services acquisition to improve City's planning, budgeting, forecasting and reporting capabilities?	Tacoma Water is looking for new software.
PLANNING, REPORTING AND FORCASTING CLARIFICATION	
Will the planning, reporting and forecasting be performed for both Capital and Operating? If so, how many users would participate in the development of each type of forecast?	Yes, both Capital and Operating. 4 participants will be developing both types of forecast.
Please describe the similarities and differences in Tacoma Water's requirements related to budgeting, planning and forecasting, or are these the same?	For the purposes of the selected tool, they are inter-related. Static budgets will be incorporated at the beginning of the biennium, and planning will be used to forecast performance against that budget.
Are you using Excel today for planning, forecasting and reporting?	Yes.
Please describe the functional process, both planning & reporting, that will be supported by the tool (budget, forecast, actual reporting)?	Static budgets will be incorporated at the beginning of the biennium, and planning will be used to forecast performance against that budget.
Please describe the current general ledger chart of accounts and hierarchies for planning and reporting?	We have a City-wide chart of accounts grouped by balance sheet and income statement type accounts.
PLANNING REQUIREMENT QUESTIONS	
Is expense planning entered at the account level, detailed level or both?	Currently budgeting happens at the account level but we would like to plan and forecast at the detail level.
Do you do detailed workforce planning (headcount and salary planning)? If so, please provide details. Is this in-scope for this engagement?	No. This is not in scope for this engagement.
Do you do capital planning? If yes, how do you do it currently?	Yes, using tools such as Excel, SharePoint, and SAP.
Do you do project-level planning? If yes, how do you do it currently?	Yes, using tools such as Excel, SharePoint, and SAP.
REPORT QUESTIONS	
How many specific reports does Tacoma Water envision being in scope?	10-15.
Please describe the features that Tacoma Water expects these reports to contain in order to support each of the budgeting, planning and forecasting requirements.	Please refer to RFP Section 1.
The RFP details three reports that are required – does The Rates & Financial Planning section of Tacoma water have existing reports that they use for this purpose? If so, would it be possible to obtain a copy of these reports? (It is understood that users will be trained to generate additional reports and visualizations.)	Yes we do have existing reports. Copies of the reports will be provided to the selected vendor.
Will the tool be used to forecast and report on variances position and employee costs?	Yes.
How many templates and reports does the City currently have?	Question is too broad.
On the variance reports do you also collect explanations?	Yes.
At what frequency is the data reported? Monthly? Quarterly?	Monthly, Quarterly, Annually and Biennially.
How many different ways do these entities "roll up"? Legal View? Management View? By Segment?	4
Can you share examples of your more complex templates and reports?	Examples will be provided to the selected vendor.
DATA MANAGEMENT QUESTIONS	
How many years of data is involved for implementation?	6 years of historical data
How much data retention is required?	Data should be retained for forseeable future.
Do you currently have a data warehouse? If so, please briefly describe.	SAP and Business Warehouse
Aside from SAP are there any other data sources?	Yes.
Will KPI's be associated with the forecasts manually, or will they be loaded from external systems or data sources?	Manually.
PROJECTED COST OF IMPLEMENTATION	
Is the estimated $45,000 projected forsoftware and if so, under what terms, perpetual, term or subscription?	Yes, we're estimating a one-year subscription to be $45,000.
Does the $45k estimate include implementation? Training & professional services?	No.
What is the budget for SAP/ MS system data integration, software & services? What is the selection process, if any?	System integration is not in the scope of this project.
The RFP states that the estimated budget for the project is $45,000. Can you please let us know how you came up with that figure? Is that the budget estimate for just the software? Do you have an estimated budget for services?	Research and peer estimates. For software with support. Estimated budget for implementation is $25,000.
SUPPORT REQUIREMENTS	
Is there a requirement for on-going support?	Yes.
PAIN POINTS / POINTS OF CONTENTION	
What are your main pain points with the process today? a. It takes too long? b. Is there a lack of Audit Trail on the numbers? c. No ability to do what-if scenarios? d. Inability to add commentary?	The current process takes too long and has too much manual intervention.
Please describe your biggest challenges and gaps with the existing budget preparation/reporting today.	The current process takes too long and has too much manual intervention.
ADDITIONAL UNSPECIFIED RFP REQUIREMENT QUESTIONS	
Level of security models needed (low, medium, high)	High.
Is there a requirement for mobility?	The application should be accessible with any device.
Is the solution meant to be developed/implemented on site?	Implementation team can be offsite.
Whether we need to come over there for meetings?	In-person meetings would be preferred but are not required.
Can we perform the tasks (related to RFP) outside Canada? (like, from India or USA)	Yes.
ALTERNATIVE SOLUTION QUESTIONS	
Would you accept a solution based on your internal SAP system using SAP BOBJ or SAP BI/BPC, and if yes then please provide what SAP products you currently own licenses for?	No.
Would you accept a private cloud solution run on SAP software as a solution for your needs?	No.
RFP FILE TYPE	
Can the RFP be provided in an editable format, such as MS Word?	No.