City of Gastonia – ERP Consulting Services – Questions & Answers

1. RFP states that the City is in the process of migrating to EERP from Tyler. How far along is the City in that migration process? Have implementation activities already begun? If so, when did those activities begin? City of Gastonia is scheduled to begin the implementation with Tyler E-ERP in March 2026.
2. Is Tyler migrating the City from an on-premises installation to a SaaS (cloud) installation? Yes
3. RFP states that the City will start using EERP late 2027/early 2028 – is that the expected go live date for Financial operations or expected date of implementation completion given the 18 – 24 month schedule provided by Tyler? That is the expected go live timeline.
4. Can you provide the anticipated timeline given Tyler's 18-24 month implementation recommendation and the City's expectations? Want vendor to be prepared to review current processes prior to project kickoff in March.
5. Does the City have a budget in mind for the project? Yes
6. Does the City have an expectation of onsite versus remote services? What is the expected amount of time which the selected vendor will provide onsite services? No known number of hours expected, but technical staff should be onsite for review of work flows and as determined necessary for any training/documentation or process improvement.
7. Has there been weightage defined in the evaluation matrix by which the City will be evaluating the proposals? Yes
8. Given that our services require no software solution (you're already implementing Tyler EERP) and no technical architecture (again no software) will these criteria be removed from this proposal evaluation? The criteria will be removed and not included in scoring.
9. Is the City's expectation that Tyler will integrate EERP with existing systems (typically through automated file transfers via SFTP)? Or is the City expecting the selected vendor to create those integrations, or assist with the development and completion of those integrations? We would need assistance with this area. Estimated time would be 20 hours or less.
10. What is the City's expectation of the selected vendor with regards to training? Is the goal to track training conducted by Tyler via a training plan or is the goal for the selected vendor to conduct training sessions for the City? Both. Tyler will teach basic processes, and vendor will assist with developing the specific details of the process.
11. Is the City's expectation that the selected vendor would develop the training documentation and then create additional content for an LMS? Yes Or is the expectation that the selected vendor would provide tracking and accountability of the completion of these activities from Tyler/City staff? Yes
12. Does the City have an existing LMS? Yes. If so, can you please provide the name of the solution? Absorb is the name of the LMS.
13. Is it the City's expectation that the selected vendor would complete configuration of the system with Tyler? Or is the expectation that the selected vendor would provide tracking and

accountability of the completion of these activities from Tyler/City staff? Yes to both, per Tyler proposed contract 70% client (with selected vendor) and 30% Tyler.

14. Is it the City's expectation that the selected vendor would develop reports and configure workflows? Or is the expectation that the selected vendor would provide tracking and accountability of the completion of these activities from Tyler/City staff? Any reports outside on the standard reports.

15. Has the City determined a budget for this project? Yes. If so, can it be shared? Not at this time.

16. Does the City have an internal project manager for the implementation phase, or does it anticipate that the selected vendor will act on the City's behalf as its project manager? Sam Clark will serve as the City's Project Manager.

17. Does the City have a preference for the ratio of on-site versus remote project management hours? Project management can be remote, but technical needs should be onsite.

18. Are you open to BerryDunn recommending the hours needed per week on average based on our previous experience? Yes.

19. The scope of work identifies a number of tasks the selected vendor will be responsible for providing. Can the City confirm if Tyler Technologies will be providing the tasks below or does the City anticipate the selected vendor will provide these services?:
    a. System configuration and customization – 70% client (with selected vendor) and 30% Tyler Tech
    b. Report development Workflow configuration – Yes
    c. Integration with existing systems Training for end users and administrators – 10% integration and 90% training for end users.
    d. f. Developing knowledgebase and learning management system – Assist with content creation and currently using LMS system, Absorb

20. Has the City completed the contract negotiation and statement of work process with Tyler Technologies? Contract is being finalized and soon goes before City Council. If so, can this information be shared? Not yet.

21. Does the City anticipate Tyler Technologies or the selected vendor will provide training and support? Tyler Tech will teach product basics and vendor will be expected to provide more in-depth training.

22. Some of the evaluation criteria included below may be more aligned to the Tyler EERP system. Can the City confirm if the evaluation criteria below will also be applied to the selected vendor?
    a. Functional fit of proposed solution - Yes
    b. Implementation approach and methodology- Yes
    c. Quality of training and support - Yes
    d. Technical architecture and scalability – No, this will be removed from scoring criteria

23. The proposal requires vendors to include the project timeline and milestones as part of the Project Approach and Methodology. Can the City confirm if Tyler Technologies is providing the project timeline and milestones? Once we receive the entire project timeline and milestones it will be shared with all potential vendors. That information should be available before any selection of vendors.