PROVIDENCE WATER SUPPLY BOARD

UTILITY BILLING SYSTEM AND IMPLEMENTATION

ADDENDUM NO. 2

The following changes, revisions and/or supplemental information, as applicable, are hereby issued as

Addendum No. 2 UTILITY BILLING SYSTEM AND IMPLEMENTATION

Updated Instructions to Bidders
- Only 3 hard copies of the entire bid (ie 3 copies of your main RFP response, 3 copies of your response to Functionality Matrix Attachment A, 3 hard copies of your response to Pricing Sheet Attachment C etc) are to be submitted.

Questions/Answers

1. Question: In Notice to Vendors, #6 states 'A bidder who is an out-of-state corporation shall qualify or register to transact business in this State, in accordance with the Rhode Island Business Corporation Act, RIGL Sec. 7-1.2-1401, et seq'. Does a proposer need to register to submit a bid, or only if selected as the winning bid?

Answer: The proposer does need to register to submit a bid. However, prior to issuing an award proof of registration will be required.

2. Question: In Notice to Vendors, #8 states 'Competing bids may be viewed in person at the Department of the City Clerk, City Hall, Providence, immediately upon the conclusion of the formal Board of Contract and Supply meeting during which the bids were unsealed/opened. Bids may also be accessed electronically on the internet via the City's Open Meetings Portal'. Also, in Instructions for Submission, it states 'All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city's Open Meetings Portal and made available as a public record. The City has made a conscious effort to avoid the posting of sensitive information on the City's Open Meetings Portal, by requesting that such sensitive information be submitted to the issuing department only at their request.' It appears that the only information in this category is the Business Tax ID. Is there any provision for marking proposal sections 'Confidential' so that they are not released to the general public? Many system integrators and software vendors consider their project methodology, previous client contact information (references), detailed pricing breakdown, etc. to be highly confidential. Release to the general public or competitors would be very harmful. However, we would like to provide this information to PW as we believe it is integral to our proposal and the selection process. Can we provide confidential information in a separate sealed envelope? Alternatively, could we provide a redacted copy for release to the public?

Answer: Confidential information may be provided with the original bid, in a sealed envelope marked "confidential". All pricing is public record.

3. Question: In Disqualification of Proposers, it states 'Insufficient financial or company size, in Providence Water's opinion, to perform the requirements of the contract'. Does PW have any guidelines for financial or size requirements for this RFP?

Answer: The guidelines and parameters that will be use are listed on page 30.

4. Question: In Vendor Proposal Format, #9 states 'Responses to Functional Requirements Attachment A (please provide in spreadsheet format, as well as ten hard copies as stated in the "Submission Requirements" section)'. Were the Submission Requirements provided, or is this in reference to the section 'Instructions to Submit' on page 2?

Answer: Ten (10) hard copies are not required of the Functionality Matrix; only 3 hard copies are required (see instructions above). This line #9 should say, "Responses to Functional Requirements Attachment A (please provide in spreadsheet format, as well as three hard copies)."

5. Question: Also pertaining to these sections, the requirement is for 3 hard copies in separate sealed envelopes. Should the 10 hard copies of Attachment A be provided in a separate sealed envelope?

Answer: See the "Updated Instructions for Bidders" above. Bidders must submit 3 hard copies (not 10) in sealed envelopes or packages as described on page 2. Hard copies of Attachment A do not need to be separately sealed/packaged.

6. Question: Does PW currently have a batch scheduler (UC4, Control-M, etc)?

Answer: No, we do not have one.

7. Question: Can you provide details on the type/version of database CSTAR is using (Oracle, Microsoft SQL, MySQL)?

Answer: Oracle 10g

8. Question: Can you provide your availability and disaster recovery requirements for both SaaS and Hosted environments?

Answer: This is currently in the works, but in the meantime vendors are asked to submit their 'best practice' recommendation on their disaster recovery standards for either SaaS or hosted, depending on which the vendor is proposing.

9. Question: Can PW provide the core operating hours?

Answer: PW hours are 8:30-4:30 Monday-Friday as shown on pg 23 of the RFP.

10. Question: Can you provide more details on requirement 57? Allow for the solution to position PW to easily take advantage of evolving technologies such as imaging, work group computing, etc.

Answer: We are looking for a system that is agile and built on proven future-proof technology, with ability to safely and easily integrate with potential future systems/applications (not in current scope of this project) like possibly document imaging software, IVR, etc. Again, these are future-looking and not part of scope of this project.

11. Question: Does Cathedral Corporation also handle letter printing or is that something done internally?

Answer: Providence Water transfers to Cathedral Corp. a file containing the PDF's - for each billing cycle - and they print and mail the invoices and letters.   Providence Water does print internally as well (about 50 to 75 bills as well as letters each day).   Providence Water would love to have these bills and letters sent daily to Cathedral Corp. for printing and processing but they are from different cycles.

12. Question: Can you provide a list of current reports, with descriptions and level of complexity for each?

Answer: These are in Attachment B. As stated in Addendum 1:
"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." Note that all bidding vendors must acknowledge that they have successfully accessed this BSRF (in Google Drive) with their response to the RFP.

13. Question: Line # 89 "Stop numbers are part of each account" – can you please clarify "stop numbers"? Is this a meter reading route stop number? And, are you asking if the stop number is part of the actual account number or just associated to the account in general?

Answer: The stop number is not part of the meter route stop number or the account number. The stop number is just associated to the account in general. The stop number is an identifier used by our Engineering and T&D Departments but is listed in Customer Star.   When researching accounts in City Works or creating work orders in City Works the stop number is the identifier they use. This is basically their account number. The stop number could be the common link if City Works and the new billing could talk.

14. Question: Line #162 "Support for temporary or dummy accounts" – can you give some details on the need for a temporary or dummy account? Can you give an example of when you would typically need to create a "dummy" account?

Answer: The temporary/dummy accounts serve many purposes. We use these accounts for testing on occasion but mainly for accounts that Providence Water manually bills (lease properties, forestry, hydrants etc) and are not billed by the system.

15. Question: Line 36, PW ref #13: "Supports electronic signatures (both internal and external, if desired by PW)." Is this referring to electronic signatures use in documents? Or digital signatures use in encryption?

Answer: Electronic signature is used in documents.

16. Question: Line 87, PW ref #64: "PW currently uses Jasper reports. Current reports need to be converted to the new billing schema. Also any new reports that need to be shared with other departments would be made available on the Jasper server."

Answer: We will need the reports from Jasper available, but moving forward PW is open to leveraging reporting tools within the new billing system if needs are met in that scenario.

17. Question: Please clarify if you are wanting to leverage Jasper moving forward with the new CIS or if a new reporting tool can be leveraged as long as current reporting needs are met with the new CIS?

Answer: We will need the reports from Jasper available, but moving forward PW is open to leveraging reporting tools within the new billing system if needs are met in that scenario.

18. Question: What types of services do you bill for (water, stormwater, wastewater, irrigation, fire-line refuse)?

Answer: See BSRF - especially Appendix B which includes all the services and associated rates (see Tariff PDF and Rate PDF); and also includes many sample bills showing all services that must be accommodated.

19. Question: How many customer premises do you provide services to for each type of billable service? (Services that are <u>not</u> billed are <u>not</u> counted)?

Answer: 76,800 premises (**Active**)

20. Question: How many residential customer premises do you have?

Answer: We have approximately 72,776 residential accounts (Open and Closed)

21. Question: How many non-residential (government, commercial, industrial) customer premises do you have?

Answer: We have approximately 7,557 non residential accounts (Open and Closed)

22. Question: How many smart meters do you have installed?

Answer: For what is currently active we have about 78k AMR meters, 10 Wholesale meters that are read manually every month (these are for cities we sell water to). PW does not currently have any AMI (fixed network) meters.

23. Question: Are 100% of these smart meters' water meters or are there any other types of meters?

Answer: Currently we have no AMI meters and no direct plans on going AMI. That being said the new system will need the ability to convert down the road in case we do want to switch to AMI one day. That switch over will take time and we will more than likely be running AMR and AMI simultaneously while we convert things over.

24. Question: What is Providence Water's proposed rollout plan for smart meters by year over the next 5 years?

Answer: Currently we have no direct plans on going AMI. That being said the new system will need the ability to convert down the road in case we do want to switch to AMI one day.

25. Question: For the Johnson Water accounts, is Providence Water's intent to continue to use the Harmony MDM or to retire it?

Answer: PWSB will continue to use Harmony MDM while we replace the Master Meters that are in that area. Those meters were all basically brand new when we took over the system (most replaced within 2 years) so we are only replacing them as needed right now. Harmony MDM will probably be used by us for a few years and the new system needs to accommodate that.

26. Question: Can we get a copy of the current "contract" with the existing contractor for providing "Utility Billing System?

Answer: This is not available.

27. Question: What are the areas of the existing applications the City is not very satisfied with? Please give us some examples.

Answer: The RFP and Functionality Matrix provide many details on this.   Mandatory requirements that PW has developed are listed on pages 19-20 of the RFP, many of which reflect areas that need improvement.

28. Question: What are the new features that the City is looking to implement in the proposed system?

Answer: The RFP and Functionality Matrix provide many details on this.   Mandatory requirements that PW has developed are listed on pages 19-20 of the RFP, many of which reflect areas that need improvement.

29. Question: Currently, how much the City is spending annually on the "Utility Billing System"?

Answer: PWSB spends approximately $150,000.00 per year on a service agreement (maintenance).

30. Question: What is the budget range for the current project's implementation cost and annual cost?

Answer: This is still being finalized, but the project is supported at the highest levels.

31. Question: Approximately when the City is planning to go live with the new system?

Answer: Page 32 indicates a tentative start to the project in February 2022.   Go Live will be dependent on the timeframe that is considered best practice to go live with the chosen system.

32. Question: How many employees will use the new software? Provide us a list with no of admins, end-users, and others

Answer: See the pricing sheet - we have asked for initial pricing to reflect 35 full users and 15 read only users, and have also asked for pricing beyond those numbers.

33. Question: PW's billing system processes approximately 900,000-meter readings from multiple sources. Provide a list of all sources that includes brand name, smart meters, manual meters, etc.

Answer: Currently we have Badger, AMCO, Neptune and Master Meter active in the system. The bulk of our meters 2" and below are Badger meters with about 5k - 6k AMCO meters. Neptune meter recently won the award for small meters going forward. All of our large meters (3" and above) are Neptune and will remain for at least the next five years.   The Wholesale meters are read manually and the Master Meters are being read by Harmony MDM.   We are replacing the Master Meters as they fail and currently have no plans on going back to them.

34. Question: What is the technical platform (OS & DB) of the current Billing System, Customer Star?

Answer: Oracle 10g

35. Question: What data is exchanged with Narragansett Bay Commission (NBC)? What is the scope of the functionality that needs to be catered to NBC?

Answer: See BSRF for sample data provided to NBC to enable their processes using PW meter/read data. NBC is mentioned throughout the RFP and Functionality Matrix as well, with more details provided.

36. Question: NBC has access to the current billing system and will need access to any future billing system. The NBC will be accessing the new system as a user only. Please confirm?

Answer: NBC will need **user only** access, and the data exchanges described in the RFP.

37. Question: How many years of data needs to be migrated to the new system?

Answer: See Addendum 1 as well as Functionality Matrix reference #76.

38. Question: Utility billing is for water services only or some other services also?

Answer: See #18.

39. Question: PW is currently planning for an upgrade to FCS (also from Itron). Is this within the scope of the RFP?

Answer: The upgrade to FCS was completed in June 2021.   We are waiting for the Equipment and Software to be shipped.

40. Question: **Provide brand names of all water meters?**

Answer: See Addendum 1.

41. Question: **Is CodeRED need to be integrated with the new system?**

Answer: If your current system already provides integration with CodeRED, then yes. If not, a file exchange is fine (ie flat file extract that can be exchanged with CodeRED/CIS).

42. Question: **Does WebCast need to be integrated with the new system?**

Answer: Yes

43. Question: **Is ESRI GIS needed to be integrated with the new system? Only GIS maps are used. Is it integrated with the current system? Does it cover all meters?**

Answer: The GIS needs to be integrated using all meters with GIS functionalities outlined in the Functionality Matrix. The current system has fields to hold various GIS data (ie lat/long etc) but dynamic maps are not currently shown within the current CIS.

44. Question: **Invoice Cloud (IC) is used widely by the City. Are there other payment service providers?**

Answer: IC is currently the main payment service provider for Providence Water.

45. Question: **This Jasper Reports Server runs queries against the current billing database. Some reports run on a schedule, some are run ad-hoc. What is the scope of integration of Jasper Reports Server with the new system?**

Answer: We will need the reports from Jasper available, but moving forward PW is open to leveraging reporting tools within the new billing system if needs are met in that scenario.

46. Question: **Crystal Reports Crystal reports are used internally for generating reports. Is this part of the integration? If yes, then what is the scope of the crystal reports?**

Answer: It is dependent on the chosen system's report generation capabilities. If your system requires Crystal, then include it in scope.

47. Question: **Potential for Future Integration: IVR & Document Imaging Software. This is not in the scope of the RFP but the system should support this for future integration.**

Answer: Correct, this is not in current scope of this RFP but we desire a system that has capability for that in the future.

48. Question: **Who is providing lockbox services?**

Answer: Santander Bank. Note that IC also has payment files -- see BSRF for sample Santander Bank and IC lockbox/payment files.

49. Questions: **Bidding vendors can propose to replace Invoice Cloud's self-service portal with their own self-service portal. In order to respond to this, we need the following clarifications:**

o **Can we get a copy of the current "contract" with the Invoice Cloud for "Payment service provider"?**

Answer: The Statement of Work (SOW) with IC is provided in Attachment B in BSRF with "Supporting Materials."

o **What are the areas of the existing "Payment service provider" the city is not very satisfied? Please give us some examples.**

Answer: See bullets on pages 19-20; this includes areas of improvement that PW is seeking.

o **Currently, how much PW is spending annually on "Payment service provider fees "?**

Answer: Providence Water - as a rule - passes these fees on to their customers we do not absorb them. Due to the pandemic - the Rhode Island Public Utilities Commission (RIPUC) mandated that all regulated Utility Companies absorb these fees. This began in June 2020. During this period - June 2020 to July 2021 Providence Water has spent an average of $31,000.00 per month. We are awaiting word from the RIPUC as to whether Providence Water is to continue absorbing these fees or if we can move forward with the customers again absorbing these fees.

o **Do we need to supply Kiosk-device or Card payment devices or City has an existing kiosk device?**

Answer: The city currently has card payment devices; the city does not currently have walk-up kiosk devices in lobbies. So these kiosk devices are not part of the scope, but vendors can propose as an optional add-on.

o **It will help us immensely and help us to put a competitive bid if we will get an idea of what types of service fees, monthly fees, or any other kinds of fees the city is paying for payment processing.**

Answer: Fees are provided in BSRF in the IC SOW.