July 7, 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. How many Utility accounts does the City have? Please provide a breakdown of Residential Accounts and Commercial/Industrial accounts.

Answer:
Commercial Multi Unit 1,490
Commercial 948
Industrial 6
Multi Family 6,271
Mixed use (multiple classes) 51
Residential 16,120
Residential Low Income 223
Stormwater Only 1117

2. Given that the RFP will be submitted on July 20th, 2022, what is the anticipated contract signing date and the subsequent project start date?

Answer: September 1, 2022.

3. If project Go-Live is past January 2023, will that disqualify the proposal?

Answer: Consideration will be given to alternative go-live schedules.

4. Currently which vendor is providing "Utility Billing Management Software"?

Answer: Springbrook

5. Can we get a copy of the current "contract" with the existing contractor for providing "Utility Billing Management Software"?

Answer: No, but you can submit for a records request here:
https://www.cityofalbany.net/public-records

6. Is Mobile-Apps(Android and I-phone) part of the scope?

Answer: A responsive mobile interface, whether that is via an app or web browser.

7. What are the areas of the existing applications the city is not very satisfied with? Please give us some examples.

Answer: Real-time accounting of online payments, customer interface, staff interface, vendor support and updates.

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

Answer: Real-time accounting of online payments, modern customer and staff interface.

9. Currently, how much the city is spending Annually on the "Utility Billing Management Software"?

Answer: $47,186 is the invoice from Springbrook for FY 23.

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

Answer: All proposer solutions will be considered. The proposer is encouraged to submit their best and final cost offer/proposal.

11. Approximately when the city is planning to go live with the new system?

Answer: January 2023.

12. Is City looking for a cloud-based system? Does or City want to host the proposed system on its hardware or host an on-premise platform?

Answer: The City is open to considering cloud and on-prem solutions.

13. water, sewer, and stormwater are metered services. What smart meters are implemented?

Answer: We have approximately 5600 iPerl meters, of which 215 are radio read meters.

14. Does the city require a web-based Customer Portal for the Customers? If yes then provide us the number of customers that will access the customer portal.

Answer: Yes, 20,000.

15. What is the City's Total Number of Residential Accounts, Industrial Accounts, and Commercial Accounts?

Answer: See 1 above.

16. Will your proposed system be used by your staff only? If yes then provide us with the number of employees who will use it. Provide us a list with no of admins, end-users, and others.

Answer: 20,000 public customers, 10 end-user employees, 3 IT admin, 2 end-user field staff.

17. Data will be migrated from how many systems? Provide us a list of all systems with technical platforms like OS, database, etc.?

Answer: Data is in MS SQL format on a Windows Server.

18. How many years of data must be migrated to the proposed system?

Answer: 6 plus current year data.

19. Provide us a list of all external systems that the proposed system will be interfaced with. Provide us the technical platforms like OS, databases, etc.?

Answer:
Infosend (3rd party print and mailing services via text file data exchange).
Munis (on-prem ERP, will import financial data from UB solution via text file).
Remits Plus (on-prem bill processing application).
Meters are read by an outside company and we import meter data from that company in CSV.

20. Is the RFP getting evaluated by a third-party agency?

Answer: No.

21. Main RFP document mentions 6 years of data migration, but the requirements matrix mentions 10 years of usage data. Can the City elaborate on exactly what data migration requirements they are asking for?

Answer: 6 years of historical data plus current year data, no other data migration of older data is expected.

22. Can the City elaborate on exactly how are Field staff being assigned work orders? Are these provided to them in paper format from Springbrook or are they using some type of digital Work Order solution? Trying to understand if there are any additional requirements relating to Work Orders for the field or if only a report for routing needs to be sent to the GIS system, as described in the first addendum.

Answer: Everyday service request are manually routed by staff, door hangers and shut offs are done using Crystal reports in conjunction with GIS data to most efficiently map the route of field staff. Ideally, the proposer's solution would replace the current workflow with a web interface or app that also allowed field staff to re-order their work orders on the fly in case of misdirected routes.

23. Is the City via Springbrook charging customers to make certain types of payments (i.e. credit card, ACH draft, etc.) or is the City absorbing these costs? If so, can the City please provide details on the per transaction charges that exist today, along with a monthly summary?

Answer: The City does not charge customers to make a payment and the City absorbs the costs. The cost varies based on the type of card and how the payment is taken (on the website, over the phone or at the front counter).

24. The target "Go Live" date of January 2023 seems very unrealistic for any new CIS implementation based on historical information. Most CIS implementations that involve data migration and a complete system setup typically average 12 to 18 months, with many running far beyond this. If contracts are signed in August, then this is a four to five (4 to 5) monthly implementation, which seems very unrealistic based on historical results. Can the City please comment about their flexibility with this schedule OR is this a hard-set requirement that must be met in order to be considered?

Answer: Data has already been converted to MS SQL format and will need to be mapped to proposer's solution. The City is open to considering other implementation schedules.

25. What is the system that the billing system needs to be interfaced with and is there an API available? Is there additional information or validation required beyond Business License Type, Number and NAICS Codes?

Answer: Financial data will need to be exported into a text file that will be imported into Munis ERP.

26. Who is the City's current Collection Agency?

Answer: Credit Services of Oregon.

27. Would you like the CIS vendor to recommend preferred payment processing and IVR partners as part of our submittal?

Answer: Yes, this a desired optional piece of a proposal.

28. How is Backflow currently managed? Many newer CIS systems include functionality to support managing Backflow and Cross Connection Programs. Are you interested in reviewing information and pricing for an integrated solution for Backflow Program Management?

Answer: Backflow is currently managed in another division of Public Works; we are not currently interested in this functionality as part of this RFP.

29. What is the current Metering System for Integration Purposes?

Answer: iPerl 5,623, Omni 288, Total Meters 18,649.

30. What about Mobile Field Service for Service Orders? Most modern CIS systems include Mobile Field Service capabilities integrated directly with the CIS. How many field technicians are there completing Service Orders generated out of the CIS (Customer, Meter & Premise related field activities)?

Answer: 2 field staff employees.