

Request for Proposals: Accounting and Financial Reporting Software Q&A

Q: How many utility accounts does Colfax currently manage? Also, what utilities do you bill for (ie. Water, sewer, trash, etc)?

A: Colfax currently has 761 utility accounts with potential for an additional 200 to be added. Sewer is the only utility we handle.

Q: How many users are going to use the new software with write access and how many for read access - reporting only? what is the current software / processes in use to be replaced?

A: Please review attachment F. We currently have 4 users with write access and 1 more with read access; however, it would be beneficial to have a cost for additional read access seats.

Q: Due to the depth of information requested it may be challenging to address all required sections thoroughly within the 27-page limit. Would the city consider removing or extending this page limit to 50 pages to ensure offerors can fully address all items requested in sufficient detail?

A: After discussion, The City has decided to update the page limit to 50 pages.

Q: Roughly how many GL accounts do you have (line items)?

A: Ability for 999 funds/999 departments/9999 accounts.

Q: Estimate number of vendors in AP?

A: Approx. 900.

Q: How many bank accounts do you reconcile?

3-5.

Q: How many accounts do you have in AR? (These are outside of the ones you may have for utilities, basically miscellaneous AR accounts like rentals, leases, airport hangars etc.)

A: Approximately 40+ permit payments (Approx. 40/month).

Q: You mentioned 12 total employees, do you have seasonals as well? Total number of W2's you processed last year?

A: 23 W2's.

Q: Would you like your employees to be able to see their paystubs and W2 online?

A: Not required, but it would be a nice feature.

Q: Would you like me to include HR and Timekeeping?

A: Please see attachment F for further details.

Q: How many Utilities Customers do you have?

A: 761 with potential for add approximately 200 more.

Q: What services do you bill for in Utilities? (Water, Sewer, Electric, Garbage etc.)

A: Sewer

Q: How many billing cycles do you have per month?

A: Bi-monthly billing – 6 per year.

Q: What is your current meter reading system? (Neptune, Sensus, Badger etc.).

A: None – we do not use meters – EDUs.

Q: Do you currently take online credit card payments?

A: We use a third-party processor.

Q: We offer training in several ways, at our location, Onsite and Online. We are more than happy to do what works best for you and your staff. Which would you prefer?

A: Provide quotes for all three options.

Q: We provide history conversion within GL, AP and Utilities. We will bring in everything year to date depending on when you go live along with a full year of payroll, anything outside of that is considered history conversion. If you're able to run a clean system and access history some other way that is what we highly recommend. We don't recommend more than 3 years of history.

A: At least 1-year detailed history in all modules, but 5 in GL.