



CITY OF ALBANY, OREGON
FINANCE DEPARTMENT

Utility Billing Management Software RFP, Addendum 3

July 15, 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. Would the City accept Umbrella Liability coverage in lieu of cyber and auto coverage requirements?

Answer: Yes. A combination of liability and excess or umbrella insurance may be used to meet the required limits of insurance for cyber and auto coverage. Proposer must indicate such on the certificate of insurance or within the endorsements.

2. Section 4.6, sub-section 2., bullet 7: how is a "SaaS solution" defined for and by the city?

Answer: Regarding the following bullet, "Total number of customer sites currently using the SaaS solution being proposed in this RFP". The City has modified this bullet to read "Total number of customer sites currently using the proposed solution as defined in this RFP". In addition, bullet 11 will be revised to read, "A statement that proposer has the authority to grant the software license, and to provide software maintenance and support directly as required by the solution."

3. What are the perceived benefits for the city of a SaaS engagement?

Answer: Please refer to Section 3.1 regarding the City's project goals.

4. Section 5.3.5: COST will be evaluated over a five-year period. Given that projects of this type have lifespans of fifteen years or greater, will the City give additional points for leading submissions with five (5), ten (10), and fifteen (15) year total cost of ownership?

Answer: The City requires "... reasonable, detailed costs over a five-year period" as the method the City will use to review cost. Section 3.3 refers to the initial contract term to be for five years, with an option to extend five additional, one-year terms with an economic price adjustment after the initial term.

5. UB248: Does the City wish to include the ability to send service orders from the Utility Billing software to the ESRI mobile workforce application? If not, should the submission include a mobile workforce application to manage service orders within the scope of this proposal?

Answer: UB248 is specifically asking if your proposed solution can incorporate ESRI GIS data in the field staff application. See Addendum 2, #22. In Exhibit G, Requirement # UB248, the City is looking for the provided solution to handle service orders in the field, the method/solution could be different, but a mobile workforce application to manage service orders is desired.