



# OFFICE OF WILL COUNTY EXECUTIVE LAWRENCE M. WALSH

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## 2018-50 – ERP SYSTEM RFP Addendum 2 – November 20, 2017

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We received the following questions regarding this RFP:

1. Is there an organizational preference for Premise, Hosted, or SaaS solutions?

Response - While there is a slight preference for an on-premise solution, but there is a strong openness to looking at all options to find the best solution.

2. Will you consider an ERP which does not include HR / Payroll but rather utilizes integration to leverage best-of-breed capabilities?

Response - Yes, we would consider a solution that utilizes integrated systems to achieve the overall goals. Note: the implementation will only have one contractor, so one vendor must be in the lead.

3. Is there an established budget for this project?

Response - No. On-premise solutions and cloud based solutions have different price models, so there is no set number for the project and/or ongoing costs.

4. Is there a selection consultant retained for this project?

Response - No.

5. If so, will the consulting company or an affiliate be bidding on this project?

Response - There is no consultant, so the answer is no.

6. Are you requiring on-premise solutions to quote non-direct costs such as projected hardware refresh requirements, server OS and DB licensing costs, and support, backup OS and hardware costs and support?

Response - No. We only require those costs to be estimated per the RFP in the event that they are not compatible or not fit within our extensive existing virtual environment.

7. Please ask the evaluation team if they would consider outsourcing Payroll and HR to ADP as part of their new erp solution.

Response - The County has no intention of outsourcing its HR or payroll.

8.The surety bond requirements are highly unusual. Is this a hard requirement or is this negotiable?

[Response](#) - The Performance Bond is a requirement of the County Purchasing ordinance.

9.How many total employees will only record time using a time clock and have no need for other access to the ERP?

[Response](#) – We anticipate that around 2,100 employees would have no need for access to the ERP for more than basic timekeeping.

10.How many employees will require Super-user or Admin level access? These should be counted as exclusive of any other user type.

[Response](#) - Please see the detailed information in Specifications, Section V, Licensing.

11.How many employees will require the ability to add A/P or A/R documents or make Journal Entries? This includes anyone who creates a Work Order or creates a Purchase order. This includes anyone who would create a Vendor records and manage Vendor RFP/RFQ processes and vendor contracts. This level also has the ability to create and manage projects. This level would include the ability access read-only reports, record time, submit expense reports, and create procurement requests - if given permissions. This number should exclusive of those counted above.

[Response](#) - AP - As currently structured there are 2 primary/2 backups in Finance that enter/process AP. There are also 2-3 people in the Auditors office that have a step in the process. So a total of 7, depending on work flow.

Journal Entries – 5-6 people have the ability to enter/post manual entries, which is restricted to the finance department. The ability to post journal entries is restricted to the Finance Director. There are also system created journal entries for payroll, revenue collection, and working with capital assets. Entries are created by system processing and posted by the finance director.

We don't currently use the AR module in our finance system. We prepare some manual billing and draw downs for grants.

Work Orders do not apply here.

Vendors are set up by the purchasing department. We have approximately 2000-3000 active vendors.

Purchase orders are created by a large number of people, possibly 50-60 and approved by the Purchasing department, 2 people.

12.How many employees will only require access to the ERP to create and manage projects? This would be someone who creates or manages project phases, tasks and milestones, makes purchase orders for a project, assigns and manages resources to projects, assigns material to projects and also creates billing requests for projects. This includes the ability access read-only reports, record time, submit expense reports, and create procurement requests. This should be exclusive of users counted above.

Response - We have a project/grant management module. The project numbers are assigned by the finance department (2 people). Project numbers are requested by any department needing to track a grant or project. The project number is used on every revenue and expense related to a specific project. Project numbers are not reused, so if we get a grant each year, there would be a new project number assigned. Currently we have 315 codes. Fyi, governments are primarily service organizations.

13. How many employees will only require access to the ERP to record the movement of goods. For example, the receipt of goods, the shipment of goods, inventory counts and the issuance of materials to cost projects. This includes the ability access read-only reports, record time, submit expense reports, and create procurement requests - if given permissions. This should be exclusive of users counted above.

Response – We do not have any “goods”.

14. How many employees will only require access to the ERP for read-only reports, submitting expense reports and recording time on projects and or work orders? This should be exclusive of users counted in above.

Response - Most departments have at least one person with view access to their budget. They are able to see annual budget, ytd expenditures, encumbrances, and remaining budget available. We currently have an expense reporting process like you refer to above. If an employee incurs an expense eligible for reimbursement by the county, they get their supervisor’s approval and the reimbursement is processed through payroll.

We do have employees who split their time/work between departments. That allocation is typically set up each year in payroll, corresponding with the start of the new budget/fiscal year. Our current system is very cumbersome and this is not widely used.

15. How many users will also be responsible for defining and managing inventory and storage locations, or managing the overall flow of materials into and out of a warehouse? – these should be counted as exclusive of any other user type counted above

Response - The County has no warehouse or equivalent. Capital assets are set up by 3 people in the finance department.

16. Approximately how many:

- Sales Order lines per month are generated in your current system?

Response - N/A

- Outbound Goods Movement lines per month are generated in your current system?

Response - N/A

- Manual Journal Entry Lines per month are generated in your current system?

Response - In 2016 we had 13,047 journal entries and an early estimate for 2017 is 13,317. The number of lines varies by the activity being recorded.

- Customers/Citizen Records do you have in your current system?

Response - N/A

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- Fixed Assets are tracked in your current system?

[Response](#) – Currently 2,597

- How many new vendors per month?

[Response](#) – approximately 30 per month

- How many miscellaneous bills per month?

[Response](#) – N/A

- Purchase requisitions per month?

[Response](#) - Purchase orders to date in 2017 are 3,073, approximately 250-275 per month. Not all goods and services use PO's.

- Expense reimbursements Per month?

[Response](#) - Processed with bi-weekly payroll (26 per year)

- Check runs per month?

[Response](#) - Up to 12 (2 to 3 per week, including checks, ACH, and wires)

- A/P check printed per month?

[Response](#) - Checks and ACH average 2,400 per month/28,800 per year`

- How many Billable or Invoice-able items are tracked in your current system (Items Numbers or Services Item Numbers)

[Response](#) - N/A

- What is the Maximum number of Lines per:

[Response](#) - N/A

- Sales Order Document?

[Response](#) - N/A

- Customer Invoice Document?

[Response](#) - N/A

- Purchasing Document

[Response](#) - N/A

- Bank Statements

[Response](#) – The Treasurer's Office receives 32 monthly bank statements.

- Goods Receipt Document

[Response](#) - N/A

- Outbound Delivery Documents

[Response](#) - N/A

- Open Projects  
[Response](#) - N/A
- Tasks per Project  
[Response](#) - N/A
- Tracked organizational units in a department  
[Response](#) - N/A
- Time Confirmations per Purchase Order (how many times will a vendor submit time on a PO?)  
[Response](#) - N/A

17. Can you provide technical details of all existing or planned integrations required for go-live? (Specifically; integration method (API, Flat File, etc), frequency of exchanges, data exchanged, can you provide sample data of all data?

[Response:](#)

[Kronos](#) – The County receives a .csv file from each install of Kronos bi-weekly containing information regarding payroll which is imported into New World Systems. There is no return file. An example file is being prepared which has had identifying information removed.

[Aon/Hewitt](#) – The County transmits a .csv file weekly to Aon/Hewitt containing employment and benefit information which is exported from the New World System. The County receives a .csv from Aon/Hewitt with payroll deduction information which is imported into the New World System bi-weekly. An example file is being prepared which has had identifying information removed.

[BMO/Harris](#) – The County also receives a .csv file from BMO/Harris which is imported into the New World System monthly and expenditures are confirmed and documented online by the responsible departments.

18. Can you provide business process flow charts for all existing integrations?

[Response](#) - No. There are very few current integrations.

19. Questions to help clarify implementation costs?

- How many departments will use this system?

[Response](#) – Approximately 50

- How many locations will require training?

[Response](#) – At least 4 (County Office Building, Courthouse, Laraway, River Valley).

- How many locations will have their own super-users?

[Response](#) – One

- How many System Admins do you currently have on staff?

[Response](#) - Please see Specifications, Section V, Licensing in the RFP.

- How many sets of books will you maintain?

[Response](#) - We currently have 78 active funds and generally add a few new funds each year.

- How many funds to you have open?

[Response](#) - 78

- How many grants do you track?

[Response](#) – We track 70 to 90 Federal grants and 50 to 70 State grants at any given time.

- How many individual cost centers do you track?

[Response](#) – Each fund is a cost center, so currently 78.

- How many individual profit centers do you track?

[Response](#) – N/A, look to cost centers, government is not for profit.

#### 20. Payroll /HR Questions

- How many full-time employees do you have?

[Response](#) - As of today – 2,273

- How many part time /seasonal employees do you have?

[Response](#) - As of today – 166

- How many position classifications do you have?

[Response](#) - 481

- How many new hires (recruitments) do you process a year?

[Response](#) - From 11/1/16 – 10/31/17 – 291

- How many payrolls per month do you have?

[Response](#) - We are bi-weekly so 2 every month, with 2 months having 3 payrolls

- How many Employees are paid Weekly

[Response](#) - None

- How many Employees are paid Bi-Weekly

[Response](#) – All.

- How many Employees are paid Semi-Monthly

[Response](#) – None

- How many Employees are paid Monthly?

[Response](#) – None

- How many collective bargaining units do you have?

[Response](#) - 14 currently

- How many retirees do you have?

[Response](#) - As of today - 773

#### 20. Utility Billing Questions

[Response](#) - The County provides no utilities.

#### 22. Questions to help clarify data conversion costs:

- How many following historical record types do you want to move to the new system

- Customers

[Response](#) – None

- Suppliers

[Response](#) – approximately 3,500 – 4,000

- Materials

[Response](#) – None

- Services

[Response](#) – None

- Projects

[Response](#) – None

- Employee Data

[Response](#) – 2,300 existing, 800 retirees

- Service Agents

[Response](#) – None

- Warranties

[Response](#) – None

- Identified Stock (Serialized Items, Non-Fixed asset)

[Response](#) – None

- Logistics Units (Packaging Types)  
[Response – None](#)
- Price Lists (Customer + Vendor)  
[Response – None](#)
- Discount Lists (Customer + Vendor)  
[Response – None](#)
- Freights  
[Response – None](#)
- Sales Orders  
[Response – None](#)
- Purchasing Requests  
[Response – None](#)
- Purchase Orders  
  
[Response – We don't allow open PO's to carry over at year end. We are not aware of anyone viewing closed PO's.](#)
- Open AP Invoices  
  
[Response – Changes daily. We view payments and invoices in our records management system.](#)
- Open AR Invoices  
[Response – None](#)
- Open Outgoing Checks  
  
[Response – Currently there are accounts payable 2192, payroll 50, these figures are always changing.](#)
- Fixed Assets  
  
[Response – We have approx. 2600 assets that would need to be moved.](#)
- Inventory  
  
[Response – The County only currently tracks inventory of salt, revenue stamps, and capital assets. Non-capital assets are tracked informally.](#)
- Service Valuation Data  
[Response – None](#)
- Material Valuation Data  
[Response – None](#)



- GL Account Balances

Response – The County keeps several years of those records. We have 78 active funds with asset, liability, fund balance, revenue and expense accounts for each. We do not have a way to count them, we estimate between 8,000 and 10,000.

- Balances for Bank Accounts

Response – The Treasurer's Office has 32 records.

- Open Goods Receipts

Response – None

- CRM Data

Response – The County does not utilize CRM

### 23. Permitting and Land use

Response - Permitting is not part of this RFP.

### 24. What vendor does your county use for (also roughly for how long w/ each vendor):

Financial Software?

Response - New World Systems. Purchased 1992.

HR Software?

Response - New World Systems. Purchased 1992.

Planning/GIS?

Response - For Land Use Permitting, inspections, etc, we use SmartGov from Paladin. Purchased 2015. For GIS we use ESRI. Purchased 1996.

Building/Work Management?

Response - The County does not currently have a software solution for Building or Work Management. Purchase of such a system is currently under consideration.