June 27, 2022

The purpose of this addendum is to modify the RFP documents only to the extent indicated herein. All other areas not changed or otherwise modified by other addenda, shall remain in full force and effect. This addendum is hereby made an integral part of the original Project Documents.

1. The following changes are being made to the RFP Schedule, Section 2.2.

RFP SCHEDULE *REVISED*

RFP Advertised	June 20, 2022
Date to Submit Changes or Solicitation Protests	June 27, 12:00 p.m.
Last Day to ask Questions	July 14, 2022, 12:00 p.m.
Last Day for Addenda Issued	July 15, 2022, 12:00 p.m.
Proposal Due Date	July 20, 2022, 2:00 p.m.
Evaluate Proposals	July 20-22, 2022
Presentations, Demonstrations, Interviews	July 25-29, 2022
Notice of Intent to Award	August 1, 2022
Protest Period ends (seven calendar days)	August 8, 2022, 12:00 p.m.
Council Award	August 24, 2022
Contract Award and Execution	August 25, 2022

2. Regarding requirement #UB086 - Can the City provide an example of the Extra Strength Charge program?

Answer: See *new* Attachment H – All Service Rate Tables. The desire is to have the additional functionality in this system, see City of Portland Oregon's Extra Strength Charge Program as a good reference for the functions we are looking for.

3. For requirement #UB248 - Can you explain in more detail what the City is requiring the system to do with respects to staff routing using Esri GIS data? How is it done now?

Answer: Currently the city uses a process to pull a generated report out of Springbrook and load it into ArcGIS through some custom scripting. This creates a map with the locations. One use is for meter shutoff or doing door tags, the other use case is for field staff to check meter data.

4. Within Section 3.10, the City mentions the preference for a two-phased implementation. Can the City clarify what is expected to be included in each phase?

Answer: The City is open to the proposer's implementation approach as long as the go-live timeframe is maintained.

5. The City mentions an expected go-live in January 2023. Is there any specific reasoning for this timing?

Answer: This will simplify many processes with the calendar year being the changeover, it is also the slowest part of the year for staff.

6. How many iPerl smart meters are currently deployed and when do you anticipate having full coverage with smart meters?

Answer: iPerl 5,623, Omni 288, Total Meters 18,649. With supply chain issues, we are behind on iPerl installs, so no target date is known for when we will have full coverage.

7. Is Remit Plus used to create a file to send to the bank to initiate auto-payment from a customer's bank?

Answer: Yes, it is also used to import payment data into Springbrook using a custom import template.

    a. If yes, is the city open to the option of this being handled within the CIS or will we be required to integrate to Remit Plus?

    Answer: The solution needs to import the payment and customer account data from a software like RemitPlus that is utilizing our current Canon CR-190i II. The City is open to using a provider recommended by the CIS vendor as an optional part of the solution.

8. Does the City currently have an IVR, if yes, can you let us know the vendor please?

Answer: No

    a. If not, does the city want pricing for an IVR included as optional?
    Answer: Yes

9. Who is the current online payment provider?

Answer: Springbrook

    a. Is the City open to using a provider recommended by the CIS vendor?
    Answer: Yes