

RFP – Financial Software Questions & Answers **Issued 4/6/2021**

Q&A on current software being used:

What is your desired timeline for this project? **We anticipate RFP responses by May 14, 2021, review of all information by end of June, decision, presentation to the Board of Supervisors, Board approval in July-Aug, implementation commencing in 4Q2021. Please indicate in your proposal the implementation to go-live timeframe that is typically followed at your organization.**

Approximately how many employees does East Goshen have and how many employees would have access to and utilize the new software? **We process payroll for approx. 100 employees. Approximately 15 employees would utilize the software.**

Does the Township already have its own tax software?
We have a TAX module.

Are you looking for a new Permitting, Zone and Code Enforcement System
YES

What do you use for GIS?
ESRI

Utility Billing – how do you receive the usage, do you have your own meters and if so are they Smart Meters of sort, AMI, etc.

Do you have meters?

Shut off request?

RESIDENTIAL: We receive annual data from AQUA for most residential customers and bill the same amount for 4 quarters. A handful of residential customers have meters that are read quarterly by our Public Works Dept, however billing only changes annually. This usage is imported from Excel spreadsheet into current software system quarterly to generate bill.

COMMERCIAL: Water usage received quarterly by AQUA, manually entered into current software system quarterly to generate bill.

No shut off requests.

Approximately how many Utility Accounts do you bill and on what frequency? **Approx. 5K, billed quarterly**

Could you provide a rate table or rate structure for sewer billing? Consumption based charges from meters or a 3rd party water provider? **We bill most residential consumption on 1Q/1Q average AQUA data, some residential residents have meters that we read, commercial data is received quarterly from AQUA. Usage is applied in July and same bill is generated for 4 quarters (July, Oct of one year and Jan & April of following year). Rates change every July. There is a fixed component and a variable component. The variable rate is then multiplied by the consumption. We also bill a significant number of residents for trash, which is part of our utility bill.**

When discussing Septic Management, are you referring to PA ACT 537 tracking? **Yes, we track the septic pumping and comply with DEP requirements for pumping every 3 years. We generate monthly reminder letters and an invoice when residents are coming up on 3 years.**

Public Works work orders: Do you have this today or looking to replace / new software? **We do not currently have a Public Works system but we are interested in.**

Which system(s) do we currently use?

We currently use Applied Micro Systems for Permits, Financial, and Payroll. We do not currently have a Zoning, Code Enforcement, or Public Works system. Parks & Rec utilizes MyRec for receiving payments.

7 years historical data: Can we assume that the same system was in place during that time for the relevant applications, or could there be more than one source/legacy system from which to convert data in any of these applications?

We have used Applied Micro Systems for the entire 7 years.

For historic data conversion, will finance data on a monthly summary bases suffice or are you looking to bring in detailed transactions for 7 years? **Looking for detailed transactions 7 years.**

Does the Township have the ability (whether in house or by contracted service such as with the current software provider) to extract its data from the legacy system(s) into a flat files or Excel format?

I believe so, question pending to current vendor

What current software(s) do you use for the following: **AMS (Applied Micro Systems) for all. We do not have a Code Enforcement module at this time.**

- a. Finance
- b. Permitting and Code Enforcement
- c. Property Tax
- d. Utility Billing
- e. Property Tax billing

Who bills and collects the Property Tax payments? **We only bill and collect East Goshen Township taxes.**

Does East Goshen Township then make payments to Chester County and the School district? **No.**

Q&A on alternative considerations:

1. Is the Township open to exploring Best-of-Breed options, including Partner Solutions, for the items listed in the scope of the RFP? Or is it a requirement for the awarded vendor to provide solutions for all of the items listed in the scope? **The Township would like to have one vendor**

for all solution, however we will also explore partnering options should a particular vendor focus on one area/module. Any suggestions should be included in the RFP. Cost effectiveness will be a factor in our determination.

2. Is the Township planning to replace or maintain the current MyRec system for Parks & Rec? If the Township intends to keep MyRec, can you please provide more details on what the intended goal or vision is for the integration with MyRec? **The Township is satisfied with MyRec and would prefer to continue using this platform for Parks&Rec program registrations. A streamlined interface is ideal. If this is not possible, then a replacement registration program would be considered.**

Please provide more information on which domains are included for work orders and resident complaints (i.e., Facilities, Sanitary Sewer, Transportation, Walkability, etc.) **The Township does not currently have a work order or resident complaint module. This is a feature that would be ideal in the new system.**

Has the Township seen demonstrations from vendors providing any of the requested solutions in the past 3 months? If so, who? **The Township has seen demonstrations from a handful of vendors and will consider all proposals submitted by May 14, 2021.**

Is document management of interest to East Goshen Township? **We currently scan all Accounts Payable documents into Global Search/Square 9. Would like to continue this or comparable document management system.**

Q&A on specific areas of RFP:

I. Purpose of Request

This would include Financial (General Ledger including: Accounts Payable, Accounts Receivable, Budgeting, Bank Reconciliation, Fixed Assets), **Human Resources**, Permitting, Zoning, Code Enforcement, Utility (Sewer, Refuse, Septic Management), Real Estate Tax, Public Works Management, and Parks & Recreation modules.

The **Human Resources module must include all aspects of **Payroll** processing**

You included Human Resources but not Payroll or Time Keeping. Does the Township outsource Payroll or is that done in-house? **We are looking for Payroll as part of a Human Resource module. Current Payroll is processed weekly in-house, timekeeping is done manually.**

Does East Goshen require one software solution for all aspects outlined above or are they open to looking at multiple solutions that specialize in certain areas (for example, one solution/vendor for permitting and public works; a separate solution/vendor for Finance, HR and Tax)?

Ideally, we are looking for an integrated system for all modules. If multiple solutions that specialize in specific areas can seamlessly work with other systems, we would explore that as an option.

V. Proposal Content

#6 A cost for the entire project to include:

- Software licensing for 2 years

If your company offers something other than a 2 year option, please detail your options;

Install software on East Goshen Township server or other alternative

Specify timeframe and offerings, if other than 2 years