

RFP FOR BILLING SOFTWARE SERVICES – ADDENUM #1

NOTICE TO ALL BIDDERS: THE RFP DOCUMENTS REMAIN UNCHANGED AND PROPOSAL DUE DATE AND TIME REMAINS UNCHANGED. THE FOLLOWING QUESTIONS ARE BEING ANSWERED TO PROVIDE ADDITIONAL CLARITY TO THE DOCUMENT.

1. Appendix F – BCRSD Project Scope; Are we allowed to just address our general capabilities for each section in general, or would it be needed to address each item individually? *There isn't a need to address each item individually. Understanding some of our core needs and ensuring your competence and capabilities for each section is recommended.*
2. Are you guys wanting a true cloud solution that's version-less, or are you looking at a hosted solution that would come with different versions? *Either option is acceptable, permitting we are able to access all software remotely, preferably without the need to access via a server or VPN.*
3. Is the preferred billing for the service/software going to be on a month-to-month basis, or is annual fine? What is the preference? *We prefer annual if there are cost-saving options. However, either is acceptable.*
4. How many federal tax IDs do you guys have? *We have only one.*
5. Name of the meter vendor company you guys currently use? *We do not work with any specific meter vendor, as we currently receive our monthly water readings from four public water districts and two private companies.*
6. Is general ledger, accounts payable and payroll in scope or out of scope? *There is great interest in having the AR/AP with our customers having the ability to migrate/integrate into our QuickBooks, however this would be out-of-scope.*
7. Given that GL integration is with QuickBooks Online and there's interest in alternative systems, is there interest in a general ledger system in the future? *We can not determine this at this time.*
8. Is the general ledger/accounts payable something you'd want to see in the proposal, maybe as optional? *This would be a voluntary alternate and we would welcome any additional insight pertaining to this in the proposal. This wouldn't be calculated into the decision process.*
9. Would you prefer that we disclose in the RFP response whether something is already built for QuickBooks Online integration? *Yes.*
10. Do you guys currently absorb or pass along any of the credit card fees? *We currently absorb the fees, however if there is the ability to pass this along to the customer we are open to suggestions.*

11. Were you guys printing bills in-house or using a third-party for that? ***We are planning to use a third-party for printing and mailing services. If there are options to streamline this process, feel free to include in your proposal.***
12. Who do you all currently use for your GIS system? ***ESRI ArcGIS System.***
13. As far as user counts are concerned for the utility billing system, would you be able to put a rough number on how many users you would want to access the system? ***Up to 10 users.***
14. With payment processors... how should we address that in the RFP? Do you want to get very specific? Or should we list out who we have as available options? ***Please identify all available options, be it either in-house or third-party.***
15. As far as a desire to go-live timeline is concerned — do you all have a preferred timeline for this? ***Our hard deadline is by the end of May, 2026.***
16. Are there any other services that you all bill for, or is it just sewer? ***We have contractual services with 'Work-in-Progress' projects and trash billing services for a small township.***
17. Regarding the notification system, is the desire for it to be via a third-party notification system or an integrated messaging system built into the platform? ***Our preference is for it to already be integrated into the the platform, but either option will suffice.***
18. Would you prefer a system where the notification system, service orders, and GIS system all communicate together? ***It would be beneficial if this is the case, but not a requirement.***
19. Will a digital signature suffice for: Appendix A - Offeror Response and Signature Page - Page 10, B.4 - Signature and Identity of Offeror - Page 14 and Work Authorization Certificate - Page 17 ***Yes, permitted the documents are printed out and included as instructed in the final proposal packet.***
20. What type of files are provided for the meter reading numbers that come from 5 water districts? ***HTML, TXT, CSV and XLSX/XLSM***
21. Can you provide the type of rate codes used by the county? ***See Attachment Below 'MASTER RATE TABLE...'***
22. Will historical customer data be transferred to selected vendor from Boone Electric Cooperative (BEC), if so how many years of data? ***Yes, some of the customers would have history that would go back to 2012, and we would not require data be exported any earlier than that.***

23. From section 1.3.2 - "**Monthly or on-call services should be included as part of this proposal.**" - can you please provide clarification on what type of on call services you are requesting? *If there are additional costs for providing customer support when there are questions about the software or needed assistance, we would like that identified. If these costs are a normal part of your yearly or monthly fee, please indicate.*
24. Should we answer the questions on the appendixes in writing and return the actual documents? Or would copying the questions and typing within the proposal be acceptable? *Either handwritten or typed within the document is acceptable, permitted it is on the original document.*

2024-25 Rate Table with 2.5% Increase to BSF, Pressure Surcharges and Treatment Cost

RATE	Rate Description	# of billings	# of Units Actively Served	Base Service Fee	# of BSF per Rate	BSF Charged per billing	Pressure System Surcharge	TOTAL BSF + SUR- CHARGE	Water Usage Charge	usage charge per unit (5000 gallons)	Total Avg bill per rate
A	Gravity	6430	6430	\$29.06	1	\$29.06	0	\$29.06	\$8.93 per 1,000	\$44.65	\$73.71
B	STEP/P102 Pump	209	209	\$29.06	1	\$29.06	\$18.86	\$47.92	\$8.93 per 1,000	\$44.65	\$92.57
C	Private STEP	78	78	\$29.06	1	\$29.06	0	\$29.06	\$8.93 per 1,000	\$44.65	\$73.71
D	SDVG	16	16	\$29.06	1	\$29.06	\$9.14	\$38.20	\$8.93 per 1,000	\$44.65	\$82.85
E	STEP/Orenco	59	59	\$29.06	1	\$29.06	\$21.17	\$50.23	\$8.93 per 1,000	\$44.65	\$94.88
F	Grinder	202	202	\$29.06	1	\$29.06	\$23.06	\$52.12	\$8.93 per 1,000	\$44.65	\$96.77
G	Private Grinder	83	83	\$29.06	1	\$29.06	0	\$29.06	\$8.93 per 1,000	\$44.65	\$73.71
J	BCFS	1	15	\$29.06	15	\$435.90	0	\$435.90	\$8.93 per 1,000	\$653.25	\$1,089.15
K3	MHP-Gaslight MHP (25 units)	1	25	\$29.06	25	\$726.50	0	\$726.50	\$8.93 per 1,000	\$1,088.75	\$1,815.25
L	Condo 86 Units	1	86	\$29.06	86	\$2,499.16	0	\$2,499.16	\$8.93 per 1,000	\$3,745.30	\$6,244.46
M	Condo 40 Units	2	80	\$29.06	40	\$1,162.40	0	\$1,162.40	\$8.93 per 1,000	\$1,742.00	\$2,904.40
N	Condo 24 Units	1	24	\$29.06	24	\$697.44	0	\$697.44	\$8.93 per 1,000	\$1,045.20	\$1,742.64
O	4-plex	47	188	\$29.06	4	\$116.24	0	\$116.24	\$8.93 per 1,000	\$174.20	\$290.44
R	Condo 20 Units	1	20	\$29.06	20	\$581.20	0	\$581.20	\$8.93 per 1,000	\$871.00	\$1,452.20
S	duplex	24	48	\$29.06	2	\$58.12	0	\$58.12	\$8.93 per 1,000	\$87.10	\$145.22
T	triplex	5	15	\$29.06	3	\$87.18	0	\$87.18	\$8.93 per 1,000	\$130.65	\$217.83
U	10 plex	1	10	\$29.06	10	\$290.60	0	\$290.60	\$8.93 per 1,000	\$435.50	\$726.10
V	6-plex	6	36	\$29.06	6	\$174.36	0	\$174.36	\$8.93 per 1,000	\$261.30	\$435.66
W	8-plex	1	8	\$29.06	8	\$232.48	0	\$232.48	\$8.93 per 1,000	\$348.40	\$580.88
W2	9-plex	1	9	\$29.06	9	\$261.54	0	\$261.54	\$8.93 per 1,000	\$391.95	\$653.49
Y	5-plex	2	10	\$29.06	5	\$145.30	0	\$145.30	\$8.93 per 1,000	\$217.75	\$363.05
	TOTAL	7171	7651								
	Contract Services										
H	Hartsburg Residential	53	53	\$40.00	FLAT RATES	FLAT RATES		FLAT RATES	FLAT RATES	FLAT RATES	\$35.00
I	Hartsburg Commercial	5	5	\$45.00	FLAT RATES	FLAT RATES		FLAT RATES	FLAT RATES	FLAT RATES	\$40.00
H1	Hartsburg 3-plex	1	3	\$120.00	FLAT RATES	FLAT RATES		FLAT RATES	FLAT RATES	FLAT RATES	\$105.00
P	Rocheport Trash	126		\$12.00	FLAT RATES	FLAT RATES		FLAT RATES	FLAT RATES	FLAT RATES	\$12.00