

## City of Poulsbo RFP responses to questions submitted from vendors 1/23/2026

### Question

In the first paragraph of the RFP it states, *"The preferred Vendor shall have experience in successfully implementing the proposed solutions for cities in Washington State at comparable organizations of similar size and scope of services."* In your opinion is it worth a vendor bidding if they are missing this requirement?

### Response

The statement is 'preferred vendor' but does not limit who submits. The preference is for companies who have other Washington government clients which helps the software stay compliant with Washington's rules and regulations which may require software updates.

### Question

Please provide the approximate number of the City's utility accounts.

### Response

The City has slightly under 5,000 utility accounts.

### Question

Please provide guidance on where you would like to see the pricing for managing B&O tax, as requested in the Requirements. Should there be an Optional section?

### Response

The City is aware some programs may need to be integrated and not available with the ERP product. We are open to an optional section for B&O; however it will be necessary to have a B&O product and if not in the package must be able to integrate.

### Question

Does the City have any details to share about data conversion? Would it be possible to provide detailed information about the data in terms of number of years, and type of data, ie: The hope is we will have access to our old data and minimize the conversion to hopefully three years. The City will work with the chosen vendor for the recommended best transition/integration.

Accounting data

b. Accounts payable

c. Contract data

d. Project and grant data

e. Fixed Assets

f. Human Resources/Payroll data

g. All customer billing (including miscellaneous and utility billing data)

h.

B&O data We do not have a data management system for B&O and all records are held in spreadsheets. As the program is only a little over a year old, there would not be any conversion but going forward.

### Question

Please confirm if all data conversion will be from CentralSquare/Naviline or other system source.

**Response**

Data is hosted by Central Square and would be from Finance and Community Plus Programs. The hope is to include attachments; however, the City would work with the chosen vendor for the recommended best transition/integration.

**Question**

We reviewed the published City budget document for new program requests. Can the City confirm whether this budget is still accurate and earmarked for this project?

**Response**

At this time the Council has allocated \$200k for both 2025 and 2026 in the adopted biennium budget knowing this will need to be updated and finalized in the 2027-2028 budget when better costs can be determined through the RFP Process. The Council is committed to a new solution. The budget will be inclusive of projected overtime and casual labor to get the system live.

**Question**

We understand that RFP Section 1 states the City is open to receiving best-of-breed solutions for Human Capital Management, B&O tax, and Timekeeping and Scheduling. Is the City also interested in best-of-breed proposals for the Budgeting functionality outlined in Section 3 of the RFP?

**Response**

The City's preference is a total ERP Solution but understands this may not serve the needs of the City so is open to the option of utilizing other programs with the requirement of integration between the products.

**Question**

Please describe the various challenges, frustrations with the current system and what you are hoping to achieve as a result of this ERP implementation.

**Response**

The City is looking for a financial software which will serve most of the needs and not require any customizations. The software needs to continue to update and stay current with legal requirements for both federal and state reporting and accounting standards. The chosen company should maintain strong customer service and user support.

**Question**

What are the financial and intangible benefits you are expecting as a result of this implementation

**Response**

We are looking for a product which will perform accounting functions and provide trusted data. The system should be powerful enough to perform complex functions but have user friendly and reporting for outside department to utilize. The software should have a friendly web component for outside customers to access their account history and ease of making payments.

**Question**

Will you consider references outside of WA state as well?

**Response**

Yes

**Question**

Please provide a breakdown of the 80 named by full users versus read only users (or users who will have limited use of the system such as viewing data or entering basic information such as POs, updating customer/vendor master data etc.)

**Response**

Of the 80 users, about half will have full access to enter and use data for reporting. There needs to be security as to which functions are allowed to the users. The other half of the users should have viewing privileges.

**Question**

Please provide a list of all Microsoft tools being used by the city today

**Response**

The City utilizes Office 365 with much of the use being Word, Excel, Power Point, Outlook and TEAMS and Active Directory for security administration. We are looking at a few people piloting Co-pilot. The City is also in the process of moving their phone system Microsoft TEAMS.

**Question**

Does the city have any specific expectations around a go-live date and/or overall schedule expectations?

**Response**

The City expects to be fully live by January 1, 2028, but is hoping to bring on several of the modules in 2027 and looking at the timing and staff requirements for each module.

**Question**

Please state any budget expectations related to this ERP implementation both from an ongoing costs perspective as well as implementation costs.

**Response**

At this time the Council has allocated \$200k for both 2025 and 2026 in the adopted biennium budget knowing this will need to be updated and finalized in the 2027-2028 budget when better costs can be determined through the RFP Process. The Council is committed to a new solution. The budget will be inclusive of projected overtime and casual labor to get the system live.

**Question**

Please state all the software solutions being considered/evaluated.

**Response**

The City is looking at all software solutions without any specific direction. The primary focus is on the day-to-day operations (GL, Payroll, Accounts Payable, Project/Grant Accounting, Utility Billing, Miscellaneous Billing, Central Cashiering, Budgeting) with enhancements to be considered in the future.

**Question**

Do you have any challenges currently with the FileLocal tool or are you happy with it?

**Response**

The City is utilizing File Local strictly for an on-line portal for the customers to pay and file their taxes. It is not a data collection program. We are open to a better on-line platform that ties to data collection if available.

**Question**

Please state how many years' worth of transactional history you wish to bring over to the new ERP.

**Response**

The hope is we will have access to our old data and minimize the conversion to hopefully three years. The City will work with the chosen vendor for the recommended best transition/integration.

**Question**

Please state the systems with which the ERP should integrate to as part of this implementation

**Response**

See Exhibit A – Key Requirements, line Item 35, items a. through k. for a list of solutions.

**Question**

It seems like the city would like to scan purchase invoices through an OCR (Optional Character Recognition) mechanism - please confirm the number of purchase invoices processed on a monthly basis.

**Response**

The City would like to be able to take any manual invoices and potentially scan them in so they can be routed for approval using a workflow process. We don't anticipate needing full blown OCR for this function. The City utilizes P-Cards which reduces the number of checks issued. Checks issued on an annual basis exceed 3,000. Invoices processed per month are an average of 1,000.

**Question**

Please provide an example of a payroll register for a month. Please provide snippets of unique employee types.

**Response**

This will be provided to vendors later in the process when we are closer to the demo process as needed.

**Question**

Please give a brief overview of the employee life cycle from the companies need to hire a new staff member through payroll to termination

**Response**

The city just implemented NEO Gov software to handle applicant submission in the Human Resources Department. Screening conducted, testing and interviews. Once hired the employee is onboarded with paperwork to be completed for insurance coverage, retirement systems membership and optional benefits administered. Employees are paid via salary schedules, assigned job classes/positions. Employees accrue sick and vacation leave and have an annual allotment of personal and floating holiday leave. Employees are paid twice a month and at termination will have leave cashouts.

**Question**

Are there multiple employer numbers?

**Response**

No

**Question**

Are there multiple unions?

**Response**

Yes. Two unions

**Question**

How is employee time processed and tracked currently? Please provide samples of time sheets and Electronic files

**Response**

Employees fill out electronic times sheets which go through a workflow program for approvals and the payroll technician imports these into the payroll system.

**Question**

Are there multiple benefit plans for staff

**Response**

There are not multiple benefit plans for medical, dental and vision insurance. Retirement is through the state and employees choose which plan to join. There are other benefits which are employee deductions and optional.

**Question**

Please provide lists of reporting needs for:

- Employee's
- Manager's
- Payroll/HR staff reporting
- Admin/management reporting

**Response**

Employee reports are check stubs, W-2's. Employees are set in an Employee Access system and can access many of their needs through this web portal.

Managers need leave balances and timesheet reports

Payroll/HR need all the standard reports necessary to run and document payroll: wages, deductions, leave balances, direct deposit, ach, vendor reports, timesheet reports, historical data, tax reports, etc.

Admin/management should receive reports which show gross wages, total benefits and leave balances.

### Question

#### Asset Management General:

Please confirm whether the city is seeking to implement dedicated Enterprise asset Management (EAM) functionality and/ or module for within the to be proposed ERP system including maintenance assets and work orders

### Response

The City prepares financial statements in accordance with GAAP and GASB standards. We need a fixed asset system to track assets, assess depreciation, and allow for salvage value. The data should also be able to generate a report which is consistent with GASB's required notes in the financial statement for assets and depreciation

The City does not use a work order system for maintenance of the assets. The City recently implemented a program provided by our insurance company to provide maintenance schedules of our assets and facilities.

### Question

#### Asset Scope & Structure:

Approximately how many assets are expected to be managed within the EAM system at go-live, and what level of detail is required (asset vs sub-asset)? **NA**

3. Does the asset population include mobile assets (e.g., vehicles, trailers, portable equipment), or is the scope limited to fixed infrastructure and facilities? **Fixed asset system includes equipment as well as small and attractive inventory which are not capitalized and depreciated**
4. Is there an existing asset hierarchy or asset registry that can be shared (parent/child relationships, locations, systems, components)? **The assets are broken down by land, equipment, buildings, other improvements, intangibles and work in progress. A primary asset may have improvements added to the master asset.**
  - a. If available, please indicate the level of completeness and accuracy.
5. Are assets expected to be linked to GIS, parcels, pressure zones, or service locations? **No**
6. Is there a requirement to manage asset lifecycle states (planned, in service, under maintenance, retired, disposed)? **Active and Inactive otherwise no.**

### Question

Maintenance Strategy & Planning:

### Response

**The RFP is not looking for a work order - maintenance program.**

### Question

Work Order Management

How are work orders expected to be created?

Manually by staff

Automatically preventive maintenance schedules

Triggered by inspections, condition monitoring, or exceptions?

Do you require condition-based or event-driven work order creation (e.g., failed inspection, high meter reading, sensor alert)?

What approval workflows are required for:

Work order creation or release

Emergency vs planned work

Associated purchase or inventory requests?

Should work orders support:

Labor, materials, and equipment tracking

Attachments (photos, documents)

Time and cost capture for reporting and chargeback?

### **Response**

The RFP is not looking for a Work Order program other than what may be a task driven work orders through the utility billing system

### **Question**

Mobility & Field Operations :

Do field technicians require mobile access to work orders, assets, and related data?

Is offline capability required for field staff working in low-connectivity areas?

What information should be available to technicians in the field (asset history, safety notes, customer alerts, GIS view, etc.)?

Are multiple crews, shifts, or contractors involved in maintenance execution?

### **Response**

The RFP is not looking for mobility and Field Operations other than meter readers which are hand held radio read meters. Inspectors will used a different software that is not being replaced or requested in the proposal.

## Question

### Inventory, Purchasing, Financials

Is there a requirement to initiate purchase requisitions or material requests directly from work orders? **N/A**

19. Should maintenance costs be tracked and reported:

- a. Asset
- b. Location
- c. Department

### Condition Monitoring

20. Do you currently use, or plan to use any condition monitoring, IoT, or sensor-based systems? **N/A**

21. Do you require tracking of:

- a. Inspections and certifications
- b. Safety procedures or permits
- c. Regulatory maintenance intervals

22. Are assets classified by criticality or risk, and should this drive prioritization or escalation?

### Reporting, Analytics & Alerts

23. What key performance indicators (KPIs) are required (e.g. backlog, MYBF, MTTR, asset availability, maintenance cost)? **N/A**

24. Do you require role-based dashboards for operations, maintenance management, and executives?

25. Are real-time alerts for notifications required for:

- a. Critical asset failures
- b. Overdue work
- c. Compliance exceptions

26. Is there a need for trend analysis and historical reporting to support capital planning or asset replacement strategies?

### Growth, Scalability & Future State

27. What is the expected growth in asset volume over the next 3-5 years? **Unknown**

## Response

The City is not looking to implement a Work Order System. The City is looking at a planning tool for Capital Project Planning and tracking from a financial perspective and not a maintenance perspective.



**Question**

For each of the listed integrations (Exhibit A, 35.a-k), please describe the data to be integrated, including directionality, frequency, and authentication standards for each system?

**Response**

At this time the City is not integrated with any of the systems listed in a. through k. other than Point& Pay for credit card processing of Utility Billing Payment. The city hopes to work with the chosen vendor for the best practice and available options.

**Question**

How many years of historical data does the City require to be migrated into the new ERP system?

**Response**

The hope is we will have access to our old data and minimize the conversion to hopefully three years. The City will work with the chosen vendor for the recommended best transition/integration.

**Question**

Will the City publish the evaluation weighting or scoring rubric for the RFP evaluation process?

**Response**

There is not a weighting or scoring for the RFP evaluation process. Please refer to Item 7 on page 10 of the RFP which references the evaluation considerations.