City of Middleton
ADDENDUM #1
RFP
For Enterprise Resource Planning (ERP) Software and Services
October 1, 2025

The City shall distribute all addenda's (official changes, modifications, responses to questions or notices) relating to RFP for Enterprise Resource Planning (ERP) Software and Services by emailing this addendum to Vendors. No oral explanation or instruction of any kind or nature whatsoever given before the award of a contract to a Vendor shall be binding. Any bid received after stated closing time will be returned unopened. **The following changes/clarifications have been made to the original request for proposal.**

RFP clarifications and changes

- **The due date has been extended to October 28, at 2:00pm CST.**
- **The proposal response page limit has been extended to 25 pages.**
- **Proposal responses should be submitted via email to erp@cityofmiddleton.us. NO ZIP FILES will be accepted.**

Vendor Questions and Responses

1. **Question:** The submission details in the RFP mention submitting via email by October 21, but the following paragraph says to submit through the City website. Could you clarify which method is preferred?
   Response: Proposal responses should be submitted via email to erp@cityofmiddleton.us. NO ZIP FILES will be accepted.

2. **Question:** The City mentions using iSolved for payroll—does it also handle benefits administration, including open enrollment and provider integration feeds?
   Response: iSolved handles open enrollment. There is no integration with benefit providers.

3. **Question:** Does iSolved support full HRIS functions such as new hire processing, position management, and personnel actions?
   Response: No, position management is currently not utilized in iSolved. Yes, new hire processing and personnel actions are utilized.

4. **Question:** Is there an existing interface between iSolved and NeoGov Recruiting?
   Response: No

5. **Question:** Which NeoGov components does the City currently use—Recruiting, Onboarding, or others?
   Response: Currently it is really only used for recruiting. Neogov Learn is used minimally. Onboarding and Perform are not currently used.

6. **Question:** Beyond PowerTime for Public Safety scheduling, what other systems or methods (electronic or manual) are used to collect time for payroll?
   Response: *Manual process for EMS; iSolved*

7. **Question:** How many bargaining unit/groups does the City support?
   Response: *Refer to RFP section 2.5 summary of organization metrics*

8. **Question:** Please provide the number of Financial users, categorized as follows:
   a. Advanced Users – Users with administrative rights (e.g., managing users/permissions, configuration, and creating reports)
   b. Core Users – Regular users performing day-to-day tasks
   Response: *Refer to RFP section 2.5 summary of organization metrics*

9. **Question:** How many W2s did the City produce in 2024?
   Response: *Refer to RFP section 2.5 summary of organization metrics*

10. **Question:** What services and how many utility customers does the City manage?
    Response: *Refer to RFP section 2.5 summary of organization metrics for number of utility accounts for Water and Sewer.*

11. **Question:** Do you have restricted cash within your pooled cash account that is all tracked under one GL code?
    Response: *The City utilizes pooled cash with a system GL cash allocation account for each fund. There is a separate fund in the financial software with GL accounts for bank and investments accounts. The balance of the cash fund is equal to the total of the cash allocation accounts in the other funds.*

12. **Question:** How are you currently creating your ACFR report?
    Response: *The City uses Excel to prepare schedules for the ACFR. The ACFR document is compiled by the City's auditors.*

13. **Question:** Does the project have an anticipated Go-Live target date(s)? If a phased approach is preferred, is there a tentative go-live schedule based on module or department?
    Response: *The City is open to vendor recommendations on implementation timeline and approach for a successful implementation, based on the RFP and vendor services proposed.*

14. **Question:** Has a budget range been identified for the current project – implementation cost, annual cost, and number of years? If so, is it possible to share?
    Response: *Yes, however, the City will not be sharing at this time.*

15. **Question:** How many personnel will be utilizing the scheduling component?
    Response: Approximately 75

16. **Question:** How many time clocks, and what types, will need to be incorporated into the system?
    Response: We currently have 3 in different City locations. We are open to the best solution going forward

17. **Question:** How critical is the prevention of "buddy punching" to the City?
    Response: Always important to prevent buddy punching, however, there are no known issues or concerns with this currently.

18. **Question:** Is tracking extended leave considered as important to the city as tracking FMLA?
    Response: Yes, however, we can track this manually if need be

19. **Question:** How many supervisors will require access to the timekeeping system?
    Response: Currently there are 82 employees with supervisor/manager roles in iSolved

20. **Question:** Do you have a preferred platform for this solution? (Windows, etc.)
    Response: The City leverages a Windows platform.

21. **Question:** Would you be willing to grant a one-week extension to allow for a more comprehensive response?
    Response: The due date has been extended to October 28, at 2:00pm CST.

22. **Question:** Would the City please consider a 2-week extension for the proposal deadline?
    Response: The due date has been extended to October 28, at 2:00pm CST.

23. **Question:** Would the City please consider increasing the page limit for the proposal response from 20 pages to 25 pages to allow for a more detailed response?
    Response: Yes, the proposal response page limit has been extended to 25 pages.

24. **Question:** Importantly, UKG integrates seamlessly with any financial system the City may select. Given this capability, will the City consider a best-of-breed HCM-only response that demonstrates full compliance on the HR/Payroll/Workforce scope? Or is it required that we partner with a financial ERP provider to be considered responsive?
    Response: No, best of breed vendors for HR/Payroll/Workforce will not be accepted, unless they partner with a core ERP provider.