



## PROVIDENCE WATER SUPPLY BOARD

### UTILITY BILLING SYSTE, AND IMPLEMENTATION

#### ADDENDUM NO. 1

The following changes, revisions and/or supplemental information, as applicable, are hereby issued as Addendum No. 1 UTILITY BILLING SYSTE, AND IMPLEMENTATION

#### **Additional Instructions to Bidders**

- There is no financial assurance necessary for this bid. (See box 1d on page 5 of the RFP.)
- All bidding vendors **MUST request and receive a full bid package via Google Drive**. A link to access the Google Drive will be emailed to them upon request. Contact Patti Jordan. (See page 2 of the RFP.)
  - This drive, referenced in the RFP as the "Billing System RFP Folder (BSRF)" is the full bid package and includes "Attachments B" as referenced on page 45 of the RFP.

#### **Questions/Answers:**

1. *Clarifications regarding the WBE/MBE requirements/forms.*

There is a goal for the City of Providence to promote fairness and equity in the City's procurement process in order to increase WBE/MBE participation, however there is no penalty/mandatory WBE/MBE requirement for this bid. (Note that vendors still need to follow WBE/MBE procedures listed in RFP and submit all the related forms.)

2. *What is the number of concurrent users (full-time) and is there a number of users that will not be full-time but still need access to the system?*

For this bid please use 35 concurrent users (full-time) users. The pricing sheet also requests: a) pricing for additional users beyond 35 and b) pricing for 15 'read only' user; so vendors need to complete that as well.

3. *Please clarify on page 4 under Notice to Bidders the requirement regarding the lowest qualified and responsible bidder?*

See the Selection Criteria listed on page 32 of the RFP. This is how selection will be made, and price is one of those many factors.

4. *Is there an anticipated implementation length?*

No, there is no set timeline for project duration. As requested in the RFP, vendors need to submit an implementation timeline and we leave it to the vendor to provide what timeline is best for successful implementation of their respective solutions.

5. *Is there an anticipated PW core implementation team size?*

There is a CIS selection committee of SMEs but the implementation team is still to be determined.

6. *Will PW accept electronic submissions?*

No, only hard copies will be accepted.

7. *What is the number of years of data that needs to be migrated to the new system?*

PWSB is looking for five years of history on all accounts (see reference number 76 in the functionality matrix). This should include all accounts with any closed date (back five years from close date) as well as any accounts with credits or outstanding balances. (Note that PW would like ALL notes regardless of date.)

8. *Does Providence Water have smart meter or manual meter reading?*

Almost all meter readings are from smart meters however there are currently some manual meters as well.

**9. *Is there a list of all interfaces?***

The RFP indicates all systems that will be interfaced, including all systems highlighted in the "Existing Infrastructure, Key Systems & Integration Points" section of the main RFP body (starting on page 26) as well as within functionalities in the Functionalities Matrix. We will advise if there are any additions to that list.

**10. *Regarding backflow functionality would PW entertain replacing Tokay for backflow?***

Yes. (See the RFP for PW's input on this topic - including Functionality Reference Line #697.)

**11. *It looks like PW would be interested in replacing ServiceLink?***

As stated in the RFP, PW will consider one of two options: 1) keep ServiceLink and the proposing vendor will interface ServiceLink into their new billing system; or 2) replace ServiceLink with a module already interfaced within the proposed billing system (and with all existing data migrated to that module).

**12. *What is current number of mobile field service users?***

Currently we have 15 mobile field service accounts and 8 -12 of them are the normal daily users. We have a couple of supervisor and testing accounts that don't get used often, but occasionally will be used along with the daily users.

**13. *What types of meters does PW currently have? Are they AMR or AMI?***

PWSB has mostly Badger and Neptune meters in the system. We do have approximately 5500 Amco meters. With the takeover of Johnston Water, we have approximately 1800 Master Meters. (They will be replaced with AMR meters with the capability of switching to AMI down the road.) PWSB also shows Viking meters for all fire services. This was done for our current work order system.

**14. *Is the established budget inclusive of license and implementation or just implementation?***

The budget is for the whole project; license and implementation.

Should you have any questions, please do not hesitate to contact Joseph Murphy at 401-521-6300 ext. 7110.