

1. You listed 30 bank accounts. How many of these are your major accounts like checking and deposits that you reconcile?

**Response: A majority of these accounts are required because of revenue bond covenants or grant requirements, etc. that the city receives and all bank accounts are reconciled on a monthly basis. We currently use one primary account for paying vendors on a weekly basis, and this account has the most activity. Note that we are planning to move vendor payments to ACH over the next six months and this will reduce the number of checks written from the primary bank account used for vendor payments.**

2. You listed 12,200 vendors in AP. I wanted to confirm that these are all "active" vendors?

**Response: There are approximately 3,000 active vendors.**

3. With you moving to AMI for your billing cycles are you open to reducing the cycles to 4 or under?

**Response: No. The 10 to 12 billing cycles allows for even flow of revenue throughout the month and shorter lines from customers paying monthly bills.**

4. Can the City provide the fee structure currently in place for in-person and over-the-counter electronic payments. Does the City intend to keep the current fee structure?

**Response: Invoice Cloud has just increased to \$4.25 convenience fee per \$400 transaction for debit and credit card payments. The city absorbs the fee for customers who pay via ACH.**

5. We have reviewed the City's website, and it appears that the current policy is to charge a convenience fee for online credit card transactions and to absorb echeck fees. Does the City intend to continue this policy? What is the policy for in-person credit card transactions? For example, if a fee is charged, what is the amount?

**Response: The city intends to continue absorbing the fee for customers who pay via echeck (ACH). The city intends to continue using Invoice Cloud (see response to fees in question 4), unless another vendor can provide a better product with lower fees that will integrate into our selected utility billing system. In person fees are same as online, see response to question 4 for fees.**

6. What are the monthly online credit card payments and the total dollar amount?

**Response: Number of Transactions: 3,657      Total Dollar Amount: \$705,346.74 (Current month)**

7. How many echecks are processed monthly, and what is the average dollar amount?

**Response: Number of Transactions: 3,801      Total Dollar Amount: \$2,240,260.54 (Current month)  
Average EFT dollar amount: \$2M/month. Average Number of EFT Transactions: 4K-4.5K/mo**

8. How many users will need full access to the Utility Billing application?

**Response: 40.**

9. How many additional field users or operators will need access to some portions of the software package (i.e., mobile service orders/work orders)?

**Response: 10 to 15.**

10. Is the city open to replacing InvoiceCloud and looking at other options for OTC and Online Credit Card Payments?

**Response: Yes.**

11. Can the city of Cartersville release a copy of its current electric rates?

**Response: Please see attached documents.**

12. How many years of historical utility billing data does the city require to be migrated to the new utility billing software?  
**Response: Three years.**
13. Can the City provide insight into its preferred change management approach for solution implementation? For example, would it like to own the change management approach internally with support from the vendor, or have it solely owned by the vendor?  
**Response:**
14. Can the City provide a sample of its current utility bill?  
**Response: Yes, see attached.**
15. Can the City provide an estimated average bill size for its commercial customers?  
**Response: Estimated average bill is between \$3,000 to \$4,000 per month.**
16. Does the City have a date it would like to begin the implementation of the new utility billing solution? Is there a date the new solution must be live?  
**Response: The City of Cartersville wants to go live no later than 18 months, preferably sooner, from the vendor contract effective date.**
17. Who does the city currently utilize for bill print and mail services?  
**Response: Arista Information Systems and we are open to other vendors that will work with the selected utility billing system.**
18. Is it correct to assume the city would like utility billing vendors to include customer self-service portal functionality and associated cost within the proposal (“online functionality” as referenced in the RFP).  
**Response: Yes.**
19. Can the City specify the quantity of unique customer rates needing to be configured in the new utility billing solution?  
**Response: This is dependent on the vendor’s product capability and if it can calculate the existing electric utility rates that are provided in response to question 11 and our gas and water rates.**
20. Since we are emailing the proposal, is there a file limit size?  
**Response: We have an attachment size limit of 30MB.**
21. The city requests proposals are emailed; however, section 5a mentions printing electronic forms and adding to proposals. Would the city prefer both electronic and printed submissions?  
**Response: We are accepting emailed proposals only, you can disregard the instructions that refer to printed proposals.**
22. The multi-tab Excel spreadsheet files contain all appendices listed below. Appendices must be filled in and submitted using these electronic forms (multi-tab Excel files) and *must also be printed and included in your proposal*. Since we are submitting by emailing the proposal, do we need printed copies?  
**Response: We are accepting emailed proposals only; you can disregard the instructions that refer to printed proposals.**
23. Do we need to separate the tabs out and include the forms in the appropriate sections or submit all Appendices in one excel in the last section?  
**Response: For our review, we want to have the tabs separated out.**

24. Do you currently have a Microsoft Azure Active Directory Tenant by using Microsoft 365 or Microsoft Azure services?
- If not, what email service do you use? Exchange In-house /Exchange Online (Microsoft 365) / another 3<sup>rd</sup> Party service?

**Response: We have Microsoft Azure AD with Office 365 and are currently using Microsoft Exchange server on premise in a hybrid Exchange set up. We will soon be migrating mailboxes to 365.**

25. Does Cogsdale utilize SQL for its database? If not, can you identify the database used by this solution?

**Response: Yes.**

26. Does the City have a preference as to online vs on premise solutions?

**Response: SAAS is preferred.**

27. Is the City up to date (and compliant) with annual maintenance payments for Dynamics GP?

**Response: Yes.**

28. The city has identified (and provided a spreadsheet/chart) for what you are calling ‘integrations. Many of these are simply out-of-the-box in our solution and included in the implementation costs. For those items, may we simply skip high costs/low costs projections and say OOB?

**Response: If your company wants to limit your responses to questions, please note that our review of each proposal and vendor selection will be based on the response to each question.**

29. How many ‘projects/grants’ are in use currently?

- How many do you normally add in a year?
- What is the average length of a project/grant (in months)?
- Can we assume that some projects/grants are perpetual?

**Response: On average we have 5 grants open per fiscal year and average length is 12 months or less. No grants are perpetual, but we do receive similar types of grants every year or two.**

30. Can you briefly describe overall inventory procedures?

- Do you track by inventory location (multiple warehouses)?
- Do you track by shelf & rack?
- Are handhelds used in warehouse(s) for shipping/receiving or inventory transfers?

**Response: Inventory is tracked by department (location) manually. Following departments have their own inventory: Electric, Gas, Water, Fiber and Garage. We are interested in automating inventory with handhelds and any other more efficient methods.**

31. Can the City provide a breakdown of its total number of accounts by the following service types?

|                                          |      |
|------------------------------------------|------|
| Electric Residential                     | 6952 |
| Electric Commercial/Industrial           | 1936 |
| Gas Residential                          | 9904 |
| Gas Commercial/Industrial                | 1660 |
| Water Residential                        | 9677 |
| Water Commercial/Industrial              | 1884 |
| Solid Waste/Refuse Residential           | 7603 |
| Solid Waste/Refuse Commercial/Industrial | 612  |
| Fiber                                    | 247  |