

City of Hawaiian Gardens

Request for Proposal for Enterprise Resource Planning (ERP) System and Implementation Services

Bidder Questions / City Responses
February 13, 2026

Question 1:

Will the City consider proposal submissions for a best-of-breed ERP and HCM solution?

Response:

The City's preference is to acquire a single solution to meet the full set of requirements for both financial and HCM functionality. However, the City is open to receiving proposals that contemplate a best-of-breed approach, with the understanding that the proposer would be responsible for the development and ongoing support for system integration points.

Question 2:

Section 2.3 (Key Statistics) on page 12 of the RFP notes that the City has four MOUs; however, in the published Responses to Questions (Q29), the City states that there are three MOUs. Could you please confirm the correct number of MOUs?

Response:

The City has not published Responses to Questions prior to this document being published. With that said, the City can confirm that it maintains two formal MOUs, and two Employment Agreements that refer to a formal MOU and contain additional provisions.

Question 3:

The RFP lists "Benefits Administration" as an optional module, but it is not included in the Optional Pricing Sheet. Could you please clarify whether the Benefits module is required or optional?

Response:

The note at the bottom of RFP Section 3.1 provides the explanation. "Optional" modules markings mean that the City has the option of procuring, or not procuring, the modules marked with an asterisk as optional. Thus, proposers should provide pricing for all of the modules listed in RFP Section 3.1.

Question 4:

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

Response:

Yes. Staff have limited ability to generate custom reports using a crystal reporting tool.

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Question 5:

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

Response:

There will not be a designated individual to lead Data Conversions. The City has limited IT support, and data conversion templates will be completed by a combination of City Finance staff and the City's contracted ERP consultant.

Question 6:

Does the City have any systems in place that manage the sharing of information between internal systems (i.e. Middleware or Data Warehouse)?

Response:

No.

Question 7:

With the submission deadline extended and the anticipated project start date falling in September/October, is the January 1, 2027 go-live date still the desired target?

Response:

The City is interested in being live on a new system as soon as possible. With that said, the City welcomes the professional expertise of proposers to advise the City regarding realistic, practical, and attainable project timelines.

Question 8:

What is the City's experience with Change Management?

Response:

Minimal.

Question 9:

What does the optimal user experience look like?

Response:

Adoption of best business practices in the processing of work; reducing or eliminating repetitive data entry between modules; maximizing technology and automation to reduce redundant work processes.

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Question 10:

What is the City's current level of self-service maturity?

Response:

Low.

Question 11:

How effectively does information flow out to different departments (i.e., the complexity associated with communication delivery)?

Response:

There is limited reporting out to Departments. Delivery is done through email.

Question 12:

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

Response:

Yes. With that said, the end users are prepared for, and interested in, advancing the organization's use of technology to improve City business processes.

Question 13:

Is the City looking for a comprehensive project management system as part of the required modules? Specifically referencing the functionality under the Project/Grants Accounting section 2.11.

Response:

The City is seeking functionality to track project-related financial transactions (i.e. expenditures; revenue sources; transfers; etc) across multiple funds and programs with the result being an accurate accounting of all project-related financial transactions.

Question 14:

How is the City tracking projects now, and what are some use cases they want to continue having in the new system? (Section 2.11)

Response:

Project financial transactions are currently tracked offline in Excel.

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Question 15:

What is the specific approved budget allocation or the Capital Improvement Plan entry for the ERP replacement project to ensure our proposal aligns with your fiscal expectations?

Response:

The City is not disclosing financial information regarding the ERP replacement project.

Question 16:

Clarification on the ability for employees to communicate miscellaneous information that ensures sick time payout processing in a single system (Section 3.14.6).

Response:

The City is interested in functionality that allows for employee-generated, free-form comments to be provided as a part of the employee's electronic time entry recording.

Question 17:

Clarification on section 4.4 regarding Interoperability/System Interfaces. What use cases is the City planning to achieve with data transfers between all components?

Response:

The City utilizes a variety of enterprise business applications, as listed in Figure 5 on Page 6 of the City's RFP. The City is requesting information from proposers regarding their ability to support the transfer of data between the listed business applications and the proposed ERP solution.

Question 18:

The Requirements document contains a Debt Management section (Requirements 2.12.11 thru 2.12.23); however, at the beginning of this portion of the Requirements is the note **Debt Management – not needed; remove**. Should we provide a response here? And how so?

Response:

This section (Debt Management – Requirements 2.12.11 – 2.12.23) was included in the Requirements document in error. Proposers do not need to respond to these thirteen specific Requirements.