RFP Common Questions with Answers:

Q: Will the Village accept proposals for "best of breed" point solutions that do not include the entire scope mentioned in the RFP?

A: Yes.

Q: I don't see a separate Attachment H – Price Proposal, Schedule 4. Can the Village provide this?

A: Disregard "Schedule 4" of attachment H. Please provide pricing for your proposal as Attachment H.

Q: Can you please provide the number of named staff users for the following functions, such as plan reviewers, inspectors, finance.

A: Approximately 35 staff users, spread out between Finance, Community Development and Public Works.

Q: For a cloud-based, Software-as-a-Service model, is the Village interested in having the vendor provide all system administration, or does the Village prefer to have their own staff provide some or all of the system administration?

A: Village IT staff would be administration for the system with vendor providing support as needed.

Q: What are the legacy systems that need to be migrated for each of the below functions?

A: Tyler NWS.

Q: What integrations are required for the below functions (e.g., GIS, document management, plan review software, etc.).

A: ESRI (GIS), Laserfiche, Bluebeam.

Q: What is your payment processor for online payments?

A: Tyler Payments

Q: How often are the bills delivered?

A: Monthly

Q: Are all utilities (water, sewer and garbage) on the same bill?

A: Yes

Q: How are bills delivered? Paper? How many? Electronically? How many?

A: 17,000 paper bills and 700 e-bills.

Q: How many employees use the utility billing software and need training?

A: 10 employees

Q: How many field technicians?

A: 4

Q: How are work orders delivered in the current system?

A: They are not used in New World we use Cartegraph.

Q: Do you print the utility bills in-house? If not, do you use a third-party printing service?

A: Yes, we use a third party vendor, Third Millennium.

Q: What size is the paper bill?

A: 8.5x11

Q: How many years of historical data needs to be converted from Tyler New World to the new software system?

A: 5 years minimum, preferably 10 years.

Q: Will you have access to the historical data from Tyler New World once you stop using the software?

A: Yes

Q: Are you working with a consultant? If yes, which consultant?

A: GadGroup

Q: Is the Village requesting integration with *Cartegraph* <u>or</u> should vendors propose an alternative Enterprise Asset Maintenance software solution?

A: Our current plan is for integration with Cartegraph, (Best of Breed). We would be open to see a presentation but for this scope, integration would be ideal.