



**Central Arkansas Water  
Enterprise Resource Planning Solution  
RFP CAW# 23-09  
Questions and Answers**

- 1.1. We work with some Microsoft GP partners (i.e., they also sell Acumatica) so if you're working with a GP partner that's also an Acumatica partner, we'd want to assign them to work with you, as long as you're happy with them. Could you please let me know if you're working with Microsoft directly or through a GP partner – and if the latter, their company name and if you're happy with them?

Central Arkansas Water (CAW) currently works with a Microsoft GP Partner who IS NOT an Acumatica partner.

- 1.2. In regard to budget, the very minimum you could expect to pay for Acumatica's General Business edition (which includes core Financials - i.e., General Ledger, Accounts Payable, Accounts Receivable, Tax, Banking and Cash Management – all for unlimited users) would be \$34K/year plus first year implementation services. The actual amount will most likely be higher based on your specific needs beyond the included features above, but at this stage we provide the starting point to see if it's within range. Does this meet budget and expectations for new software?

As stated in the RFP, CAW is seeking a solution that covers Financials, Human Resources and Time and Attendance. So, with just that in mind, and excluding other integration matters cited in the published RFP, your quoted amount is not beneficial to any decision that we would need to make. That said, the RFP has been presented and we are accepting proposal responses in that regard.

- 1.3. If the answer to #2 above is affirmative, the next step is a brief call with Oscar Ibarra, our Director of Strategic Business Development – this call will be for Oscar to determine which of our partners to assign to respond to the RFP, and otherwise help you evaluate Acumatica (we sell exclusively through Value-Added Resellers - in subsequent calls, the partner would conduct in-depth discussions, provide a custom demo and final pricing – and, if you decide to move forward with Acumatica, implementation services and ongoing support). Here's Oscar's current availability for a 15-20 minute call later this week:

In regard to your question, we are not in a position to discuss budget matters with you during the solicitation for proposals and our expectations have been outlined in the RFP CAW# 23-09 document. We are requesting that all interested responders READ all documents and submit their proposals and pricing schedules accordingly.

- 1.4. One of our questions that came up on our preliminary review of the RFP, is tied to the continuous improvement goals and objectives CAW calls out on the strategic plan. With CAW wanting to leverage an integrated system, minimizing points of failure, and having a single source truth strategy. If this is the case, would CAW want to know how IFS is built with best-in-class ERP, WMS, and AMS all in one system?

It is acceptable for a vendor to provide additional information that is relevant to the stated scope of the RFP and any that is deemed beneficial, in regard to other services or systems that you may provide. CAW asks that responders give priority focus to addressing ERP needs as stated in the RFP. As an organization, CAW has strategic plans and goals for future years, to which this project is only a part of that overall plan. Based on submitted solution proposals, CAW will endeavor to select the system that best fits the strategic plans and objectives of the organization.

- 1.5. In consideration of environmental sensitivity and sustainable practices, will the CAW consider accepting an emailed submission and waiving the requirement for mailed 9 hard copies/USB submission?

In that regard, CAW is amenable to the following change in the instructions for proposal submissions. One original signed proposal and eight hard copies was the original request from the RFP. **The requested total number of 9 hard copies is being reduced** to a total of **6 mailed hard copies of the proposal** itself, which includes the one original signed proposal and five copies.

**Completed, scored RFP Requirement spreadsheets (Attachments C, D and E) should be submitted as electronic documents ONLY, included on the requested USB drive.**

- 1.6. If hard copy submission is required would the CAW consider reducing the required number?

In that regard, CAW is amenable to the following change in the instructions for proposal submissions. One original signed proposal and eight hard copies was the original request from the RFP. **The requested total number of 9 hard copies is being reduced** to a total of **6 mailed hard copies of the proposal** itself, which includes the one original signed proposal and five copies.

**Completed, scored RFP Requirement spreadsheets (Attachments C, D and E) should be submitted as electronic documents ONLY, included on the requested USB drive.**

- 1.7. How many employees does the CAW have on the payroll system?

If you are asking the number of employees processed in the payroll system, please see Attachment M for total employee count. If you are asking the number users with permissions to access the payroll module, the number is currently 10-12.

1.8. Please provide the number of ERP users in each functional department.

Please See Attachment M.

1.9. Can the CAW provide the number of users broken down:

- Advanced Users – Those that would have admin rights
- Core Users – everyday users
- Self-Service Users – occasional users with self-service needs

Please see Attachment M. Self-service Users will include all CAW employees.

1.10. Has the CAW seen any product demonstrations in the last 12 months leading up to the release of this RFP? If so, which products have you seen?

The Core ERP Selection team has not seen any product demonstrations in the last 12 months leading up to the release of this RFP.

1.11. Would CAW be willing to provide an extension to the RFP due date?

In consideration of extension requests of the proposal due date, CAW is amenable to extending the **due date to Thursday, September 21, 2023, 11:00 am**. Officially, this announcement will be posted in the forthcoming addendum.

1.12. I asked the question today about the RFP Attachments C, D and E spreadsheets being submitted ONLY as electronic documents and NOT in the printed versions.

In that regard, CAW is amenable to the following change in the instructions for proposal submissions. One original signed proposal and eight hard copies was the original request from the RFP. **The requested total number of 9 hard copies is being reduced** to a total of **6 mailed hard copies of the proposal** itself, which includes the one original signed proposal and five copies.

**Completed, scored RFP Requirement spreadsheets (Attachments C, D and E) should be submitted as electronic documents ONLY, included on the requested USB drive.**

- 1.13. Could you please confirm if you are either privately owned or a part of the government of Arkansas so that I can take the next steps?

Central Arkansas Water falls under government, classified as a Political Subdivision.

- 1.14. Whether companies from Outside USA can apply for this? (like, from India or Canada)

Companies outside the USA can apply, although these companies must keep in mind that regulations of the USA govern all solicitations and providers of technology systems. Furthermore, the same governing principles and guidelines apply to all potential responders, both domestic and foreign.

- 1.15. Whether we need to come over there for meetings?

All responders and future providers are expected to meet on-site whenever needed, plausible and feasible.

- 1.16. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)?

There are possibly some tasks that could reasonably be performed outside of the USA, but it is the organization's preference regarding large projects that the tasks be performed within the USA considering possible time zone differences, language barriers and varying regulation of applicable laws.

- 1.17. Can we submit the proposals via email.

All proposal submissions must adhere to the instructions given in the published RFP document or any subsequent modified instructions given in a published addendum.

- 1.18. Is there a preference for remote vs. on-site work?

In today's technical environment, more work is done remotely, so the preference for the organization leans to what makes the most efficient and productive working environment for the task being handled. This is the overarching decision when it comes to mapping a course of action.

- 1.19. Has any ERP Software vendor assessment already been performed and / or is there already a preferred ERP Software vendor?

There have been a few demos from vendors in the past five years, prior to CAW stepping back to assess the actual needed scope of an ERP project. There is not a preferred ERP Software vendor at this time because we do not know the varied capabilities of ERP solutions that are in the current market and their likelihood of addressing our organizational needs.

- 1.20. Is there an existing budget for the project? If so, is the budget further broken down (ie separate budgets for ERP system, ERP implementation project, 5 year maintenance and support agreement)?

It is our expectation that there will be a need of discussing the matter of costs across the various areas of project implementation, maintenance and support, however at this point, we are soliciting both solutions and pricing from potential responders.

- 1.21. Is there a hard date that the new system needs to go live by?

- If so, is there any specific event that is driving the required go live date?

Cited in the RFP, there is a 'soft' Go-Live date based on initial projections apart from vendor input. Once we have reviewed proposal responses as well as collaborated the selected vendor, we will set a hard date based on all necessary contributing factors. Driving the 'Go-Live' date will be the vendors presented timeline, project resource availability, and strategic goals of the organization.

- 1.22. If our system does not offer one of the capability areas mentioned, is it ok to combine our proposal with another software that can meet that need, and provide an estimate on the integration costs involved to connect to that software, or is it better to state we do not have the capability and provide no other information?

If your system does not offer the capability in a certain area AND you DO NOT have a previously defined and established solution with another software, it would be best to state that you do not have that capability. It is acceptable for you to provide an estimate for integration costs citing that the integration relationship does not currently exist. CAW is not in a position to spend investment dollars for research and development of a vendor's new product offerings which could negatively affect this project initiative completion timeline and negatively impact organization strategic goals, especially where established, viable solutions exist in today's marketplace that may fit our objectives.

- 1.23. Attachment B - Section 2 - Proposed Project Team/Staffing Plan -- Does CAW have a preference whether Responder project resources are onshore or offshore?

CAW establishes preference in line with the necessity of Team/Staffing having the ability to be onsite whenever needed. Offshore resources could face greater travel issues and delays which could broaden the need to exaggerate forecast milestones and deadlines that could already have the need to be adjusted with the dynamics of the progression of the project.

- 1.24. Attachment N - General Ledger -- Does CAW intend to maintain the current Chart of Accounts in the new ERP system?

No, CAW anticipates a redevelopment of the current Chart of Accounts because of internal operational goals, in conjunction with the functionality and capability of the selected ERP solution.

Currently, our chart of account structure is stagnant and based on our organizational structure, and if there is a reorg within the system, we cannot easily move history related to the department within the current GL structure.

- 1.25. Attachment L -- Are Project References required to be US only or can they be references in other regions from which Responder does business?

CAW would prefer references to be United States customers considering that their business processes and applications of the software would probably align more closely with the way in which we plan to apply the software. It is expected that this would provide a more productive environment in which to communicate and to examine similar installations of proposed solutions.

- 1.26. Attachment B Section 7 - Attachment F Interfaces -- Will the applications listed in Attachment F be retained or will some of these applications be replaced by the ERP System if the matching functionality is available?

Attachment B Section 7 - Attachment F Interfaces is referenced throughout the RFP regarding its use. It contains information regarding 'current state' and the 'desired future state' for the functionality in the ERP solution or necessary interface. If the functionality already exists in your proposed solution that supports our business process execution and any interaction with other necessary core systems, we do not desire duplication of processes.

Attachment F is also there for consideration of completion of the pricing schedule if the functionality is not in your current solution.

1.27. Do you have any black-out or brown-out dates where there is little to no participation from your project team?

The following holidays are CAW annual projected blackout dates for 2024 - 2025 \*\*, however, when deemed absolutely necessary, work activities may be scheduled.

New Year's Day	Monday, January 1, 2024
Martin Luther King Jr. Day	Monday, January 15, 2024
Memorial Day	Monday, May 27, 2024
Juneteenth National Independence Day	Wednesday, June 19, 2024
Independence Day	Thursday, July 4, 2024
Labor Day	Monday, September 2, 2024
Veterans Day	Monday, November 11, 2024
Thanksgiving Day	Thursday, November 28, 2024
Day After Thanksgiving	Friday, November 29, 2024
Christmas Eve	Tuesday, December 24, 2024
Christmas Day	Wednesday, December 25, 2024

New Year's Day	Wednesday, January 1, 2025
Martin Luther King Jr. Day	Monday, January 20, 2025
Memorial Day	Monday, May 26, 2025
Juneteenth National Independence Day	Thursday, June 19, 2025
Independence Day	Friday, July 4, 2025
Labor Day	Monday, September 1, 2025
Veterans Day	Tuesday, November 11, 2025
Thanksgiving Day	Thursday, November 27, 2025
Day After Thanksgiving	Friday, November 28, 2025
Christmas Eve	Wednesday, December 24, 2025
Christmas Day	Thursday, December 25, 2025

\*\*Some dates could possibly shift in observance by organization mandate

We do not have official brown-out dates but there are periods when workloads are increased with annual events such as annual audits, annual budget forecasting and open enrollment. These do affect our Finance and Human Resource areas, however proper scheduling and dissemination of project resources should prevent these activities from greatly impacting the implementation process of a new ERP solution.

1.28. Do you anticipate having any other major implementations/initiatives going on concurrently that might require time from expected project team leadership/leads/SMEs?

There could possibly be an overlap with timing, if we engage in transitioning our Cityworks and/or GIS systems from on-premise to cloud technology, as mentioned in the RFP. However, this should not impact the ERP project resources.

- 1.29. Do you have a strategy for sharing information to downstream internal and external systems? Do you currently have systems in place that manage the sharing of information between internal systems (i.e. Middleware or Data Warehouse)?

Currently, we do not have internal systems in place. With the acquisition and planned acquisition of new systems and technology, we are investigating vendor's capabilities including existing integrations, APIs, connectors, etc. If capabilities exist in solutions, then we will employ those capabilities; if they do not, we will consider all options available from the vendor to the extent that propositions make sense for CAW business and plans moving forward. Strategies for internal development if necessary are also being considered.

- 1.30. Attachment S - Section J - mentioned a Performance Bond "if required" - please confirm if a Performance Bond is required for this RFP?

A Performance Bond will not be required for this project, however, in the release of the forthcoming addendum, additional language has been added in Attachment S, in lieu of the possible required performance bond in the case of software implementations.

- 1.31. What is the degree to which current financial management processes are manual vs. Automated?

Across the various disciplines within our financial management processes, approximately 50% are manual. It is our expectation that many of these manual processes will naturally be resolved with the installation of a new solution. What we do manually, in most cases, is a result old technology, under-utilization of the current system, and training deficiencies.

- 1.32. How many financial institutions do you have relationships with and require automatic reconciliations? Please also advise on the total number of bank accounts.

We currently have 2 banking institution relationships and approximately 20 bank accounts.

- 1.33. Do you have any grants/awards with a cost-sharing agreement?

CAW has none currently, however, there is potential for them in the future.



1.34. Do you have any awards where the sponsor has given you funds up-front?

No, not currently.
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1.35. Do staff certify their time for grant/award reporting purposes?

No, not currently.
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1.36. Is effort certification needed for Grants?

No, not currently, but there is potential for this need in the future.
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1.37. Do you have Unions or Bargaining agreements represented at the Utility? There was no mention of any in the RFP but we want to confirm that we are making the right assumption.

No, we do not have Unions or Bargaining agreements at the Utility.
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1.38. Are multiple jobs or other unique job structures used? (Ex. Active Retirees who are also active employee in a part- or full-time capacity in a separate role)

Yes, we currently have retirees that are working full-time and/or part-time.
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1.39. Do you have a need to track safety incidents?

Yes, CAW has the need to track safety incidents.
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- 1.40. Do you maintain a Job Catalogue and is it accurate and up to date? If so, how many Job Profiles, Job Families, and Job Family Groups exist today?

We have a complete listing (spreadsheet) of Job Titles that is accurate and up-to-date which includes Title, Grade, Classification (Exempt/Non-Exempt), Supervisory Status, and several other fields of information such as licensing requirements, Safety-Sensitive status, etc.

- 1.41. Do you provide and need to track retiree benefits in the new system?

Yes, we provide retiree benefits and need to track them in the new system.

- 1.42. In reading the RFP it sounds as though the Utility currently uses a third-party Administrator to manage the benefits enrollment process for employees and then imports data into your payroll system to take benefit deductions. Is the intent to manage benefits within the selected application going forward and eliminate the need for the TPA (Third Party Administrator)? If so, can you provide a list of Benefit providers the proposed system will need to integrate with?

It has not been determined if the utility has planned to eliminate the need for Third Party Administration of the Benefits, although that is the desire. That decision seems to be dependent upon availability, capability and functionality of the acquired solution. Currently, the benefits provider does not integrate. If your proposed solution currently integrates with benefit providers, we would be interested in examining your existing integrations.

- 1.43. How many benefit plans do you offer to employees? This includes health, wealth, vision, life insurance, AD&D (Accidental Death & Dismemberment), STD, flexible spending accounts, voluntary plans (such as legal or pet insurance), etc.?

Medical (HDHP & PPO), Dental, Vision, Short-Term Disability, Long-Term Disability, several Life Insurance products (Term, AD&D, Additional Individual & Family, Universal Life), Flexible Spending Account, Health Savings Account for HDHP, Critical Illness, Accident, Hospital Indemnity, ID Shield

- 1.44. Do you offer employees Retirement plans such as a 401(k) or Pension? If so, how many plans are there? Who are they currently with? Can employees take any loans from these plans?

Yes, required employee and employer contributions through Arkansas Public Employees Retirement System (APERS) and 401a Savings Plan (Empower) and optional employee contributions to 457b Deferred Compensation Plan (Empower) both Pre or Post Tax. Loans are not currently allowed under these plans.

1.45. Do you plan to use selected application for annual and/or merit, bonus, and/or stock processing?

Currently, we would use the proposed solution in annual, merit, bonus processing.

1.46. Do you plan to use selected application for coordination of events?

This question is not quite clear, however, coordination of events as it relates to career development, talent acquisition, learning management, open enrollment and many other applications in the Human Resources discipline would qualify for event coordination.

1.47. How many different salary plans, hourly plans, one-time payment plans, allowance plans, merit plans, bonus plans, stock plans, etc. do you have in place today?

We have an Exempt Pay Plan and Non-Exempt Pay Plan with a Compensation Plan that is approved annually to calculate performance-based merit increases. These plans are currently entered based on an hourly rate. We also have a Plus/Equals program that is administered annually which results in a one-time bonus payment, if eligible.

Allowance plans include: Vehicle, and phone.

1.48. How many compensation packages are in place today?

CAW has one primary compensation package that includes the employee's salary or hourly wages, health insurance, dental insurance, vision insurance, life insurance, short- and long-term disability insurance, paid time off, and retirement benefits. Bonuses, vehicle allowances and phone allowances may vary with the position.

1.49. How many different Time Off Plans do you offer to employees?

Paid time Off and Leave Plans are managed under one umbrella: Paid Time Off

CAW has only one PTO (Paid Time Off) plan with 6 PTO accrual steps based on tenure. Vacation, illness, etc. are all managed through this plan.

Other Paid Time Off offerings that do not accrue are: holidays, bereavement leave, FMLA (Family and Medical Leave Act), Military Leave, Emergency Leave, Discretionary Leave and others when mandated.

1.50. How many different Leave Plans are offered to employees?

Paid time Off and Leave Plans are managed under one umbrella: Paid Time Off

CAW has only one PTO (Paid Time Off) plan with 6 PTO accrual steps based on tenure. Vacation, illness, etc. are all managed through this plan.

Other Paid Time Off offerings that do not accrue are: holidays, bereavement leave, FMLA (Family and Medical Leave Act), Military Leave, Emergency Leave, Discretionary Leave and others when mandated.

1.51. Do you use a third-party administrator to manage the Leave Process?

No. The leave process is managed by departments/supervisors/HR and is currently a manual process.

1.52. Do you need to integrate with actual physical time clocks?

No, it is not a requirement that we integrate with a physical time clock. It is our desire that time clock equipment not be needed for the time and attendance solution.

1.53. Do you have more than 1 EIN (Employer Identification Number) under which the utility pays employees?

No, not currently.

1.54. How many active earnings and deductions codes do you have in place today?

CAW currently has 50 earnings codes, 50 deduction codes, and 21 benefit codes.

1.55. How many pay groups do you have for processing payroll?

All employees are considered in one pay group; however, we have several breakdowns within our employee pool:

- Full time vs Part time
- Exempt vs Nonexempt
- Approximately 100 different individual positions
- Pay for each position is based on a job grade (13 grades for nonexempt and 17 grades for exempt) and then a step scale within each grade

1.56. Do you intend to process payroll for contractors within selected application?

All contractors are and would be paid through Accounts Payable and not the Payroll module.

1.57. Do you have a vendor you work with to provide co-sourced or outsourced services for taxes, garnishments, w2 mailings, etc.?

CAW has an outsourced vendor, Greenshades, for employee self-service of paystubs and w-2 filings and mailings. All other services are completed in-house. One of the goals in the ERP solution selection is to bring all of these services in-house.

1.58. Are there any systems outside of your legacy system used to track historical data? If so, what systems?

No, there are no systems outside of those mentioned in the RFP that tracks historical data.

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

Yes, we have staff that can run reports from the legacy systems.

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

Yes, there will be designated resources to lead the data conversions and the resource is capable of populating standard data conversion templates.

- 1.61. What does the optimal user experience look like?

User-friendly, ease-of use, stable accessibility, clear directive in operations, optimizations through workflows,

- 1.62. What is your current level of self-service maturity?

All employees use the self-service offering currently available at CAW. Self-service offerings are limited at the Utility currently.

- 1.63. How effectively does information flow out to your different populations (i.e., complexity associated with communication delivery)?

CAW desires to increase the ease of dissemination of information across all divisions of the organization. Currently there is a deficiency in the flow of information and accessibility of information to our departments that work outside of the office.

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

This initiative represents a significant change in the availability of modern technology to greatly simplify and bring efficiencies to our business processes. The workforce will simply have to adopt new methods. With the presence of technology in homes, through phones, tablets and other mediums, there should be no significant change needed in the skills or capabilities of the workforce.

- 1.65. Please provide us the total bids you issue and bid value in a year.

Formal solicitations 50-75 a year, informal bid/quotations 200-250 a year. Yearly spend vary based on utility requirements.

- 1.66. Attachment C - Purchasing sheet - point 13 -- Please explain term workload.

Workload: the amount of work to be done by purchasing staff, in their queue, and incoming requests.

- 1.67. Attachment C - Sheet "Accounts Payable" -- Accounts Payable is locked with password, please provide us an unlocked version.

Please download Attachment C again – the Accounts Payable tab should be unlocked now.

- 1.68. General Proposal Response -- With the extensive number of requirements to respond to, the requirement for printed copies, as well as the desire to provide a fully comprehensive response with the incorporation of answers to questions, would CAW please consider a 2-week extension to the due date or remove the printed copy requirement and allow emailed responses only?

In consideration of extension requests of the proposal due date, CAW is amenable to extending the **due date to Thursday, September 21, 2023, 11:00 am**. Officially, this announcement will be posted in the forthcoming addendum.

- 1.69. RFP Section 4.1 Proposal Instructions -- With regards to Attachments C, D & E – Requirements Spreadsheets – It was noted on the Pre Bid Conference that we could provide those as ONLY electronic versions on the USB drive rather than provide printed copies. Please confirm.

As a change in the instructions to all responders, in the submission of process, please submit completed, scored RFP Requirement spreadsheets (Attachments C, D and E) as electronic documents on the requested USB drive ONLY.

- 1.70. RFP Section 4.2 Matrix of Attachments & Instructions -- In the table, Attachment B Scope of Work – It's noted to provide this back in MSWord format, so can CAW please provide a Word version to complete?

If it was provided in Excel format or Word format and there is requested information, please submit the completed form in the form that it was supplied. We will correct the incorrect instructions.

- 1.71. RFP Section 4.2 Matrix of Attachments & Instructions -- In the table, reference to Attachment F notes to return the Attachment in "Excel" format, but it is provided as MSWord format in the RFP and seems to be more of a reference type document rather than something that requires a response. Please confirm we have the correct version and if there is something we need to do with Attachment F.

If it was provided in Excel format or Word format and there is requested information, please submit the completed form in the form that it was supplied. We will correct the incorrect instructions. You do have the correct version. Attachment F, as cited in the Matrix of Attachments .pdf file, is a reference to use to complete Attachment H, ERP Functional Pricing Schedules. We will provide notice of the corrected information regarding the information in the RFP.

- 1.72. RFP Section 4.2 Matrix of Attachments & Instructions -- In the table, reference to Attachment P and Attachment Q notes to return the Attachments in "Excel" format, but it they are provided as MSWord format in the RFP. Please confirm we have the correct versions and should include these as part of the Main Proposal Response in Word Format.

Please fill out the documents on the forms in the format in which they were provided. If it was provided in Excel format or Word format, please submit the completed form in the form that it was supplied. We will correct the incorrect instructions.

- 1.73. How many Pay Groups do you have?

All employees are considered in one pay group; however, we have several breakdowns within our employee pool:

- Full time vs Part time
- Exempt vs Nonexempt
- Approximately 100 different individual positions
- Pay for each position is based on a job grade (13 grades for nonexempt and 17 grades for exempt) and then a step scale within each grade.

- 1.74. How many bargaining units/unions are supported?

CAW does not have any bargaining units/ unions.



1.75. How many states are encompassed in employee withholdings?

Only one state, the state of Arkansas, is encompassed in employee withholdings at this time.

1.76. How many absence management plans do you have?

Paid time Off and Leave Plans are managed under one umbrella: Paid Time Off

CAW has only one PTO (Paid Time Off) plan with 6 PTO accrual steps based on tenure. Vacation, illness, etc. are all managed through this plan.

Other Paid Time Off offerings that do not accrue are holidays, bereavement leave, FMLA (Family and Medical Leave Act), Military Leave, Emergency Leave, Discretionary Leave and others when mandated.

1.77. How many GL Companies does your organization have in Lawson today? Do they have the same GL Structures?

CAW is not currently using any Infor Lawson Products.

CAW has one company is within our current financial system plus one (gained through acquisition) maintained within QuickBooks – there is potential for more in the future. They do not have the same GL structure. With this situation in mind, we would like to explore the ability of a solution to easily manage separate companies as well as easily migrate companies under one umbrella if and when necessary.

1.78. If you currently use Project Accounting/Activities, please describe the various uses for this system in place at your organization today.

Project accounting is currently used to track activity related to capital projects including payments to vendors, inventory issued to capital, and capitalized payroll. We are expecting possible significant expansion of project accounting activities in the future.

1.79. If you currently use Attributes, please describe the various uses in place at your organization today.

We do not currently use Attributes in our project accounting activities but would like to add that capability for increased efficiencies in our processes if the feature exists in the proposed solution.

- 1.80. If you currently use Encumbrances or Commitments, please describe the various uses in place at your organization today.

CAW does not use Encumbrances or Commitments.

- 1.81. Are there multiple Charts, Calendars, Ledgers, or Currencies in use in Lawson in your organization? Please describe.

None of the above. We do not have Lawson software in our organization.

- 1.82. Please describe any current pain points related to the organizational structure, chart of accounts, or related constraints in your system today.

CAW anticipates a redevelopment of the current Chart of Accounts because of internal operational goals, in conjunction with the functionality and capability of the selected ERP solution.

Currently, our chart of account structure is stagnant and based on our organizational structure, and if there is a reorg within the system, we cannot easily move history related to the department within the current GL structure.

- 1.83. Please briefly describe the reporting solution(s) in place at your organization today including but not limited to LBI, Infor BI, Crystal Reports, Dashboard Gear, SpreadSheet Server, Hyperion, and other 3rd Party Solutions.

Central Arkansas Water has not selected an ERP solution and is not currently using Lawson Business Intelligence or Infor BI Products.

Today, we use Crystal Reports, SmartList, Power BI, Cognos BI, Cayenta CIS Portal Statistics, reports from MS Access databases, etc.

- 1.84. Please briefly describe how reports are currently distributed in your organization today (both push and pull).

The majority follow the pull methodology, however there are some push scenarios. We desire to increase our labor efficiencies by migrating common, routine reports to the push methodology wherever possible, applicable and feasible.

- 1.85. Is data imported from any 3rd party systems into Lawson for reporting purposes? If so, please describe.

Central Arkansas Water has not selected an ERP solution and is not currently using any Infor Lawson Products.

Any needed imports to the new EPR solution have been cited in Attachment F – Interfaces.

- 1.86. Please briefly describe any dashboard solutions that are currently in place today and the audiences they serve.

Central Arkansas Water is just beginning to grow the development and use of dashboards in the organization. Currently, less than 20 have been developed for production use. These serve a varied audience including supervisors, managers, directors, and C-Suite management. A third-party application, Greenshades, is used for self-service for employee payroll/leave and tax information which integrates with our current ERP solution, Dynamics GP. We are expecting this functionality in the ERP solution.

- 1.87. Please quantify as best as possible the number of unique reports and dashboards you expect your organization to have in place once the migration to FSM is complete as well the number of unique users with access to self-service BI.

Central Arkansas Water has not selected an ERP solution and is not currently using any Infor HCM Products.

Because there is a large volume of reports that are used throughout the organization, we have included an array of reports and spreadsheets for our HR and Finance areas in Attachment G – Reports. In the pricing schedule, we have requested your estimate on the completion of 60 unique reports that do not exist in your base product. We would tend to choose any report that is more complex in the population of development of the 60 reports. We do have report development resources in-house.

The approximate number of users who would have access to a self-service adhoc reporting tool would be 70.

- 1.88. Please provide number of employees, number of HR Organizations/Companies and number of Unions.

Number employees (372), number of HR Organizations/Companies (1) and number of Unions (0). See Attachment M. The number of employees does include intermittent intern assignments in the organization, also shown on Attachment M.

- 1.89. Are you currently using both jobs and positions in S3? How are they currently set up? (1:1 or 1:Many)? How many Positions and/or Jobs are there in your current system?

Please see Attachment M – CAW ERP Users (includes all positions) from the Attachment Matrix and Attachment O – Organizational Charts within the RFP document

- 1.90. Are there specific areas of your HR processing where you would like the new HR system to create improved efficiency or effectiveness?

CAW seeks to gain efficiencies across each area implemented within the chosen ERP solution. The ERP solution is expected to provide effectiveness and efficiency in Human Resource processing across all areas cited Attachment D which contains the Human Resources Functional Requirements for this project.

- 1.91. Please describe the types and number of Benefit Plans offered as well as eligibility tiers as well.

Information regarding benefit requirements can be found on the Compensation and Benefits tab of Attachment D – Human Resources Functional Requirements.

CAW offers health insurance, dental insurance, vision insurance, life insurance, short- and long-term disability insurance options, paid time off, and Arkansas Public Employee Retirement System (APERS) benefits, 401A retirement benefits, and optional 457 retirement offerings.

The current eligible tiers are Employee Only (EO), Employee\Spouse (ES), Employee\Child (EC), and Family (FA).

- 1.92. Please describe any HCM solutions that are not currently part of your core HR system that will be implemented on CloudSuite HCM? Please describe.

Central Arkansas Water has not selected an ERP solution and is not currently using any Infor HCM Products.

Please See Attachment N – Data Conversion Spreadsheet, it cites data that lies within and outside our current Dynamics GP ERP solution. They are also cited in Section 5 of the Scope of Work – Data Conversion and Mapping

Processes that are managed outside our current system are open enrollment and retirement benefits.

- 1.93. Please describe any current pain points related to the organizational and/or supervisory structure in your system today.

Section 2.1 of the published RFP defines the purpose and scope of this project. We are not experiencing problems with the supervisory structure; however, we lack the efficiencies as cited in the RFP. Implementing workflows, streamlined talent acquisition and other workforce management tools are just a few items that would aid this improvement.

- 1.94. Does the organization seek to re-evaluate any Supply Management business processes as part of the FSM migration – if so please describe.

Section 2.1 of the published RFP defines the purpose and scope of this project.

Central Arkansas Water is not using any Infor ERP products currently.

- 1.95. Does the organization seek to re-evaluate Supply Management configuration such as GL Category Structure, Vendor Agreement Hierarchy, Requisition Approval – as part of the FSM Migration?

Central Arkansas Water is not using any Infor ERP products currently. .

- 1.96. Is there additional functionality within currently deployed SM modules, the organization would like to deploy as part of the migration to FSM 11?

Central Arkansas Water is not using any Infor ERP products currently. .