

City of West Plains, MO

RFP – Municipal Financial Software Solution

Questions and Responses

1. Your RFP included a few requirements for Work Orders, but did not list this as one of the Functional Objections.

Do you need capabilities to create only work orders tied to Utility Accounts? Or, do you require capabilities to have a wide variety of different work order types, some of which may not be related to Utility Accounts (building maintenance, parks, roads, etc.).

Response: Yes, we will need capabilities to create work orders attached to projects and items outside of the utility billing process. We currently use work orders for various types of projects to consolidate total cost including staff hours, vehicle usage, materials, etc. for a project. Sometimes these work orders also result in an Accounts Receivable invoice to a local vendor or to a grant agency.

2. Is there a specific form(s) for the following requirements? Or are we to simply include a statement somewhere with regards to these 2 items?
 - a. Statement Acknowledging Insurance Requirements
 - b. Statement Acknowledging Indemnification Requirements

Response: The hold harmless page in the attachment (see next page) is what we will require to be signed and sent back and as far as insurance we will require a certificate of insurance with the minimums that were included in the bid documents plus the city must be listed as an additional insured.

3. We're also requesting to receive a copy of all questions submitted by other proposer's and the City's answers.

Response: Questions and responses will be posted to the City's website after the question deadline which is Friday, October 15th.

4. Are you interested in a server-based solution (the software is installed on your server at the City) or our hosted option (we host the software on a secure server that you access via the Internet)?

The City will entertain either option. We currently prefer an on-premises solution, but with the right set-up, we are willing to consider a hosted solution. If a vendor would like to offer both options, any price differences should be indicated within the proposal.

5. How many bank accounts do you reconcile each month that regularly have outstanding checks/deposits at the end of the month?

The City does not currently use pooled cash (though we plan to transition to that environment in the near future). As such, we currently have about ten bank accounts that have outstanding checks and/or deposits at the end of each month as well as another ten accounts that have very few transactions each month and are much easier to reconcile.

6. Approximately, how many miscellaneous accounts do you have in Accounts Receivable for conversion purposes?

The City currently has approximately 150-200 non-utility A/R accounts including golf course memberships. This may change as we anticipate pushing more items into our A/R module in the new system, streamlining request for payments and tracking fewer receivable items on spreadsheets.

7. Are you planning to keep your current online payment vendor? If so, who are they?

This will likely depend on the outcome of our RFP decision. Our current online payments consist of utility payments and court fine payments only. Online payments for utilities are provided by a Tyler Technologies website with Elavon providing the credit card processing function and online payments for the municipal court are provided by NCourt.

8. Do you currently use a document management system?

No, the City does not currently utilize a document management system.