



Request for Proposals 2024-077

**Program Management Services for Customer
Information System Replacement Project**

ADDENDUM No. 1

ISSUE DATE: May 23, 2024

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

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

Delete/Add/Replace Section

1. **DELETE:** the due date of ~~May 28, 2024, at 10:00 AM EST~~ in its entirety throughout the bid document and

REPLACE with the following due date and time: **June 4, 2024, at 10:00 AM EST.**

2. **Section 5.3.3 Section C – Project Experience**

DELETE: ~~within the United States.~~

Question/Answer Section

1. **Question:** Does the County include cross-connection management in scope for system selection and implementation?

Answer: The detailed scope of the Customer Information System (CIS) has not been finalized so no decision has been made on including cross-connection management. The selected Program Manager will assist the Utility in planning and defining the scope of the Customer Information System (CIS) RFP, including system integration scope and standards through implementation.

2. **Question:** Does the County include conservation administration in scope for system selection and implementation?

Answer: Refer to Question/Answer Section, Item #1.

3. **Question:** Does the County anticipate during the implementation phase the Program Manager will oversee or engage with business process reengineering, customer bill redesign, Organizational Change Management (OCM) program development and delivery, or similar adjunct activities?

Answer: A qualified Program Manager could participate and contribute to process optimization, workflow development and documentation, organizational change management (OCM), and similar. No bill redesign is foreseen under the scope of services.

4. **Question:** Would the County allow any of the representative projects in Proposal Section C, Project Experience, to also be included in Proposal Section F, References?

Answer: Yes.

5. **Question:** In Proposal Section F, References, would the County please confirm a former client means one that we have not worked with in recent years?

Answer: References are considered to be other utility level (or larger) entities which may speak about the Offerors prior work experience, work products & outcomes, skill sets, etc. References should ONLY include entities of which the Offeror has provided similar or equal legacy system upgrade services to.

6. **Question:** What is the Budget for this Project?

Answer: Union County Water will work with the successful CIS Program Manager to determine an overall budget for the complete project.

7. **Question:** Has a Vendor attempted to replace the CIS system before? What is the name of that Vendor?

Answer: No.

8. **Question:** Has Union County ever replaced legacy Systems before of this size?

Answer: Yes.

9. **Question:** Section 7.7, Is there an MBE or DBE minimum requirement?

Answer: No.

10. **Question:** When will a decision be made on this RFP?

Answer: The award period is 120 days per Appendix B – Proposal Submission Form.

11. **Question:** What is the start date for this Project?

Answer: The award period is 120 days per Appendix B – Proposal Submission Form. The start date is anticipated to follow immediately upon execution of the contract after the award.

12. **Question:** On Pg. 7, What other types of applications (existing Software) should the new CIS platform integrate with?

Answer: Union County Water CIS integrations covered under this scope of supply may include but not be limited to meter data collection (Sensus AMI), asset management (Lucity), data warehousing, customer portal (VertexOne), bill printing (EverView), fiscal management (Munis), and GIS (Esri ArcGIS). The above list is provided as a means of clarity and is not intended to be exhaustive. The CIS Program Manager will assist with development and span of existing systems within Union County Water to be integrated into new CIS platform.

13. **Question:** Section 7.8, 5.3.2 Section B, and 4.2; what type of Licenses are you referring to for Program Management Services?

Answer: The offeror shall carry and maintain any license and certifications necessary to provide the scope of services (as required) outlined within the RFP.

14. **Question:** Does Union County follow a Program Management Methodology?

Answer: No.

15. Question: Will you consider a 1-week extension to the due date?

Answer: Refer to Delete/Add/Replace Section, Item #1

16. Question: On page 8, we note the statement, “Assist UCW with all aspects, known and unknown of CIS software integration into existing UCW systems. Assist UCW with parallel system operations, through complete system change over to new CIS Solution.” Does this mean you want proposers to quote a “Program Management Office” or “Vendor Management Office” role in our pricing?

Answer: Union County Water does not believe a Program Management Office or Vendor Management Office Role is required under the scope of supply. The successful Vendor will assist and advise Union County Water in all aspects of the CIS replacement using prior industry experience as outlined within the RFP.

17. Question: Do you want us to also quote Risk Management and Change Management? Or, do you plan to separately run RFP’s for these functions?

Answer: Union County Water does not intend to solicit separate RFP’s for risk management and change management. The selected CIS Program Manager will assist the County with the overall management of the project, including but not limited to, risk management and change management.

18. Question: The number of existing/new interfaces and complexity of these interfaces can significantly affect the scope/cost of program management services. Can you provide a list of existing CIS interfaces, along with any anticipated/expected new interfaces?

Answer: Union County Water CIS integrations covered under this scope of supply may include but not be limited to meter data collection (Sensus AMI), asset management (Lucity), data warehousing, customer portal (VertexOne), bill printing (EverView), fiscal management (Munis), and GIS (Esri ArcGIS). The above list is provided as a means of clarity and is not intended to be exhaustive. The CIS Program Manager will assist with development and span of existing systems within Union County Water to be integrated into new CIS platform.

19. Question: What resources does the utility currently have dedicated to the support of the existing CIS, both functional/business analysts and technical resources? Are these resources full time? Are these resources utility resources or are they in the County IT department?

Answer: Union County Water has dedicated staff to the CIS replacement project including System Analysts and Business Analysts from multiple departments.

20. Question: What internal resources will be dedicated to the CIS selection and implementation project, both functional and technical?

Answer: Refer to Question/Answer Section, Item #19.

21. Question: On page 7, the scope of work lists “Provide a steady stream of ideas and solutions during product development initiatives to introduce innovation and improve operational efficiency.” Are there specific goals for improving innovation and operational efficiency as part of this project?

Answer: The successful CIS Program Manager will utilize industry experience to bring innovative ideas, knowledge and assist with improving UCW operational efficiencies where possible throughout the CIS replacement project.

22. Question: In regards to 5.3.3 SECTION C – PROJECT EXPERIENCE, where the RFP states “Provide a minimum of five (5) representative projects summarizing your team’s professional service experience for Utility grade Customer Information System upgrades for water and wastewater utilities within the United States.”

Answer: Refer to Delete/Add/Replace Section, Item #2

End of Addendum No. 1