Chelan County RFP Question Responses

Question Number	Question	Response
1	The Due Date on the website is 3/14 5pm PST and on the RFP document it is 3/15 5pm PST, can you please clarify which is correct?	3/15/24, however we are extending the deadline to 3/29/2024.
2	Does the County have a detailed mapping of integrations/interfaces needed for this deployment?	No. IT will be able to assist, but the current system does not integrate with outside systems.
3	Does the County have any blackout durations which we should consider while formulating the project plan?	Not at this time.
4	Do you have a strategy for sharing information to downstream internal and external systems?	External users should not be a factor. Internal users will need training from the vendor. At least one from every department.
5	Are there any systems outside of your legacy system used to track historical data? If so what systems?	No.
6	Do you have in-house staff that can run either delivered or custom reports from the legacy systems?	N/A
7	Will there be a designated resource for this project to lead Data Conversions? Is this resource capable of populating standard data conversion templates?	IT department will be available for data conversions.
8	What does the optimal user experience look like?	Not sure how detailed, but something that is user friendly and intuitive.
9	What is the County's current level of self-service maturity?	Minimal.
10	How effectively does information flow out to different Authority populations (i.e., the complexity associated with communication delivery)?	Not sure of the term "authority populations". Currently there is no communication within current system.
11	Does this initiative represent a significant change in the types of skills/capabilities that are required (i.e., the complexity associated with end-user training)?	Hoping this will be easier to use and less complex than the current system.

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12	What is the degree to which current financial management processes are manual vs. automated?	Most are manual.
13	Do you utilize self-service for any transactions or reporting?	Point and Pay is used for the Treasurer's Office.
14	How many financial institutions do you utilize? Please list the number of bank accounts.	2 financial institutions and approximately 30 bank accounts.
15	What system do you use to keep track of your grant balances?	N/A – Each department tracks separately.
16	How many locations will the County be taking inventory for?	N/A – Done in a different system.
17	How many PAR inventory locations do you have?	N/A
18	Is your budget book creation in scope?	**Recently purchased OpenGov and will use that for the budget book.**
19	How many General Users would you anticipate for your organization?	150 users.
20	How many employees? (W-2 count)	Approximately 700 employees. Over 500 for the County and around 200 for outside districts that we do payroll for. **that number was for current employees. People that would need W-2s is closer to 1,000**
21	How many Self-Service Users?	We will be using payroll, so enough for every employee. (Approximately over 500 for the County employees)
22	Functionality NOT Required:	Do not need inventory tracking or budgeting and planning.
23	How many years of data would be brought into the new system; detailed transactions and summary?	For retention requirements, we will need 6 years of detailed transactions and 4 more years of summary. Approximately 10 years total.
24	Integrations needed?	Approximately 5 – WinCam, PAKS, SmartGov, OpenGov, TimeClocks+ **Also used is Tinity Fusion. May not need any integration, but is another program used.**
25	Preferred "Go Live" date?	By the end of 2025. Sooner is always better.
26	County staffing that is available to support the project?	Nicole Thompson will be the main contact, but will have help from Auditor's Office, IT Department, Treasurer's Office and other departments as needed.

27	Does the County prefer to have (1) a centralized cashiering process where all payments are made through one software with real-time, bi-directional integration back to other software or (2) decentralized where each department/software records their own payments and updates the financial system? If the County would like to move to a centralized cashiering approach, can you list the applications, like tax, permitting, court, etc. that you would like the cashiering application to take payments for.	The County would prefer option (2) decentralized. The departments use their own software to record the payments for example the Treasurer uses PACS for receipting tax payments, Community Development uses SmartGov and the courts use Odessy to name a few. Currently the Treasurer's Office receipts the payments from the County departments and outside districts through PACS miscellaneous receipting module and we export a file to Eden for all payments but accounts receivable. The accounts receivable payments are removed from the export file and manually posted in the Eden Cashiering Module by the Auditor. This is a time-consuming process that we would like to streamline in a new system. We would like to move the miscellaneous receipting to the new system to improve efficiency and provide timely payment information. This would also include interfund payments.
28	Could the County provide us with the total number of users, including supervisors, that would be accessing just the new Cashiering/POS module? This would be based on receiving payments for the Financial A/R system, miscellaneous payments and any users associated with the answer above. Read-Only users and daily departmental revenue submitters are no charge	The Treasurer's Office has 6 people that would need access. Ideally, the county would like the departments to enter their own deposits and just bring the money to the Treasurer for verification. There may be more, but not sure at this time.
29	Can the County list the current POS equipment and model you would like the Cashiering solution to integrate with or would the County like additional POS equipment to be included in the RFP response (receipt printers, scanners, cash drawers, check imaging/MICR devices, encrypted credit card swipe and EMV/chip/tap-to-pay devices).	Checks are currently scanned by batch in the Treasurer's Office, but other departments might be interested in learning about cash drawers, encrypted credit card swipe and EMV/chip/tap to pay devices.
30	What credit processors is the County currently using besides Point and Pay	Clover App, Authorize.Net, Armada, and NCourt
31	Would the County like the cashiering solution to create an Image Cash Letter (ICL) containing check images for deposit, and send it to your bank? If so, what bank?	The Treasurer's Office already has a system in place for creating and sending ICL to our bank.

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32	Does the County have a multi-check scanning process in place for recording checks and invoices in batch? If not, should this be included in the response? What is the annual volume that the County would scan using this process?	We already have a system in place for tax payments, I am unsure about other departments.
33	Does the County have scenarios where different departments/agencies need to submit end of day receipt summary information? If so, would the County like to automate that?	Currently, each department and outside district brings their cash, checks, and credit cards to the Treasurer for deposit along with a transmittal form with revenue numbers that the Treasurer's office keys into the receipting system. We would like to automate this process so the individuals key or import their revenue number information and the Treasurer's Office verifies the receipt of the cash, checks and credit card payments.