



**CITY OF WOONSOCKET, RI
INVITATION TO BID #6111
Addendum # 3**

"Utility Billing System – Technical Proposal"

The final 18 questions submitted are answered in this addendum

The bid submission deadline remains as Friday, January 13, 2023 @ 2:00 PM Eastern Time.

Please monitor the City's website <https://www.woonsocketri.org/purchasing-department/pages/bids-rfps> for any additional information that may be released regarding this solicitation.

Christine Chamberland, Finance Director

12/22/22

1) A breakdown of utility accounts by the following is provided:

a) Residential water/wastewater accounts

Answer: Residential wastewater accounts- 8022 (as of 2022)

b) Commercial & Industrial water/wastewater accounts

Answer: Commercial & Industrial wastewater accounts- 657 (as of 2022)

2) When does the City intend to select the 3 shortlisted vendors?

Answer: That depends on the number of proposals that are received and must be reviewed. This solicitation and award is extremely important to the City and time is of the essence. The City will act accordingly in fulfilling its needs.

3) When does the City intend to make an award?

Answer: See Q & A # 2

4) When does the City intend for implementation to begin?

Answer: See Q & A # 2

5) Does the City have a preferred go-live date?

Answer: See Q & A # 2

6) How many user licenses are needed - Admin and Concurrent?

Answer: 10-15 Full-users. Read only users – Unknown – at this time, none anticipated. Sewer Department does not use Service Orders and should not require access to Service Orders .

7) How many years of customer account and usage history will be migrated and maintained?

Answer: 10 years

- 8) Will the City consider optional services included with this RFP that add on and enhance the UBS but may not be included in the core system?

Answer: Yes

- 9) What Finance and Accounting system does the City currently use?

Answer: The City is providing the following information regarding the

- a) Financial system, b) Bill Print vendor, c) Payment Processor, and
- d) Collections agency

City uses

- a) E Finance Plus 20.11 b) D3 c) Vision 3rd party / Velocity Credit card

- d) City does not use a collection agency

- 10) Can the City provide any more details regarding the flexibility constraints that caused the data integrity and data migration issues? Is this something the City is expecting the Bidder to manage?

Answer: No. City can't provide any details but as long as the proposed system meets the requirements of this solicitation, it will be satisfactory.

The City does not expect the selected vendor to manage this function.

- 11) What type of reporting and/or dashboards are available to the City currently?

Answer: Basic reporting and access to dashboard

- 12) Does the City have a need for integrated reporting from multiple systems or just from the UBS?

Answer: City has need to provide file transfers to & from the utility billing system, the City's accounting system, and the City's meter reading system.

- 13) If this is a Cloud-based solution, what hardware does the City anticipate will be needed on your end?

Answer: At this point, City does not know it's needs but will procure all necessary hardware.

14) What Asset Management and/or Work Order systems does the City currently use?

Answer: Vision 2.0

15) The City indicates proposers must use a References Form to provide customer references. We cannot locate this form in the RFP documents. Will you please provide instructions on where we can find this form?

Answer: Please provide references on a separate sheet (s) and provide the information in your submitted response. There is no special format required.

16) What is the breakdown of residential vs commercial customers for the water enterprise division?

Answer: Residential (7,976) Commercial (1,760) Govt. (71)

17) a) What is the City's annual budget? How many total staff? How many users?

Answer: The market will determine the budgetary amount.

b) How many total staff? How many users?

Answer: See answer #6 in this addendum

18) The City mentions an EPM system. We understand this to mean an Electronic Payment Management system. Is this correct?

Answer: EPM – Electronic Payment Module – this module should enable functionality to allow customer service reps to collect and process cash, credit card and check payments.