

Questions and Answers – ERP Software RFP ToM

Date: May 19, 2025

1. Would it be acceptable to provide five strong references, even if we don't meet the three-in-PA guideline?
 - A. It would be acceptable. We would just ask that they would be a similar sized organization.
2. Our ERPs are categorized by a rough estimate of your company annual revenue.
 - A. Our annual revenue for 2025 is projected to be \$27.2M.
3. How many W2s does Moon produce annually?
 - A. Approximately 120, depending on the volume of seasonal employees.
4. Does Moon TWP bill for Utilities, as I did not see that mentioned in the RFP. Is so, which utilities and how many Utility Accounts do you have?
 - A. We do not currently conduct utility billing, but are looking for a software package that could offer that if we are faced with billing in the future.
5. In collecting resident or contractor payments, does Moon currently accept credit card payments online, and would you like us to include our BSA-Online and Payments applications in our response?
 - A. We are currently in talks with Municipay to accept credit card payments for certain permits online and in-house. We accept credit card payments online through RecDesk for Recreation. For our other services, we do not accept online payments at this time. You can propose these services under the Addendum section of your proposal.

6. Is the need for unlimited users the ability to deploy users whenever needed out of the software by the customer or just confirming that there is no set limit with a certain vendor?
- A. We desire a price structure that does not limit us to a certain number of users. Our current system requires that we pay per license and there are times when we need users to have temporary access, such as interns. In addition, we have severely restricted our users, not allowing the necessary members of our team to have even view only status. A range of users would also be acceptable.
7. Is your agency open to digital receipt (of the proposal) only?
- A. No. Please see page 4 of the RFP document.
8. Do you have any integrations we should be considering for your project? If so, should any of them be API or CSV related?
- A. All other software used by the Township is listed on page 2 of the RFP document. If you offer API and CSV related integrations, please list the prices of each option.
9. What is the need for 7 years of data migration? Is this a legal requirement? Is the agency open to a scope discussion with a vendor if down selected to ensure the request and pricing is accurate?
- A. The [Pennsylvania Municipal Records Manual](#) many of our documents need to be retained for 7 years. We would like to transfer over 7 years' worth of this data since we believe our system will be unreliable to continue to retain these on its own. There are select reports and files that can be retained for less than 7 years, however. You can frame your pricing in a per year format.
10. Will Time and Material suffice for services estimates vs milestone timelines?
- A. If time and material is quoted, a not to exceed amount should also be included. We understand that sometimes time and material can be less expensive than an all inclusive cost. However, without knowing the ceiling of these potential costs, we will not be able to accurately assess your product holistically against the Township's needs and constraints.
- For milestone timelines, we are looking for when costs will be due during the implementation process (i.e. post conversion, post education, post setup). This, with a project timeline, will give us an idea of when these payments will be due.

11. Can you provide examples of what-if scenarios and how you would like them used in reporting?

A. We would like these scenarios in our budgeting module (see page 12 of the RFP document). Our goal here would be to save options based on what the Board is considering (ex. Implementing a new fee, funding a new capital project that has implications outside of materials or assets only).

12. Clarification of the 13 Periods: Do you require the 13th period for fiscal year end entries/audit adjustments and/or is your fiscal year defined by periods with dates other than calendar month (January 1/1-1/31, February 2/1-2/28(or29))?

A. The use of the 13th period is for fiscal YE audit entries.

13. 7 years of Data Conversion: Please provide specifics on the types of data that you are requesting.

A. At a minimum: check registers, general ledger, balance sheet, accounts receivable, vendor files, accounts payable, & bank reconciliations.

14. For the cost proposal, if additional modules are offered by the vendor, how should they provide these costs?

A. Page 18 of the RFP. List these costs in the cost proposal as optional add-ons. Break out these costs as line items for clarity.

15. If we bring on additional modules, would we like 7 years of data conversion for every module outstanding of finance management?

A. Not necessarily. It depends on the module and our state requirements for the associated data.

16. Would we be interested in online bill pay instead of multiple providers?

A. Yes; Please list these costs in the cost proposal under the section *Costs of Enhancements or Customizations Required Due to Scope of RFP*

17. Have we done demos with any companies yet?

- A. No; Members of the finance department have used other systems and have a familiarity with some vendors, but have refrained from new demos to allow for the RFP process to dictate the decision-making process.

18. How many users will we need?

- A. We desire unlimited users. However, we currently see a need for 25 – 30 total users. This includes everyone from temporary view only access to system admins.

19. What are the weights of the evaluation criteria?

- A. Please see the evaluation criteria attached. This may be revised after May 13th when the evaluation team meets. If revised, it will be posted on the Township website.

20. Does the Exceptions to the RFP section on page 6 of the RFP apply to the RFP only or to the subsequent contract?

- A. Exceptions to the RFP only, not contract. The contract will be negotiated separately.

21. How do I submit the digital proposal option?

- A. E-mail is preferred. Please e-mail a copy of the digital proposal to kwatt@moontwp.us. If the file is too large to transmit via e-mail, please enclose a USB drive with the digital proposal saved to it. Do not password protect the file.

Criteria	Maximum Score	Percent of Total	Score
Technical Proposal			
Completeness	20	4%	
Ratings of 4 for 80% of Requirements	65	13%	
Positive Reference Check	40	8%	
Adequacy of Training Provided	65	13%	
Risk Management	45	9%	
Customer Support	65	13%	
<i>Total Technical Proposal</i>	<i>300</i>	<i>60%</i>	<i>0</i>
Cost Proposal			
Completeness	20	4%	
Total Costs vs. Current Costs	130	26%	
<i>Total Technical Proposal</i>	<i>150</i>	<i>30%</i>	<i>0</i>
Other			
Overall Interaction with ToM	10	2%	
1st Round Demonstration	15	3%	
2nd Round Demonstration	15	3%	
Perceived Innovation	5	1%	
Evaluation Team Bonus	5	1%	
<i>Total Other</i>	<i>50</i>	<i>10%</i>	<i>0</i>
Total	500	100%	0

version 05082025