



Brazos River Authority

June 29, 2020

Addendum No. 2 Accounts Receivable / Billing Software RFP No. 20-07-1175

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.

Question 1:

Question 2: How do you want to receive *work order* notifications? *Answer 2: Need clarification on your question. Are you referring to the bid submittal or something else?*

We are referring to the Key requirements where you mention the software shall provide "Workflow – Work order notifications (flags, reminders, alerts) to permit officers when on facility (dock) inspection is needed or water pump removal process is required. Ability for response comments and notes to be applied to customer account".

Answer 1:

Current software has a field that contains the date of the next inspection. Reports are run periodically to retrieve those dates. We would need the ability to populate a field that we can run reports on, or if a workflow email is able to be sent, we are looking for that capability in the new system.

Question 2:

Question 3: If this is by e-mail, is this a 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?*

We are referring to the Key requirements where you mention the software shall provide "Workflow – Work order notifications (flags, reminders, alerts) to permit officers when on facility (dock) inspection is needed or water pump removal process is required. Ability for response comments and notes to be applied to customer account" (Question 3 is in reference to question 2)

Answer 2:

It would be a static email list.

Question 3:

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.*

We are referring to the Key requirements where you mention the software shall provide: "Single point customer page view for staff to easily access customer history and transactions when taking calls from customer". With our software, we could create an external (from your ERP software) dashboard, or if it would need to be within your current ERP software.

Answer 3:

We are looking for all things AR and Billing to be independent of the current ERP system. We are looking for a stand alone system that sends a summary journal entry to the Infor system.

Question 4:

Can you also please let us know approx. how many transactions or invoices you want to process monthly using this solution?

Answer 3:

August we invoice around 200 invoices and in December we invoice around 4,000 invoices. All months in between those we invoice around 50 invoices a month.

Sincerely,

Clarissa Cabrera, CTPM, CTCM

Clarissa Cabrera, CTPM, CTCM
Purchasing Manager, Administrative Services

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