

Lower Rio Grande Public Water Works Authority
Request for Proposals

Q&A: LRGPWWA Information Technology Project – Administrative Data Processing System

As of 7/14/2014

Q: You have 13 users shown on the billing system of the 13 how many of them our fulltime users that use it every day?

A: Currently 7 or the 13 users are logged in all day every day. The other 6 are in and out as needed. Keep in mind we are looking for a system that allows for growth and the number of users is likely to increase in the future. We would also like to become paperless at some point and that would also increase the number of users.

Q: How many years of billing history do you want converted?

A: At this point we do not plan to carry forward any billing history. We plan on just transferring the customer information over and starting from scratch.

Q: Currently what financial system to you use and how much history do you need converted?

A: We are currently using a combination of Quickbooks and Excel spreadsheets for our financial system. I would like to have all 4 years of information transferred if possible.

Have you already seen demos from other Vendors and have you received pricing from them?

A: I have seen a couple of demos at conferences and on line while doing research into what Q: technology is currently available so that I could write the RFP. Price is not the driving factor in the software selection. We are more concerned with finding a system that will meet our current needs and allow for growth.

Q: Do you want product description attached anywhere in the document.

A: I would say Section 7 Hardware Specifications would be the place for the product description.

Q: The RFP is somewhat confusing. I know you said this is your first attempt at this so I need to ask some questions about it. The response format listing below is different then what is ask for in the RFP, which one do we follow.

A: I am not sure I understand your question about Terms & Conditions, I only see it once. If you are referring to the Evaluation Criteria the page titled Representative Evaluation Criteria

is what I would call our wish list of what we are looking for and the table on the next page shows the point values for meeting the criteria.

Q: How many customer connections do you serve?

A: We currently serve just under 5,000 customers with water connections, currently about 600 of them have sewer service.

Q: How many employees will be using the software?

A: We currently have 25 employees, 13 of them have the ability to log into the billing system, 4 of those 13 also work with the financial software.

Q: What services do you bill for?

A: We currently bill for water and sewer service.

Q: What is the budget range of the software purchase?

A: Because this is a competitive bid, I cannot answer questions about the budget range. Price is a factor but not the determining factor. We are looking for a system that allows room for growth. LRGPWWA was built on the concept of regionalization, we started with 5 Mutual Domestic Water Systems and have added 3 additional systems so the possibility exists for future growth in both customers and employees.

As of 6/24/14

Q: On page 6 of the RFP it appears we can register for resident business preference but when I click the link it shows a page cannot be found error. Please provide the correct document or link.

A: My apologies the link was changed to <http://www.tax.newmexico.gov/Businesses/in-state-veteran-preference-certification.aspx>

Q: On page 8 under Company Background there is a bullet point regarding Financial History. Can you give a little more detail regarding what information you would like provided?

A: Financial History –The information provided will enable the Evaluation Committee to assess the financial stability of the Offeror. Audited financial statements or the most current 10K would be sufficient. If you do not have audited financial statements state the reason and, instead submit sufficient information to show financial stability