

Q. How many copies of the RFP are required to be submitted?

A. 1 (one).

Q. How many employees does RVSS have?

A. 31 (thirty-one).

Q. About permitting—we partner with another vendor. They can meet the requirements. Is partnering okay?

A. As long as the software can work together, yes.

Q. What kind of specific permitting do you need?

A. The only permits we issue at this time are for the installation of sanitary sewer drains from the building to the public main. We currently have an Access Database that creates permits, schedules inspections, tracks private projects and our own job progression, creates an agreement and invoice for the developer, and creates notices for each stage of sewer main construction.

Q. You may need only to integrate the Access Database you currently have with your new system.

A. Integrating the Access Database permitting system with the new software would be fine.

Loan Handling

Q. Can you give a brief description of what it is and what you need?

A. As a government agency, we have local improvement districts for the extension of sanitary sewer. Our current program is much larger than we think we need. We currently have fewer than 200 loan accounts that are separate from our utility billing system. We would like these integrated.

Importance of:

Ability to assess interest for 5, 10, or 20 years—**very important.**

Ability to allow early payment of loan without penalty—**very important.**

Ability to reduce interest rate on one or many accounts at a time—**very important. We would like to be able to *adjust* the interest rates for the loans for one or many accounts at a time.**

- Q. What made you want to go out to bid for new software?
- A. We want to be GIS-centric—being able to access customer information from the ArcMap system and vice versa: the ability to access mapping information from the billing system.
- Q. Are there any other reasons for going out to bid?
- A. We would like our revenue to be disbursed automatically to various GL accounts without the need to do journal entries. Also, our current online customer account access does not allow for our customers to pay their bills from that portal (we use a third party credit card payment system—Virtual Merchant). Our customers have to go out of the account access portal to pay their bills online.
- Q. General Ledger—can you clarify the need for four segments of up to 20 or 30 numbers?
- A. The current set up is three sections with up to 3 numbers, 5 numbers, and 4 numbers.
- Q. What is the process after the bid opening? Who will be the selection team?
- A. We will evaluate the bids, select the top choices, and invite them to present their system to us in a day. The selection team will be the front office staff, Finance Director, Network Administrator, and possibly the Manager.
- Q. When do you want the system to be in full operation?
- A. We hope to have it up and running before the end of the next fiscal year, which is June 30, 2013. As far as when the system will be running parallel to the current system, that all depends on how long it takes to set it up.
- Q. How many licenses do you need?
- A. Please refer to the cost sheet.