



**CITY OF WOONSOCKET, RHODE ISLAND
REQUEST FOR PROPOSALS FOR:**

UTILITY BILLING SYSTEM – TECHNICAL PROPOSAL – BID # 6111

The City of Woonsocket (City) is accepting sealed proposals from qualified firms for a Utility Billing Software (UBS) system for its operationally independent Water and Sewer Enterprise Divisions that will meet current requirements and be capable of expansion to meet future needs. The proposed solution should include functionality for Water and Sewer Utility Billing, Customer Service and Account Management, Premise Management, Connections/Disconnections, Meter Readings and Meter Management, Service Orders, Lead Service Account Management, Rates, Billing and Accounts Receivables Management, Collections including In-Person Cash Receipts, Lockbox Payment, and Online Electronic Payment Capabilities, Reporting and Departmental Interfaces.

Specifications are available at the Finance Department, Office of Purchasing, City Hall, 169 Main Street, Woonsocket, Rhode Island 02895 between the hours of 8:30 a.m. and 4:00 p.m., Monday through Friday, as well as on the City's website, www.woonsocketri.org under the "Bids/RFPs" tab positioned on the main page.

Sealed proposals are to be received in the Purchasing Office/Personnel Office, City Hall (1st floor), 169 Main Street, Woonsocket, Rhode Island 02895, until **2:00 P.M. on Friday, January 6, 2023**. Date/time stamps of **2:01 P.M.** or later on **January 6, 2023** will be rejected.

Bids will be opened in the 2nd Floor Conference Room, City Hall, 169 Main Street, Woonsocket RI 02895 on **January 6, 2023 at 2:00 P.M.**

ALL BIDS MUST BE SUBMITTED IN "DUPLICATE COPY" PLUS ONE ELECTRONIC FILE IN AN ENVELOPE WITH THE EXTERIOR PLAINLY MARKED "BID # 6111, UTILITY BILLING SYSTEM – TECHNICAL PROPOSAL"

The City reserves the right to accept or reject, without prejudice, any and all bids to waive any irregularities therein, or to accept the proposal deemed to be in the best interest of the City of Woonsocket. The City of Woonsocket does not discriminate on the basis of age, religion, national origin, color or disability in accordance with applicable regulations.

Individuals requesting interpreter services for the hearing impaired or other individual requiring special accommodations must notify the Purchasing Department (401) 767-9269, 72 hours in advance of this scheduled opening.


Christine Chamberland, Finance Director

Posted: November 30, 2022

**City of Woonsocket
Request for Proposal
Bid No 6111**

**UTILITY BILLING SYSTEM – TECHNICAL PROPOSAL
CITY OF WOONSOCKET, RI**

November 30, 2022



Public Works Department

The City of Woonsocket

City Hall – 169 Main Street

Woonsocket, RI 02895

SECTION 1

GENERAL INFORMATION

The City of Woonsocket (City) is accepting sealed proposals from qualified firms for a Utility Billing Software (UBS) system for its operationally independent Water and Sewer Enterprise Divisions that will meet current requirements and be capable of expansion to meet future needs. The proposed solution should include functionality for Water and Sewer Utility Billing, Customer Service and Account Management, Premise Management, Connections/Disconnections, Meter Readings and Meter Management, Service Orders, Lead Service Account Management, Rates, Billing and Accounts Receivables Management, Collections including In-Person Cash Receipts, Lockbox Payment, and Online Electronic Payment Capabilities, Reporting and Departmental Interfaces.

In cases where the term “bid(s),” “proposal(s)” or “RFP” is used, it shall in all cases reference this Request for Proposal. In cases where the term “bidder,” “you” or “contractor” is used, it shall in all cases reference the responder to this Request for Proposal.

Proposals are solicited from companies with demonstrated experience and qualifications in the services outlined in this RFP. **RFPs from companies that do not meet the minimum criteria as described in Section 6 will be disqualified.**

Two COPIES, plus one electronic file, of sealed proposals are to be received by **1/06/2023 at 2:00 PM** at the Woonsocket City Hall, Finance Department, 169 Main Street, Woonsocket, RI 02895, c/o Kerri Topalian. Mark on the outside of the bid envelope the bid title, bid number 6111 and date/time of bid opening. Date/time stamps of **2:01 PM** or later on **1/06/2023** will be rejected.

Bids will be opened in the 2nd Floor Conference Room, City Hall, 169 Main Street, Woonsocket RI 02895 on **1/06/2023 at 2:00 PM**.

1.1 | PROPOSAL CONSIDERATIONS

City's Rights

The City's rights include, but are not limited to, the following:

- To waive any technicalities or immaterial irregularities in the Proposals.
- To prepare and issue such amendments and/or addenda to this RFP prior to the receipt of Proposals that may reduce, expand, or cancel any portion or all work described in this RFP.
- To receive questions from Proposers and to provide such questions and the City's responses to all Proposers.
- To seek clarification from any or each of the Proposers to fully understand the nature of the submissions and evaluate and rank the Proposals.
- To postpone or change the date for receipt of Proposals or any other deadlines and dates specified in this RFP.
- To conduct investigations with respect to information provided by each Proposer; and to hold public hearings for consideration of the merits of any or all Proposer(s).
- To select, negotiate with and enter into an Agreement with the Proposer whose Proposal is responsive to this RFP and provides the terms most favorable to the City based on the objective measurable criteria detailed in this RFP, in accordance with the requirements of RIGL Chapter 45-55, the City of Woonsocket Charter, and the ordinances of the City.
- To accept or reject any and all Proposals, in whole or in part.
- To discuss different or additional terms to those included in this RFP or received in any response, and to amend or modify any terms of this RFP.
- To cancel this procurement process at any time, or to invalidate this RFP and issue a second RFP.
- To negotiate with more than one Proposer.
- To accept a Proposal that does not offer the lowest cost but instead, offers the best overall Proposal, which the City determines is in the best interest of the City, based on the Proposer's qualifications, technical proposal, software capabilities, financial strength, demonstrated ability to quickly implement its UBS software,

customer service capabilities, willingness to accept contractual terms, as well as its cost proposal.

- To discontinue its negotiations after commencing negotiations with a selected Proposer, if progress is unsatisfactory in the judgment of the City, and then commencing discussions with another qualified Proposer.

Consequence of Submission of Proposal

The submission of a Proposal will constitute an incontrovertible representation and warranty by the proposer that the proposer has investigated all aspects of the RFP, that the proposer is aware of the applicable facts pertaining to the RFP process, its procedures and requirements; that the Proposer has read and understands the RFP and has complied with every requirement; that without exception the proposal is premised upon performing and furnishing the services and equipment required by this RFP and the Agreement and such means, methods, techniques, sequences or procedures as may be indicated in or required by this RFP and the Agreement; and that the RFP is sufficient in scope and detail to indicate and convey understanding of all terms and conditions for performance and furnishing of the project.

The submission of a proposal shall not be deemed an agreement between the Proposer and the City. Specifically, the following provisions apply:

- The City shall not be obligated to respond to any Proposal submitted nor be bound in any manner by the submission of a proposal.
- Acceptance of a Proposal by the City obligates the Proposer to enter into good faith Agreement negotiations with the City based on the proposal submitted.
- Acceptance of a Proposal by the City obligates the Proposer to enter into an Agreement with the City for the performance of the services chosen by the City in its sole discretion.
- The Agreement shall not be binding or valid against the City unless and until it is accepted by the City Council and then executed by the Mayor and the selected Proposer.

Proposal Disclosure to Third Parties

All Proposals received in response to the procurement documents will be property of the City and will not be returned. Pursuant to R.I. Gen. Laws 38-2 relating to Access to Public Records, the City may be required to publicly disclose all information and materials submitted to parties requesting such information. R.I. Gen. Laws 38-2 provides limited exemptions from the general disclosure requirements such as “trade secrets and commercial financial information obtained from person, firm, or corporation, which is of a privileged or confidential nature” (R.I. Gen Laws 38-2-2 (B)). If a Proposer believes that portions of its Proposal are exempt from disclosure to third parties, under this or any other provision of law, the Proposer must clearly label the specific portions that are to be kept confidential, specify the exemption allowed under R.I. Law 38-2 or other provisions of law and explain the reasons why the portions of the response should be kept confidential. Marking all or substantially the entire Proposal as confidential may result in the Proposer being considered non-responsive by the City.

Notwithstanding the foregoing, the Proposer recognizes and agrees that the City will not be responsible or liable in any way for any losses or damage that the Proposer may suffer from the disclosure of information or materials to third parties.

Proposal Costs

The cost of investigating, preparing, and submitting a proposal is the sole responsibility of the proposer and shall not be chargeable in any manner to the City. The City will not reimburse any Proposer for any costs associated with the preparation and submission of proposals or expenses incurred in making an oral presentation, participating in an interview, or negotiating an Agreement with the City.

1.2 | ORGANIZATION OF THE RFP

General information regarding the RFP purpose, process, and schedule are provided in this section. Section 2 contains background information, including the City’s goals and objectives, demographics, current utility billing system and related operations. Section 3 identifies RFP proposal requirements. Section 4 provides minimal quality requirements. Section 5 describes proposal submission requirements and Section 6 provides the evaluation process and criteria. The attachments contain additional information required for proposal preparation including Proposal cost forms.

1.3 | PROCUREMENT SCHEDULE

The City intends to adhere to the schedule provided in Table 1-5 during the selection process. This schedule may change at the City's discretion.

Table 1-5 Preliminary Procurement Schedule

ACTIVITY	DATE
Formal issuance of RFP	November 30, 2022
Proposers submit email questions	December 12, 2022
City issues on-line and e-mail responses to questions	December 16, 2022
Proposal submission deadline	January 06, 2023

SECTION 2

BACKGROUND

This section provides the following background information regarding the competitive bid process including the City's goals and objectives, demographics, current services, waste quantities, and related City programs. Please note that the data provided is for informational purposes only. The City does not certify the accuracy of the information provided. Proposers should not rely on this section for developing proposals and service costs. Proposers are responsible for an independent assessment of the City's needs.

2.1 | CITY'S GOALS AND OBJECTIVES

The City's goals and objectives are to secure the best USB software solution fit for the most competitive price with an efficient implementation schedule. The City is looking for a modern utility UBS solution that will meet the current and future needs of the City and that will enable the City to generate timely and accurate water and sewer bills.

2.2 | CITY DEMOGRAPHICS

The City of Woonsocket is in northern Rhode Island, north-northwest of Providence, near the Massachusetts border. As of the 2020 census, there were 43,240 people, 16,515 households and 9,497 families residing in the City. There were 19,214 housing units.

Proposers should use care in the City's assumptions of households served in response to this RFP. The City in no way guarantees its accuracy.

2.3 | CURRENT UTILITY BILLING OPERATIONS

The City's Water Enterprise Division services approximately 9,800 residential and commercial customers. Water usage is billed on a quarterly basis in accordance with the Rate Schedule submitted to, and approved by, the Rhode Island Public Utilities Commission. Rates vary based on usage (Hydrant, Bulk Water, Domestic Water) and charges include a minimum flat rate based on meter size. Miscellaneous billings for services such as Bulk Water Sales, Shut On/Off Services, Installation Services (labor and materials) are performed as needed.

The City's Sewer Enterprise Division provides billing to 8,022 residential and 657 commercial customers. Residential customers are billed once per year at a flat rate. Commercial customers are billed quarterly according to their water usage during the quarterly.

The City's Treasury Division is responsible for collecting fees for both the Water and Sewer Divisions. Customers may separately pay for Water and Sewer fees, or they may in-person pay for Water and Sewer fees at the same time. Water and Sewer payments are not co-mingled, as they represent separate enterprise funds. Treasury will, however, need to access online how much a customer may owe for either Water or Sewer, as well as the customer's payment history for both Divisions.

The City began a migration from the on-premises server-based Opal System (provided by Vision Government Solutions) to VGSI's cloud-based Vision 2000 in January 2022. As of date, the migration has not successfully resulted in meeting the City's goals and objectives for providing timely and accurate bills to their customers. Data was converted to the upgraded system, however, there are concerns that the limitations in flexible configurations for the legacy system may have resulted in a loss of data integrity. Additionally, due to issues with the generation of the Meter Import and Export files in the

upgraded 2000 system, as well as with overall system constraints, the City has been unable to publish timely and/or accurate bills for the last two billing quarters.

The current UBS system allows the City's customers to pay bills online, and they can create accounts and view previous bills, review consumption, and maintain payment history. There is no mechanism, yet which enables the customer to receive paperless bills.

The City of Woonsocket's Water Division utilizes meters that are manufactured by Hersey, Ester Amco, and Kamstrup. Most meters are equipped with Itron Electronic Radio Transmitters (Itron ERTs), and reads are collected using a drive-by radio (Itron MC-3). With the current UBS implementation, the City must submit a ticket to request a Meter Export file from the UBS vendor. The vendor generates a "download.dat" file which is then imported into the meter reading system (FCS). The files are sent into the field to collect readings. FCS processes the read information and generates an export file that is then sent to the UBS vendor. The UBS vendor imports the read data into the UBS for the City and the City then begins the process of validating readings and researching billing exceptions.

Billing exceptions are investigated via a re-read process using the UBS service order module. Currently, Water Dept staff must scroll through a list of over 3,500 historical work orders to select a Work Order type that may apply to the current needs. Once a work order is created, it is printed and handed to the field technicians. Paperwork orders are then manually filled out and returned to Office staff. The City currently has access to mobile phones and tablets for other field work. The ideal UBS solution would enable field technicians to complete service orders on a mobile device, eliminating the need for paperwork orders.

Once all Water readings are validated and bills are calculated, the current UBS vendor generates a bill print file which is sent to a 3rd party vendor for printing and mailing.

The City's Sewer Division relies on Water consumption to bill its 657 Commercial accounts. The ideal UBS system would have the ability to automatically populate quarterly water consumption to the Commercial sewer accounts.

2.3 | DESIRED UTILITY BILLING SYSTEM

The City seeks a Windows supported - cloud-based solution that is intuitive, and menu driven. The desired application should include a full-service customer web portal for

customers to have the ability to pay their utility bills, set up automatic payments, view billing history, consumption history and update their contact information. In addition, the City would like to have the web portal be integrated with the UBS relative to real time payment processing and updates to customer information and service orders. It is required that the solution provide audit trail capabilities for accountability purposes.

The desired application should be developed and improved at regular intervals by a team of developers. The system should have in-depth reporting capabilities, and the reports should be exportable to other formats, such as Excel, for ease of use.

The City desires to contract with a single vendor for all hardware and software and hardware/software maintenance, installation, conversion, and support. However, the City reserves the right to evaluate each software application module on its own standard of performance, regardless of whether other or remaining application modules of the vendor are considered by the City. The City reserves the right to award the system to any one vendor or a combination of vendors. In addition, the City reserves the right to purchase any personal computers needed from an alternate vendor.

The City expects the selected vendor to utilize the existing hardware and other solutions as much as possible and to the degree needed to operate efficiently.

The selected vendor will be expected to provide remote implementation and data conversion services to ensure the successful migration to the new software. The City would like to retain all customer and account usage history. Training services may be onsite or remote computer share or a combination of both for up to 5 working days, unneeded days will be banked for future onsite training needs. Support shall be performed on-line via remote access.

At a minimum, the City expects the vendor to integrate their solution with the current Automatic Meter Reading System (Itron, Field Collection System) and provide the ability to generate Meter Import/Export files which adhere to Itron's MV-RS File Layout Specification.

SECTION 3

SCOPE OF SERVICES

The City desires a UBS System that will meet current core functions and future needs of the City, and will integrate all aspects of utility billing services, including maintaining accounts, billing, and collection, integrate to meter reading system both manual and automated, service order processing, and integrate to an EPM system. Additionally, the City desires to implement improvements to reporting functions, the ability to email bills and improving the automation and streamlining of the utility billing process, and providing account billing history to customers.

Your proposal response should describe the services you are proposing and address each of the Scope of Work requirements stated below. Please structure your response in the same outline presented below. Each of the required services is expected to be addressed in your proposal.

3.1 | INTRODUCTION

Proposers must provide the following information about their company so that the City can evaluate the proposer's stability and ability to support commitments set forth in the response to the RFP. Please describe the company's background and experience including:

- a. How long has the company been in business?
- b. A brief description of the company, including history, present status, future plans, etc.
- c. Provide a description of the major business functions and structure of the organization.
- d. Include a profile of the office location, staff and services that will be assigned to the City's account.
- e. Has your company been involved with negotiations pertaining to an acquisition by another company in the past 24 months? Does your company have plans to be acquired in the near future?

- f. A brief description of the company's plans to keep pace with changing computer and Software technology.
- g. Company size and organization.
- h. Total Number of utility customers, the percentage of total customers currently using the proposed software for water utility only, and the percentage of customers that use the proposed software for both water and sewer billing.
- i. Please indicate the last five (5) municipalities with which you have signed a contract for the proposed software. (Please indicate the utility name; contact name; contract value; the date of signed contract; whether the system is 'live' or not; the amount of time from project start to 'go-live' for 'live' systems; and the utility's number of customers broken down by service. Please do not exclude any utility.)
- j. Please describe in detail how you measure success of implementations. Do all customers complete a survey of how they think the implementation project went after they go-live, for example? However, you measure success of the implementation process, please provide details on results of that evaluation process on your five most recent UBS implementations (without skipping any) that you completed.
- k. Approximate number of utility clients in the New England area using the proposed UBS that is being offered to the City? Please list all utility clients in Rhode Island.
- l. How often are new software releases developed and distributed? What release are you proposing? When is the next release scheduled? Are new releases offered to customers free-of-charge as part of maintenance?
- m. How long are superseded releases supported?
- n. Are all back releases supported?
- o. Has your company ever been sued by a utility customer? If so, please explain each incident and outcome(s).

- p. Are there any lawsuits currently outstanding against your company? If any, please explain.
- q. If you have had any contract(s) terminated for default during the past 5 years, describe all incidents. Termination for default is defined as notice to stop work due to the vendor's non-performance or poor performance and the issue was either: 1) not litigated; or 2) litigated and litigation determined the vendor to be in default. Elaborate as needed. (If the vendor has experienced no terminations as described, please indicate so.)
- r. If you have had any contract(s) terminated during the past 5 years for any other reason than the above stated "termination for default" please describe all such terminations fully. (Include the name, address and phone number of other contracting party or parties.)
- s. Please list and describe in detail the most unique features of your UBS that separates you from other systems.
- t. Have you ever successfully performed an integration with ESRI software? Please list all ESRI and other applications that you have successfully integrated with in the past 5 years.
- u. Please list the names of any asset management/work order applications with which you have made successful and effective integrations.
- v. What support do you provide for integration, both during and post-installation?
- w. What are the minimum hardware and software requirements for client machines? (CPU, memory, storage, graphics hardware, SAN compatibility)?

3.2 | INSTALLATION REQUIREMENTS

- 1. Installation, training, and documentation services, which focus on design, configuration, and implementation of application environments and certification of the proper baseline application(s) installations for all environments and associated customization and upgrades to the baseline applications.
 - a. Verification, documentation, and acceptance of the application installation (including backup and recovery procedures) in all environments utilized by

the UBS solution. This includes UBS upgrades to support newer versions of the software.

- b. Implementation of necessary tools to support the acceptance and migration of new versions or releases of the UBS solutions across the various development, maintenance, and production environments. A migration strategy for new application versions/releases will be put in place to support ongoing updates. Database performance reviews will be conducted on a regular basis to provide recommendations for database tuning, as needed.
 - c. Ensure quality and viability updates in support of enhancements, interfaces, and the migration of these updates across the various development, maintenance, and production environments.
2. The City has an expectation that the proposer shall provide guidance to execute all software application installation and environment creation, the proposer shall provide oversight and document the implementation of the technology infrastructure necessary to operate the UBS solution. Additionally, it consists of the following components:
- a. This includes all hardware and system software required to support the implementation, testing, training and disaster recovery environments within specified service levels and a schedule of upgrades to the environment to support various stages of the development effort leading up to full operation.
 - b. Monitoring and tuning of both batch and on-line performance.
 - c. Proposer shall provide recommendations and mentor City staff in all configuration activities. These application configuration services will focus on configuring the application to meet the City's processing and business requirements, including workflow. The City will work with each proposer to understand if their solution is pre-configured and will support the specific needs of the City. The primary method of meeting the City's business requirements and processing will be through configuration rather than customization work.
3. Solution security services focus on the design, development, and testing of security roles for the UBS solutions.

3.3 | CUSTOMIZATION AND REPORTING REQUIREMENTS

1. Solution development services focus on developing the baseline UBS solutions and other required software to meet the City's specific needs, including in the following areas:
 - a. **Enhancements.** While product enhancements are not the preferred method to solution development, there may be instances in which the need to customize the new UBS solutions are identified. This activity deals with the identification, design, programming, unit testing, and delivery of any extensions, reports, interfaces, and other customization to the City environment.
 - b. **Workflows.** The project will identify those business transactions and associated workflow/work queues that require automation. This activity deals with the configuration, unit testing, and delivery of the automated workflows to the UBS solution. The City will require the proposer to conduct all business process requirements (BPR) activities, provide all BPR deliverables including desktop procedures and detailed workflows.

2. Data access and product reporting services focus on the modification of all standard reports within the UBS solutions, and the design and development of new production reports. In addition to the required reports, the City expects the following tasks to be included in the implementation activities.
 - a. **Reports.** The City expects unidentified reporting requirements to come up during implementation. Thus, a series of queries and reports outside of the standard UBS solution offerings will be identified. This activity deals with the design, programming, unit testing, and delivery of an unanticipated query/report to the City's environment. These query/reports will be delivered into a system testing and user acceptance environment.
 - b. **Statements.** With the implementation of the new UBS solution, the City plans to review its bill formatting and production process. The City envisions that its billing statements will be redesigned incorporating additional information desired by its customers. The City will have a number of different bill statements, invoices, notices, and other correspondence, which the system is required to produce. A vendor's third-party software may be used to accommodate the production and distribution of these statements. This activity provides for the

implementation and configuration of the bill production and distribution hardware and software, the redesign of the bill and other statements and the production of various statements in both hardcopy and electronic copy. This function may also deal with the electronic bill presentation and payment process.

3.4 | DATA MAPPING/MIGRATION/INTEGRATION REQUIREMENTS

1. Solution conversion services focused on cleansing and converting data from the old legacy UBS system to the new UBS system, and includes the following activities:
 - a. **Cleansing.** This activity deals with the identification of data in the legacy systems that need to be scrubbed or cleaned to ensure that information loaded into the new UBS solutions is accurate and will support processing within the new environment. Typically, a series of reports within the conversion process will identify problem areas that require either a manual or automated cleanup process. An automated process will be developed in cases where large amounts of data need to be cleaned and is possible in a programmatic manner.
 - b. **Conversion.** Data will be mapped between the legacy systems and the new UBS solution. The implementer will be solely responsible for the extraction, transformation and loading of all converted data. The Proposer will develop conversion programs to conduct an automated conversion of data from the current UBS and other systems to the new UBS solution. A series of extracts and loads will be conducted over the course of the development process to ensure that the conversion process is working as designed. In addition, a balancing program will be developed and executed with each conversion to ensure that all counts and dollars are accounted for in the conversion process. Additionally, data from legacy systems, as well as historical information from legacy systems in various formats, including databases, tapes, flat files, etc., will be converted to provide ongoing query capabilities and allow the archive of legacy applications. Currently, the City is planning to convert all accounts and five years of history for these accounts. This historical data will be used for new estimation algorithms and for high bill inquiries. Provide recommendations concerning the best approach to creating a read-only version of the legacy system for future reference.

- c. **Interchange.** Interfaces and integration services focus on the efficient and effective means to share and transfer information among the City's systems, including external entities. The key to this project's success will be the overall integration design. It is imperative that the proposer provide comprehensive and competent integration experts that can provide recommendations, design, and then manage the execution of the services needed to meet the requirements of this project. The City has identified a number of interfaces that will require the development of either a one-way or two-way interface between the UBS solutions and the City's other identified applications. This activity deals with the identification, design, programming, unit testing, and delivery of customized interfaces to the City's environment. Knowledge transfer is a critical element of interface development so City Staff has the requisite knowledge to maintain these interfaces in a production environment.

3.5 | TRAINING REQUIREMENTS

1. Training services will focus on training materials and the identification and training of users in processes supporting the new UBS solution, including the following activities:
 - a. **Core Team Training.** The Proposer shall provide product training to all Core Team members for the purpose of orientation and familiarization with product terminology and operation that is needed for proper understanding of UBS implementation activities. This includes functional and technical training.
 - b. **Training Development.** The proposer will provide baseline training documentation with the base UBS solution. This will include but may not be limited to, course content, instructor guides and exercises. The training development team will include Proposer staff with specific product expertise to guide the development of training materials. Proposer will utilize these materials as the starting point and will modify the materials to reflect the City's specific configuration, workflows and processes including appropriate desktop procedures/job aids/quick reference user guides and associated test data. Dry runs of training materials and courses will be conducted to ensure that the materials are accurate. This activity results in the delivery of both hardcopy and electronic materials.

- c. **Training Delivery.** A training plan will be developed and delivered to the City for approval. The approved training program shall be delivered to all users of the system. Proposer's staff delivering training must be very knowledgeable with the UBS solution product. A trainer with no prior product expertise to deliver courses is not acceptable. During these training sessions a City staff member most knowledgeable and experienced with existing practices and processes will be in attendance to facilitate training. This may be accomplished using a combination of delivery methods, including classroom training courses, computer-based training, personal practice time, Internet-based training, etc. The training plan will include learning objectives and performance indicators to ensure the training outcome is measurable and successful. The training plan must include activities to address training needs during and immediately following production implementation for "refresher" training as needed.

Note: The City prefers all initial startup training to be held onsite between the hours of 9:00 am and 4:00 pm EST. The City will provide a suitable training area to the extent possible. The City requires an experienced facilitator(s) onsite to deliver a complete curriculum of UBS solution training classes to a core of approximately five (5) members. The City requires original electronic files for all training documentation to be reproduced for all our end users. Training for future updates/versions etc., will be facilitated remotely.

3.6 | TESTING

Testing services will include the development of an overall test plan, which will include unit testing, usability testing, user acceptance testing, system testing and, as needed, regression testing.

1. As well, testing services will include the development of quality assurance criteria and success measures/performance indicators that will mitigate false positives on test results.
 - a. **Requirements Matrix.** Proposer shall track the requirements to ensure each requirement is addressed, tested, measured, approved, and implemented.
 - b. **Parallel Testing.** Proposer shall provide a pros and cons evaluation of parallel testing, and shall provide recommendations to mitigate challenges and issues with parallel testing accordingly.

- c. **Test Reporting.** Proposer shall provide a means to track actual test results against expected results and to document changes in test scripts/scenarios/expectations precipitated by test results.
- d. **Measures/Success Criteria.** Proposer shall develop success criteria; target percentages and measurement methods report/measure the success rate of test results.

3.7 | REMOTE IMPLEMENTATION PROJECT PLAN

The proposer shall provide project management and administration services involved with the installation, implementation, and post implementation support of the UBS solution. Activities will include but are not limited to building and maintaining the project plan, scope and change management, issue and problem management, and Proposer personnel management.

The proposer shall provide a complete project plan that includes, but is not limited to:

1. Project schedule detailing the resources, tasks, and target durations for scope of work activities for Installation, Customization and Reporting, Data Mapping/ Migration/ Integration, Training, Testing, Implementation and Post Implementation.
2. Project success criteria and key performance indicators.
3. Change Request/Change Control approval and tracking procedures.
4. Requirements tracking methodology that provides the means to track system requirements through testing and production implementation.
5. Description of project status and progress reporting procedures and tools.

3.8 | POST IMPLEMENTATION SUPPORT

1. The proposer shall provide services to document all the enhancements, plug-ins, reports, workflows, and extensions that are developed during this project so that the City can modify and reinsert or reuse those enhancements. Overall, the proposer will be required to provide documentation of all their activities and work products throughout the project life cycle.

- a. Additionally, implementation services will include knowledge transfer for all aspects of the project, reporting and project status management, communication and document management, risk management, quality assurance of implementer provided deliverables, and quality control management.

3.9 | MAINTENANCE

1. The City expects that most of the maintenance effort performed post-implementation will be for non-corrective actions. However, in the event the UBS solution requires “break/fix” support, the City would like to review a sample service level agreement from the proposer. Also, the proposer shall provide an annual schedule of releases for the next two years. The proposer will detail its quality assurance program for releases i.e., does the proposer have a quality assurance environment in which system changes can be regression tested before deployment?
 - a. Proposer will address key technical issues, such as: the City’s limited understanding of this new solution, impact to the current infrastructure, testing releases, and sustainability measurements.

SECTION 4

QUALITY REQUIREMENTS (Minimum Criteria)

In order for the proposal’s submittal to be considered, the following minimum requirements must be satisfied:

- a. The proposer must have at least five (5) years’ experience providing its UBS system to municipal governmental organizations and/or Water and Sewer enterprise entities.
- b. The proposed Project Manager must have a minimum of five (5) years of hands-on experience working on similar implementation projects.

- c. The UBS must be scaled to support a customer base of up to 10,000 accounts with room for further expansion, if necessary.
- d. The UBS must have the ability to stay up to date with the implementation of current technology (i.e., wireless tablets, phones, apps, trending products, etc.).
- e. The UBS must support real-time payment processing and customer account updates.
- f. The UBS system must include an integrated system to support a physical cashier's station with a barcode scanner, cash drawer, and credit card terminal.
- g. The customer online portal shall support online payment processing for regular and automatic payments by credit card or check and be able to store customer payment information.
- h. The UBS system must provide a fully self-service customer web portal to access account information such as a customer's profile, contact information, utility bills, and payment and usage history which is directly linked to the UBS.
- i. The UBS system must have the ability to be integrated with the City's water meter reading software systems, specifically, Itron Field Collection System.
- j. The UBS must support uploading, downloading, and reporting of meter reading data.
- k. The UBS system must support electronic service orders with real-time updates to the customer database.
- l. The UBS system must support configurable service orders tailored to meet the City's commonly performed field service work.
- m. The UBS system must provide audit tracing functionality to track changes within the system.
- n. The Proposer must meet the desired requirements of the City for its list of References.

SECTION 5

SUBMISSION REQUIREMENTS

This section outlines the minimum requirements for submission of the RFP.

5.1 | Technical Proposal Requirements

The Technical Proposal must clearly be marked: "UTILITY BILLING SYSTEM – TECHNICAL PROPOSAL." The Technical Proposal must include the following:

1. Proposals must include a letter of transmittal signed by the individual authorized to negotiate for and contractually bind the company. The transmittal letter shall state that the offer:
 - a. is effective for at least sixty (60) calendar days from the opening date of the proposals.
 - b. acknowledges all addendums filed under the RFP.
2. Proposals must have a table of contents to identify where the requested information can be found.
3. Contact information must include name, address, telephone number, fax number, and email address of the individual(s) submitting the proposal, those who may be contacted regarding the submission, and the individual who is authorized to contractually bind the company.
4. Include a profile of the company and list of key personnel who will be responsible for providing services to the City under this contract. Company information shall include the complete legal name of the Proposer, principal place of business, number of years in business, and description of company organization including identification of number of staff dedicated to the project. Please also disclose the number of employees dedicated to the following operations and from where the services are being supported:
 - a. Software system development.
 - b. Application software system training and support.
 - c. Hardware & system software system support.
 - d. Total number of persons employed by the proposer.
 - e. List location(s) of software system support personnel.
5. Project Narrative including your approach to objectives, specific elements, and tasks associated with software and services, delineating how the proposer shall fulfill the Scope of Services to be rendered: The proposal should also address:

- a. General Functionality – Description and details of the basic functions of the UBS.
 - b. Description of Customer, Account, and Location Management. This includes the creation, maintenance, and use of customer accounts.
 - c. Rates and Fees Management - This includes the maintenance and application of all utility rates, miscellaneous charges, and fees.
 - d. Meter Reading and Inventory Management - This includes meter inventory, reading, and consumption requirements.
 - e. Billing Management - This includes the preparation, calculation, printing, and mailing of all Water and Sewer bills, special services invoicing, inspections, new service installation, repairs, and relocation services including all parts of inventory.
 - f. Financial Management - This includes payments, adjustments, refunds, accounting entries, and online customer portal.
 - g. Delinquency Management - This includes penalties and interest, payment plans, shut offs, and collections.
 - h. Service Order Management - This includes creating, completing, and managing Water Division service orders so that they can be billed to customers as appropriate.
 - i. Reporting - This includes standard, and user created reports to query data.
6. The Proposer must complete the Products and Services Questionnaire (form included) as part of the Technical Proposal.
 7. If the proposer has any exceptions to requirements of this RFP (and any subsequent addendum), the proposer must identify them and shall be labeled "Exceptions to Proposal Provisions" and shall be attached to the bid proposal. If no exceptions are stated, it will be understood that all general, special, specific, and technical conditions will be complied with without exception.
 8. The proposer MUST provide a minimum of five (5) customer municipal references that have used the proposed UBS system. For each, provide the following: the client's name, address, contact person, telephone number, and a brief description of the actual services provided. The City has provided a References Form that the Proposer must use. The Proposer is required to provide the requested information that is stated on the References Form. If any of the requested information is not available, the proposer is to disclose this fact and why.
 9. The Proposer may include other information that it considers relevant for the purpose of evaluating its proposal.
 - a. However, the Proposer must state whether the company and/or its chief principal officers with this company or a former company has, under the

laws of any province, territory, state, or country, in the last seven (7) years been declared bankrupt or made a voluntary assignment in bankruptcy or made a proposal under any legislation relating to bankruptcy or insolvency.

- b. The proposer must disclose whether the company has ever been sued by a public sector customer and also whether there are any lawsuits currently outstanding against your company.

The City reserves the right to reject any and all bids as determined to be in the best interests of the City and to waive minor informalities.

The contract award shall be made to the Proposer whose Proposal is responsive to the RFP, contains the lowest evaluated bid price based on the objective measurable criteria detailed in this RFP, and is deemed most favorable to the City. In accordance with requirements R.I. Gen Laws Chapter 45-55, the City of Woonsocket Charter (Ch VIII), and the ordinances of the City. In making this determination, the City Evaluation Team shall take into consideration factors beyond price. Such award shall be subject to the approval of the City Council for the City of Woonsocket.

SECTION 6

COMPARATIVE - EVALUATION CRITERIA

Proposals which satisfy the Quality Requirements (Section 4), and the Submission Requirements (Section 5) will be further evaluated based on the criteria listed below. Interviews with three finalist Proposers **WILL** be part of the evaluation process. For each criterion, proposals will be assigned a rating of **Highly Advantageous (3 points), Advantageous (2 points), Not Advantageous (1 point), or Unacceptable. (zero points)**. After the Evaluation Team provides a rating for the individual criteria, the City's Evaluation Team will assign a rating to each proposal. Criteria that will be used for comparative purposes are the following:

a. Proposal Evaluation Criteria

Quality of the Response	
Highly Advantageous	The proposal is complete and demonstrates a clear understanding of the scope of services to be performed and how the services will be provided in accordance with the City's needs.
Advantageous	The proposal is complete and addresses the scope of services and the proposer meets all the quality requirements.
Not Advantageous	The proposal is incomplete or is not clear whether it satisfies the scope of services, but the proposer meets all the quality requirements.
Unacceptable	The proposal is incomplete and is unclear.
Experience with Governmental Clients	
Highly Advantageous	Proposer has <i>five</i> (5) or more years' experience providing UBS systems to Water Cities and/or municipal governmental organizations systems and the proposer's primary customer base is governmental clients and has governmental clients in New England.
Advantageous	Proposer has five (5) years' experience providing UBS systems to Water Cities and/or municipal governmental organizations.
Not Advantageous	The proposer has less than five (5) years' experience providing UBS systems to Water Cities and/or municipal governmental organizations.
Unacceptable	The proposer has no experience providing UBS systems to Water Cities and/or municipal governmental organizations systems.
Hardware Requirements	

Highly Advantageous	Proposer's system operates with the current hardware systems that the City owns and will not require acquisition or rental of other equipment to use the software system functionality.
Advantageous	Proposer's system operates with the current hardware systems that the City owns but may require the City to purchase or otherwise acquire other hardware to have full use of the features.
Not Advantageous	Proposer's system has operated on similar hardware systems that the City owns but the proposer cannot guarantee that its products will work without diminished capacity unless the City purchases and/or acquires other hardware.
Unacceptable	Proposer's system will not operate in with the City's current hardware configuration and networking environments.

Network Requirements

Highly Advantageous	Proposer's system operates with the current hardware systems that the City owns and will not require acquisition or rental of other equipment to use the software system to its fullest potential and functionality.
Advantageous	Proposer's system operates with the current hardware systems that the City owns but may require the City to purchase or otherwise acquire other hardware to have full use of the features.
Not Advantageous	Proposer's system has operated on similar hardware systems that the City owns but the proposer cannot guarantee that its product will work without diminished capacity unless the City purchases and/or acquires other hardware.
Unacceptable	Proposer's system will not operate with City's current hardware systems.

Report Writing

Highly Advantageous	The system solution provides the City with both pre-defined reports and a fully functional and customizable report writer for
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	all modules that does not require the assistance of the proposer to create and/or operate.
Advantageous	The system solution provides City employees with both pre-defined reports and a fully functional and customizable report writer, but the assistance of the proposer may be necessary to create and/or operate.
Not Advantageous	The system solution provides City employees with a functional report writer but with limited customization; or customizable report writer but only by the proposer.
Unacceptable	The system solution does not provide a report writing system, or provides a report writing system that would require the proposer to create.

Help Desk Support	
Highly Advantageous	Proposer provides 24/7 online and "live" help desk support for system administrators.
Advantageous	Proposer provides Monday through Friday 8 am to 6 pm (east coast time) online and "live" help desk support for system administrators.
Not Advantageous	Proposer provides less than Monday through Friday 8 am to 6 pm (east coast time) online and/or "live" help desk support for system administrators.
Unacceptable	Proposer provides limited online and/or "live" help desk support for system administrators.
Functionality	
Highly Advantageous	Proposer's UBS software meets all requirements for the City's individual Water and Sewer Divisions.
Advantageous	Proposer's UBS software meets most requirements for the City's individual Water and Sewer Divisions.

Not Advantageous	Proposer's UBS software is limited in functionality for either the City's Water or Sewer Divisions.
Unacceptable	Proposer's UBS software lacks sufficient functionality.
Detailed Requirements	
Highly Advantageous	Proposer who addressed all the questions in detail with credible answers.
Advantageous	Proposer who addressed all the questions a majority in detail, but some responses were incomplete or unclear.
Not Advantageous	Proposer who addressed all the questions, but many responses lack sufficient detail.
Unacceptable	Proposer who did not address all questions, incomplete responses, lack sufficient detail, deemed not credible.
Project Manager's (PM) Experience	
Highly Advantageous	PM has five or more years of direct experience working and managing similar implementation projects in a Windows environment by municipalities in New England.
Advantageous	PM has five or more years of direct experience working and managing similar implementation projects in a Windows environment.
Not Advantageous	PM has five or more years of direct experience working and managing similar implementation projects.
Unacceptable	PM has five or more years of direct experience working and managing implementation projects which are not similar.
Implementation Experience	

Highly Advantageous	Proposer provides a credible Implementation Schedule that provides an operational system less than six (6) months from award.
Advantageous	Proposer provides a credible Implementation Schedule that provides an operational system within six (6) months from award.
Not Advantageous	Proposer provides a credible Implementation Schedule that provides an operational system longer than six (6) Months from award.
Unacceptable	Proposer provides an Implementation Schedule that does not meet the needs of the City’s timeline or not clear when the systems will be operational.

b. Proposer Presentation

As part of the evaluation process, the Evaluation Team **WILL** require a presentation by three (3) Proposers that best meet the Quality Requirements (Section II) of this Proposal. A presentation to the Evaluation Team is a requirement for the award of a contract. Proposers that fail to make a presentation will be deemed non-responsive and therefore the Proposal will be rejected. The City will contact the three selected Proposers to schedule a time for the interview.

Presentation	
Highly Advantageous	Proposers who offer an exceptional, creative, and well-organized oral presentation, and demonstrate their ability to effectively communicate ideas and plans. The Proposer responds to Evaluation Team’s questions with factual clear answers, and follows up on any Team requests for additional information (within the period agreed to at the presentation, usually not more than 24 hours) so that the Team may complete its evaluation in a timely manner.

Advantageous	Proposers who offer a clear well organized oral presentation, and demonstrate their ability to effectively communicate ideas and plans. The Proposer responds to Evaluation Team's questions with factual clear answers, and follows up on any Team requests for additional information (within the period agreed to at the presentation, usually not more than two business days) so that the Team may complete its evaluation in a timely manner.
Not Advantageous	Proposers who offer an unclear and confusing presentation, and who do not effectively communicate their ideas and plans, or Proposers whose responses to Evaluation Team's questions were unclear and/or did not follow up on any of the Team's requests for additional information promptly. Failure to provide requested information within the agreed time will be a basis for rejection of the bid.
Unacceptable	Proposers who decline or do not make a presentation.
<i>Product Evaluation Team Rating</i>	
Highly Advantageous	More than 2/3 Majority of the product Evaluation Team members found the system easy to use and understand.
Advantageous	A Majority of the product Evaluation Team members found the system easy to use and understand.
Not Advantageous	More than Majority of the product Evaluation Team members found the system difficult to use or understand.
Unacceptable	More than 2/3 Majority of the product Evaluation Team members found the system difficult to use or understand.

c. Proposer References

Proposer References

Highly Advantageous	Highly positive references and the proposer met all deadlines and clients did not incur any additional charges for the required services or the charges came in under the agreed fee, and/or the Proposer provided additional assistance at no additional charge to the client.
Advantageous	Positive references and the proposer met all agreed deadlines, and the clients did not incur any additional charge for the required services.
Not Advantageous	An unsatisfactory reference from a client that the proposer provided similar services within the past 12 months, but the Proposer completed the contract engagement by the agreed deadline and did so without additional charge to the client.
Unacceptable	Two or more unsatisfactory references from clients that the Proposer provided similar services within the past 24 months, or the proposer failed to complete a contract engagement by the agreed deadline, or the Proposer completed the contract engagement by the agreed deadline but at an additional charge to the client.

Evaluation of Proposals

The evaluation of the Proposals will be based on the above criteria and will be evaluated on the information provided in response to the Introduction and Scope of Work, Product and Services Questionnaire and Price Proposal Forms of the RFP. The evaluation committee will evaluate the Proposals and may also ask questions of a clarifying nature from proposers, as required. The ability to meet the requirements for services is the prime consideration factor. Each evaluation committee member will complete a proposal evaluation matrix form for each proposal submission received. A composite rating will be developed which indicates the group's collective ranking of the highest rated proposals.

<u>Proposal Evaluation Rating</u>	<u>Weight</u>
Questionnaire	
a. General Functionality	15
b. Customer Account and Locations	10
c. Billing Rates and Fees Management	5

d. Meter Reading and Inventory Management	10
e. Billing and Financial Management	10
f. Delinquency Management	5
g. Service Order Management	5
h. Reporting	15
i. UBS Fees and Pricing	25
Total Points	100

Based on the collective ranking of the highest rated proposals, the evaluation committee will develop a short list of three (3) vendors to continue with further evaluation through an interview process which is subject to an oral presentation and demonstration. The short list will be selected using the criteria identified above. Additional discovery may be performed to assist in selecting the short list proposers. The short list proposers will be contacted by the City.

Interviews, Oral Presentation And/Or Demonstrations

Proposers should be prepared to conduct the online/web base demonstrations. It is expected that the proposed Project Manager will take part in any interviews, oral presentations and/or demonstration sessions.

Oral interviews, presentations and/or demonstrations will be evaluated and scored on the following criteria:

Interview Criteria and Discussion Points

- a. Presentation, Knowledgeability & Responsiveness to Questions
- b. Software Operation, Functionality & Versatility
- c. Customer User Access & Online Experience
- d. Integration, Customizability & Technical Support

If requested, interviews, oral presentations and/or demonstrations shall be made at no cost to the City. Interviews will be used to adjust the Proposal Evaluation Ratings, if necessary. When the Evaluation Team has tentatively selected a Proposer, it may request a conference to clarify specific matters.

Selection

Selection will be made of one proposer deemed to be fully qualified and best suited among those submitting proposals based on the evaluation factors included in the Request for Proposal. Negotiations may be conducted with one or more Proposers so selected. Price will be considered, but need not be the sole determining factor. After negotiations have been conducted, if needed, the City will select one Proposer, which, in its opinion, has made the best Proposal, and will issue a tentative award subject to City Council approval. The City may cancel this Request for Proposal or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous.

As reflected above, the contract award will not be based solely on price, but on a combination of factors as determined to be in the best interest of the City.

After evaluating the proposals, the interview process and further discussions with the finalists or the tentatively selected proposer, the City reserves the right to further negotiate the proposed work and/or method and amount of compensation before making a final selection.

Product and Services Questionnaire Form

Please provide answers to the following questions about the proposed system and software system functionality. All questions must be addressed. Note that some questions appear to be redundant, but questions are required to be answered, nonetheless.

Proposer Response	Description:
BASE	The function is provided in the base product. No modification is required.
FREE MOD	No, the function is not in the base product, but we will modify it at no cost.
ADD-ON	No, the function is not in the base, but we can handle this functionality with another add-on product/module. <u>(In your response, please indicate details of the module and/or product, and indicate price.)</u>
MOD AT COST	The function will require modification. <u>(Provide the itemized cost on the Price Proposal Form.)</u>
NO	The function is not available and cannot be modified.

1) WATER AND SEWER DIVISIONAL FUNCTIONALITY		Response
a	Is the UBS capable of allowing the Water and Sewer Divisions to operate as separate enterprise units for billing purposes?	
b	Can the UBS allow the Water and Sewer Divisions to function as separate Enterprise units for customer service purposes with separate screen(s) and note(s) capabilities.	

c .	Does the UBS allow quarterly water consumption data to automatically update the City's 657 Commercial Sewer accounts? This would require a data integration between the Water and Sewer Divisions.	
d .	Can the UBS allow the City to separately bill Water and Sewer accounts and maintain separate receivables for each division?	
e .	Can the UBS allow the City's Treasury Department to separately apply payments to a customer's Water and Sewer accounts, or to automatically allocate a single check to both accounts, if a customer so desires?	
f .	Can the UBS allow for the separate application of interest/penalties to past due accounts for both the Water and Sewer Divisions?	
g .	Can the UBS produce individual water and sewer delinquency reports, as well as a consolidated report by customer if needed (for tax sales, etc.)?	
h .	Does the UBS automatically generate Municipal Lien Certificates for the Water and Sewer Divisions, as well as a consolidated MLC, if needed?	
i .	Can the Provider separately price out the Water and Sewer UBS modules? Since the Sewer system has fewer system requirements than Water, will this be reflected in the Price?	
1) GENERAL FUNCTIONALITY		Response
a .	Is the UBS in a Graphical User Interface (GUI) based environment and easy to navigate? Provide sample screen shots from a user's point of view of customer's account information, account ledger, billing detail, usage history, meter reading data upload/download and service order.	
b .	Can the UBS support unlimited full-time users concurrently, and multiple administrators? Does the UBS pricing reflect unlimited users?	

c .	Does the product support role-based user access? Access should allow each user group to be granted full access, read-only access, or limited access. Allows for administration of user access and password administration?	
d .	Do you provide technical support for software and hardware at a minimum from 8:00 a.m. to 6:00 p.m. (Eastern Time) Monday through Friday?	
e .	Is the front-end user interface web-based or client-server? Is Flash or Java required for the front-end interface?	
f .	Can the UBS interface to all the following: the general ledger, meter reading, remittance processing software, meter inventory, mapping, and customer online payment portal?	
g .	Is an EPM system supplied with the UBS solution?	
h .	Is the EPM integrated with the UBS or a separate stand-alone system?	
i .	Can the UBS interface and operate in conjunction with a POS system? Provide detailed information regarding the type of EPM system including hardware and software involved, linkage to the UBS, cash drawer, credit card terminal, bar code scanning, etc.	
j .	For each customer service representative that processes payments throughout the day, does the UBS have the ability to balance out and reconcile their daily batches including their drawer count within the software? Currently the CSR's balance their payment batches and cash drawers manually on a daily cash drawer reconciliation sheet.	

k .	Can the UBS provide end of day balance info to include and automatically generate a summary of total number of checks received, total cash, total UBS, total transactions, and total dollar amount received?	
l .	Can the UBS provide an end of day report that summarizes multiple CSR payments? The report should include a total of the payments. For Example: Daily Summary Report Grand Total of all CSR payments in the UBS. Subtotal #1: All Walk-in payments by Cash, Checks, Credit Card Payments, etc. Subtotal #2: All Mail-in payments by Check, Money Order, etc. Repeat subtotals for online payments. Each of the CSRs creates a separate batch for the payments that they receive. Different batches are also created according to the type of payment processed by the CSR such as cash, check, credit card, etc.	
m.	Ability to bill in cycles?	
n .	Ability to download service orders to the meter reading handheld devices or tablets and the meter reading staff will be able to change the status of each service order as the work progresses and completes. At the end of the shift the updated service orders are uploaded back to the system and the updated information is synchronized with the billing and other appropriate systems?	
o .	Ability to process cash, check and credit card payments directly through the software? For example, a credit card can be entered or swiped, approved, or declined, and posted directly to the customer's account with a payment total created for reconciliation at the end of the day.	
p .	Ability to scan documents such as service orders, letters, etc. and link them to a specific customer? Ability to hyperlink and open files (scans) to customer accounts from within the software.	

q .	Can the UBS provide the City with documentation suitable for manual entry of transactional information (daily deposits, etc.), to the extent that daily billing & collection activity should post to the general ledger automatically?	
r .	Can the UBS fully integrate with the City's current asset management / GIS software (ESRI) such that data on usage can be queried by location and type of meter?	
s .	Are free lifetime version upgrades included with the UBS at no additional cost?	
t .	Software updates and patches?	
u .	Be able to view multiple accounts simultaneously within the UBS?	
v .	Does the UBS include user defined fields with parameters defined by the user?	
w.	Can the UBS use wizards to expedite processes such as setting up new accounts, meter change outs and creating service orders?	
2) CUSTOMER ACCOUNT AND LOCATION MANAGEMENT		Response
a.	Does the UBS support an unlimited number of customer accounts / service connections?	
b .	Can the UBS define, add, change, and delete an unlimited number of account types?	
c .	Does the UBS have the ability to query an account based on various search criteria such as customer name, account number, social security number, phone number, parcel number, service address, account type and meter/radio number?	

d .	Does it have the ability to document unlimited notes and correspondence on accounts with the ability to assign alert flags to accounts with notes?	
e .	Does it have the ability to provide an audit trail for changes to an account?	
f .	Can it support unlimited transaction and consumption history? The user should control history purging.	
g	Does it have the ability to display account information via web portal? Please list the information that is displayed from the customer's point of view.	
h	Does UBS use any mapping tools? If so, which ones?	

k .	Ability to create correspondence templates including forms?	
l .	Provide for the generation of standardized form letters and responses to customer inquiries with information from the customer account automatically populated into letters as required or exported to Excel and Word for mail merges?	
m.	Is the UBS capable (including merchant services) of automatically generating correspondence upon a returned check, rejected payment and reason for why to both the customer and CSR?	
n .	Can the UBS flag accounts that have been foreclosed, in bankruptcy, vacant or had a water or sewer lien placed?	
o .	Does it have the ability to model accounts (templates) and allow you to create new accounts by copying the model and changing the details?	

p .	Provide for penalty and disconnection exemptions?	
3) RATES AND FEES MANAGEMENT		Response
a .	Does the UBS have the ability to define, add, change, and delete an unlimited number of rate code types and amounts?	
b .	Can the UBS accommodate multiple billing rate structures that would be required for the different types of services that the City provides? The City supports both fixed and variable rates.	
c .	Does the UBS have the ability to automatically calculate a fee based on a formula?	
d .	Does it have the ability to define an effective date for rate tables and prorate charges based on the effective date?	
e .	Does it have the ability to define service rates that are consumption based, fixed, percentages, subtract meters, budget based, tiered, formulated, or seasonally averaged?	
f .	Does it have the ability to define distribution of fees to multiple general ledger accounts based on user-defined account type, fee category, service type, or reason code?	
g .	Does it have the ability to define, add, change, and delete an unlimited number of service types?	
h .	Does it provide for one-time charges for existing customer accounts? Ex: Reconnect Charge Fee, Turn-on Fee, Late Charge Penalty, Return Check Fee, After Hours Fee, Meter Accuracy Test Fee, etc.	
i .	Does it have the ability to assess various types of penalties for overdue bills?	

j .	Does it have the ability to enter stop and start dates for individual fees on an account?	
k .	Does UBS have the ability to identify by rate classification? Example: residential, commercial, tax exempt, etc. or by independently identified and selected fields.	
4) METER READING AND INVENTORY		Response
a .	Is the uploading, downloading, and reporting of Itron Field Collection System meter reading data integrated within the UBS?	
b .	Does the UBS rely on a third-party software to upload, download, and generate reports of meter reading data?	
c .	Does the UBS have the ability to define, add, change, and delete an unlimited number of meter types?	
d .	Can it maintain an unlimited number of meters?	
e .	Does it have the ability to identify a meter by type, size, dials, serial number, manufacturer, location, account type and install date?	
f .	Is the service consumption automatically calculated upon entry of meter reading with ability to edit readings?	
g .	Can the UBS generate work orders based on meter reading exception messages and actions entered along with meter reading?	
h .	Does it have the ability to view a history of all meters that have been installed at the service location?	

i .	Can it record unlimited notes/comments for a meter?	
j .	Does it have the ability to identify reads that were estimated versus actual reads?	
k .	Does it have a flexible high/low feature that allows the user to set a range of parameters that produces consumption and edit registers for screening variables such as high/low consumption, no current read, zero consumption, etc.?	

l .	Does it have the ability to change out meters at any time? Where meters have been changed out, ability to show separate individual meter readings and consumption and to show total consumption and billing amount on the same bill?	
m.	Ability to graphically display consumption history both within the UBS and on a customer's invoice?	
n .	Can the UBS handle multiple meters fed from the same service line and automatically calculate the deduction for billing? Example: The water flows through a meter and then either is used by the property or it flows through a second sub-meter to an irrigation system. The consumption for the first property must be computed as the consumption on the first meter minus the consumption on the second meter.	
o .	Allow for more than one meter at a premise and be able to assign a different rate to each meter?	
p .	Will the UBS accommodate the following meter types: Hydrant Meters, Master Meters, Compound Meters, Sub-Meters (Add/Subtract Meters), Fire Line, etc.?	

q .	Can the UBS handle meter reading data that will come from manual keyboard entry, wirelessly, outside files, remote handheld devices, or other devices such a radio frequency-based meter reading?	
r .	Does the UBS have a seamless interface for uploading and downloading data to handheld devices or USB drives?	
s .	Allow for flexibility while downloading and uploading? The UBS shall allow for easy synchronization while downloading / uploading, in addition recovery from incomplete synchronizations shall be easy as simply re-downloading until a correct and proper synchronization has occurred.	
t .	Ability to export meter reading data wirelessly as opposed to having to use a USB drive or docking of the handheld device?	
u .	Ability to view consumption history in numeric and graphical format via web application?	
5) BILLING MANAGEMENT		Response
a .	Does the UBS support a multi-cycle billing system?	
b .	Accommodate a variety of billing scenarios to include Summary Billing, Consolidated Billing, etc.to allow the utility to bill multiple sub-accounts from different meter reading cycles, premises, and services into one summary type bill with supporting detail for each sub-account on the bill. Note: we are not identifying summary and consolidated billing as stuffing multiple bills into one envelope. Instead, summary billing is ONE bill automatically generated by the billing system that can be provided to one payer for multiple locations (like a corporate headquarters paying one bill for multiple locations in the utility's service territory).	

c .	Does it provide a complete or exception only billing pre-list for review prior to bill printing?	
d .	Can it generate one utility bill for the Water Division covering all services and charges, and itemizes charges separately?	
e .	Provides a user-defined free form message on bills?	
f .	Can the bill include billing date, account number, service period, current read, prior read, consumption billed, itemized charges, balance forward, amount due, due date, numerical and graphical prior-same period usage, and/or average gallons used per day?	
g .	Can it generate a return stub so that cash receipts can be read with an optical character reader, scanning the account and amount?	
h .	Does it have the ability to view and reprint a past bill at any time?	
i .	Ability to produce statements for customers with multiple utility accounts?	
j .	Ability to create a file to export bills for 3rd party printing? Please identify each file type the UBS supports.	
k .	Is the system able to provide billing exports in a .CSV format?	
l .	Ability to prorate bills for new and closed accounts?	
m.	Does it support billing adjustments such as read errors, automatically adjusts billing amounts and history?	

n .	Can the UBS display all payment/invoice history in the customer web portal ex., current balance, past due, late charges, and payments?	
o .	Ability to not print a paper bill and email the bill to the customer at any time?	
p .	Does it allow for customers to view and print their bills online, with at least 16 billing cycles of history available?	

q .	Ability to review bills before they are printed or updated to the database?	
r .	Ability to adjust bills. Once the adjustment is made, the bill prints again correctly, and a history of this change is maintained in the system?	
s .	Able to print bar-code account numbers for payment scanning?	
t .	Ability to provide an electronic bill via email?	
u .	If a customer opts for an e-bill option, allow the customer to have choices to 1) still get a paper bill and e-bill; 2) stop getting a paper bill and just get an e-bill (which the system generates and emails).	
v .	Combine usage for multiple metered and non-metered service points into a single consolidated account bill? System can combine an unlimited number of user-chosen meters on a single bill.	
w .	Accommodate billing of accounts on different billing schedules such as bi-monthly, monthly, quarterly, semi-annual, and yearly basis?	

x .	Support automatic calculating and billing of late payment charges (penalties)? Including the ability to identify to the system which customers and/or services are subject to late charges based on partial payments, payment arrangements, etc. Business rules and/or parameters will define how those late charges are to be calculated.	
y .	Able to produce a one-time miscellaneous bill to a current customer? One-time bill is produced in addition to a normal cycle bill.	
z .	Provide the ability to send a duplicate copy of the bill to any third party defined for the account? Ex: landlord, etc.	
aa .	Does the UBS have the ability to bill a charge that is automatically calculated based on a formula? Ex: Calculation of the Late Fees for delinquent accounts based on the formula provided by the City.	
bb .	Ability to customize a utility bill template?	
6) FINANCIAL MANAGEMENT		Response
a .	Allows positive or negative transaction adjustments with a complete audit trail?	
b .	Can the UBS provide an end of day report that summarizes multiple CSR batches, thus creating a report that reconciles all batch transactions and the daily bank deposit? The summary information should include (1) Summary by payment method. Such as: Walk- in, Night Deposit, Collections, Mail-in, Internet, or Bank Transfer. (2) Summary by payment type. Including the \$ amount and # of each payment type. Such as: Check, Cash, Credit Card, or Electronic Fund Transfer.	

c .	Accept and track any form of standard payment? This is to include but not limited to cash, checks, electronic commerce (bank drafts, EFT, etc.), credit cards, money orders, lockboxes, internet, etc. Payment types to be shown in balance history.	
d .	Ability to enter / apply payments to customer accounts manually (one customer at a time) or automatically in a batch (i.e., lockbox type payments)?	
e .	Does it accept over-payment or credit adjustment with amount maintained as an unapplied credit balance or be applied to the next service bill?	
f .	Does it provide a complete audit trail of payments processed for reconciliation prior to creation of posting report or direct general ledger cash posting?	
g .	Ability to import payment records from bank website and remittance processing software?	
h .	Does it have the ability to scan payment information directly into the system using a bar code or OCR scanner?	
i .	Can the Customer ID be scanned off a bill and the customer's information will automatically appear on the screen?	
j .	Ability to display transaction history including bills, receipts adjustments, credits, and refunds for an account?	
k .	Ability to display details of transaction and drill down to transaction?	
l .	Does it have a viewable payment history to show the type of payment such as if it were paid by cash, check, credit card, etc.? This along with info we already receive such as batch number, operator, etc.?	

m.	Ability to display account transaction history via customer web portal?	
n.	Ability to pay outstanding balances with a credit card, EFT or checking account via web portal?	

o.	Is there online cloud access for customers to pay and view their account information? What Information does the customer have access to in the portal?	
p.	Ability to have full access to customer accounts via customer web portal?	
q.	Do customers have to register an account to pay via web portal?	
r.	Does the customer have the ability to save their payment information to their online account?	
s.	Does the customer online portal allow for customers to setup automatic payments with stored credit card, EFT and/or checking account information?	
t.	Can the UBS accept credit card payments automatically over the phone using an Interactive Voice Response (IVR) system so that CSRs do not have to hear credit card information and be at PCI compliance risk?	
u.	Can the UBS send outbound IVR notifications from within the system for proposed actions such as shutoffs, delinquencies, boil water notices, office closures or any ad hoc message that needs to be sent? Can these notifications be limited on being sent by route, cycle, customer location, street name or any other defined codes or limit options?	
v.	Can the UBS send outbound SMS notifications from within the system for purposes such as shutoffs, delinquencies, etc.?	

w.	Can customers pay via SMS using a stored payment method for files?	
x.	Ability to process credit card payments by swiping the card and not requiring entering the card number directly? Therefore, a credit card can be entered or swiped, approved, or declined, and posted directly to the customer's account with a batch total created for reconciliation.	
y.	Ability for cashier clerk to log in and out of the system multiple times throughout a day without closing the cash drawer?	
z.	Credit card grouping? Be able to see the amounts paid by different credit cards (Visa/MasterCard/etc.) daily and monthly.	
aa.	Provide the generation of a payment receipt automatically after payment is received (walk-up window)? Also have the ability to reprint a receipt?	
bb.	When a customer pays online, can the UBS immediately update the balance on the system (with no delay)?	
cc.	Ability to debit returned checks back to the customer's account and create appropriate returned check charges?	
dd.	Does the UBS support budget billing?	
ee.	Ability to distribute a single payment to a multitude of accounts at a multitude of premises belonging to a customer?	
7) DELINQUENCY MANAGEMENT		Response
a.	Does the UBS have the ability to age accounts in 30-, 60-, 90- and 120-day increments?	

b .	Ability to automatically add late penalties or interest to delinquent accounts according to a flexible rate structure determined by the user?	
c .	Does it have an automated payment plan arrangements allowing for customer to pay the amount due over time?	
d .	Ability to automatically assess a charge to an account if a shut off is processed?	
e .	Does it allow selected accounts to be flagged as exempt from receiving past due notices?	
f .	Does it process accounts for write off such as bankruptcy or commitment as water lien.	
g .	Can it maintain a dynamic shut off list that can be automatically or manually updated?	
h .	Does the UBS have the ability to generate a cut-off list within the UBS?	
i .	Can the cut-off lists show comments or special instructions from the CSR to the field employee such as lock or pull the meter?	
j .	Can the UBS produce a delinquency listing of all accounts with unpaid amounts greater than "X" days old since the date of the bill was mailed based upon user defined criteria?	
8) REPORTING		Response
a .	Does the UBS include standard financial, operational, service work order reports and audit trails?	
b .	Does the UBS include end user reporting tools to create reports based on any field combination or partial field within the utility billing system or exportable format such as excel?	

c .	Ability to export reports to PDF, Microsoft Excel, and Word?	
d .	Ability to generate a list of accounts, customers, or meters based on user-defined selection criteria?	
e .	Ability to generate analysis reports with user-defined parameters with flexible selection criteria and grouping options?	
f .	UBS is able to store, edit and reuse queries and reports?	
g .	Ability to break down billing reports by certain billing items (Water Usage, Delinquent Accounts, Late Fees, etc.)?	
h .	Individuals can run reports and simultaneously work in other windows of the system and report queries can access multiple tables in the billing system?	
i .	Can the UBS generate Municipal Lien Certificates according to Rhode Island specifications?	
j .	Ability to produce consumption reports for all customers, by service area, by rate type, meter type and/or service type - and any combination of user defined factors? Also have the ability to print consumption reports based on the top x consumers based on rate type and or service type, base rates, and flow rates. (Where the user defines x.)	
k .	Can UBS print address labels?	
l .	Allow a user to print any screen in the system?	

m.	Closed Customer Aging? This function prints a report that shows the accounts receivable aging for customers that have inactive accounts (no longer have a water service) and still have balances outstanding.	
n.	Consumption History Report? This function prints a report that shows consumption by billing cycle by service type for the preceding 48 months (eight semi-annual billing cycles).	
o.	Current Bills? This function prints the current bills / statements. Can print this in a variety of sorted orders (by zip code, geographic area, billing cycle, etc.)	
p.	Current Meter Report? This function prints a report that shows meters by customer.	
q.	Customer Balance Reports? This report is a listing of customers and their balances without any aged totals.	
r.	Customer Service Type Report? This function prints a report that shows service orders by service type by customer showing number of dwellings, consumption.	
s.	Have letter creation and printing capability?	
t.	Ability to produce a variety of financial based reports, including revenue reports, cash receipts, accounts receivable aging, etc.	
u.	Have the UBS contain a full array of standard reports. (Please provide a list of your standard reports in your RFP response.)	
v.	Task Scheduling - Automated Report Generation - Memorized reports with defined criteria automatically generated on a user-defined periodic basis. Month end report examples include Customer Payment Listing, Detailed Accounts Receivable Listing, Bad Debt Accounts Receivable Listing, and Aged Receivable Listing (30, 60, 90 days, etc.)	

w.	The UBS has quality standard reports embedded. Examples include Monthly Revenue & Usage Reports: # of Gallons, \$'s, and # of Customers Billed - By Type of Customer (Residential, Commercial, Tax Exempt, etc.).	
x.	Provide sample reports for the following: Daily Accounts Receivables Report, Meter Consumption Report, Meter Size Count Report, Account Master Listing, Meter Master Listing, and Route Billing Report by Bill Code, Active Account Billing Report, Aging Analysis Report, Municipal Lien Certificate, Bill Code Master Listing and Meter Reading Listing.	
y.	Does the UBS have the ability to generate a report for total usage billed for an entire year by customer and sub-grouped by meter type, account type, etc.	
z.	System validates data entry using external interfaces (like GIS, etc.) for: valid street address names; valid street address numbers, etc.	
aa.	Does the UBS have the ability to automatically reformat report files (ex: meter consumption report) and import the data into the City's ESRI system?	

Price Proposal Form

A. Application Setup and First Year License Fees:	Water Division	Sewer Division	Combined
Annual License Fee – Identify # and Type of User Below:			
One Time Setup/Installation Fee			
Data Transfer:			
Number of Reading, Date and Usage for up to 10,000 customers			
Financial Transactions to be transferred:			
Other:			
Total One-Time Software & License Fees			
B. On-Site Training & Project Management:	Water Division	Sewer Division	Combined
On-Site Business Process Review			

System Administrator Training			
Project Management			
Bill Formats/Calculations			
Data Conversion			
Reports			
Custom Modifications			
Interface Testing			
Merchant System Setup			
Other:			
Total Training & Project Management Fees			
Total Software, Project & Services			

C. First Year, Annual Software & Support Maintenance	Water Division	Sewer Division	Combined
Annual Maintenance			
Database Maintenance			
Merchant Fees			
Merchant Cost Per Transaction			
Other:			
Total Annual Maintenance & Support			
Modification Cost listed on the Product & Service Questionnaire Form Add additional Sheets as necessary			
Total Software, Project, Services, Modifications, Annual Maintenance & Support			

Subsequent Three Annual Price Proposal

A. Application Software & License Fees:	Water Division	Sewer Division	Total
License Fee - # of Users:			
Other:			
Other:			
Total License Fees			
B. Annual Software & Support Maintenance	Water Division	Sewer Division	Total
Annual Maintenance			
Database Maintenance			
Merchant Fees			

Merchant Cost Per Transaction			
Other:			
Total Annual Software Support & Maintenance			
Modification Cost listed on the Product & Service Questionnaire Form			
		.	.
Total Subsequent Annual Three-Year Pricing			

**City of Woonsocket, RI
RFP #6111
Corporate Submittal Information**

Company Name:

Address:

Contact Person:

Email:

Telephone:

Aggregate Total Price (as detailed on pages 52 – 54, and 55 - 56)

- In dollars (\$)

- In words

Authorized Contractual Corporate Executive:

Signature: _____ Date: _____