

ADDENDUM # 5
127-20RFP-01
For
Enterprise Resource Planning (ERP) Software and Services

City of St. Louis, MO

August 16, 2019

The following changes/clarifications have been made to the original request for proposal issued June 28th, 2019. All addendums will be posted as quickly as possible, with a goal of posting weekly depending on the volume of questions received, at <https://www.stlouis-mo.gov/government/procurement/>.

All questions received have been numbered and listed here. If a question is not answered yet, it means we are still formulating our response. All questions submitted will be answered as quickly as possible and included as part of following addendums.

IMPORTANT – THE RESPONSE DUE DATE FOR THIS RFP HAS BEEN EXTENDED TO AUGUST 23, 2019 AT 4:00PM CST. Question due date is also extended accordingly. Details in Question #18

IMPORTANT – The Pricing Sheet posted to the website had a formula error. The error was fixed and an updated pricing sheet is now available for download. Details in Question #57.

The content published in this Addendum takes precedence over verbal discussions from the Vendor Pre-Proposal meeting held on July 25th, 2019.

Question #	Question	Answer Ready for Publication	Posted in Ammendment #__
1	Ability to integrate with Accounts Payable for the generation of payments to insurance/benefits providers based on benefit administration calculations. Question Would this information come from your general ledger file or would you require a separate integration by benefit type?	For insurances and benefits, both the employees' rates and the employer's rates are set up in a table before employees paychecks are calculated. Those rates are factored into the employees' paychecks. The amounts are summarized for each provider and passed to to the Accounts Payable. Most vendors are paid via ACH; a few vendors might still be paid by physical check, but we plan to convert all checks to ACH payments. All Accounts Payables are then passed to the general ledger.	1
2	Ability to integrate with 3rd party COBRA vendor the eligible actions and notify employees/dependents as	We would not be using a 3rd party vendor. We would expect the new system to have all of the components of a COBRA system.	2

	<p>they become COBRA eligible. Question what information would need to come out of your benefit system with regards to COBRA and then what information would need to be provided to your 3rd party COBRA vendor?</p>		
3	<p>Ability to calculate and deduct life insurance, short-term and longterm disability premiums each month for all employees based on gross wages and employee age and other plan rules including, but not limited to, maximum eligible wages, and wages as of a fixed enrollment date. Question would a 3rd party administrator integrate any of this information over to your Benefits system or would the entire calculation be based on information in HCM/Payroll and Benefits?</p>	<p>The rates for all of the insurance programs are negotiated by our consultants. These rates are based on the prior rates and what effect trend and benefit usage has had over the past plan year. They are added to the system by either the Benefits Section or sent to ITSA to add to the system.</p>	2
4	<p>Ability to set security levels by specific screens or fields. Question – How many different security profiles are required in the HCM applications?</p>	<p>Cannot provide an exact number without knowing how workflows will be changed during the process improvement phase of implementation. But we'd expect, at a minimum, to have profiles for: full admin, transaction approver, transaction creator, and transaction viewer.</p>	1
5	<p>General question – How many Retirees do you have? Will those Retirees have payroll processed in Oracle Cloud? Are benefits going to be configured and processed in Oracle Cloud and if so are the benefit offering the same as the regular employee population?</p>	<p>We have approximately 700+ Retirees who have the same benefits as the Active Police Division employees and 1,200 Retirees and Widows in the Medicare Supplement for the Police Division and yes I would expect their payroll to be processed within the selected solution</p>	2
6	<p>General question- How many unions does St. Louis have and what employee types are those unions associated with?</p>	<p>12 unions/labor associations that represent bargaining units</p>	2
7	<p>General question- For Compensation increases, do any groups of employees have grade step progression and if so how is the eligibility for those increases? Are</p>	<p>All employees in the General, Management, and Trades Schedules receive a one (1) step (1.5%) increase as a result of receiving a "Successful or Highly Successful" Overall Rating on their annual service rating. Annual service ratings align with each employee's anniversary date. "Anniversary date" means the date following fifty-</p>	2

	<p>they based on date of service or date of service in a position or a certain license or certification achieved?</p>	<p>two (52) weeks of continuous service from the date of original appointment or from the date of the last salary adjustment, if other than a temporary reduction in pay for disciplinary reasons, a demotion (not for disciplinary reasons) or an across-the-board ordinance increase, an increase resulting from an authorized incentive program, reallocation or an upgrade of the classification concurrent with adoption of the ordinance. Employees in the Police and Fire Schedules receive step increases that correspond with their current years of service.</p>	
<p>8</p>	<p>General Question regarding Lynchval and COTS Pension Systems – Can you describe what information would need to be calculated in the Cloud HCM/Benefits system and interface to Lynchval?</p>	<p>The Lynchval interface file contains the following information:</p> <ul style="list-style-type: none"> • Employer ID – a fixed value • Employee SSN • Effective Date – Check Date • Plan ID – a fixed value • Check Date • Record Type – base on check record code • Pay Type – based on Pay Location • Pay Location • Hourly Rate = Biweekly Wage / 104 hours • Pay Effective Date – the effective date of the Firefighter’s current salary • Biweekly Wage • Pay Period Begin Date • Pay Period End Date • Post Tax Pension Wage • Post Tax YTD Pension Wage – just zeros • Post Tax Pension Deduction • Post Tax YTD Pension Deduction – just zeros • Pre Tax Pension Wage • Pre Tax YTD Pension Wage – just zeros • Pre Tax Pension Deduction • Pre Tax YTD Pension Deduction – just zeros • Post Tax Drop Pension Wage • Post Tax Drop YTD Pension Wage – just zeros • Post Tax Drop Pension Deduction • Post Tax Drop YTD Pension Deduction – just zeros • Pre Tax Drop Pension Wage • Pre Tax Drop YTD Pension Wage – just zeros • Pre Tax Drop Pension Deduction • Pre Tax Drop YTD Pension Deduction – just zeros • Check Type • Net Sick Hours <p>NOTE: The YTD Wage and YTD Deduction values are merely placeholders. They are calculated in the SSIS package that loads the data.</p>	<p>1</p>
<p>9</p>	<p>General Question- Which Time and</p>	<p>See Section 1.5 - Current Application Environment.</p>	<p>1</p>

	Labor systems will be remaining in place and need to be integrated to Cloud Payroll? If a Time and Labor system is required for Cloud Time and Labor what groups of employees would need a new system implemented?		
10	Besides Civil Service employees, City processes payroll for 18 other County/Elected offices which can establish their own pay regulations. Questions – How many employees are in this group? Is this a different payroll then the Civil Service employees?	There are approximately 1000 employees in this group. The County/Elected offices are part of the same payroll as the Civil Service employees.	1
11	General question – How many different tax identification numbers are paid through your payroll system?	We use only 1 tax identification number for our payroll.	1
12	How many Cost Centers do you budget?	See Volume Matrix in the RFP	1
13	How many years of history will be loaded into your budgeting application?	Definitely 10 years. 20 years if possible.	4
14	Expanded Application Software, such as Cash Receipting, Debt Management, and Investment Management are NOT mandatory per the definition of “Expanded” on page 18. However, per the ERP-Software-and-Services-Specifications.xlsm requirements, these tabs have many Required features. Please clarify if Cash Receipting, Debt Management, and Investment Management are required to be included in our proposal.	Proposals need not include solutions for items listed as "Expanded". However, if you are proposing an "Expanded" solution, then the specifications will tell you what is Required within those solutions.	1
15	What is the DROP program?	EMPLOYEES RETIREMENT SYSTEM CITY OF ST. LOUIS DEFERRED RETIREMENT OPTION PLAN Deferred Retirement Option Plan (“DROP”) of the Employees Retirement System of the City of St. Louis (“System”). For details please go to: https://www.stlouis-	1

		mo.gov/government/departments/employee-retirement/documents/drop.cfm	
16	What would the Laserfiche scanned documents be attached to other than contracts? Are the vouchers support for GL journals, AP invoices, other?	Laserfiche would be used to attach scanned documents to any part of the ERP solution that requires use of documents created outside of the ERP. Currently, paper vouchers are used to process invoices. It is expected that the ERP solution will include a process for processing/approving invoices such that paper vouchers would no longer be necessary.	1
17	Please clarify what is meant by "Limited Purchase Orders" invoice type.	Please disregard that specification. It should not be part of the RFP. Thank you.	3
18	Can we gain an extension of 4 additional weeks in order to properly respond to the current RFP which is due for the City of St. Louis August 9th, 2019 at 12:00pm CST?	The Response due date for this RFP has been extended until August 23 at 4:00 CST. In the interest of giving respondents every opportunity to ask questions, City rules require that we allow you to pose questions up until 7 days before the due date. Thus, questions are due by August 16 at 4:00 CST. We will have these questions answered no later than end of day Tuesday August 20. However, in order to give yourself ample time to prepare and mail your response, we strongly advise that you submit your questions ASAP. We will answer questions (via posting of RFP amendment on the website) as quickly as possible. Please check the amendments before posing your questions, as your question may already have been answered	1
19	Are we okay with submitting the printed cost proposal after the Section 14 header?	The printed cost proposal should be included under Section 14 in the Respondents' printed proposal response. Please refer to RFP for details on the cost proposal format.	1
20	Are you wanting the printed cost in a separate file versus adding into the technical Section 14?	The printed cost proposal should be included under Section 14 in the Respondents' printed proposal response. The Respondant should also submit a separate electronic version of the pricing forms in .xlsx format. Please refer to RFP for details on the cost proposal format.	1
21	Do you want the specifications printed as well and added under Section 9? We are aware you want the cost and specifications left in excel for usb	The printed functional system requirements should be included under Section 9 in the Respondents' proposal response. Please refer to RFP for details on the functional system requirements proposal format.	1
22	We will have to mail our response on the August 7 early afternoon, to make it to the City on time for Friday's deadline. Is there a way questions can be addressed sooner?	The City's intention is to post an addendum with responses to Respondents' questions weekly, most likely on Fridays at https://www.stlouis-mo.gov/government/procurement/	1
23	The RFP forms reference bond	No	1

	requirements. Are there bond requirements for this response?		
24	We noted payment for the software occurs over 4 payments with the final payment due upon final acceptance of the solution. With our proposed software being a SaaS solution, requiring access to the software during the implementation, we require the payment for the software at the time contracts are executed and before implementation begins. Would the City agree to this payment timing?	Possibly, but it would be discussed during contract negotiation. Normal City policy is not to pay until products or services are delivered. Please complete the Terms and Conditions Exception area of the RFP to state your case.	1
25	We noted a 50% holdback of the implementation payments until final acceptance. We normally align 100% of the implementation payments with project deliverables (approved by the City) over the life of the implementation. Would the City agree to this payment timing?	Possibly, but it would be discussed during contract negotiation. Normal City policy is not to pay until products or services are delivered. Please complete the Terms and Conditions Exception area of the RFP to state your case.	1
26	Would the City consider a 2-week extension of the RFP due date? This would allow us to complete the response based upon the answers to final questions.	See Question 18	1
27	We noted there is \$5M of a \$50M bond allocated to this project. To what extent does the City have, or is willing to invest, additional funds for this project?	The rest of the bond went to public safety projects. We would have to secure additional funding if necessary.	1
28	We will have to mail our response on the August 7 early afternoon, to make it to the City on time for Friday's deadline, is there a way questions can be addressed sooner?	We plan to answer the questions as they arise, and post addendums to the RFP weekly.	1
29	Cost proposal did not see a place to sign? Are we okay with submitting the printed cost proposal after the Section 14 header? And are you wanting the printed cost in a	The printed cost proposal can be signed anywhere on the document. The printed cost proposal should be included under Section 14 in the Respondents' printed proposal response. The Respondent should also submit a separate electronic version of the pricing forms in .xlsx format. Please refer to RFP for details on the cost	1

	separate file versus adding into the technical Section 14?	proposal format.	
30	Lastly do you want the specifications printed as well and added under Section 9? We are aware you want the cost and specifications left in excel for usb.	The printed functional system requirements should be included under Section 9 in the Respondents' proposal response. Please refer to RFP for details on the functional system requirements proposal format.	1
31	We noticed on the timeline that responses to questions will be provided on August 7th with the RFP response deadline on August 9th. That provides little time to adjust our response if needed after receiving the questions response. We would request either an extension to the deadline or adjusting the timeline so that we have more time to react after receiving the questions response	See Question 28	1
32	Can you confirm that the City will not allow a vendor to submit a proposal for one software application, such as, only submitting for applicant tracking?	Per the RFP Section 1.7 Expected Scope of System Solution on page 18 'In recognition of the City's unique requirements relative to Payroll and Time and Attendance scope, the City will also consider "stand-alone" proposals from payroll and time and attendance software Respondents. "Stand-alone" proposals for other Core and/or Expanded Application Software will not be considered.'	1
33	Has the City of St. Louis worked to see if the existing software can provide what you need?	We are firm in our desire to replace the legacy system.	1
34	Would you be open to a conversation that could save the city quite a bit of money?	We are only entertaining written proposals.	1
35	How many staff are anticipated to use the solution's Cash Receipting module?	Answer for Q's 35-48: City Departments currently have manual/disparate methods for submitting daily cash receipts. There is no citywide system that we are seeking to replace. See ERP Software and Services - Pricing Forms_Updated, Interfaces tab, lines 13-20 for information on Bank interfaces. See also Q166 (further clarification added in Addendum 4)	2 revised 4
36	What Cash Receipting software does the City currently use?		
37	Which bank does the City use for deposits, for the purpose of remotely depositing checks received through the Cash Receipting module?		

38	How many City locations accept cash, check, and/or credit transactions? Please describe each location and include the number of payment stations and what types of payments are accepted there.		
39	Does the City have current Cash Receipting peripheral hardware, such as receipt printers, cash drawers, or check scanners, that would ideally be used with the replacement solution? If so, could you provide the make and model of each existing peripheral?		
40	Does the City have an existing contract with a credit processor that the Cash Receipting solution should interface with?		
41	Does the City plan to absorb credit merchant processing fees, or charge them back to the customer as a Service or Convenience Fee?		
42	How many transactions are processed annually through the current Cash Receipting module?		
43	Are there any other City applications that are not in scope for replacement, where an interface with the Cash Receipting module is desired? If so, could you provide a list of these applications?		
44	Regarding 4.6 - Cash Receipting - #10 "Ability to provide both cash register and cash drawer functions." Can the City provide more detail on what is meant by cash register vs cash drawer functions?		
45	Regarding 4.6 - Cash Receipting - #20 "Integration into document management system". Can the City provide the name of the document management system that they are		

	wanting the Cash Register and POS system to integrate with?		
46	Regarding 4.6 Cash Receipting - #29 “Ability to take receipts offline in the system when the main system is non-operational (down for maintenance, etc.) and upload after the fact.” Can the City describe what is meant by the “main system”?		
47	Regarding 4.6 - Cash Receipting - #30 “Ability to take website payments when the main system is non-operational (down for maintenance, etc.) and upload after the fact.” Will the “website payments” be managed by existing website software at the City and if so, could you identify what software it is?		
48	Regarding 4.6 - Cash Receipting - #79 “Ability to enter check list for individual receipt balancing.” Can the City clarify whether this refers to itemizing checks during balancing, or listing checks on individual receipts?		
49	What is your targeted start date? What is your targeted Go Live date?	Negotiable after solution is selected. Desire would be to go live within 12-24 months, depending on phased approach decided with solution team.	1
50	What is driving these dates – fiscal year, contracts, etc.?	N/a - See Question 49	1
51	Do you have the need for any Custom Security Groups (for example, an administrator who is only allowed to see a select group of people)? If so, how many? Please explain.	See Question #4	1
52	Are your employees hourly/non-exempt, salary/exempt, or both?	Both	1
53	Do you need any additional Language(s) for any of the modules?	No	1
54	How many unions/collective bargaining agreements do you have?	12 unions/labor associations that represent bargaining units	2
55	Is HR centralized or de-centralized? Is	HR is centralized (Department of Personnel). Payroll is	1

	Payroll Centralized or de-centralized?	centralized. Time and Attendance is de-centralized	
56	There is a note in the RFP that says "Besides civil service employees, city processes payroll for 18 other count/elected offices which can establish their own pay regulations" – are these outside of scope or included in the 6800 FT employees and 400 PT employees?	These employees are included in that count.	1
57	It appears from my update and review of the pricing form (ERP-Software-and-Services-Pricing-Forms.xlsx) there are some errors in the calculation formulas in the form. Attached is a pdf document that illustrates some of the issues I found. Since the pricing form is protected we are unable to correct. If you should agree with the issues found we will require a corrected form as soon as possible. If you find these issues are not founded and of misunderstanding in the use of the form we kindly ask for further guidance/explanation.	Pricing sheet has been fixed and re-loaded to the website for download. See file named ERP Software and Services - Pricing Forms_Updated	1
58	In Section 1.5, Current Application Environment (Table) - the MIP application is improperly described	The MIP application is in use by two city agencies - Treasurer's Office and SLATE. The "likely future" categorization for the Treasurer's instance of this software is "M-Maintain". The "likely future" for the SLATE instance of this software is "C-Consider"	1
59	In Section 1.5, Current Application Environment (Table) - the OneSolution application needs clarification	OneSolution is used by the Water Division in conjunction with another application for time tracking, called TimeClock Plus. It is properly referenced in the Pricing Spreadsheet, Integrations tab. However, in table 1.5 we left out the reference to TimeClock Plus.	2
60	See Attachment A list of additional questions from single vendor	See Attachment A for answers in red italics	1
61	What is the budget for this RFP/ Project? Is it \$5M as reflected in the Capital Improvement Plan?	See also Q27. Yes, there is the \$5M listed in the Capital Improvement Plan that you referenced (aka, the 2018 bond funds). If additional funding needed, we will have to identify a funding source	2
62	NOTE - There is no Question #62, due to data entry error.	n/a	
63	I noticed the close date now shows	Yes, this was officially documented in Addendum #1 (and	2

	8/23 and it was 8/9, will that also be adjusted officially in the addendum?	all subsequent addendums)	
64	Please clarify what is meant by "Limited Purchase Orders" invoice type.	Please disregard this specification. It should not be part of the RFP.	3
65	Are County employees paid using a City payroll?	Yes, they are paid via the same payroll system.	2
66	If yes, where are these County employee records stored for the City payroll to access?	Currently the county offices use a variety of time/attendance systems as well as paper systems. If paper, we anticipate they will choose to use the selected solution. If they already have an off-the-shelf time and attendance system, we expect selected solution to integrate with it (see Current Application Environment in RFP and Integrations Tab in the pricing sheet)	3
67	If County/Elected offices employees are paid using the same City payroll as City Civil Service employees please give example(s) of County/Elected offices '....establish their own pay regulations...'	Pay ordinances applicable to Non-civil service employees (ie: "county employees"-see Q92 for further definition of this term) may differ from the pay ordinance applicable to civil service employees in how their vacation is accrued, how overtime is calculated, what job classifications they use, etc.	2
68	Would the City be willing to sign separate software and services agreements with the providers?	Yes, we would anticipate a master services agreement and a separate software licensing agreement.	2
69	The RFP was not clear on the exact evaluation criteria and weighting/scoring of criteria in evaluating proposals. Could you please provide this information?	See Q 83	2
70	There are specific forms noted within sections that need to be completed along with the response (e.g. Staffing Form, Training Form, etc.). Could you please clarify if you want those forms submitted/included with their corresponding section (e.g. Section 6 Implementation, Section 7 Staffing Plan, etc.) or within Section 13 Other Required Forms and Attachments?	Please submit forms with their corresponding section. If a form does not correspond with a specific section, submit within Section 13 'Other required Forms and Attachments'.	3
71	RFP asks for audited financial information for the past two (2) completed fiscal years. Due to the excessive page count of our financial statements, would the City allow for	Yes, electronic version only of audits is fine.	2

	these to be included in the electronic version only?		
72	"Per the RFP, Respondent must provide references from City clients similar in size (100K employees and above) - Given most cities have an employee size generally smaller than 100K, could the City please confirm this size metric?	See Q 89	2
73	On the interface tab there is reference to an interface with EON and also an interface with MOSIP. There is no reference to these systems in the RFP section 1.5. Could the City give us more information as to what data will be passed between the 2 systems?	EON handles investment transactions MOSIP is Missouri Securities Investment Program, also handles investment transactions. Financial data may need to pass from the General Ledger to these systems.	3
74	Please provide the City's M/WBE goals for professional services contracts such as the goals referenced in RFP 127-20RFP-01, Enterprise Resource Planning (ERP) Software and Services	See RFP for web links to more information regarding City's M/WBE programs	2
75	Is the budget of \$5M from the City website the correct budget for this project?	Yes. The voters of St. Louis have approved a \$5M bond to be spent on this ERP implementation project. More expensive solutions would require an additional source of funding, which will be difficult to obtain. The City recommends explaining what solutions are available within the \$5M budget, and expanding on what else is available at additional cost.	2
76	Is the \$5M budget for the first year, or for all ongoing annual SaaS fees?	The bond money will be spent within three years. The City understands there are operating costs beyond the initial project costs.	2
77	Does the \$5M budget include travel?	Yes, all proposals should include travel costs.	2
78	Is there a specific time that the City would like to launch the project?	The City expects to start the implementation process around March of 2020. The Go Live date will be negotiated with the selected vendor.	2
79	Does the Go Live date have specific time requirements?	Timeline expectations will be part of contract negotiation; however, the city hopes to go live within 18-24 months.	2
80	What are the top expectations or	The City suggests referencing the specification section	2

	requirements a solution must meet?	of the RFP for a complete list of specification requirements. Items marked 'R' are required.	
81	Is there a proposed timeline for demos of potential solutions?	Demos will occur in October or Early November. The City is hoping to have this process wrapped prior to the holidays.	2
82	Will final vendor selection also be before the holidays?	Final vendor selection is likely to happen in early 2020.	2
83	Can you share more information about the evaluation criteria scoring sheet?	Please see the RFP for evaluation details. The City has not yet determined specific weights in order to first review responses to narrow down the weights/scorings.	2
84	Will the City be providing scripts for the demos?	Yes. Due to the large project scope, there will also likely be multiple demonstration sessions. More specific scheduling details will be provided at a later date.	2
85	What is the total number of legal entities involved in this project?	The software will be used by the City of St. Louis. The "county offices" (see Q 92 for clarification of this term) will be involved in some functional areas but the selected vendor will only be working with a single entity (ieL the contract will be between the vendor and the City of St. Louis). Within the City, there are several process owners that will be using the system.	2
86	How many CAFRs will be generated by this system?	The City will be generating 1 CAFR.	2
87	For Payroll, there are different government entities that will use the payroll system. Does their payroll book to the same GL, or how do they differ?	All departments book to the same General Ledger. Most employees are in the civil service system governed by HR, a fraction of employees are part of other offices managed by elected officials, and there will be some County users as well. All of these items will be solidified during configuration with the winning vendor.	2
88	Does section 2.28, "Prohibition of Offshore Services", include U.S. citizens such as military employees that are cleared by the government to help support the system?	Please specify in your proposal any planned use of offshore citizens.	2
89	RFP Page 44 states the references must be of cities will minimum 100k employees – is this correct?	All references must be of cities with at least 100k citizens, not employees.	2
90	Does this project require board approval? When do those meetings occur?	Yes, this project requires approval from the Board of Estimate and Apportionment. This board is made up of the Mayor, the Comptroller, and the President of Board of Aldermen, and meets on a monthly basis.	2
91	Are Fire and Police employees	Yes. The specifications include further details.	2

	included as part of Time & Attendance?		
92	What exactly is the difference between the County of St. Louis and the City of St. Louis?	<p>The City of St. Louis is it's own county, meaning it is not within any other county and thus has some offices that perform county functions as required by State of Missouri - these offices are often referred to as the City's "county offices". The are headed by a separately elected official and do not report to the Mayor. The key difference between our city offices and "county offices" is that City employees fall under civil service rules and "county office" employees do not. Thus rules around function relating to payroll, pensions, etc. vary between the two.</p> <p>NOTE: There is a completely separate government entitiy with a completely separate geographic boundary known as St. Louis County. This entity is in no way affiliated with City government or this project.</p>	2
93	It was mentioned that St. Louis has allocated 5 million dollars for year 1 to procure software, services etc.. Is there operational budget for years 2-5 that has been set aside	See Q 75 and 76	2
94	In the RFP it lists 6800 FTE can you please provide the breakout of hourly and salary employees for this number?	All 6800 FTE's are salaried employees.	3
95	In the RFP it lists 400 as Part-time employees? Are all of these employees hourly? If not how many are hourly?	Currently, only 8 Part-time employees are salaried. The rest are hourly.	3
96	The RFP states 250-800 seasonal workers annually based on grants. Would you like us to include these seasonal workers in the cost for Time and Attendance? If so would you like us to assume 800 for pricing?	Yes they should be included in pricing of Time and Attendance. Pricing can be based on 500 seasonal workers annually.	3
97	Does the city have any intentions of utilizing time clocks to capture Time for any employee groups as an option for data collection? If yes, how many time clocks would you	Most departments probably would not need time clocks. We could consider them, but currently very few offices use them. Time clocks would be purchased by each department and are outside the scope of this RFP. You may wish to include in your proposal if your solution integrates with time clock systems, and if so, which ones.	3

	require?		
98	Would you like the biometric option for any of the clocks?	See Q97	3
99	do the employees have existing barcodes or proximity badges that would be required to be compatible with a timeclock if badges are preferred?	See Q97. We do not require integration with any badging system currently. If you solution provides such integration, please feel free to include that information.	3
100	Are Police and Fire the only Public Safety departments we should consider for public safety scheduling with Time and Attendance?	The Public Safety departments include Police, Fire, EMS, Excise, Building, Neighborhood Stabilization, Emergency Management, and Corrections. The Sheriff has a Public Safety function, even though they are not organized under the Department of Public Safety.	3
101	How many employees are within the Police Department? Can you please provide a breakout of employee count by Division?	There are 1,869 positions in the Police Department. Of that number, 1399 are uniformed Police, 35 are uniformed Park Rangers, 28 are uniformed Marshals, and 407 are Civilians. The employees of the Police Department work in 76 functional units, covering 6 police districts.	3
102	How many employees are within the Fire Department? Can you please provide a breakout of employee count by Division?	There are 781 positions in the Fire Department. Of that number, 605 are uniformed Firefighters, 155 are part of Emergency Medical Services, and 21 are Civilians. The employees of the Fire Department work in 12 functional units, covering 7 fire districts, plus the Airport.	3
103	18 - Ability to allow workers to receive an email to confirm receipt of their schedule with a link to their personal email allowing access to enter into the system. Question: How would you like the employee's to confirm receipt of their schedule?	Employee would log in to the system via a web browser to confirm receipt of their schedule. Willing to consider other options as well if your system has text/voice options	5
104	19 - Ability for scheduled workers to log into a self-service website and sign up for or remove activities from their schedule. Question: What kind of employees will be doing this? What types of activities will they be signing up for or removing from their schedule?	Example would be police officers or firefighters signing up to work a special event, such as a parade, or other overtime opportunities	5
105	20 - Ability to identify employees who are eligible for overtime scheduling based on factors such as last time offered overtime, seniority, rank, and vacation. Question: What	There are various departments and divisions which would need this functionality (such as first responders and public work type divisions)	5

	groups of employees will be needing this functionality		
106	21 - Ability to set up one-time activities and reoccurring activities in the system. This feature would include the number of workers needed for the activity. Question: Can you please provide examples of the activities?	Special Events such as parades, festivals, school projects, etc and disaster response such as heat/cold weather checks on vulnerable residents, flood evacuations, etc	5
107	23 - Ability to allow vacation requests to be sorted and prioritized by seniority and request date. Question: Does this need to occur during a bidding process or on a daily basis?	There are other departments/divisions that use seniority re vacation selection including, but not limited to the Fire Division, Police Division and certain sections of the Airport Authority. It happens sometimes through a bidding process, other times daily.	5
108	24 - Ability to allow workers to trade, drop, pick-up shifts, through a posting bulletin board. Question: What types of employees need to trade, drop, pick-up shifts, etc?	There are various departments and divisions which would need this functionality (such as first responders and public work type divisions)	5
109	39 - Ability to schedule employees to a particular location and job. Question: Can you provide examples of the employee groups that need this scheduling functionality; they types of locations and jobs you have; and how often these items change (daily, weekly, monthly, etc)?	Example groups are firefighters, police officers, Streets & Traffic field workers who rotate between different crews. These employees may be on a special assignment such as parade detail. Or they may just be switching between crew A and crew B. Their assignment may change daily.	5
110	41 - Ability to define scheduling policy and flag any schedules that do not comply with City policy. Question: Can you please provide examples of the most common scheduling policies and flag/alerts you need?	For example, Firefighters limited in number of consecutive days they can work - should not be able to sign up/trade to work days that would put them over this limit.	5
111	48 - Ability to have a notification for approver that indicates which staff have entered hours short of or over their scheduled hours, based on a defined tolerance level. Question: Can you give examples of your 'defined tolerance levels'?	A notification for approval for overtime would be required for all departments/divisions. An ability to be notified that an employee has worked a maximum amount of overtime may be required by some divisions. The "tolerance level" is typically set department by department and is typically something less than 1 hour/week	5

112	65 - Ability to charge time to multiple accounts, departments, projects, locations, work orders, grants, and pay codes/groups, cost centers, and activities. Question: Can you please provide an estimated number of accounts, departments, projects, locations, work orders, grants, pay codes, cost centers and activities the City has, how often they change, and how many 'changes/deltas' are made?	Need the ability to charge time to multiple Fund/CostCenter/Account (the combination of those 3 will tell us the project/location/grant/etc). See the Volume Matrix in RFP for number of these. The number of Fund/CostCenter/Accounts is set annually during budget process, with occasional changes throughout the year. However, due to turnover/reassignments/etc., changes to how any single employee's time is charged could happen frequently, every pay period.	3
113	Question: Can you please estimate the # of employees that need to track labor to work orders, projects, grants and activities?	Approximately 1600 employees are paid by grants. Approximately 1400 additional employees track labor to work orders, projects, or other activities.	3
114	66 - Ability to support validation functionality (locations, work orders, grants, and pay codes/groups, cost centers, and activities; based on employee transactions, supervisor edits, or scheduled transfers) when used in combination with other GL segments. Question:What is meant by validation when used in combination with other GL segments? Can you provide a few examples?	Validation that budget funds are available	5
115	93 - Ability to report on the number of total pay periods worked for seasonal / part time / intermittent employees who do not have consecutive pay periods. Question:Can you please elaborate on what you are asking/wanting with this requirement? Can you provide a use case example that captures the scenario and desired output?	To be able to verify number of paychecks issued to employee	5
116	142 - Ability to configure multiple (at least 100) categories of leave accumulators (including vacation, leave, sick, FMLA, and comp adjustments) and formulas in the	Please see our Payroll Ordinance #70285, which is available online at https://www.stlouis-mo.gov/government/city-laws/ordinances/ordinance.cfm?ord=70285 Pertinent sections include Section 16 Holidays,	3

	system, without needing special programming or technical skills. Question:Can you provide 5 examples of your most 'complex' accrual rules/formulas?	Section 17 Vacation, Section 18 Sick Leave, Section 19 Medical Leave, Section 20 Military Leave, Section 22 Leaves of Absence and Family Medical Leave, Section 25 Workers' Compensation and Disability Leave, Section 26 Jury and Witness Leave.	
117	144 - Ability to identify which funds are to be used for accrual of vacation, sick time, etc., for those staff who are allocated to multiple funds. Question:For employees who are allocated to multiple funds, is the percentage breakdown fixed? Example: I am split funded between Funds A and B, with a breakdown of 30% from A and 70% from B.	Yes,if split the breakdown would be fixed for the entire fiscal year	5
118	167 - Ability to integrate with FML vendor. Question:Can you please tell us who the FML Vendor is?	The City does not have an FML vendor	5
119	236 - Ability for departmental request of supplemental pay with appropriate workflow. Question:Can you please explain who would be submitting this request and for whom? Can you provide an example scenario?	Supplemental pay refers to paychecks that were not generated normally. For example, if a new employee didn't get added to the payroll in time to receive a normal paycheck, we would issue a supplemental paycheck at a later date.	3
120	Several requests received for vendor listing	Vendor distribution list posted to website	3
121	Clarification: "Within the RFP there are multiple references to existing Pension applications, including Lynchval, Pension System (COTS), and Legacy/Mainframe Pension Systems. For the Lynchval and Legacy Pension Systems the 'Likely Future?' indication is I-Rq, meaning an interface will be required to these systems. However, within the Software and Services Specification worksheet there is a tab for 'Pension Administration' which identifies 77 requirements for comprehensive	Our intent is to require integration with the 3rd party systems and to replace the legacy system if feasible. But if not feasible, we will require an integration with the legacy system.	3

	pension administration capabilities. Please clarify the degree to which integration is required with the current systems and the capabilities expected from the new Pension Administration system.”		
122	Item #1, please describe the interface capabilities of WBlue StLCity Permits (API, file interface, other). What data is required to be sent to the system?	Integration with WBlue's StLCity Permits is categorized as I-Op, meaning we MAY find reason to integrate with it in the future, but have no urgent/immediate plans to integrate with it. Possible integration data points are passing information about employees (name, title, phone number) from ERP to WBlue or passing financial information, such as fines collected, from WBlue to the ERP. Most likely this would be done through an API, but would be decided at some point in the future based on system capabilities.	4
123	Item #2, is the request to exchange data about individual employees, projects/jobs, or both? Is CityWorks considered the system of record for labor rates?	See also Q#122, same goes for Cityworks. NO, Cityworks is not the system of record for labor rates. The ERP system will be the system of record for that data	4
124	Item #10, what information is to be exchanged?	please provide additional context to this question	4
125	In the meeting and the RFP states that all 5 core requirements must be met for consideration. However, the RFP also states that Time & Attendance and Payroll could be considered as separate entities and that you encourage partnerships between vendors. That said, we at Paycom are not an ERP system and don't have the ability to offer all 5 core areas via our system. However, we do work with accounting softwares to map out GL's accordingly as well as provide Benefits – To – Carrier communication conduits between our system and the carrier. My question is would do we have to submit our response with the 5 core requirements to be considered or if we would be able to respond with the Time and Attendance and Payroll	We are accepting proposals that offer only a Time & Attendance/Payroll solution.	4

	exclusively?		
126	How many people do you have that complete expense reports? How many expenses reports are completed each year?	Approximately 150 employees travel an average of 6 times a year. Another 150 employees may travel an average of twice a year. Estimating number of expense accounts submitted @1,200 annually.	4
127	How many time clocks will be required for all the departments contained within the Time & Attendance scope?	See Q97	4
128	RE: Addendum #2, Question 7 - In regards to the compensation increase Q&A, could the City please detail for us the Grade step program so we can understand the complexity? In addition, does the raise occur for the employee on their anniversary date or does it occur on an annual basis for all employees that qualify based on the guidelines noted in your response to Q7?	See Q116	4
129	With 12 Unions, does the City of St Louis manage their union benefit plans?	No	5
130	Do all employees for the City of St Louis reside in the state of MO? Or do some live in other states, such as IL? Requesting clarification for payroll purposes.	There are employees who are not required to live in the City, such as part-time/per-performance employees and those with residency waivers. Yes, there may be some employees living in Illinois.	4
131	RFP Section 4.1 Introduction: Per the RFP instructions for Requirement answers, if responding to a requirement of with "T" (Third-Party) "The pricing of all third party products that provide this functionality MUST be included in the cost proposal." Could the City confirm if this Requirement is not considered part of the Respondents proposed solution, regardless of Required, Desired, or Optional, that this cost can be excluded?	If a Respondent's proposal response includes a third party product to meet any requirements in their proposal, the Respondent must provide pricing for ALL products proposed including third party applications (regardless of Required, Desired, or Optional prioritization). The Respondent must identify what specific items are included in a group price and state a price that covers ALL items in that group.	4
132	RFP Section 1.7 Expect Scope of	Learning Management is part of the Expanded scope,	4

	System Solution: Could the City provide clarity if Learning Management is Required or Expanded scope? Learning Management is marked as Expanded scope on page 19 but in the Requirements there are 13 Required requirements aligned to Learning Management.	meaning you may propose a solution that does not include learning management. However, if you are including a learning management solution within your proposal, you should complete the Learning Management tab in the Specifications spreadsheet	
133	Question about General Ledger and Financial Reporting Number 46 - Ability to define the details of a fund including: fiscal year, posting periods, valid posting date ranges, etc. a. In what circumstances does a fund require fiscal year than the City? Would this be grant or project related?	Mainly Grants that have various fiscal years. Some projects made need this capability	4
134	Can you please provide us with a list of the City's benefits programs so we can validate plans and carrier feeds? From reviewing your website, there are at least 3 medical, 2 dental, a wellness, legal, cancer, intensive care, short term disability, accident, and likely many levels of basic/supplemental life insurance coverage. How many plans and carrier feeds is the City expecting?	The City has 3 Medical Plans for City Employees. The Police Division has 3 Medical Plans for Commissioned Officers and Civilians Hired prior to 9/1/13. The Police Division has 3 Medical Plans for Retirees under age 65 and those Commissioned Officers not eligible for Medicare. These 7 plans are under the same Medical carrier. The Police Division has 1 Medicare Supplement for Commissioned Officers and Civilians hired prior to 9/1/13 under a different carrier. The City has 2 Dental Plans for City Employees. The Police Division has 2 Dental Plans. The 1 Dental Plan at the City and the 2 Dental Plans at the Police Division are with the same Dental Carrier. 1 Dental Plan at the City is with a different Dental Carrier. The City has 1 carrier for Life Insurance, Optional Life Insurance and Dependent Life Insurance and Accidental Death & Dismemberment under 1 carrier. The Police Division has Life Insurance, Retiree Life Insurance, Optional Life Insurance and Dependent Life Insurance under 1 carrier; both the City and the Police Division have Long Term Disability under this carrier also. The City has 1 carrier for the Legal Plan. The City and the Police Division have voluntary benefit plans with 1 carrier; Short Term Disability, Hospitalization, Personal Accident and Critical Care with 1 carrier. The City also has Hospitalization, Personal Accident, and Critical Care with 1 other carrier.	5
135	For several sections, it is requested that the forms be included as part of that section's submission (i.e. section	Respondent must submit forms with their corresponding section as outlined in the RFP Section 3 Proposal RFP Format. If a form does not correspond with a specific section, submit within Section 13 'Other required Forms	4

	4, technical requirement, the RFP reads, "In addition to providing responses to the following items, the Respondent must complete the Technial Form in section 6.8 of this RFP, and include it in this section of the response.") However, the forms are then listed as being part of Section 13. Do you want us to submit the forms in both locations of the proposal or only one?	and Attachments'.	
136	The costs for fulfilling functional requirements determined to be modifications or future functionality are not standalone cost elements and oftentimes may be combined in a common process or overarching modification. Is it acceptable to omit providing a cost on each line item marked as "M" or "F" in the Functional Requirements and instead provide a lump sum cost with a description of included elements as described in 3.14 Cost Proposal of the RFP document?	This is okay as long as the pricing that you do provide (lump sum or broken down further by line item) includes ALL line items marked M or F.	4
137	Our proposed solution is offered as SaaS solution on a subscription basis. Does St. Louis have the funding capabilities to pay for an ongoing subscription in perpetuity?	See Q76	4
138	Please clarify that section 1.9.1.8 "Discuss the proposals submitted with any or all of the Respondents" is limited to discussing a Respondent's proposal with that Respondent and does not encompass discussing a Respondent's proposal with its competitors.	Correct, proposals will only be discussed with the Respondent that submitted said proposal, including partners/subcontractors that are part of the proposal.	4
139	The Confidentiality statement at 2.13 is unilateral, protecting only the City's information. While we are aware that the City is subject to Missouri's Sunshine Law, that same	That is correct. We encourage you to clearly site within the proposal the pieces of information that you feel fall within an exemption to Missouri Sunshine Law.	4

<p>law includes a blanket, temporary exemption for proposal materials prior to execution of a contract (Missouri Revised Statutes 610.021(12), has an exemption for materials protected by other laws such as the Trade Secrets Act (Missouri Revised Statutes 610.021(14)), and has an exemption for computer security related information (Missouri Revised Statutes 610.021(21)). Kindly confirm that proposals will be kept confidential through the execution of a contract or termination of the procurement and that thereafter, Respondents will be entitled to protect any of their proposal materials that fall within an exemption to the Sunshine Law.</p>		
<p>Section 2.22. states that the “successful Respondent shall be responsible for all design, information gathering, and required programming to achieve a successful implementation.” The information gathering and certain design decisions cannot be made in a vacuum and will require the City to provide resources in the form of Subject Matter Experts to assist with information gathering and design decisions, at the City’s expense. In addition, the City and the Respondent may, during negotiations, decide to allocate more effort to the City to reduce costs to the City. Please confirm that the City understands that it will need to provide Subject Matter Experts and participate in the deployment process as outlined in the Respondent’s proposal and that the City will bear the cost of its</p>	<p>The City confirms and acknowledges this fact</p>	<p>4</p>

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	personnel involved in that effort.		
141	<p>Section 2.25 is titled “Turnkey Solution.” Please confirm the following: The City understands that any Respondents proposing Cloud-based solutions accessed through the Internet are not responsible for providing the City with hardware equipment, software, or services necessary to access the Internet; the City will remain responsible for its Internet connection and all hardware and software needed for employees to access the Internet. Where a solution includes access via mobile device, the City understands that the Respondents are not proposing to provide mobile devices or Internet access for such devices.</p>	The City confirms and acknowledges this fact	4
142	<p>Section 2.25 is titled “Turnkey Solution.” Please confirm the following: The City understands that deployment of the chosen solution is not likely to be “turnkey” and that the City will need to provide significant resources in terms of its own subject matter experts and their input into the deployment process. In addition, the City and the Respondent may, during negotiations, decide to allocate more effort to the City to reduce costs to the City.</p>	The City confirms and acknowledges this fact. Your responses to the Staffing Form will be used to inform City of resources needing to be allocated to the project.	4
143	<p>Section 2.27 appears to be contrary to the Sunshine Law. The Sunshine Law provides that public records include “other document or study prepared for the public governmental body by a consultant or other professional service paid for in whole or in part by public funds” (Missouri Revised Statutes</p>	See Q139	4

	<p>610.010(6), emphasis added). Respondents are not being paid for their time and effort in responding to the RFP (RFP Section 2.21) and accordingly, the proposal materials appear to not be public records. In addition, the Sunshine Law includes a blanket, temporary exemption for proposal materials prior to execution of a contract (Missouri Revised Statutes 610.021(12), has an exemption for materials protected by other laws such as the Trade Secrets Act (Missouri Revised Statutes 610.021(14)), and has an exemption for computer security related information (Missouri Revised Statutes 610.021(21)). Please confirm that proposals will be kept confidential through the execution of a contract or termination of the procurement and that thereafter, Respondents will be entitled to protect any of their proposal materials that fall within an exemption to the Sunshine Law.</p>		
<p>144</p>	<p>Section 5 and Section 6.17 seem to be in conflict with each other. Section 5 states that the contract will be fully negotiated by the parties and that the responses to the contract terms may be considered in the selection process. Section 6.17 requires a full response to each clause with a detailed explanation. Which does the City want?</p>	<p>Section 5 is the City's terms and conditions. In Section 6.17 we are asking you to explain if you have any exceptions to these terms and conditions. We may consider your exceptions to the terms and conditions, if any, during our selection process. In Section 6.17, you only need to offer an explanation for any clause that you DO have an exception to (ie: any clause that you marked as "Yes" in the "Exception?" column.)</p>	<p>4</p>
<p>145</p>	<p>Can you please provide a breakout of the 6800 FTE. How many are exempt employees? How many are non-exempt employees?</p>	<p>Approximately 2000 are exempt. Approximately 4800 are non-exempt.</p>	<p>4</p>
<p>146</p>	<p>For the following departments EMS, Corrections, Sheriff, Excise, Emergency Management and</p>	<p>Supervisor has to call employees off of an "eligible" list to fill vacancies due to someone calling in off or for emergency overtime/special detail needs. This is currently a very manual process, based on reports</p>	<p>5</p>

	Building how are positions back filled today when someone calls off? Do you have minimum level staffing guidelines for each of these departments? Is there a sequence of rules to follow to fill the position (last worked OT, seniority, etc)? Do these departments all employees to sign up for overtime? how is contact made today with employees being asked to work open shifts the day of and for future dates?	manually created by the supervisor. There are minimum staffing level guidelines (ie: must have appropriate mix of skills on duty at any given time), as well as other criteria that must be taken into account (such as seniority and last worked). Each department handles overtime sign up differently, see Q 147. Contact is made most often by phone, with employees having a certain amount of time to respond before supervisor goes to the next name on the list.	
147	Do any of these departments have vacation bidding and/or shift bidding? (Fire, Police, EMS, Emergency Management, Sheriff, Corrections, Excise, and Building) If yes please indicate for each department if they have vacation bids and/or shift bidding?	Fire, Police, EMS, and Corrections have vacation bids and/or shift bids (varies by dept, both functionalities needed)	5
148	Can you please provide employee count for EMS and the breakout of employees by divisions?	There are 151 budgeted positions in EMS. Unclear what is meant by "breakout by division".	4
149	Can you please provide employee count for Corrections and the breakout of employees by divisions?	There are 497 budgeted positions in Corrections. Unclear what is meant by "breakout by division".	4
150	Can you please provide employee count for the Sheriff and breakout by Divisions?	There are 165 budgeted positions for the Sheriff. Unclear what is meant by "breakout by division".	4
151	Can you please provide employee count for Excise and breakout of employees by Divisions?	There are 7 budgeted positions for Excise. Unclear what is meant by "breakout by division".	4
152	Can you please provide employee count for emergency management and breakout by Division?	There are 4 budgeted positions for Emergency Management. Unclear what is meant by "breakout by division".	4
153	Can you please provide employee county for Building (from Q#100 on addendum) and the breakout by Division?	There are 194 employees in the Building Division. Unclear what is meant by "breakout by division".	4
154	Can the City please specify how many users you have for the following procurement functions:	Estimated users for the following: 10 for vendor registration and maintenance, and informal bids etc. 20 for Purchasing including the departments 8 for execufuting	5

	<ul style="list-style-type: none"> · Registering vendors and maintenance, tracking M/WBE usage, certifications, insurance, and licenses · Purchasing · Executing formal bids · Creating requisitions, executing informal bids · Creating extensive contracts/catalogs · Audit procurement documents; approve/reject workflow documents 	Bids 20 -30 for creating requisitions 10-12 for creating contracts 10 for audit of documents and 50 for document approval and rejection of documents	
155	Does the City have a preference for verification technology on the timeclocks? Biometric, Proximity, Magnetic strip, Bar Code, etc.?	See Q97	4
156	Are there any identification badges in use that the City would like to consider integrating with the timeclock technology provided?	See Q97	4
157	Does the City us Single Sign On, Power over Ethernet, or any other technologies they desire to integrate with the timeclock solution?	See Q97	4
158	Question 11. on the Company Background Form asks about our portal strategy. Can the City give more clarification on what information it is searching for with this question?	The City would like to understand the proposers offering for "online" customer assistance (i.e. customer portal).	4
159	How many point-of-sale systems does the City expect to replace?	See Q's 35-48	4
160	Which required interfaces include point-of-sale systems that are expected to be integrated, but not replaced, with the new cashiering	See Q's 35-48	4

	system?		
161	Does the City prefer a Cloud or on premise solution?	We are entertaining either option	4
162	What are the City’s main pain points with the current system?	Please refer to specifications document in the RFP	4
163	Tabs: Procurement/Contracts . Please provide the number of Users for each and Annual Spend Data (in \$Million)	Question unclear, please cite RFP section number that you are asking about.	4
164	Tabs: Procurement/Contracts . Please provide the number of Users for each and Annual Spend Data (in \$Million)	See Q163	4
165	What is the City’s budget for this system implementation, both software and services?	See Q27, Q61, Q75 & Q76	4
166	Regarding the requirements on the Cash Receipting tab of your Specifications spreadsheet, we have a few remaining questions relevant to costing the Cash Receipting portion of the response: Requirement 9: “Ability to accommodate numerous P.O.S. terminals throughout the City and consolidate all P.O.S. terminal receipts at day's end.” Can the City estimate how many P.O.S. terminals will be deployed using the new solution, for the purpose of our pricing?	See also Q35-48. The City is interested in your systems functionality as it relates to point-of-sale transactions and credit card processing, however Cash Receipting is part of Expanded scope and not mandatory in the proposal.	4
167	Requirement 66: “Ability to provide a credit card solution that will interface with City's (and third-party) gateway providers.” What is the gateway provider that this requirement references?	See Q 166	4
168	In the Proposal Forms, line # 20 and # 22 are missing from the Respondent Hosting Form. 1) Have line # 20 and # 22 been omitted or deleted from the Hosting	No questions are missing, This is only an auto numbering error. Please ignore	5

	Form?		
169	2) Will the City provide an updated / corrected Hosting Form? The Microsoft Word Document file name is ERP Software and Services - Respondent Forms.	See Q168	5

***** THIS ADDENDUM MUST BE SIGNED AND RETURNED WITH THE ORIGINAL PROPOSAL AS OUTLINED IN SECTION 2.4 OF THE RFP *** (Note each addendum builds on the previous one, only need to return the final addendum with this signature page)**

PLEASE COMPLETE THE INFORMATION BELOW:

SIGNATURE **DATE**

PRINTED NAME **TITLE**

COMPANY

MAILING ADDRESS

PHONE NUMBER **FAX NUMBER** **E-MAIL ADDRESS**