



Brazos River Authority

June 26, 2020

Addendum No. 1 Accounts Receivable / Billing Software RFP No. 20-06-1175

It is the responsibility of the Respondent to assure and guarantee by acknowledging the receipt of this Addendum in the Proposal that the Respondent has received the Addendum in its entirety, and that the Respondent accepts all conditions contained herein.

Change proposal opening date from July 2, 2020 at 3:00PM to July 7, 2020 at 3:00PM.

Question 1:

For water contract billing are you billing the end user (property user) or do you bulk bill a third party agency which in turn bills property owners on their own system? Or both?

Answer 1:

We are billing the end user.

Question 2:

How do you want to receive these notifications?

Answer 2:

Need clarification on your question. Are you referring to the bid submittal or something else?

Question 3:

If this is by e-mail, is this an static e-mail list or do you want to manage who receives the alerts?

Answer 3:

Need clarification on your question. Are you referring to the bid submittal or something else?

Question 4:

Do you want this customer page to be independent of the AR Billing software? In this case of the ERP

Answer 4:

Need clarification on your question.

Question 5:

Do you need personalized user guides or scripts? (If this is an out of the box software, online help is available but we would like to know if that is sufficient for this request.)

Answer 5:

If out of the box is used and no customization to your software is needed for our needs, then no.

Question 6:

Could we get an example of the different contracts and permits they handle and their main structure and characteristics?

Answer 6:

Example of the contracts/permits will be provided to the awarded vendor. Not sure what is meant by main structure and characteristics for different contract?

Question 7:

Are you willing to move the BRA accounting system and integrate with the new software?

Answer 7:

No.

Question 8:

Please describe billing - are jobs billed by fixed price, time and materials, milestones, work in progress?

Answer 8:

Fixed.

Question 9:

Do you manage warranties for the services?

Answer 9:

No.

Question 10:

How are employees reimbursed?

Answer 10:

Not applicable.

Question 11:

Are expenses billable?

Answer 11:

Not applicable.

Question 12:

Please explain what historical data consists of. *All historical data for current customers is required to be transferred.* Please describe what is meant by historical customers, i.e. the type of data to be converted and what type of system will the data be coming from.

Answer 12:

History of invoices, payments, debit memos, credit memos, and customer comments.

Question 13:

Please explain. Is an 'invoice line' a line item on a bill/invoice? *Capability to create an invoice line in a Recurring template that is tied to a specific customer with a negative amount for the line and a user-assigned General Ledger account (liability or expense account). This line, when netted with the other lines on the invoice template, shall create a 'positive' amount due but will prevent the need for additional journals to allocate the invoice amounts.*

Answer 13:

In some cases, a line item on an invoice will be a positive number going to a general ledger account and then a negative line item going to another general ledger account.

Question 14:

Are you keeping the 3rd party payment system for handling credit cards?

Answer 14:

Would like to keep current vendor if possible.

Question 15:

Who is the third-party payment vendor? *Customers shall be allowed to make payment via the BRA website and the Accounts Receivable/Billing Software would interface with the third-party vendor to pull in payment information, customer account application and Journal entry production.*

Answer 15:

Ventanex.

Question 16:

What is meant by “data dimensions”? *Reportable user defined data dimensions for invoices generated from templates and manual invoices. User defined fields may be added with no coding requirement.*

Answer 16:

User defined fields that can be queried on and pulled out into an Excel file.

Question 17:

Please explain, how can a payment be posted to a revenue account if there is no definition (receivable), which revenue account? *Ability to add a payment to a customer’s account (posting directly to revenue and cash) without having to create a receivable first.*

Answer 17:

If a customer wants to make a change to a contract, they are required to send in an application with a \$50.00 check for the application fee.

Question 18:

What type of changes would be done in bulk? *Ability to upload Comma Separated Value (CSV) file formatted information into the accounts receivable system for bulk changes.*

Answer 18:

Two examples would be; price changes that affects similar customers, changing the stop date on multiple customer recurring invoice lines.

Question 19:

Can you please confirm that BRA does not require a cashiering system as a part of this project? Something to manage change and drawer management?

Answer 19:

We are not requiring a cashiering system.

Question 20:

Can you please confirm that BRA does not require a web portal as a part of this project? We are assuming BRA will maintain the current online payment portal as-is.

Answer 20:

We are not requiring a web portal as part of this project.

Question 21:

Can you provide an estimated number of users for the system? How many employees at BRA in total?

Answer 21:

12.

Question 22:

May we provide additional pricing details outside of what is included within the ‘Proposal Form’?

Answer 22:

Please only provide pricing details of what is included within the Proposal Form.

Question 23:

Are you looking for a cloud-based software package? If so, what is driving the requirement for a stand-alone system?

Answer 23:

Cloud based is optional, and the driving force has nothing to do with cloud based software.

Question 24:

Would you be interested in automating the process of moving journal entries from the Accounts Receivable / Billing Software (AR/BS) into the current Accounting System (Lawson/INFOR)?

Answer 24:

It may be a consideration in the future.

Question 25:

Would revenue recognition be calculated in the AR/BS or in Lawson/INFOR?

Answer 25:

In Infor.

Question 26:

Thinking about all the types of contracts you offer as outlined on pages 9 continuing to page 11:

- a. To which services/contracts/items does usage-based billing apply and how do you report usage to the billing system?
- b. Are Septic Hauler tickets handled as prepaids – that is, revenue is only recognized when the tickets are redeemed?
- c. Are over-use fee structures a committed billing amount with overages? If so, how are they calculated?
- d. Do you have the following types of revenue arrangements – and if so, for which services/contracts/items?
 - i. Tier/volume pricing
 - ii. Pooled usage
 - iii. Term or evergreen contracts
- e. What are your policies on change management for the various types of contracts?
- f. Do annual contracts auto-renew? How are renewals handled for the other non-permit services/contracts/items?

Answer 26:

For a- usage not used: For b- yes: For c- amount to bill is calculated and supplied to the finance department to invoice, not calculated in the system: For d,e and f - see number 30,31 and 32 below

Question 27:

To which services/contracts/items does usage-based billing apply and how do you report usage to the billing system?

Answer 27:

Usage based billing does not apply here.

Question 28:

Are Septic Hauler tickets handled as prepaids – that is, revenue is only recognized when the tickets are redeemed?

Answer 28:

Septic Hauler tickets are entered as a Non AR items and are not tied to a customer.

Question 29:

Are over-use fee structures a committed billing amount with overages? If so, how are they calculated?

Answer 29:

Over use charges are calculated by another department and that amount is entered and billed by accounting.

Question 30:

Do you have the following types of revenue arrangements – and if so, for which services/contracts/items?

- a. Tier/volume pricing
- b. Pooled usage
- c. Term or evergreen contracts

Answer 30:

We have one type of contact that is a Two Tier contract. It is billed annually, based on contractually annual CPI price increase. All these customers pay the same two tier rate based on contracted amount. Example, if I have a 100 acre feet contact that is for 30 years and I never use the water (most cities hold water on reserves for planning purposes), I pay the Option Rate (half the Take Rate). If I use 20 acre feet one year, I will pay the Take Rate on that 20 acre feet for the remainder of the contact and pay the Option Rate on the remaining 80 acre feet until the contact ends.

Question 31:

What are your policies on change management for the various types of contracts?

Answer 31:

All AR customers have some sort of permit document or contract that must be presented to billing department before it is entered into the system. All documents must be fully executed. If contact rate changes are allowed in the contact, all rate changes must be approved by the Board of Directors of the BRA.

Question 32:

Do annual contracts auto-renew? How are renewals handled for the other non-permit services/contracts/items?

Answer 32:

We rely on stop dates with in the current system and or next rate change date. Reports are run on those fields to ensure changes. 90% of the BRA contracts are 20 to 30 year contracts.

Question 33:

Can you provide examples of the various contracts and invoices that are used for each of your billing scenarios?

Answer 33:

We will provide contract examples to the awarded vendor.

Question 34:

Can you please elaborate on the requirements for “various types and terms” for water contracts?

Answer 34: See RFP for types.

Question 35:

Under Compost/Mulch there is mention of a Point of Sale receipt - is the intent to replace QuickBooks and provide these receipts from the AR/BS?

Answer 35:

No.

Question 36:

Where/how are the “tickets for a specific number of gallons” purchased by the septic haulers?

Answer 36:

Not applicable to this system.

Question 37:

With respect to the Convenience Stations, is this currently accomplished in QuickBooks and would migrate to the AR/BS?

Answer 37:

No.

Question 38:

What payment methods are accepted for Administrative Fees and is this tracked in QuickBooks or Lawson/Infor?

Answer 38:

Administrative Fees in the Infor system are mainly payment option fees that include a payment factor added to the invoice which covers handling and interest charge on unpaid balance.

Question 39:

Are taxes collected on any fees other than Compost/Mulch and if so, is the rate variable depending on location?

Answer 39:

No.

Question 40:

Where cash is collected, do you have a cash drawer connected to the system?

Answer 40:

No

Question 41:

Can we get a copy of General Processes Document Exhibit XX?

Answer 41:

General Processes Documents Exhibit XX is ATTACHMENT 1 ACCOUNTS RECEIVABLE / BILLING SOFTWARE contained in the solicitation.

Question 42:

What is the use case that is driving the requirement for a batch posting option and does that relate to moving transactions from the AR/BS to Lawson/INFOR?

Answer 42:

Batch posting is used when entering 50 payments from 50 customers at one time instead of having to enter each payment and posting that payment individually.

Question 43:

Can you provide a real world example of the requirement “Capability to create an invoice line in a Recurring template that is tied to a specific customer with a negative amount for the line and a user-assigned General Ledger account (liability or expense account)”?

Answer 43:

See answer 15.

Question 44:

How are penalties assessed?

Answer 44:

Set up in the system to compute once an Infor process is executed.

Question 45:

To which items does the usage billing type apply?

Answer 45:

Flat fees, billing not tied to usage.

Question 46:

Payments: What technology is used on your web site/who is the third-party vendor? Under payments, it is inferred that integration will be required.

Answer 46:

Currently, a csv file is extracted daily and uploaded into the billing software. Integration is optional.

Question 47:

Is there a budget for this project? If so can you tell us what it is?

Answer 47:

Not available at this time.

Question 48:

For the NON-COLLUSION AFFIDAVIT on page 13, at the top it states "STATE OF TEXAS § COUNTY OF §" and then at the bottom it states "Notary Public in and for the State of Texas". Can we have this form notarized in the state of Vermont or perhaps the province of Ontario, Canada?

Answer 48:

The form can be notarized in the state of residence for the company providing the submission.

Question 49:

Also, would you consider issuing an addendum before Thursday, June 25 providing an answer to this question? We just need some time to coordinate to get this document notarized.

Answer 49:

Addendum will be posted as soon as the questions are answered.

Sincerely,

Clarissa Cabrera, CTPM, CTCM

Clarissa Cabrera, CTPM, CTCM
Purchasing Manager, Administrative Services