

**ADDENDUM 1 FOR REQUEST FOR PROPOSAL
RFP-F-2016-01**

Financial Information System

ISSUED: August 19, 2016
LOCATION: Township of West Lincoln
City of Thorold
City of Port Colborne

General Information

- I1)** Please note that the municipalities have made the main RFP document and Functional Requirements available in an alternate format (Microsoft Word). Copies may be downloaded from any of our websites.

General Questions

- Q1)** In Appendix C-1A, C-2A, and C-3A, each municipality requests “Service Requests/Complaint Tracking” as an optional module.

Do you have any further requirements you can share on expected functionality?

- A1)** This module would be used for tracking complaints from residents. For example somebody reports a pot hole in a road, malfunctioning street light, backed up sewer etc. This system would log the complaint, track repair progress etc. Ideally it would link in with assets database to keep the status of any affected assets automatically updated as well as linking to maintenance management systems, for example, to generate work orders.

- Q2)** If possible, can you provide more detailed information for the on-site demos?

- Will it be one demo for all three municipalities, or multiple?
- Duration of the demo/presentation?
- More specific dates to help with resource planning?

- A2)** A) One demo for all municipalities is sufficient. The location of the demonstration will be determined by the municipality. Only those proponents that one or more of the municipalities wishes to see a demonstration from based on their evaluated submission will be contacted to have demonstration arrangements made.

B) Demonstrations may take place for any length of time determined by the proponent to a maximum timeslot of 9AM – 3PM.

C) September 7th, 8th, 9th of 2016 are mutually ideal dates to the municipalities for demonstrations.

- Q3)** Would the municipalities be prepared to accept proposals for just the optional modules?

- A3)** The three municipalities agree that the provision of the Base Modules is an essential component of the RFP and will not be considering proposals that cannot deliver on the Base Modules.

City of Thorold Specific Questions/Answers

Q1) In Appendix C-2A, Thorold requests “Web Based Interface” as an optional module.

Do you have any further requirements you can share on expected functionality? That is, is this simply a web interface for staff? Or is this more of a citizens/customer portal? Are you looking for payment services, account inquiry, other?

A1) The web based interface module would be more of a staff interface. For instance if there is an HR module in the system, the web interface could be a place where staff could submit vacation, lieu, etc. time off. Any kind of functions that could be in there that would be ideal to have available to all staff and not just primary users of the main financial system would be the intention.

Just to also mention, we did also list a “Citizen Portal” for Thorold’s requirements. This would be sort of your other thought below. A place where residents could login, view the status of their accounts with the City ie. Tax, water. If they can pay balances online we would certainly consider this. If there is options to integrate with the building permit module (if you have one) where people could submit their building permit documentation online that would also be great. Basically any service where the City interfaces with its residents we would consider as being useful to be part of the citizen portal.

Q2) We will likely bring in a 3rd party, a leader in Canadian municipal cemetery management and administration, into our RFP response. They have a range of functionality, all modularized, including:

- a) Multi-User (versus single user) - Concurrent connections, Ability to enter Users and assign them to specific roles
- b) Multiple Cemeteries Component – required if you have more than one cemetery to manage
- c) Sales Component - Ability to enter Prices and Products, Produce Invoices, Track payments, Accounting Reports
- d) GIS Mapping Component - Ability to link GIS mapping to data, Maps are updated automatically as records are input and are colour coded to indicate status

For the purposes of price estimating only, can you give an indication which of items a) through d) would be required?

A2) The City of Thorold is interested in a price for multi users and single user. We have 9 inactive Cemeteries and 1 active Cemetery location. The active location is split into 3 distinct sections: Old Cemetery, New Cemetery and Mausoleum, which we want

implemented into the system. We are interested in the sales and GIS mapping components and would like to see separate pricing for each component.

- Q3)** To help with our implementation plan and project timelines, can you provide your:
- Utility Billing due/ mailing dates?
 - Property Tax mailing dates?

A3)

PROPERTY TAX BILLING TABLE 2017

BILLING	MAILING DATE	DUE DATE	DUE DATE	
Interim	February 7	Feb 28	April 28	
Final Residential	June 9	June 30	August 31	
Final Commercial Depends on OPTA finalization	June 9th to June 30	June 30 (if Possible) If Not July 30	August 31	

WATER BILLING TABLE 2017

A/ RESIDENTIAL

Cycle	Book	Reading dates	Due dates
C6	C1 / C2 / C3/ C4 / C9 Confederation Section	Jan / Apr / July / Oct	Feb / May / Aug / Nov
C7	T1 / T2 / T3 Thorold South	Feb / May / Aug / Nov	Mar / Jun / Sept Mid Dec
A1	X1 / X2 Old Section (old city hall)	Feb / May / Aug / Nov	Mar / Jun / Sept Mid Dec
B1	Y1 / Y2 / Y3 Mid Section <small>one side of Queen to one side of Tupper</small>	Mar / Jun / Sept / Dec	Jan / Apr / Jul / Oct
C4	A1 Allanburg	Mar / Jun / Sept / Dec	Jan / Apr / Jul / Oct
C5	B1 Beaverdams	Mar / Jun / Sept / Dec	Jan / Apr / Jul / Oct
C8	P1 Port Robinson	Mar / Jun / Sept / Dec	Jan / Apr / Jul / Oct
M1	CB / CG / CY Commercial	Jan / Mar / May Jul / Sept / Nov	Feb / Apr / Jun Aug / Oct / Mid Dec
M0	MB / MG / MY Residential	Jan / Mar / May Jul / Sept / Nov	Feb / Apr / Jun Aug / Oct / Mid Dec
Z1	Z1 St Catharines	Apr / Aug / Dec	Jan / May / Sept
Z2	Z2 St Catharines	Mar / Jul / Nov	Apr / Aug / Mid Dec

B. COMMERCIAL - READ AND BILLED EVERY 2 MONTHS

City of Port Colborne Specific Questions/Answers

Q1) To help with our implementation plan and project timelines, can you provide your:

- Utility Billing due/mailing dates?
- Property Tax mailing dates?

A1) WATER/SEWER BILLING TABLE

Meter readings and billings for residential customers are done on a quarterly basis for three different areas within the City being M1, M2 and M3 as shown in the tables below.

Meter readings and billings for commercial, large users and bulk water haulers are done the 1st of every month and are due the 25th of each month

CYCLE	READING DATES	BILLING DATES	DUE DATES	BILLING PERIOD
M1	Jan 4 – 8, 2016	Jan 11, 2016	Feb 16, 2016	Oct 1 – Dec 31, 2015
M1	Apr 1 – 8, 2016	Apr 11, 2016	May 16, 2016	Jan 1 – Mar 31, 2016
M1	Jul 4 – 8, 2016	Jul 11, 2016	Aug 15, 2016	Apr 1 - Jun 30, 2016
M1	Oct 3 – 7, 2016	Oct 11, 2016	Nov 15, 2016	Jul 1 – Sept 30, 2016
M2	Feb 1 – 9, 2016	Feb 10, 2016	Mar 15, 2016	Nov 1, 2015 – Jan 31, 2016
M2	May 2 – 9, 2016	May 10, 2016	Jun 15, 2016	Feb 1 – Apr 30, 2016
M2	Aug 2 – 9, 2016	Aug 10, 2016	Sept 15, 2016	May 1 – Jul 31, 2016
M2	Nov 1 – 9, 2016	Nov 10, 2016	Dec 15, 2016	Aug 1 – Oct 31, 2016
M3	Mar 1 – 9, 2016	Mar 10, 2016	Apr 15, 2016	Dec 1, 2015 – Feb 29, 2016
M3	Jun 1 – 9, 2016	Jun 10, 2016	Jul 15, 2016	Mar 1 – May 31, 2016
M3	Sept 1 – 9, 2016	Sept 12, 2016	Oct 17, 2016	Jun 1 – Aug 31, 2016
M3	Dec 1 – 9, 2016	Dec 12, 2016	Jan 16, 2017	Sept 1 – Nov 30, 2016

CYCLE	READING DATES	BILLING DATES	DUE DATES	BILLING PERIOD
M1	Jan 2 – 9, 2017	Jan 10, 2017	Feb 15, 2017	Oct 1 – Dec 31, 2016
M2	Feb 1 – 9, 2017	Feb 10, 2017	Mar 15, 2017	Nov 1, 2016 – Jan 31, 2017
M3	Mar 1 – 9, 2017	Mar 10, 2017	Apr 18, 2017	Dec 1, 2016 – Feb 29, 2017

CYCLE	Reading/Billing	Due
M1	Jan/Apr/Jul/Oct	Feb/May/Aug/Nov
M2	Feb/May/Aug/Nov	Mar/Jun/Sept/Dec
M3	Mar/Jun/Sept/Dec	Jan/Apr/Jul/Oct

PROPERTY TAX BILLING TABLE

BILLING	MAILING DATE	DUE DATE	DUE DATE	
Interim	February 5	March 1	May 1	
Final Residential	June 10	July 1	October 1	
Final Commercial	June 15 to June 30	July 30	October 1	

Q2) We will likely bring in a 3rd party, a leader in Canadian municipal cemetery management and administration, into our RFP response. They have a range of functionality, all modularized, including:

- a) Multi-User (versus single user) - Concurrent connections, Ability to enter Users and assign them to specific roles
- b) Multiple Cemeteries Component – required if you have more than one cemetery to manage
- c) Sales Component - Ability to enter Prices and Products, Produce Invoices, Track payments, Accounting Reports
- d) GIS Mapping Component - Ability to link GIS mapping to data, Maps are updated automatically as records are input and are colour coded to indicate status

For the purposes of price estimating only, can you give an indication which of items a) through d) would be required?

A2) The City of Port Colborne is interested in a price for multi users and single user. Only one active cemetery and three inactive, therefore multiple is not required, although would be interested in the GIS mapping component for the inactive cemeteries. Interested in the sales and GIS mapping components

Q3) I have the following question regarding the RFP related specifically to Port Colborne:

- a) The closing date listed for the RFP is August 26, 2016 at 2:00 PM EST, but on page 16 of the RFP and listed just under the City of Port Colborne, there is a line that reads “Deadline – August 19, 2016, 2:00 pm”. Does this mean the City of Port Colborne is specifically expecting RFP responses by August 19, 2016 or are you expecting responses by August 26, 2016 per the closing date listed in other areas of the RFP?

A3) It has come to my attention that there is a date for final submission for the City of Port Colborne under section 4.1 of the RFP which states Deadline: August 19, 2016 2:00pm. Please remove this line from the RFP as all the correct dates are as noted in section 4.1.1 Timetable. The submission date for the RFP is August 26, 2016, 2:00pm.

Township of West Lincoln Specific Questions/Answers

Q1) To help with our implementation plan and project timelines, can you provide your:

- Utility Billing due/ mailing dates?
- Property Tax mailing dates?

A1)

Utility Billing (Estimated Dates)	
Mail Date	Due Date
January 1	February 1
April 1	May 1
July 1	August 1
October 1	November 1

Property Tax Billing (Estimated Dates)	
Mail Date	Due Date
Early February	End of February
	End of April
Early July	End of July
	End of September

Q2) We will likely bring in a 3rd party, a leader in Canadian municipal cemetery management and administration, into our RFP response. They have a range of functionality, all modularized, including:

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For the purposes of price estimating only, can you give an indication which of items a) through d) would be required?

A2) The Township of West Lincoln currently maintains 20 cemeteries, with 10 of them being active. We presently do not have Cemetery Software and consider the cemetery module to be optional, not mandatory.
We would be looking for a Multi-User system with Multiple Cemetery Component.
We would also be interested in the Sales Component and the GIS Mapping Component.