City of Mukilteo
ERP Software and Implementation Services: Questions Asked
Updated August 25, 2023

Q: Whether companies from Outside USA can apply for this? (like, from India or Canada)
A: Any organization can submit a proposal.

Q: Whether we need to come over there for meetings?
A: It is required that the representatives be available to attend on-site meetings.

Q: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
A: Training will need to be performed on-site for the most part. Hybrid training will be considered depending on the training. Maintenance after implementation can be completed remotely; however, you will need to be available to address immediate software issues.

Q: Can we submit the proposals via email?
A: Per the RFP instructions, all proposals are to be submitted via email, no later than September 8, 2023, 4pm, to amnunez@mukilteowa.gov.

Q: What is your financial year end?
A: December 31st.

Q: How many concurrent licenses would you need? These are for you hardcore users that are in the system everyday inputting and overseeing data. For server-based they are not tied to any particular individual so you could have as many individuals with log ins as you would like but If you have 3 licenses and all 3 are logged in at the same time the 4th person would be denied access until someone logs out. Hosted users are tied to each individual. Every system also comes with an employee web-based dashboard we call Connect Online regardless of if you're hosted or server-based. This has unlimited users and allows your employees access to do several things like clock in and out if you have timekeeping, view and approve purchase orders, see other reports they have permissions on. This information usually reduces the number of concurrent or hosted users needed significantly.
A: I anticipate @ 10 "hardcore" users. Not sure of the # of server-based users. Most important is access to reporting and queries on a dashboard to which no User access is required.

Q: Roughly how many GL accounts do you have?
A: @ 3,600 accounts covering 21 different Funds.

Q: How many bank accounts do you reconcile?
A: 8 accounts

Q: How many W2s did you process last year?
A: 174 W-2s were issued in 2022.

Q: Estimate number of vendors in AP?
A: @4,800 "Active" vendors currently listed in our financial database. However, we are in the process of "cleaning up" the list, which has not been done for @ 10 years, and "Inactivating" vendors with whom we

have not done business since 2020. Thus, the number of "Active" vendors is much less. We anticipate having the vendor list up to date for the implementation.

Q: How many accounts do you have in AR? (These are outside of the ones you may have for utilities, basically miscellaneous AR accounts like rentals, leases, airport hangers etc.)
A: @ 45 Active accounts. However, there are duplicate accounts. We anticipate having the AR accounts "cleaned up" for the implementation.

Q: How many Utility Customers do you have?
A: 5,695. We currently utilize a third party (Mukilteo Waster & Water District (MWWD)) for the actual billing. We are interested in exploring the idea of doing the billing in-house if it makes financial sense to do so.

Q: What do you bill for in Utilities? (Water, Sewer, Electric, Garbage etc.) You mentioned stormwater, is this a flat rate you bill each month?
A: Yes, Stormwater is billed at a flat rate. We ae in the process of recalculating the rate.

Q: How many billing cycles do you have?
A: Bills go out bi-monthly with the water and sewer bill if the customer is also a MWWD customer; if not they still receive a bill every other month.

Q: Do you have a need for business license software?
A: Not that I am aware.

Q: Do you collect business tax (TBID, TOT tax)?
A: Yes.

Q: We offer training in several ways, at our location, onsite and some will be Online. We've also found that a hybrid approach works very well with a mix of training onsite and training at our facility. Let me know which you would prefer so I can price accordingly.
A: I prefer on-site, though hybrid training is not out of the question. Training at your facility can be discussed.

Q: If you could please help me with the number of users.
A: @ 10 dedicated Users.

Q: Any indication for the budget would be great.
A: @ $550,000 at this time.

Q: Can the City please clarify if vendors can respond to only a portion of the section 3 requirements, or if they City will only accept proposals from vendors who can fully meet the requirements (including in partnership with a third-party)?
A: Yes.

Q: Can the City please provide the number of full time, part time, seasonal and temporary employees?
A: Full time: 120. Part-time: 1. Seasonal: 12.

Q: The City allows Vendors to identify any exceptions to the RFP in Section 9 of their proposals (RFP Section 5 "Vendor Instructions" at pgs. 10-11) and contemplates entering into possible contract negotiations during the evaluation process.

However, there is conflicting language throughout the RFP that states that "[s]ubmission of a proposal shall constitute acknowledgement and acceptance of all terms and conditions contained in this RFP and all exhibits and attachments hereto." (See for example RFP Section 1 and Section 5).

Can the City clarify whether they will give Vendors an opportunity to include exceptions to the RFP in their proposals rather than forcing them to automatically agree to all of the RFP terms and conditions by merely submitting a proposal?"

A: Per the response of the City Attorney upon review of the question:

As I read the RFP, I would say that the intention behind the first reference (that "[s]ubmission of a proposal shall constitute acknowledgement and acceptance of all terms and conditions contained in this RFP and all exhibits and attachments hereto.") is supposed to put the City in a position to accept a proposal and move forward.

The allowance to identify exceptions (which is not defined or explained) seems like a mere opportunity to identify a workaround or alternative, but not to qualify the RFP response. The response needs to comply with all the terms and conditions, but can include workarounds or alternatives for the City to consider.