# Request for Information 2023-029

# Water Utility Customer Information and Billing System

# ADDENDUM No. 1

# ISSUE DATE: January 5, 2023

Responding Submitters on this project are hereby notified that this Addendum shall be made a part of the above named RFI document.

The following items add to, modify, and/or clarify the RFI documents and shall have the full force and effect of the original Documents.

**Question/Answers Section**

1. **Question:** You have listed that the County provides sanitation services. Can you please provide further clarification on what specific services are covered under the sanitation umbrella? Does this include solid waste collection/route management, billing for residential/commercial solid waste?

   **Answer:** UC Water only provides Water/Wastewater Services

2. **Question**: Does the county also provide backflow testing? If so, can you please clarify those services? Also, do you require CIS to record test results or are you looking for a portal for third-parties to input test results?

   **Answer:** We have a backflow program, but do not provide testing at this time. For the RFI, please feel free to present all your options and solutions.

3. **Question:** How many CIS users do you anticipate requiring licenses for?

   **Answer:** 15-30 users

4. **Question:** Could you please share more details about the current processes you have in place with NorthStar and how you would like to streamline those?

   **Answer:** Those will be described in a future RFP

5. **Question:** Could you please share more details about the manual processes you have in place with NorthStar and challenges associated with the manual processes?

   **Answer:** Those will be described in a future RFP

6. **Question:** What are the current reporting tools you use and how are these reports generated?

   **Answer:** Cognos, SQL-RW, PowerBI

7. **Question:** Which departments in the County have access to CIS data and how is the data shared?

   **Answer:** Only the UC Water org

8. **Question:** What is the breakdown of the 60,000 customer accounts between residential and commercial?

   **Answer:** Approximately 95% residential

9. **Question:** What is the projected population of Union County in the next 5-10 years? Is it growing rapidly? Moderate/Above Avg. growth.

   **Answer:** Could see slow growth within utility as capacity is managed and constrained.

10. **Question:** UCW welcomes both on-prem and cloud bases solutions but is there a preference for one over the other?

    **Answer:** Ideal would be towards cloud-based w/open access to data.

11. **Question:** When does UCW plan for implementation to begin and when would you like the new system fully implemented (Go Live)?

    **Answer:** Road map of RFP for new system in FY24 (July 2023). The remainder is TBD.

12. **Question:** When will AMI be fully deployed?

    **Answer:** Unknown estimate on transmitter availability due to supply chain issues.

13. **Question:** How many user licenses are needed?

    **Answer:** Under 50 depending on licensing configuration.

14. **Question:** Can the County provide a breakdown of the following to be incorporated into the new CIBS:
    a. Customer Accounts Approximate.

        **Answer:** 60,000 water/sewer accounts

        i. Residential water/wastewater
        ii. Commercial and Industrial water/wastewater
        iii. Residential sanitation
        iv. Commercial and Industrial sanitation
    b. Number of meters by service type
    c. Number of unique service rates to be configured in the new solution
    d. Number and cadence of billing cycles approximately

        **Answer:** 10 cycles billed throughout the month on a monthly basis

15. **Question:** Would the County be open to a proposal that includes the Vendor's unified/integrated payment processing/merchant services solution to replace Paymentus and its portal? (This would lead to a decreased implementation cost due to elimination of integration with Paymentus)

    **Answer:** Yes

16. **Question:** Can the County provide detail on its strategy for AMI meter data utilization? Would it like interval-data granularity? This will help us better understand the integrated MDM needs for the new CIBS.

    **Answer:** AMI granularity will be consumed within Customer Portal and SaaS from AMI vendor. I think we only need monthly read for CIBS, but open to other concepts

17. **Question:** Does the County have a (understandably early) projected timeline for solution procurement and implementation kickoff?

**Answer:** Supply chain shortages in meter endpoints (ERT) significantly impacting timeline. Base stations nearly live and reading close to 15k new meters

18. **Question:** Does the County manage the existing Harris solution 100% in-house, or does it leverage additional managed/professional services to augment its team?

    **Answer:** Managed in-house

19. **Question:** This question is for clarification about the County's Water Utility Customer Information and Billing System RFI. Can the County please provide more information about what is expected under the requirement (on RFI pg. 5), "2. Configuration information detailing the Customer Information System solution"? Is this simply a request to describe the product/solution?

    **Answer:** Yes

20. **Question:** Do you intend for the new system to bill for all of the services you list under section 3.1?

    **Answer:** No, just water/sewer.

21. **Question:** Would Union County consider a fully "outsourced" utility billing solution?

    **Answer:** Union Count is open to all solutions and RFI submissions.

22. **Question:** I assume this RFI is written for software companies to respond, however, our company specializes in providing supplemental expertise that dramatically supports software solution / vendor evaluations, requirement development, business process mapping, contract negotiations and eventually implementation support.

    I was wondering if that kind of information would be helpful and welcomed by Union County at this point.

    **Answer:** Union County is open to receiving that type of information in response to RFI 2023-029

*End of Addendum No. 1*