



Questions received before and at the Pre-Proposal Meeting

Question: We do keep our software in escrow for our membership as our owners. We do not provide source code or access to the code unless we were purchased or going out of business. Does this and the discussion we had meet your requirements?

Answer: Yes, this meets our requirements. We would require verification that software is in escrow.

Question: We started drilling down on the GL component of the requirements matrix to find items like 35.02 funds, 35.07 grants and 45.08 encumbrances. Please Verify

Answer: The above mentioned items are not priority requirements. They are there in case the PUD does want to review its Chart of Accounts and add additional features. The main requirement is compliance with FERC and to support utility account as required by FERC

Question: Are there any requirements to complete prior to the release of the final RFP documentation?

Answer: No

Question: Upon my first reading, the RFP did not seem to include any budget numbers. What we need to do is provide some ballpark estimates to ensure that our initial estimates are at least feasible to look further into. Our ERP solutions ballpark between \$2,000 and \$6,000 per concurrent user for the software alone. This does not include costs for implementation, customizations, training, etc. Those fees will be quoted through the Microsoft Certified Partner. We estimate that those fees are typically between 100% and 200% of the software cost depending on the amount of customizations, training, 3rd party applications, etc. Maintenance and support ballparks between 15% and 25% of the total software costs depending on the options chosen. Do you feel that these estimates are feasible for us to proceed with more detailed quotes?

Answer: All proposals will be evaluated based upon Conformance with RFP guidelines and submittal requirements, Compatibility with the PUD's desired functionality (responses to functional and technical requirements), implementation Strategy and Plan, Cost (Project and Ongoing), Utility Experience and Qualifications of Consulting Staff, Software Demonstrations and Implementation Interviews, Compatibility with the PUD's desired terms and conditions and References and Site Visits. As this time, the PUD does not have any budget numbers to provide to vendors or their partners.

Question: The user count stated in the RFP said an estimated 20 users. ERP solutions are licensed by concurrent users and are not sold by named user counts. Does this user count represent a concurrent or named user basis?

Answer: 20 users represent named users. In the cost proposal, please indicate your pricing method (e.g. concurrent vs named) and provide the price per concurrent user.

Question: I have a question regarding Item 5.1 (page 16) of the District's RFP for a Software System and Implementation Services. The District has listed that August 31st is the "closing date for Response notification". Does the District want a statement from vendors acknowledging intent to propose by this date? If not what does the "closing date for Response notification" refers to?

Answer: Thank you for your interest in our Request for Proposal. August 31, 2010 refers to the closing date that the PUD will post responses to questions received prior to and at the pre-proposal conference meeting held on August 24, 2010. All registered vendors will receive a notice with the link to obtain the responses from vendor questions.

Question: Thank you for including NISC in your search for Software System and Implementation Services. Would it be possible to obtain a copy of the Final RFP in Microsoft Word format? The MS Word format helps us make assignments and manage the project more efficiently.

Answer: Requested for a copy of the RFP in Microsoft Word format. Thank you for your inquiry and interest in our Request for Proposal. A word document can be provided. It will be available on August 9, 2010 at <http://www.nwasco.com/Request%20for%20Proposal.cfm> a copy of this request and information will be sent to all vendors registered for this Request.

Question: Might you have some time Thursday to connect by phone to discuss your project? I am trying to ensure we spend the appropriate time on the right engagements, and need to understand a few things from your side. I'm open pretty much 9am PST onwards at this moment, so suggest a time and I'll coordinate on my side.

Answer: Thank you for your inquiry and interest in our Request for Proposal. As noted in the Request for Proposal, Questions must be submitted in writing and emailed to Verna Lousignont softwarerfp@nwasco.com. All questions regarding the content of this RFP must be submitted on or before August 19, 2010 at 2:00 p.m. Pacific Standard Time. All responses to questions will be posted on the PUD's website on or before August 31,

2010 at 2:00 p.m. Pacific Standard Time. The PUD requests that your questions be submitted in writing at this time. I should be able to answer your questions back without waiting until August 19 Thank you again.

Question: The answers to the below question(s) will determine whether we respond to Northern Wasco County PUD's RFP or not. Would it be possible to obtain some guidance in advance of the pre-proposal conference?

1. Does Northern Wasco PUD recognize revenue and expenses at the time a payment is processed (cash accounting) or is it recognized at time of billing (accrual accounting)?
2. If Northern Wasco PUD currently uses cash accounting, would they be open to switching to accrual accounting?

Answer: We do accrual accounting

Question: Can you please describe the roll of Baker-Tilly; through what phase of the project are they retained etc.

Answer: Baker Tilly is assisting as a neutral party and advisor to assist the PUD with the selection effort.

Question: Can you please provide the number of users (total/concurrent/view vs add/edit) by functional area? (le Utility Billing = 5 concurrent add/edit, 8 total, but 3 are view only – etc.)

Answer: At this time, we have the total user count in the RFP. 20 users represent named users. In the cost proposal, please indicate your pricing method (e.g. concurrent vs. named) and provide the price per concurrent user.

Section 6.10 Essay Questions

c) Delinquent Accounts:

Question: How many days between the bill date and the due date?

Answer: 15 days

Question: When is the Notice of Intent to Disconnect sent? 34 days after the original bill was issued?

Answer: Yes

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Answer: Yes

k) Customer Service Mass Changes:

Question: Is there a requirement for this to be done through the user interface, or can it be accomplished through direct database updates?

Answer: The PUD does not have a preference at this time. The vendor can show the PUD the options available to complete this process

l) Customer and Account Setup:

Question: We assume this would be limited to already established service locations within the utility. Please confirm.

Answer: The customer would start the set up in all cases with customer service finishing. New installs with a new service location should give the customer a prompt

n) Budget Pay:

Question: Please confirm the following statement: Any credit balances may be either refunded or applied to the customer's account. If a 3rd party was contributing, the credit balance will ONLY apply to the customer's account.

Answer: Yes

s) Return of Customer Deposits:

Question: Issue with Change of Address during Refund Eligibility Period: Please clarify. Would you like to refund customer deposits after 12 months regardless of any address changes or moves? (E.g. deposit held for 8 months at 1 Main St and for 4 months at 25 John St therefore customer is eligible for refund?)

Answer: Yes

Attachment 3

Customer Files:

Question: #34: Please clarify "billed to date"; is this total consumption?

Answer: Yes, users would like the opportunity to query amounts by year to date total consumption or total consumption by a user defined period. Consumption and revenue

Question: #44: Please clarify. Is this the average number of days between billing and payment? By account? By cycle?

Answer: Billing and payments yes by account yes by cycle no we do not bill by cycle

Question: #92: Please clarify "mass changes". Would these be yearly rate changes?

Answer: Yes, these could be annual changes or as needed, such as a program change or a rate change.

Accts and Billing:

Question: #42: Please provide examples of "bad addresses" and why you would want to flag them.

Answer: Bad addresses refer to incorrect addresses inputted or accounts where mail was returned to the PUD because of incorrect address. Mailing address

Cash and AR:

Question: #4 "ability to accept remittance advices through various systems (e.g. point of sale system)". Please comment on definition of "advices". (Device?)

Answer: Type of remittances/proof of payment

Question: #8: Is revenue recognized at time of billing or when a payment is made? Do you distribute payments to revenue accounts or to A/R?

Answer: Revenue recognized at time of billing Payments are distributed to both and misc payments go to some GL's

Question: #18: Please define "services" in "services rendered".

Answer: Examples include electric service, work orders, misc., A/R, deposits, charges for making copies

Question: #26: Essentially the same question as #8 above.

Answer: 1 check - 10 customers accounts 1 check - Deposit payment, 143 billing (misc. A/R), customers account

Question: #35: Please clarify.

Answer: The ability to input any date to schedule shut off, including future dates.

Meter Reading:

Question: #6: Please provide an example or clarification; for what purpose? In what circumstance?

Answer: The ability to check automatically for duplicate data when entering a customer or editing a customer. If customer has been set up but not long enough to get a first time bill (less than 7 days) should not get an estimated bill.

Question: #19: In what circumstances would billing be withheld?

Answer: There are many circumstances, such as high-low read, zero read, and other scenarios.

Question: What is Northern Wasco County PUD's annual operating budget?

Answer: 25.5 Million

Question: Do you currently have a document imaging system and if so who?

Answer: No

Question: Do you currently have a point of sale cash system? Do you plan to continue using the them with your new software?

Answer: We currently have two cashier stations and also a station for customers to set and fill out their application for service. There are three PC's one in each work station, two locking cash drawers and one cash receipts printer. These stations are set up right now to use with our current software. When we go to new software there no doubt will be some changes with procedures. We are really customer oriented and have a lot of foot traffic that comes into the office to pay their bills. PUD will never get away from taking payment at the office. Only procedures will change.

Question: Do you have an estimated go live date on everything?

Answer: We have a project kick off date which is in February but no go live date. There is nothing forcing us to go live by a certain date.

Question: Do you maintain your own fleet? Are you looking for fleet software?

Answer: We do have our own fleet (vehicles) but we contract out the maintenance on our fleet. Any maintenance done on these vehicles are kept track of on a excel spreadsheet. If fleet software came with our new software package we would no doubt use the fleet software. This would make it a lot easier.

Question: Is the pricing supposed to be fixed fee/not to exceed?

Answer: Yes PUD will only pay for services incurred and they will require invoices and will pay on these invoices for services rendered.

Question: I would like to get clarification on annual maintenance years 1-5. Are you asking for a fixed fee cost based or on annual percentage increase for years 1-5? Do you want cost for years 6-10?

Answer: First year of maintenance is to be waived. PUD wants long term cost by percentage. Years 6-10 PUD would also like to see the cost for these years. This cost will be something that PUD will want to look at and if these costs are beneficial to the PUD they might want to lock it in now.

Question: What specific GIS program is referenced in the RFP as requiring an interface to?

Answer: We currently do not have a GIS System. Currently we use Auto Cad for our mapping and would like to be able to interface with Auto Cad.

Question: Does NWPUD require database server license cost estimates, even if the PUD can likely procure these at a more favorable cost through its existing channels.

Answer: Yes the PUD still wants the pricing on the database server licenses cost and hardware pricing from the Vendor. This will give PUD an idea on costs and also hardware pricing.

Question: Does NWPUD have any plans for implementing an AMI system in the immediate or foreseeable future?

Answer: At this point there is none. We have looked at some AMI stuff and the PUD right now does not find it cost effective for AMI metering. In the future we may do some on the hard to get to meters. This is all that has been talked about.

Question: What is the customer account number structure?

Answer: There is no structure to the customer numbers they are 5 digits all numeric and no alpha

Question: What is the structure of your (property) number? Do you plan on bring this information over to your new system?

Answer: Our property number is structured which has 10 digits all numeric and no alpha The 3 numbers represents the route number, the next four digits represents the service location and the last three digits changes every time a customer moves into that service location. (Example 000-0000-000) Bringing this over would depend on the new software which may have a different structure for this information.

Question: Does PUD maintain Capital assets using historical or vintage methods?

Answer: Historical method