



Addendum Number 1

November 15, 2023

From: Procurement Department

Re: New Customer Information System

Issue Date: October 28, 2023

Due Date: December 13, 2023

Please see the following questions & answers:

Question 1:

What is the permitting system that is referenced in the RFP? Does it have 2-way interface capabilities? I'm trying to determine if it's a custom solution developed in-house or a purchased product.

Answer 1:

Central Square's Community Development software with API capabilities.

Question 2:

Is there any interest in a new central cashiering system?

Answer 2:

Yes. It must be priced as optional and will not be scored as part of the CIS proposal.

Question 3:

How many field technicians do you have doing premise-based orders (i.e., meter activity/disconnect/turn-ons)?

Answer 3:

Currently there are 16 field technicians.

Question 4:

The RFP references that the City utilizes OpenGov Asset Management software for Workforce and Asset Management. Does the City utilize this same software for handling its daily field service orders (e.g. premise-based orders) as well? If not, what system is used or do you use paper for these types of service orders? Would you be open to replacing this Mobile Field Services solution?

Answer 4:

OpenGov Asset Management is the field service system used by the City. The City would entertain options for Mobile Field Service but it must be priced as optional and will not be scored as part of the CIS proposal.

Question 5:

Would you please clarify the phone support hours? Section 2.2.11.1 references 24/7/365 support whereas 2.2.11.3 references 7am - 7pm Eastern time. Would the City be willing to pay extra for 24/7/365 support versus a more standard 7am - 7pm ET model?



Answer 5:

The bidder must provide after-hours support for reporting critical issues. This should include an after-hours phone line that is answered 24/7/365. Full support services should be available at a minimum from 7am-7pm Eastern time.

Question 6:

Is a North American-based Call Center acceptable (e.g. Canada)?

Answer 6:

2.2.11.2 is amended to "Provide access for the City to report issues via a call center based in North America or access to Bidder's self-service support portal."

Question 7:

Can the ConnectKingsport app support SSO? Does the app center on a unique ID such as e-mail for authentication?

Answer 7:

No, it does not support SSO and it does not authenticate.

Question 8:

Are you leaning toward a preferred payment processing vendor instead of Click2Gov? If so, who?

Answer 8:

Bidders may suggest pre-integrated payment processors. It must be priced as optional and will not be scored as part of the CIS proposal.

Question 9:

Given the lack of current support for Tokay, would the City entertain replacing its Backflow system as an optionally priced item?

Answer 9:

Yes. It must be priced as optional and will not be scored as part of the CIS proposal.

Question 10:

Sec 2.1.3 Does this requirement mean that the core CIS needs to operate on iOS workstations and mobile devices? Or is the iOS requirement only for the Customer Self-Service portion of the RFP? If it's the Core CIS, is this a mandatory requirement, or a preference?

Answer 10:

Vendor should propose their solution as it best functions in a modern technology environment.

Question 11:

We couldn't find the bonding requirements in the RFP nor the instructions for Exhibit 5 - Pricing Worksheet, Detail cost item 5.02 Bonding. Can you please tell us what they are?

Answer 11:

There is no bond requirement as part of this RFP. Please review Section 3.3.5 for insurance requirements.



Question 12:

Page 12 lists Banking Institutions as an integration. How many different Banking Institutions are currently integrated?

Answer 12:

For pricing purposes assume three.

Question 13:

Page 12 lists Collection Agency. How many different collection agencies are currently integrated?

Answer 13:

For pricing purposes assume one.

Question 14:

Can you please provide your customer base segmentation between residential and commercial accounts.

Answer 14:

Not relevant. The City serves both residential and commercial customers.

Question 15:

Can you tell us how you print bills and letters today? Do you print in-house or send an XML file to a 3rd party vendor?

Answer 15:

Not relevant.

Question 16:

Is the City firm on the 7 reference requirement, if the vendor has less than 7 will their proposal still be considered?

Answer 16:

Providing less than 7 does not exclude vendor from RFP participation.

Question 17:

Is the City accepting electronic proposals? In section 4.8 and 4.9 electronic versions of files are requested, but in other sections and at the bottom of pg.19 the RFP indicates proposals are to be submitted as hard copies.

Answer 17:

Please review Section 3.2.1 for guidance on the specific instructions regarding both hard copies and electronic copies expected by the City.

Question 18:

Can you please share your average monthly credit card, e-check, ACH, and debit card payment volumes and the average amount of payment for each type.

Answer 18:

Not relevant to this RFP. This will be shared with the selected vendor during negotiations if needed.



Question 19:

Please confirm that no mobile work management solution should be proposed. Also confirm that the desire is to have an integration between the UB solution and OpenGov for field work (Meter Re-read, Exchanges, etc.)

Answer 19:

OpenGov Asset Management is the field service system used by the City. The City would entertain options for Mobile Field Service but it must be priced as optional and will not be scored as part of the CIS proposal.

Question 20:

Sec 2.1.1.11 - The Pricing List asks for 5 years of Maintenance, while this section says 10 years. Which timeframe is being requested?

Answer 20:

This is standard language.

Question 21:

Sec 2.1.1.11 - Is this Product Vendor Maintenance or Implementation Maintenance? In a SaaS model would the City want the bidder to maintain the new releases?

Answer 21:

Vendor should maintain all releases.

Question 22:

Sec 2.2.11.1 - Is the full-time Support Desk (24/7/365) responding to internal (city) user requests, billing customers, or both?

Answer 22:

Support is expected to respond to City issues.

Question 23:

Sec 2.1.3 - is it acceptable that the iOS deployment is a Web Browser application and not a downloadable iOS application?

Answer 23:

Yes.

Question 24:

Sec 4.4.3 - Can the City be flexible with references and lower it to 3 or accept vendor references of product installations?

Answer 24:

Providing less than 7 does not exclude the vendor from RFP participation.

Question 25:

Sec 4.5.2 - Do we need to submit a completed project plan with proposal?

Answer 25:

It is required that each Bidder provide a comprehensive detailed plan for implementing the



proposed CIS for the City that is inclusive of all services and meets all requirements of the RFP.

Question 26:

Can the Implementation and Support resources be located Off-Shore?

Answer 26:

2.2.11.2 is amended to "Provide access for the City to report issues via a call center based in North America or access to Bidder's self-service support portal."

Question 27:

Can bidder's proposal be a Firm Fixed Price, or must it be a Time and Materials (not to exceed) cost?

Answer 27:

Yes, proposal can be a Firm Fixed Price.

Question 28:

Do you want the bidder to offer Application Operation Services (Tier2), which includes named users and application tasks not handled by CSRs (Tier1)

Answer 28:

Vendor should propose the best solution that meets the requirements of the RFP.

Question 29:

Do you want the bidder to offer Application Managed Services (Tier3), which includes a project team (manager, analyst, developers, etc.).

Answer 29:

Vendor should propose the best solution that meets the requirements of the RFP.

End of Addendum Number 1