



Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

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ADDENDUM

To: All Interested Proposers

From: Erin Silva, Purchasing Manager

Date: September 11, 2019

Subject: Request for Proposal RFP #19-004 "Enterprise, Resource Planning (ERP)"
Addendum I

This addendum includes responses to all questions submitted as of Friday August 30, 2019

Reminder: RFP due September 30, 2019

Except as otherwise stated below and by any previous and subsequent Addenda, the above referenced Request for Proposal (RFP), remains unchanged. Furthermore, this Addendum is hereby made part of the contract documents.

Any questions or additional information required by interested vendors must be emailed to bidquestions@ehnel Paso.org . RFQ number and title must be on the "Subject Line" of the email. Attempts to circumvent these requirements may result in rejection of the proposal.

Enterprise, Resource Planning (ERP)
RFP No. 19-004

Response to questions raised by potential proposers (8/30/2019)

Q: Is Emergence using a GPO, and if so who?

A: Emergence uses GPO's, however, not for this RFP.

Q: Is Emergence sending purchase orders thru GHX?

A: No.

Q: What system is Emergence using for Payroll today?

A: Datis e3.

Q: What system is Emergence using for HR today?

A: Datis e3.

Q: What is Emergence using now for Treasury management?

A: Daily bank balances are tracked via excel spreadsheet and monthly bank reconciliations prepared through accounting system.

Q: What is Emergence using now for Grants management?

A: Grant management is being tracked through trial balance, labor distributions, and excel spreadsheets.

Q: Does Emergence Healthcare go by any other legal entity name or has it had a different name in the past?

A: El Paso Community MHMR.

Q: What is the total number of users that will access the system?

A: Approximately 145 users

Q: How many per role- such as finance, HR, procurement, cost accounting etc.?

A: Users not divided by department. User are determined by function e.g. 92 requestors (can enter a Purchase Requisitions), 52 approvers (personnel with rights to approve Purchase Requisitions; usually in supervisory positions and above).

Q: How many casual users – defined as workflow approvers- such as managers, timesheet, expense approvers etc.?

A: See Above for approvers and requestors. No timesheets available in current system.

Q: How many read only or reporting only users?

A: N/A

Q: What is the high-level budgetary range for this project – Is this project approved/funded? If so for what fiscal year?

A: Project has been approved and funded for FY 2020. EHN follows the State of Texas Fiscal Year September 1st thru August 31st.

Q: Please define and rank your decision-making criteria

A: Committee is formed by stakeholders and division directors. Committee members score based on the criteria specified in pg. 30 and 31 of the RFP.

Q: Timeline: When will you provide the short list announcement for Demonstrations?

A: Invitation letters will be sent via certified mail with available dates and times. Letters will be sent out the week of October 1st.

Q: When is the anticipated start of implementation?

A: December 2019, January 2020.

Q: Requested Go Live date: Have you developed a preliminary project schedule?

A: Go Live date will be determined with successful proposer during the planning stage.

Q: Have you developed a prioritization for Go Live by Module? If so, please share it.

A: Module prioritization will be determined with successful proposer during the planning stage.

Q: When do you anticipate the first go live to take place?

A: Go Live date will be determined with successful proposer during the planning stage.

Q: Cost Accounting: What is the existing process that EHN is following for Cost Accounting? and What is the costing method that EHN is following at present (Standard or Average)?

A: Activity-based costing.

Q: Accounting: What is the method of Accounting that EHN is following (Accrual or Encumbrance)?

A: Both accrual and encumbrance.

Q: General Ledger: Provide information and number of self-balancing set off accounts for each fund

A: Fund 10	211
Fund 40	73
Fund 50	21
Fund 60	23
Fund 55	6
Fund 70	26
Fund 80	3

Q: Budgeting: Does EHN use any tool or application for Budgeting and how is it integrating with financial systems, further the reports currently it is generating and future expectation?

A: EHN uses Microsoft Dynamics AX for Budgeting. The approved budget is then integrated into our procurement process. Purchase Requisitions are checked against budgeted as part of the approval process. Currently, our approved fiscal year budget can be reported next to month to date (MTD) actual revenue and expenses and year to date (YTD) actual revenue and expenses with variance amounts and percentages. We also can run budget summary reports for the budget planning process when creating a budget. We can run reports at every level of the budget process by cost center, division, and approved budget. We also can customize reports to create templates to show new budget amounts compared to current fiscal year budget and variance amount and percentages. Management reporter offers various ways to run a budget summary, by cost center, by division, by full year, by month and gives the detail by expense category or GL account. We can run a budget analysis in AX. This is an up-to-date data table that shows the user in columns our original budget amounts, revised amounts and actual expenditures for both revenue and expenses. This has the capability of allowing users to drill into budget/actual amounts and see where the amounts are coming from, including the invoices or accounting entries the expense is related to, and which entries the budget amounts are related too. The budget analysis will also show any pre-encumbrances from purchase requisitions that are going through the workflow or encumbrances for any open purchase orders. Future expectation would be: (1) more technical support of our report generator; (2) more user-friendly budget module, especially for report generator and budget planning that is not so time consuming; and, (3) excel integration or worksheet integration already in the ERP and not have to be external.

Q: Banking and Reconciliation: Briefly describe with regard to umbrella transactions

A: Bank reconciliations are performed through banking module in current accounting system by transactions that are imported from general ledger. Some bank accounts are reconciled manually using the trial balance transactions detail and excel.

Q: Does the petty cash transactions follow any approval flow?

A: Yes, petty cash is requested via Purchase Requisition.

Q: Inventory Management: Briefly describe about- Monetize internal and external inventory transactions?

A: Maintain inventory value, including inventory cost and price differentials at warehouse and each facility storage rooms.

Q: Multiple location Inventory Management: - How many locations EHN is maintain Inventory?

A: One main warehouse and 12 facility storage rooms.

Q: Procurement: Briefly describe about- Manage purchasing and contracting cycles?

A: Purchasing cycles are generally the same as the Fiscal Year, however, in some instances contracts do not follow the same cycle and system should be able to operate within different cycle times which may include notifications by alerts, reports and/or budget restriction notifications.

Q: Human Resources and Payroll: Do the employee time sheet follow any workflow approvals?

A: Yes; the employee submits for approval and the Supervisor finalizes and approves hours.

Q: Are there any current reporting tool which is linked to HRMS and what kind of reports EHN is generating using this tool?

A: All HR/Payroll Reporting is linked together in Datis.

Q: Reporting and Analysis: Briefly describe about the third-party reporting tools that EHN is using and integrating in the existing system?

A: No integration with current system.

Q: Do we have any third-party reporting tools in EHN if yes what kind of reports the tool generating?

A: EHN uses Crystal Reports and PowerBI for reporting and dashboards.

Q: Monstering and Auditing: Do EHN following any data encryption policy for sensitive financial data if yes what kind of data?

A: Currently using Microsoft Dynamics AX. Sensitive financial data currently being hosted is encrypted.

Q: System and Technology: Please specify third party systems, Interfaces and their present integration with existing financial system

A: Using Excel to migrate data (.csv). No other integration.

Q: Can you explain the existing pain points connected to the current systems and processes?

A: Complex usability and system design. Not user friendly. No integration with current EHR. Little to no user training. Reporting capabilities. Cannot export data into our Datawarehouse.

Q: Does the EHN maintain any Data Warehouses, Data Repositories, Operational Data Stores etc. which contain data to be converted? If so, what is the amount and nature of this data?

A: We have data warehouses and repositories but not related to our Financial System.

Q: How much manual data is to be converted? Does the EHN have personal who are cognizant of what this data is and how it is used such that EHN and Infor can work together to determine where the data should reside in the new system?

A: We have a Data Management team who can assist with the conversion. Amount of data to be exported is unknown at this point. Will get accurate counts once migration project begins.

Q: What kind of costing needs to be done, Is it ledger costing, item costing, project costing?

A: Purchasing and Grant all the above.

Q: Could you please elaborate on "Accounting of Unallowable cost" to be implemented?

A: Unallowable costs are tracked through specific main account and cost center.

Q: Need detail about “Composition and Measurement of Pension, Insurance and Deferred Compensation Costs”. Is this related to Payroll?

A: That level of detail will be provided to selected vendor.

Q: Could you please elaborate more about the specific requirement for Grant and funded projects with an example?

A: Cost for specific grants need to be tracked by their budget and allowable costs for the grant. Costs are allocated by different allocations such as square footage, FTE, etc. System should have the capability of tracking these costs by cost centers associated with the grants and to keep track of remaining budget items.

Q: Employee time tracking system – Are you looking at project-based time tracing? Or Is this related to employee swipe in/out time tracking?

A: EHN is looking for a project-based time tracking system with the ability to determine department allocations.

Q: System and Technology: In case of cloud hosted solution (SaaS) that we will be proposing, the Production code base and data will be managed by cloud solution owner, but EHN can have the application access with system administrator role. Hope this works.

A: Yes, it does.

Q: Interface with EHR – Can we have details of the EHR system? What data is expected to be integrated with this system. Will this be bi-directional?

A: EHR is Netsmart, myAvatar. Contact is Michael Bertken mbertken@ntst.com. As EHR creates a general ledger file, would like for it to be automatically imported into the financial system. Uni-directional communication only allowed.

Q: Data migration: Do we need to consider historical transactions data for data migration? If yes, for how many years?

A: Yes. At least five; exact amount is undetermined currently.

Q: Pricing: How many users will be uses the system?

A: At least 145

Q: Will your system be able to send alerts on expired financials?

A: Yes, alerts are a must have.

Q: How is Emergence Health Network structured across the 116 business units and 600+ employees when delivering recovery-based services for mental health, developmental disability, and related conditions for the people of El Paso County? Is there a central office there in El Paso County and 116 service locations across the area, what does your management and service infrastructure delivery look like?

A: A business unit is considered a Cost Center (allocation and accounting purposes). We have one corporate office and 16 facilities.

Q: The desired system shall provide complete visibility and management of the organizations finances through processes and automation of financial activity and data, and should we assume ERP processes are for the most part manual and on paper?

A: Manual and paper processes are minimal. The goal would be to automate financial reporting as much as possible.

Q: If portions are not manual and automated, please identify them and what electronic system/software is being utilized? How many years data is stored if electronic? Is the electronic data clean and usable?

A: System does not have any automation turned on. Approximately 4 years of data in current system. Data is clean and usable.

Q: Please explain what is being requested regarding expense management, please provide details as to how your present system works or should work?

A: Expense management is manual. Ideal is to be integrated with the system with optional expense management methods and formularies.

Q: Application integration with third-party reporting tools, and please fully identify the reporting tools you plan to use going forward? If a vendor can provide quality reporting tools well suited to their system may they be recommended?

A: Will be using Excel, PowerBI, Crystal Reports and SSRS, moving forward. Vendor can recommend their own reporting tools.

Q: Please further explain your EHR from Avatar with regards to the operating system(s), programming language, other? Please provide full company and contact information regarding your Avatar EHR system?

A: Uses Cache' database from InterSystems. GUI written in Java. EHR is Netsmart, myAvatar. Contact is Michael Bertken mbertken@ntst.com

Q: Could a Data User Agreement and Qualified Service Organization Agreement be consolidated into a master Business Associate Agreement, and may be generally covered in the BAA?

A: For now, both are separate.

Q: Regarding assistance with data conversion / migration; please provide detail **for all/each** data conversion request, for example; from electronic data, how many years data, electronic please identify the software vendor, electronic the data format and operating system, please explain electronic data - such as test results or patient data like EHR, any other information which might be helpful please include?

A: No patient data will be used or imported, only financial data. 3-4 years of data in current system. Using Netsmart myAvatar EHR.

Q: For ERP data conversion please explain present data to be converted and the software vendor where electronic. Please include much of the same information from just above and the type of data; GL, AP, inventory materials, etc.?

A: Using Microsoft Dynamics AX. Using GL, AP, AR, Financial Statements, Procurement, Budget Analysis.

Q: If paper records will EHN personnel scan, and prep/cleanup internally as needed for a smooth transition if applicable?

A: Yes.

Q: Explain the scale of the work with regards to data cleanup, and how EHN plans to assist with cleanup?

A: Data should be clean. WE have a Data Management team who can assist if necessary.

Q: The acronym (SaaS) was used related to a hosted solution, and please define further if there is additional meaning with regards to this RFP the delivery model and pricing?

A: No additional meaning to SaaS. Looking for a cloud-based, hosted solution.

Q: Please confirm if we can submit our response via email rather than hard copy. The instructions on page 27 seem to indicate this is an option, but the checklist on page 40 implies EHN wants both.

A: Proposer has the option to submit via e-mail or by hard copy.

Q: Please confirm if we should order our response as listed on page 28 ("Organization and Format") or as listed in the checklist on page 40. For example, page 28 indicates Appendix A: Signature Page should come 4th in our response, but the checklist on page 40, as well as Appendix A itself, indicates the Signature Page should come 1st.

A: Prefer as listed in page 28.

Q: Please indicate how we should respond to Table 1: Written Deliverables. The instructions indicate this should be included in our response, but the Table itself does not have a response column, signature field, or any other area indicating if/how to respond.

A: Proposer to use own format but include deliverables as indicated.

Q: How many full-time concurrent accounting employees are required?

A: Total of 11 accounting and budget employees.

Q: How many concurrent users are required for expense management?

A: We do not track concurrent users, but we currently have 92 users that can enter PR's in the system.

Q: How many procurement and inventory management users are required?

A: Purchasing personnel (3), Accounting and Budget (11) in addition to the 92 requestors.

Q: What 3rd party applications do you need to integrate with your GL system? Are you looking for real-time integration or import/export?

A: EHR import, Datis-import/export, Bank-import/export, RPM-import/export. Ideally, we would like to explore the possibility of real time integration.

Q: Data migration – can you elaborate on your requirements? What all data do you anticipate migrating? GL history only? Beginning balances?

A: 5 years of data migration to include GL history, A/P, A/R, Budget Analysis, Procurement, and beginning balances.

Q: Would it be possible to have a conversation with the accounting team prior to RFP due date?

A: Yes, schedule a time.