Addendum #3

City of Greeley Colorado

Project Information	
Project Name:	City of Greeley Utility CIS Replacement
Bid Number:	F23-07-062
Date:	August 7, 2023
Project Manager:	Krystal Dilka

Addendum Questions	
Question #22	Currently, how much the City is spending Annually on the "Customer Information System"?
Answer	Currently paying a yearly renewal for our software but this is not pertinent to our budget for the new CIS.
Question #23	What is the budget range for the current project's implementation cost and annual cost?
Answer	This is dependent upon the proposals submitted and selected and the City does have money budgeted.
Question #24	What are the primary objectives and goals the City of Greeley aims to achieve with the implementation of the Customer Information System?
Answer	Primary objectives include 1) billing of 3 services (water, sewer, & stormwater) 2) allow for financial reporting 3) utility billing including cash receipting, delinquency and a customer portal 4) integration to related systems like meter reading, financial, cashiering, GIS, online payments, etc. 5) additional CIS functionality may be added based on planning activities.
Question #25	What specific functionalities and features are essential for the City's CIS to meet its operational requirements?
Answer	Please refer to the functional requirements attachment and the priority rankings for each requirement.
Question #26	How many customer accounts does the City currently manage, and what types of services are provided to these customers (e.g., water, electricity, gas)?
Answer	Please refer to the key City metrics in Section 1.6 of the RFP
Question #27	Are there any specific regulatory or compliance requirements that the CIS needs to adhere to within the City or the industry?
Answer	PCI compliance Data Security Standards and HB21-1110 Colorado Laws for Persons with Disabilities
Question #28	What is the anticipated timeline for the CIS implementation project, and are there any critical milestones or deadlines that need to be met?
Answer	Please refer to Section 1.2.
Question #29	What are the security and data privacy requirements for the CIS, especially concerning customer information and sensitive data?
Answer	Please refer to the functional requirements and forms attachment questions.
Question #30	Are there any scalability considerations, such as potential growth in customer accounts or additional services in the future?
Answer	Greeley is a growing City with anticipated growth in customer accounts over the next 10 years so we need a system that will grow with us. We don't anticipate any other services to be billed through the CIS at this time.
Question #31	What are the reporting and analytics requirements the City expects from the CIS?
Answer	Please refer to the functional requirements attachment for desired functionality.
Question #32	Has the City identified any specific budget constraints or cost expectations for the CIS implementation?
Answer	This is dependent upon the proposals submitted and selected.
Question #33	Are there any preferences regarding the deployment model of the CIS (e.g., cloud-based, on-premises, hybrid)?
Answer	The City is only open to a vendor-hosted or cloud solution. See section 1.5 of the RFP.
Question #34	What level of training and support is required for City staff during and after the CIS implementation?
Answer	Please refer to Section 3.5 Implementation Plan.
Question #35	Is there a need for customer self-service capabilities, such as online billing, account management, or outage reporting?
Answer	Please refer to the functional requirements attachment for desired functionality.
Question #36	How does the City of Greeley handle customer communication and engagement, and are there any expectations for the CIS in this area?
Answer	This can be discussed with the proposers at a later phase of the procurement if desired. Requirements regarding this functionality are listed in the functional requirements attachment.
Question #37	What are the key performance indicators (KPIs) or metrics that the City will use to measure the success of the CIS implementation?
Answer	This can be discussed with the proposers at a later phase of the procurement if desired.
Question #38	Has the City worked with similar vendors or systems in the past, and what were the outcomes of those engagements?
Answer	We are currently on a system that has been in place since the 1990's. No recent experience.
Question #39	Should our bid include a particular provider for replacing a payment provider along with the CIS or is that separate to the bid?
Answer	No particular provider is being requested. See question #15 in Addendum 2.
Question #40	Section 2 page 14-15: Can we send multiple emails with all the required documents since the max file size if 25MB?
Answer	We don't anticipate the max file size will be exceeded but if all format rules from section 2.1 are followed you may submit 2 emails since 25MB is the size limitation for some providers. Be sure to clearly identify this is an addition and there are two emails.
Question #41	Section 2 page 14-15: Will there be 4 documents submitted (Technical signed PDF Proposal, Specifications in Excel, Pricing Form in Excel, Vendor Form in Word)?
Answer	Yes this is correct, there will be 4 documents as described in section 2.1 of the RFP.
Question #42	Section 2 page 14-15: Do we send the proposal that is "watermarked" in a separate email with "For Public Viewing" in the subject line along with the RFP#?
Answer	Yes, submit the 'For Public viewing' (Watermarked) in a separate email with 'For Public viewing' in the subject line.

Question #43	Are we required to include the Proposal Submittal checklist with the proposal? If so, what section should we include it in?
Answer	No, the checklist does not need to be included.
Question #44	What is the City's expectation from the new solution for bill and letter formatting, printing and mailing? Does the new solution only need to create a data extract file that will go out to one of the city's existing bill/letter print/mailing vendor where the vendor will utilize this data extract file to fill up the bill/letter template and then print and mail it? Or does the new solution need to also generate the actual bill/letter pdfs and then it will be sent to the vendor for printing and mailing?
Answer	Please refer to the functional requirements attachment. We are working with a new printing vendor currently but are open to recommendations.
Question #45	Requirement#174 talks about ability to print on multiple formats including door tag, post card, 8.5 X 11 etc. and Use Case column for this requirement says Printing Bills. Does this mean City wants flexibility to also print bills in post card, door tag etc. or does this requirement mean printing other types of information (maybe a subset of billing data like due amount, due date etc.) in door tag, post card etc. and not printing the actual bill in these formats?
Answer	We are looking for flexibility to print items mentioned through the system and not manually.
Question #46	On the pre-proposal call there was a discussion about vendors optionally proposing the following solutions - IVR, Mobile Work Mgmt., Meter Data Management, and Payment Processing. Can you confirm you would like these offerings included in the response with optional pricing?
Answer	See answers to questions 7, 8, 9, and 18 on Addendum 2. You may propose or list this in the optional section but not required.
Question #47	Does the City have hard requirements in terms of the number of years of legacy data that needs to be converted into the new solution?
Answer	We would follow best practices for how much data to convert. Also refer to the pricing forms attachment, data conversion tab.
Question #48	Does the City have a required minimum number of mock cutovers?
Answer	No minimum number required but will be agreed upon by project managers during implementation.
Question #49	Regarding the inclusion of an integrated payment processing/merchant services solution as part of our bid (per the response in Addendum 2), can the City provide the following payment transaction details/metrics? 1. Does the City absorb or pass along transaction fees to its customers? 2. Can the City provide the following transaction metrics for the previous 12 months: a. Credit/Debit by portal ACH/eCheck by portal b. Average Transaction Amount c. Quantity of transactions 3. What is the average bill amount for the past 12 months for a. Residential b. Commercial and industrial?
Answer	No on merchant fees, we absorb these internally. We do not keep a record of quantity and average on transactions to provide by Credit/Debit/ACH. For Water our approximate average bill is $73, Sewer is $31, Stormwater is $12.
Question #50	Does the city currently process credit card payments today? If so, what application/payment processing solution is used?
Answer	Yes, we use E-Bill Express through Wells Fargo
Question #51	What type of reporting and/or dashboards are available to you currently?
Answer	COGNOS
Question #52	What is your average residential bill and commercial bill amount?
Answer	We don't track commercial averages. For residential see question #49
Question #53	How many users would require mobile access for working in the field?
Answer	See question #8 in Addendum 2.
Question #54	Does the city have a pre-set budget for this initiative? What is your annual budget?
Answer	We do not have a pre-set budget as this will be determined with the selected solution. We are not at liberty to disclose our budget. Also see question 23.
Question #55	What does your current provider do well that you would like your next software provider to be able to do?
Answer	We are happy to discuss later and also see requirements attachment.
Question #56	Have you conducted any demonstrations of potential software solutions in advance of this RFP?
Answer	We started and RFP in 2019 and saw some demonstrations but then this project was paused with Covid. No demonstrations will be done in advance of the current RFP schedule.
Question #57	What is the file size limitation for electronic submittal?
Answer	See Section 2 of RFP and question 40 in Addendum #3. Email file size is 25MB.
Question #58	A size limit of 25MB has been given for the proposal submission in section 2.1, page 14. If needed, can the redacted copy of the proposal be sent in a separated email, and is it included in the 25MB limit?
Answer	Please see question 40 above.
Question #59	The proposal signature form in section 5.3, page 35 includes a line for the total price. Should this form be included in the main response document or with the pricing document?
Answer	Both
Question #60	The Minimum Criteria Form in section 5.2 page 34 includes criteria for PCI Compliance. Our application does not store card information or transact directly with credit cards. We instead integrate with PCI Compliant payment processors for card payments. If the response give ins "No" will this result in disqualification? If we answer "No" can we include a brief explanation?
Answer	That will not result in disqualification, please answer N/A with an explanation.
Question #61	The RFP section 3.5.9 page 27 requests information about the organizations capabilities to assist in a Citywide redesign of the chart of accounts. A chart of account redesign is typically a request for financial software and ERP implementations. If this truly a request for the CIS, and if so, what freedom does the CIS implementer have relative to what is already setup in the GL?
Answer	The chart of accounts is currently in place so this section is no longer pertinent.