Addendum No. 1 – August 23, 2022

Request for Proposals for Software and Implementation Services for a Utility Billing Software Systems Environment

Due Date and Time: Thursday, September 15, 2022 by 3:00 pm ET

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A Pre-Proposal Vendor Teleconference was held on August 9, 2022 at 10:00 am (ET). The Pre-Proposal Teleconference was facilitated by the City and the City's consulting partner, BerryDunn. The Pre-Proposal Vendor Conference was held via teleconference.

Attendance at the Pre-Proposal Vendor Teleconference was **not** mandatory.

The following vendors identified themselves as being in attendance via phone:

Company	Representative
Advanced Utility	Joe Polaski
CUSI	Tanner Ezell
CUSI	Haylie Travis
Edmunds GovTech	John Wray
Ellipse Solutions	Bobby Small
Harris Utility	James Valis
Harris Utility	Maddie Saran
HexStream	Garrett Johnston
HexStream	Vijay Soodeen
SpryPoint	Amanda Lee
SpryPoint	Ryan Cawley
Streams Tech	Sayedul Choudhury
Tyler Technologies	Curt Steddum
Univerus	John Bastian
Util360	Raj Gulati
Util360	Mike T

Company	Representative
Util-Assist	Mike Foley

Please find below questions received prior to and during the April 12, 2022, Pre-Proposal Teleconference and responses from the City.

1. Will the City please clarify their current payment process and what provide further clarification on the ongoing project to consolidate the payment processors?

   City Response: The City has experienced some interruption in utility AMI censoring integrating with Neptune's integration with the current Keystone ERP system. Keystone is unable to send the bills directly to the customer; those bills are sent to a third-party billing source. The third party mails the bills to the customer, the customer must then pay the bill in-person with cash or check or credit card. The bills are associated to the ERP for payment and the cashier can see the bill, however Keystone can only process cash or check and is not PCI compliant. To process a credit card payment the cashier must punchout to a web-based system called iConnect. After the cashier runs the credit card they must go back into Keystone and manually enter in the transaction. The City's goal is to have a Utility billing system that can replace everything and connect to Veolia Suez, NIC Virginia, and a new payment portal for all payments for the city. A system that will integrate whether the payment is made in-person either cash or check or credit card and via an online customer portal.

2. Is NIC Virginia used centrally for all cash all payments?

   City Response: NIC is used for all card payments. The city will have an additional over the counter process. Both will integrate with new ERP system. Cash or checks will be cashiering module in ERP system, there will be one module for credit cards and one for cash or checks.

3. If customer has a utility bill and parking ticket to pay will the cashier have to utilize have two separate programs?

   City Response: Yes

4. Will the City entertain a central cashiering solution that will allow the cashier to have a single point to enter multiple systems?

   City Response: Yes

5. Will the City have payment kiosks in the future?

   City Response: Yes, NIC Virginia will be providing the software and the City will utilize a tablet and a tablet stand to create a kiosk and they will be located inside select City facilities.

6. Has the City replaced its current ERP system or is that still in progress?

   City Response: The replacement of the ERP system is still in progress. The City has reviewed the City priorities and determined proceeding with several stand-alone RFP' for Tax billing, Utility billing, and Human Resources and Financial ERP solution.

7. What ERP system is the City choosing?

   City Response: The City has not chosen a system. A new RFP for Human Resources and Financials will be released in the September timeframe.

8. For the customers going in-person to a cashier to pay their bills; either via cash or checks or credit card, will that process be removed when this project is implemented?

> City Response: The City will have two payment solutions; one for credit cards and a separate one for cash or checks. The IVR component will be added later this year. All payment solutions will be handled by NIC Virginia.

9. The City asked for mobile field service capabilities; will the City consider replacing current system?

> City Response: Yes, the City is open to replacing the current system.

10. The City currently uses Neptune, and will be utilizing the Veolia solution in future, will the City please clarify?

> City Response: AMI sensors will be installed on the Neptune readers that will transmit to a central location.

11. Will the City have interval data coming in and will that be presented to customers?

> City Response: In terms of accessing up-to-date account information and accrual data, the City would like to market it to customers who want to see their readings. The customers will need to go to the Veolia site to see their data.

12. If the City's goal is to have mobile field service capabilities; is the City open to vendor provide their best practice?

> City Response: City is open to seeing a solution that can solve the current challenge of providing customer data in one solution and billing information in another solution. Having everything in a one stop shop or full integration would be desired.

13. Are bills print by a third party? Is there an interface requirement?

> City Response: The City would prefer to bring billing back in house.

14. Does the City utilize a collection agency?

> City Response: Everything related to collections goes through TACS for the State of Virginia.

15. Is the City open to a CIS platform that is designed to help with backflow?

> City Response: Yes, the City is open to exploring the functionality, but it is not core requirement.

16. The demos are currently scheduled for the first week of November, does the City prefer the demos be held remotely or onsite? How many days will each vendor have for demos?

> City Response: City is comfortable with remote, if vendor wishes to be onsite, the City is open to having a vendor onsite. The City and its consulting partner BerryDunn estimate the demos will be about two days in length.

17. The City mentioned they would like to bring billing back in house; will that include printing the bill and producing the bill? Is there an internal billing clerk currently doing that?

> City Response: Yes, there is an individual who has split time with another agency. The current payment provider will be providing marketing to encourage customers to make online payments. City is open to a Utility billing vendor that would provide assistance to encourage customers to pay online.

18. Is there a Tax billing RFP in progress?

    City Response: Yes, vendors are currently being evaluated.

19. Is the City open to managing the billing but have another party do the processing?

    City Response: Yes, the City is open to this option.

20. Does the City have a complete list of these interfaces, the type of interface (real-time API, file transfer, etc) and data elements required for the interface?
- Veolia Suez (is this directly to the AMI head end or is there a meter data management system in place)
    - Manassas Park is currently implementing a new AMI network. Will the head end system or MDM provide the billing determinants?

    City Response: The plan is to have the Veolia AMI platform provide a direct interface (real-time API) with no expected MDM "in-between" function that will inform the CIS platform on a customer's usage.

        ▪ Will there be a single interface to the new AMI or will an interface to a legacy AMR system also be required?

    City Response: Since the AMI installation has commenced, it is anticipated that the new CIS platform would begin implementation at the midpoint of the AMI project, meaning there is no "interim state" expected to interface the CIS with the legacy AMR.

        ▪ From what I could gather the CIS or customer portal will only need to provide billing details (AMI data will be provided by another portal)?

    City Response: Correct, unless the CIS could provide an interface for all real-time usage information provided by the AMI to solve for the need for two portals (customer usage and customer billing).

- TACS (Used to send collection information)
    - Two way interface

    City Response: The City passes collections data to TACS on an ad-hoc basis based on their delinquency status. The need would be to export data from the CIS to this vendor in a specific format and receive that data back into the CIS from TACS after a customer's collection status is no longer delinquent.

- NIC Virginia
    - Credit card processing

    City Response: NIC Virginia is utilized for Over the Counter (OTC) card swipe transaction processing, and all web based card payments. The OTC function would have to interface the card data into the CIS at the Point of Sale (POS). The web function provided by NIC for online payments would essentially replace any web service provided by the CIS, and have a real-time API built between NIC VA and the CIS for that customer billing data.

- Service Orders
    - i. Can you confirm what the City is using for work/service orders and whether an interface is required?

City Response: The City utilizes Brightly Asset Essentials and it has not been determined yet on whether that system will need to interface with the AMI software provided by Veolia or by the new CIS; however, that functionality would be desired if capabale

- Counter payments (cash and check)
    - Cash and check payments will be processed at the counter by the CIS system
    - Payments for other City services will be performed in Keystone

City Response: Correct, as well as OTC swiper transactions processed by the NIC VA card swipers

- ERP
    - What types of information will Manassas Park require to be sent to Keystone and the frequency?

City Response: Any integration would be through the AR interface to perform daily bank reconciliations for Water/Sewer and Tash related billing. However, if there is no integration, these transactions can also be booked in batch via a Journal Entry process, as long as the reporting functionality provided by the CIS can display transactions broken out by (at a minimum):

1. New account fees
2. Water & Sewer user fees
3. Penalties/Interest
4. Connection fees

- Bill Print
    - Is the intent to send a PDF of the bill to the print vendor or just the data elements?

City Response: The City sends a file with just the data elements which is printed onto the approved template. A PDF would only be desired as an e-bill or available downloadable document within the payment portal through that interface.

21. Is BerryDunn managing the Tax billing software RFP?

City Response: BerryDunn is the City's consulting partner for the Tax billing RFP.

22. Currently which vendor is providing Utility Billing Software?

City Response: Keystone

23. Can we get a copy of the current contract with the existing contractor for Utility Billing Software?

City Response: Yes, the contract is the City's ERP provided, Keystone Information Systems who provides wholesale ERP functionality for the City and is available upon request.

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

City Response: Please see response to question 1

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

City Response: The City understands that there are many variables that impact cost based on City size, total accounts, integrations, and general platform, meaning an exact budget range is difficult to pinpoint for a standalone UB system. However, the City is invested into providing top-level services related to Utilities as it's the largest enterprise service in the City, where we have recently invested into the wholesale replacement of the AMI network as well as SCADA, Utility Billing, Work Order, and GIS, to provide some context that we are not seeking just a "lowest bidder" budget driven solution.

26. Approximately when is the City planning to go live with the new system?

City Response: Per Tab 5 of Attachment A, The City would expect implementation to begin in the first quarter of calendar year 2023.

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

City Response: Per section 2.4 of the RFP Specifications document, The City has a preference toward a true Software as a Service (SaaS) deployment model. The City will consider the following deployment models:

i. Software as a Service (SaaS or subscription-based models)

ii.. Proposer hosted (hosted and managed by the Proposer, perpetual licenses)

The City will not be considering on-premise (City-Hosted) deployments through this RFP

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

City Response: The City currently has approximately 4,800 customer accounts, majority of which are residential.

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

City Response: All required interfaces are provided in Attachment B, Interface Tab. Additional information about the City's current applications environment may be found in the RFP Specifications document, Section 2.7.

Respondents are instructed to return a copy of this addendum form signed by an authorized firm agent as part of proposal responses.

_____
SIGNATURE

_____   _____
COMPANY   DATE