



Response to RFP Questions

Central County Fire Department- Request for Proposals For Professional Consulting Services for the Central County Fire Department Financial Software Selection

- Question:** What specific modules/functionality is the Fire Department looking to include in the scope of their project (i.e., are there any other than general ledger, general billing/receivables, and accounts payable)?

Answer: General Ledger, Accounts Payable, Accounts Receivable, General Billing, and Cash Receipting (we journalize payroll from Kronos, no Utilities, no contract, budget or fixed assets modules needed).
- Question:** Is there a budget for the selection consulting services the Fire Department is willing to share?

Answer: Yes, the budget adopted for FY 2025-26 had a placeholder estimate between \$20,000 to \$30,000.
- Question:** Has the Fire Department established a budget for the software license/subscription fees, as well as implementation services?

Answer: Nothing firm, estimated \$40,000 as a placeholder for annual subscription.
- Question:** Section VII.A.1. states that the Fire Department's timeline is driven by the need to implement a software solution by April 2026. Will the Fire Department consider a Go Live date that aligns with the best practices time required for both software selection and implementation?

Answer: Yes, CCFD anticipates to "Go Live" by July, 1 2026 (FY 26-27) but plans to have the train environment tested by April 2026 prior to "Go Live".
- Question:** Approximately how many of the Fire Department's 103 FTEs are currently licensed to use the existing solution?

Answer: Currently five CCFD staff, plus four Town of Hillsborough staff, to make a total of nine licensed users. That would change with workflow approvals being through the new system.
- Question:** How many total users are currently using the system, and what is the approximate number of users who will use the new system?

Answer: Currently five CCFD staff, plus four Town of Hillsborough staff, to make a total of nine users. An estimate of 15 users would be created for the new system (which includes invoice approval workflow).

7. **Question:** The "Current Technology" section stated Fund Balance will sunset in December 2026. The "Work Plan" section of the "Scope of Work" stated a new software needs to be implemented by April 2026. Please confirm the date CCFD would like to be live on a new ERP?

Answer: CCFD anticipates to "Go Live" by July, 1 2026 (FY 26-27) but plans to have the train environment tested by April 2026 prior to "Go Live".

8. **Question:** In the "Needs Assessment" section of the "Scope of Work", can more information be provided regarding expectations for "... develop a written plan"?

Answer: After analysis between the consultant and CCFD is conducted, there should be a written plan based on the needs assessment to identify what CCFD should be targeting. This goes hand-in-hand with the consultant developing and writing the Request for Proposal for the new ERP system.

9. **Question:** Our process also includes a requirement to sign an engagement letter on commercially reasonable terms. Is CCFD amenable to signing that? Should we include a sample engagement letter in our response?

Answer: Yes, please include a sample engagement letter in your proposal for staff to evaluate.

10. **Question:** Regarding the Professional Services Agreement provided, to ensure adherence with professional standards, are vendors allowed to include exceptions provided by our legal team within the proposal or will there be a contract negotiation period following award?

Answer: Yes, you can submit your exceptions (highlight or indicate the areas) with your proposal and CCFD staff can evaluate it with our legal team as well if your firm is selected.

11. **Question:** Under Scope of Work item #1 Work Plan, please confirm that you want the new software implemented by April 2026. Or does this mean the selection of the vendor should be completed by April 2026?

Answer: CCFD anticipates to "Go Live" by July, 1 2026 (FY 26-27) but plans to have the train environment tested by April 2026 prior to "Go Live".

12. **Question:** Can you please list the modules that you are looking to replace? Ex: General Ledger, Budgeting, Accounts Payable, Purchasing, etc.

Answer: General Ledger, Accounts Payable, Accounts Receivable, General Billing, and Cash Receipting (we journalize payroll from Kronos, no Utilities, no contract, budget or fixed assets modules needed).

13. **Question:** Does CCFD have a budget for this initiative? If so, will CCFD share this budget?

Answer: Yes, the budget adopted for FY 2025-26 had a placeholder estimate between \$20,000 to \$30,000.

14. **Question:** It appears that CCFD is planning on replacing financial software that currently includes the following scope: General Ledger, General Billing/Accounts Receivable, Accounts Payable, and Cash Receipting. Are there any other financial areas that should be considered in scope for this project such as: purchasing, budgeting, etc.?

Answer: You are correct. General Ledger, Accounts Payable, Accounts Receivable, General Billing, and Cash Receipting (we journalize payroll from Kronos, no Utilities, no contract, budget or fixed assets modules needed).

15. **Question:** While we recognize that the schedule is subject to change, is there a specific target project initiation date that we should utilize for our project schedule after the target agreement approval on September 10?

Answer: We would want to have an initial meeting in September 2025 after contract award then ramp up the work in late September or early October 2025.

16. **Question:** Section VI. Evaluation of Proposals states that “proposals are evaluated using the criteria outlined in this document.” Can you please clarify what criteria these are and any weighting?

Answer: Criteria for selection:

- Approach to the project and how the consultant will identify what CCFD should look for in a new ERP.
- Contract award is based on price and a combination of factors that are in the best interest of CCFD. The adequacy, depth, and clarity of the written proposal will influence the evaluation.

17. **Question:** The **Scope of Work** section states that CCFD needs to implement a software solution by April 2026. Given that the consulting services would not start until September at the earliest:

- a. Would CCFD consider a go-live date of October 1, 2026 to provide sufficient time for the services requested as well as implementation?

Answer: CCFD anticipates to “Go Live” by July, 1 2026 (FY 26-27) but plans to have the train environment tested by April 2026 prior to “Go Live”. However, we would be open to change if the time constraints warrant a later date like 10/1/2026.

- b. Would CCFD be open to utilizing other contracting approaches like cooperative purchasing agreements, piggybacking, etc. to expedite the timeline?

Answer: Yes. Please provide examples of how that has worked in the past for other clients of yours.

18. **Question:** The **Scope of Work** section requests “Vendor Research.” Would CCFD be open to an expedited RFI process to allow vendors to submit the most up-to-date information possible?

Answer: Yes

19. **Question:** Section VII.B.4 – Approach asks for the “anticipated level of effort.” Is this the level of effort CCFD or the consultant

Answer: Consultant

20. **Question:** Has CCFD established whether it intends to leverage a group of internal stakeholders to communicate with/train staff throughout the project? Are change management activities traditionally included in CCFD efforts such as this?

Answer: This is open for discussion. The administration staff is small so communication and training will most likely be done in-house unless the scope of the project warrants other alternatives. Some end user training and change management efforts will be needed from the software vendor. This will all depend on the right fit and level of effort.