Board of Harbor Commissioners

Nancy Reyering, President
Virginia Chang Kiraly, Vice President/Secretary
Tom Mattusch, Treasurer
Sabrina Brennan, Commissioner
Edmundo Larenas, Commissioner

James B. Pruett, General Manager
Trisha Ortiz, District Counsel

February 5, 2020

TO: Prospective Proposers

FR: Julie van Hoff, Director of Administrative Services

RE: RFQ #2020-01 for Enterprise Resource Planning System- Addendum

_____

The following questions were received prior to the February 3, 2020 4:00 p.m. deadline:

QUESTION #1
1.   Our system does not have an embedded reservation system. However, we can interface with a reservation system to receive orders. Our system is software agnostic. We can map an order to or from any system. Would you consider an ERP with an interface to a graphical reservation system?

Jay M. Winchester/Proposal Writer/Phoenix Business Inc.

DISTRICT'S RESPONSE
1.   Yes, the District would consider an ERP with an interface to a graphical reservation system

QUESTIONS #2-#5
2.   Estimate number of active GL accounts?
3.   How many bank accounts do you reconcile?
4.   Estimate number of active vendors for AP?
5.   Estimate number of active accounts for AR?

Wade Walker/Territory Manager/Caselle

DISTRICT'S RESPONSE
2.   464 accounts
3.   The District has one checking account for deposits and payments, a zero-balance account for payroll transactions, and has funds deposited in the County Investment Pool and State Investment Pool.
4.   400 regular vendors (not including refunds of berther's security deposits)
5.   530 at Pillar Point Harbor and 367 at Oyster Point Marina

QUESTION #6
6.   For the CRM portion within the RFP, how important are the below functions and are you already in talks with any companies to date for these specific components only?

- Customer self-serve functions including online payments (I'm assuming this may have to do with fees regarding slips, event permits etc.?)

- Graphical Reservation System

Kristopher Griffin/Channel Partner Account Manager/Non-Profit Solutions

<u>DISTRICT'S RESPONSE</u>
6.   It is very important to the District that we have the ability for our customers to be able to receive electronic statements and pay electronically. It is also very important that we have an ability to assign open boat slips to customers and the easiest way for us to do this is to have a graphical representation of the slips. We understand that this may not be part of the core software product. The District has previously reached out to Marina Management Software companies prior to the issuance of this RFQ but has not made any decision as to whether or not we require a Marina Management product or identified a particular company.

In the Qualification Statement we request that companies provide alternative recommendations in the event that this functionality is not provided as part of the software. For example, does the software provider have third party partners who would be able to provide this functionality? Would the software company be willing to create a customized solution or recommend that the District hire a programmer to develop such solution? Does the software company recommend that the District research and purchase another system that would interface with the company's software products and if so, would there be particular requirements of such system?

<u>QUESTION #7</u>
7.   How many employees does the SMCHD currently have?

Bryce Dillon/Workday Government Team

<u>DISTRICT'S RESPONSE</u>
7.   Fully staffed, we have 41 employees and 5 Harbor Commissioners.

<u>QUESTION #8</u>
8.   Will the District consider a commercial ERP system that supports government business processes?

Ted Hanger/Account Executive/Priority Software

<u>DISTRICT'S RESPONSE</u>
8.   Yes

<u>QUESTIONS #9 & #10</u>
9.   How important is it that the Marina reservation system integrates with our ERP software?
10.   Are you looking to replace the Marina reservation software?

Taylor Lemmon/Strategic Business Manager/Springbrook Software

<u>DISTRICT'S RESPONSE</u>
9.   The ERP system would be able to support the District's current as-is-business processes in a customer relationship module, provide additional functionality such as electronic payments and on-line statements, and provide the ability to share the data to another system for functionality that is required by harbor staff, but not part of the ERP system.

10.   We are looking into replacing the District's TMP (The Marina Program), ideally with an integrated solution. The current system has limited functionality and the current business processes of the system have been provided as part of the RFQ. The current system does not allow customers to reserve slips, staff currently assigns the slips. One of our Marinas does not have any available slips (at 100% of capacity) so outside customer reservations may not be necessary at this time. Please refer to District's response to Question #6.