

RFP Software & Implementation for a Financial Management and Utility Billing System

Questions and Answers

1. Are you only interested in a server-based solution?
Yes at this time. We just purchased a new server approx. 3 mos. ago. We would be ok moving to a cloud based solution after this server ages out.
2. How many concurrent user licenses do you need? Consider all users and workstations that could have Caselle open at any given time. (You can have unlimited users in our free web-based employee portal that allows employees to clock-in and out and department heads and board members access to budgets, reports, etc.)
We will probably need 20-25 concurrent heavy users/licenses. All our other FTEs would need access to time entry only.
3. Approximately how many GL accounts do you have?
Approx. 2000
4. How many bank accounts do you reconcile each month?
1 pooled cash account, all other cash accounts are reconciled manually outside of our GL software
5. How many W2s did you process last year?
181
6. Approximately how many AP vendors do you have?
We probably have a few hundred regular vendors; we do have a lot of one time vendors as well.
7. Approximately how many miscellaneous accounts do you have in Accounts Receivable?
Approx. 50 regularly billed accounts, there are hundreds of one time type transactions that would need to be run thru misc. receivables – after hours water calls, PD security, golf course membership payments, civic center rental payments – we have hundreds of receivables (non-utility) but many are one time only
8. How many utility customers do you have?
4000
9. Do you currently have an online credit card payment provider that you want to continue using?
Yes

10. Do you do any accounting or billing for another entity besides the City that has a separate tax ID? If so, we would need to set up separate databases in the necessary modules such as GL, PR, AP, AR, or UM.

Not at this time

11. Are you looking for a full “ERP” software solution, e.g. to meet the finance, purchasing, budgeting, utility billing and other administrative functions of the city?

Yes we are looking for enterprise software

12. How many accounts do you invoice on a monthly basis?

Approx. 4500 utility accounts billed monthly

13. What type of utility services do you bill, e.g. water, electric, gas?

Water, sewer, sanitation, recycling, electric and storm water

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