



City of Niagara Falls, New York

745 Main Street, Niagara Falls, NY 14301

December 15, 2023

RFP# 2023-33
ERP Software Procurement & Implementation Services
for the City of Niagara Falls, New York
Addendum 1 (9 Pages)

To Whom it may concern:

On November 20, 2023, Averro Advisors, on behalf of the City of Niagara Falls, released and distributed documents for RFP# 2023-33, Software Procurement & Implementation Services for the City of Niagara Falls, New York.

Page 4 of the above referenced solicitation allowed for the submission of written clarification questions by December 8, 2023. The City received a total of sixty-eight (68) questions. This addendum is a complete list of those questions, listed in the order they were received, and followed by the City's response to each. In cases where the same/similar question is asked multiple times, vendors may be referred to earlier questions/answers to avoid duplication.

The City of Niagara Falls hereby issues this Addendum 1 to the above referenced Request for Proposals.

Sincerely,

Leeann K. Huey, Purchasing Agent
City of Niagara Falls, New York
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Office: 716-286-4371

1. Q. It's stated that the current system is an IBM 400 based system. Does that mean the current software code was written in house or by a vendor or is it a legacy "commercial off the shelf (cots)" system?

A. The Finance Software and HR is an older version of Tyler – New World. Although the City does have applications that were written in house.

2. Q. If legacy cots, what is the known system name or firm?

A. Tyler- New World



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3. Q. Is the current software supported internally or by an outsourced IT services firm? If outsourced, what firm?

A. Both. Tyler- New World does support the Financial/ HR system and the City's in-house IT team supports the rest.

4. Q. How many anticipated core and casual users of the main systems are?

A. The majority of the City will be using some aspect of the ERP system.

5. Q. How many full-time & part-time employees are there?

A. The City has about 550-600 employees. Most of them are full time.

6. Q. Are there any addendums yet? If so, can you attach copies?

A. Addendum 1, this item containing Vendor questions and City answers, and expected to be issued on December 15, 2023, is the only Addendum to date.

7. Q. What is the city's current operating & capital budget?

A. Overall City Budget is approximately \$105 million, with the IT Department accounting for approximately \$936k.

8. Q. What is the budgeted amount range for this new ERP system?

A. The City will not be releasing a range of budgets in order to ensure a competitive bidding process.

9. Q. Has the city previewed any cots ERP software demonstrations in the last 3 years? If so, from which firms?

A. No, the City has not.

10. Q. What is the earliest delivery your office can accept/sign for? (First AM, before 8 AM)

A. City Hall is open for deliveries Monday through Friday (except holidays) from 8 AM. To 4 P.M.

11. Q. Is it possible for Niagara Falls to extend the submission deadline to allow more time to account for the overlap with holidays during the preparation window?

A. The due date of January 12th, 2024 did consider the holidays, so the City does not see reason to extend the deadline for the holidays.



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12. Q. Do you have any black-out or brown-out dates where there is little to no participation from your project team?

A. Besides the twelve (12) national holidays, the City does not have black/brown out dates.

13. Q. Do you anticipate having any other major implementations/initiatives going on concurrently that might require time from expected project team leadership/leads/SMEs?

A. The City does not have any major implementations that should interfere with this project.

14. Q. Do you have a strategy for sharing information to downstream internal and external systems?

A. The strategy will be determined when the vendor is selected for the RFP.

15. Q. Do you currently have systems in place that manage the sharing of information between internal systems (i.e. Middleware or Data Warehouse)?

A. No.

16. Q. Is the City open to a Big Bang approach to the deployment? Or is a Phased approach more desirable?

A. No, the City would prefer a phased approach as it is essential that the City stays functional as it converts.

17. Q. What is the degree to which current financial management processes are manual vs. automated?

A. The City has a majority of manual operations and redundant processes.

18. Q. Do you utilize self-service for any transactions or reporting?

A. No.

19. Q. How many financial institutions do you utilize? Please list the number of bank accounts.

A. The City currently utilizes two (2) banks and has 33 different bank accounts.

20. Q. Do you have any awards where the sponsor has given you funds up-front?

A. Yes.

21. Q. Does the City have any grants/awards with a cost-sharing agreement?

A. Yes.



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22. Q. Do staff certify their time for grant/award reporting purposes?

A. *No.*

23. Q. Is effort certification needed for Grants

A. *No.*

24. Q. Are multiple jobs or other unique job structures used? (e.g., Active Retirees who are also actively employee in a part or full-time capacity in a separate role)

A. *No.*

25. Q. Do you have a need to track safety incidents?

A. *All accidents are handled through Risk Management.*

26. Q. Do you have Unions and Collective Agreements? If so, how many Unions and how many CBAs?

A. *Yes. There are seven (7) different unions plus the Exempt employees (i.e. Department Heads).*

27. Q. Do you maintain a Job Catalogue and is it accurate and up to date? If so, how many Job Profiles, Job Families, and Job Family Groups exist today?

A. *Currently there are 50 job codes and more than 650 job classifications.*

28. Q. Do you provide and need to track retiree benefits in the new system?

A. *Yes.*

29. Q. How many benefit plans do you offer to employees? This includes health, wealth, vision, life insurance, AD&D (Accidental Death & Dismemberment), STD, flexible spending accounts, voluntary plans (such as legal or pet insurance), etc.?

A. *Seven (7).*

30. Q. Do you offer employees Retirement plans such as a 401(k) or Pension? If so, how many plans are there? Who are they currently with? Can employees take any loans from these plans?

A. *Pension through NYSLERS. Employees can request a loan through NYSLERS, if qualified.*

31. Q. Do you plan to use the system for annual and/or merit, bonus, and/or stock processing?

A. *Yes.*



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32. Q. How many different salary plans, hourly plans, one-time payment plans, allowance plans, merit plans, bonus plans, stock plans, etc. do you have in place today?

A. Each union has its own hourly pay plan. There are seven (7) different unions plus the exempt employees (i.e. Department Heads).

33. Q. How many compensation packages are in place today?

A. Each union has its own pay plan along with other payment types that members are entitled to.

34. Q. How many different Time Off Plans do you offer to employees?

A. Each union has its own specific time off requirements.

35. Q. How many different Leave Plans are offered to employees?

A. Each union has its own specific time off requirements.

36. Q. Do you use a third-party administrator to manage the Leave Process?

A. No, it's done in house.

37. Q. Do you need to integrate with actual physical time clocks? If so, which vendor currently provides the time clocks and will you remain with that vendor?

A. That will be determined when the City reviews the software. In the future, the City may consider the option to implement a time tracking system (i.e. time clocks).

38. Q. Do you have more than 1 EIN (Employer Identification Number) under which the utility pays employees?

A. Yes, there are two (2) EIN numbers used.

39. Q. How many active earnings and deductions codes do you have in place today?

A. Currently included in the City's system is approximately 230 earnings codes and 135 different deduction codes.

40. Q. How many pay groups do you have for processing payroll?

A. There are 45 different pay groups used by Payroll.



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41. Q. Do you have a vendor you work with to provide co-sourced or outsourced services for taxes, garnishments, w2 mailings, etc.?

A. No, all done in house.

42. Q. Are there any systems outside of your legacy system used to track historical data? If so, what systems?

A. The City has multiple run off programs that will be reviewed after the bid is awarded.

43. Q. Do you have in-house staff that can run either delivered or custom reports from the legacy systems?

A. Yes, there is staff that run custom reports.

44. Q. Will there be designated resources for this project to lead Data Conversions? Is this resource capable of populating standard data conversion templates?

A. Yes, the City has the resources.

45. Q. What does the optimal user experience look like?

A. The City is looking for something user friendly and fully integrated.

46. Q. What is your current level of self-service maturity?

A. Low, however, the City is slowly changing with the implementation of new software and hardware.

47. Q. How effectively does information flow out to your different populations (i.e., complexity associated with communication delivery)?

A. Not effectively.

48. Q. Does this initiative represent a significant change in the skills/capabilities required (i.e., complexity associated with end-user training)?

A. Our task force will need to be trained. The City has been using the current legacy software for many years.



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49. Q. What is the City's experience with change management? Any lessons learned from previous deployments?

A. The City recently has been through multiple IT upgrades. Lessons are to receive multiple validations from department and teams on pre-existing and new software.

50. Q. Has the City, with the last 24 months, seen a demo of any software solutions in regard to Enterprise Asset Management or Enterprise Land Management? If so, who?

A. No, the City has not.

51. Q. Please detail your current Esri GIS software licensing and version(s) being utilized.

A. The City utilizes ESRI ARCGIS PRO 3.2. The City currently does not have a Citywide GIS platform.

52. Q. Are any City departments currently using any mobile devices, if so, please provide some details of these devices.

A. Some City employees have smart phones, 'dumbphones' and tablets. The City has under 200 devices.

53. Q. How many end users of the EAM does the City anticipate?

A. The City would anticipate about 50.

54. Q. What asst groups/departments does the City anticipate will use the EAM? Please list these departments/asset groups? (i.e., Public Works = storm drains, paving, signals, signs, etc.)

A. Purchasing and Public Works.

55. Q. The requirements matrix has lines marked as "Other, City-defined" how are we to answer/respond to/address these requirements?

A. That would be covered in questions from the City during demonstrations.

56. Q. The requirements matrix lists "Electronic Document Management System (System to be determined)"; can we propose a solution for this with our submission as an option?

A. Yes.

57. Q. Does the City have an Electronic Plan Review solution now? If not, can we propose one as an optional component of our proposed set of tools?

A. No it does not. Yes, the proposal of one would be welcome.



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58. Q. How many end users of the Enterprise Land Management System does the City anticipate?

A. An estimate would be 25-100 users.

59. Q. Does the City maintain its own property records within GIS (i.e parcel edits, etc.) or is this done at the County level?

A. The City's parcel database is RPS, which is required by the state. The City does not have a parcel layer in GIS that is received from the County.

60. Q. Please define the terminology the City uses in discussing materials vs. assets.

A. The City does not have set terminology. Assets are determined by price.

61. Q. Does the NY State 311 system have any API's?

A. Yes, it does. It is used for Code Enforcement and Public Works. APIs exist for the website.

62. Q. How are requests for service received from the NY State 311 system?

A. By phone call or a form on the website.

63. Q. Does the NY State 311 system have a mobile app that Niagara Falls utilizes to collect data about requests for service?

A. The 311 system is cloud-based and can be accessible from phone or tablet.

64. Q. Please list what systems are required for integration to the Enterprise Asset Management System, and what the functional requirements of an integration would be?

A. This will be determined when the bid is awarded.

65. Q. Please list what systems are required for integration to the Enterprise Land Management System, and what the functional requirements of an integration would be?

A. This will be determined when the bid is awarded.

66. Q. What, if any, legacy data sources are required for migration into the new Enterprise Asset Management System? Please provide a database model of these source datasets if possible.

A. This will be determined when the bid is awarded.



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67. Q. What legacy data sources are required for migration into the new Enterprise Asset Management System? Please provide a database model of these source datasets if possible.

A. This will be determined when the bid is awarded.

68. Q. While we understand the legal need for legacy data to be moved into the Enterprise Land Management System, we have developed and deployed data lakes that provide an ability to search and report on legacy data but avoid the issues of a data migration, would this approach be acceptable to the City?

A. This is something that would need to be discussed with the department and team. Each department and team would have their own needs.

All other terms, conditions and specifications of the above referenced Request for Proposals remain the same. Please sign where indicated below and attach this addendum to your submission.

(Authorized Signature)

(Company)

(Date)