



CITY OF ALBANY, OREGON
REQUEST FOR PROPOSALS (RFP)
Utility Billing Management Software

Proposals Due by 2:00 p.m. (Pacific Time), Wednesday, July 20, 2022

Notice is hereby given that the City of Albany (City), Oregon, is requesting proposals for utility billing management software, training, and ongoing support and maintenance. The City desires to enter into an agreement with a qualified contractor to provide the following software scope of services:

- Web-based or on-premises utility billing management system with secure online registration and real-time payment processing with interactive voice response (IVR)
- User-friendly and responsive public interface
- Intuitive, easy-to-use staff interface with integrated point-of-sale functionality
- Conversion of six years of historical usage data and customer accounts for import into vendor's solution
- Application, technical, and administration training
- Ongoing, 24x7 support and maintenance

The RFP may be downloaded from the City of Albany website at <https://cityofalbany.net/bids>. The City will post all addenda on the City website. Prospective proposers are solely responsible for checking the website to determine if addenda or clarifications have been issued. For questions or clarifications regarding this RFP contact Diane Murzynski, CPPO, Purchasing Coordinator, at diane.murzynski@cityofalbany.net, and Luke Cotton, IT Project Manager, at luke.cotton@cityofalbany.net.

Proposal responses must be submitted to procurement@cityofalbany.net, not later than 2:00 p.m., (Pacific Time), Wednesday, July 20, 2022. Submittals will be considered time-stamped and received by the City when received in the procurement email inbox. The email subject line shall include the project name "Utility Billing Management Software".

The City may reject any proposal not in compliance with all prescribed solicitation procedures and requirements and other applicable law and may reject any or all proposals in whole or in part when the cancellation or rejection is in the best interest of the City, and at no cost to the City.

DATED THIS 20TH DAY OF JUNE 2022.

A handwritten signature in cursive script that reads "Diane M. Murzynski".

Diane M. Murzynski, CPPO, CPPB
Purchasing Coordinator

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