

ADDENDUM #1



PROJECT: Customer Portal
BID NO: 21-026
FROM: David Bries, Utilities Manager
DATE: September 6, 2021

Questions and Clarifications:

Currently which vendor is providing "Customer Portal"?

The City currently does not provide customers any water usage information through a customer portal. They only get total usage information in their monthly bill.

Can we get a copy of the current "contract" with the existing customer providing "Customer Portal"?

There is not current vendor providing "Customer Portal".

What are the areas of the existing applications that the city is not very satisfied with?

The City does not have a way to provide hourly usage information to the customers.

What are the new features that the City is looking to implement in the proposed system?

See the Statement of Work in the RFP.

What is the City spending Annually on the Customer Portal?

The City currently does not have a Customer Portal.

What is the budget range for the current project's implementation cost and annual cost?

The 2021 Budget identifies \$20,000 for implementation of the Customer Portal.

Approximately when is the City planning to go live with the new system?

The goal identified in the RFP is to finish implementation in 2021 to go live either late 2021 or the first part of 2022.

Is City looking for a Cloud based system? Does the City want to host the system on its hardware or host an on-premise platform?

The RFP requests a cloud based system.

Please provide the number of customers that will access the customer portal.

The number of customers that will actively utilize the customer portal is unknown. The customer base for City utility customers is outlined in the statement of work in the RFP.

21-026 Customer Portal
Addendum #1

Will your proposed system be used by staff only?

No, as identified in the RFP, the intent is to provide customers access to their individual water usage records so they can better manage their usage and costs.

Data will be migrated from how many systems?

All systems with data being utilized are identified in the Statement of Work portion of the RFP.

How Many years of data must be migrated to the proposed system?

We are open to proposals, but would like to have 12 months of usage data available to the customers.

Provide us a list of all external systems that the proposed system will be interfaced with. Provide the technical platforms like OS, databases, etc.

The systems that will be interfaced with the Customer Portal are included in the Statement of Work included in the RFP. Proposal should include the costs and experiences of the firm in integrating with the existing software systems.

Can you please explain what you mean by "Customer outreach and signup plan" and "Responsibilities and Expectations of owner"?

The proposal needs to include a Program Implementation Plan that includes what level of outreach for customer sign ups is included in the proposal and what responsibilities and expectations of the implementation plan are proposed to be completed by city staff. This will be used in evaluating the proposals to determine which proposal is the "best value" and in development of the Scope of Services for the agreement.

Does your team plan on scheduling presentations (demonstrations) with any shortlisted firms once responses are submitted? Would presentations be virtual or in-person? Do you have an idea when these potential meetings would occur?

If there is a need for presentations, they would likely be scheduled virtually within 1 week of the proposal due date.

On page 12 the RFP mentions "Targeted implementation goal by the end of the calendar year." Does your team have a target date for selection and/or award of a contract?

We anticipate a decision by September 15th.

What is the motivation for your goals to implement by end the year? Coordination with your AMI installation? Coordination with another project's timeline? To replace an existing system that is reaching end-of-life?

Funding is included in the calendar year 2021 budget.

Acknowledgement in Receipt of Addendum

FIRM NAME: _____

BY:(Printed) _____

BY:(Signature)_____ TITLE: _____

Note: A signed acknowledgement in receipt of this addendum MUST be included with your bid proposal.