

ERP/CIS System (Financial/Human/Utility Billing-CIS Management & Permitting/Inspections[Optional])

RFP: #21-210

Addendum No. 1

Vendor Questions, District Responses

1. Q: Is there a specific format you expect the “intent to respond” correspondence to be in, or is an email confirmation acceptable?

A: You may provide your intent to respond to me (Melinda Roach) via email mroach@rrwr.illinois.gov.

2. Q: What is the budget range for the solutions in this RFP? Are there additional items to consider/include?

A: The District has a budget of up to \$800,000, which includes both software licensing and implementation expenses. The District’s fiscal year starts May 1.

3. Q: Would a best of breed proposal be accept as described below? The key point being a no bid on the Utility Billing requirements.

A: The District will allow any proposal. If you decide to move forward with the process, please provide your intent to respond no later than tomorrow, March 10, 2021.

4. Q: Is there a best in class option to submit for Finance and HR/Payroll solution and planning and permitting. Ultimately, leaving the UB option open for a Utility Billing software company to pitch their solution?

A: The District will consider proposals that do not include Utility Billing. Please see response #3.

5. Q: Is the District working with a selection consultant on this procurement? If so who?

A: ClientFirst Technology Consulting is the District’s selection advisor.

6. Q: Does the District have an expectation around the timeframe it will take to implement and whether it will be a single big-bang approach or multi-phased?

A: The District will rely on the proposing vendor to propose an implementation timeline that will be a multi-phased approach. Core financials shall be the first phase. A multi-phase approach is expected.

7. Q: Is the District open to changing their bill print and payment provider? Should vendors provide optional quotes for these services?

A: The District’s current vendor is BillTrust. The District is open to considering alternatives as an optional service. Please provide pricing as an optional service.

8. Q: Is the District requesting a customer self-service web portal as part of this RFP? There are several CIS requirements that imply this.

A: Yes. The District would like customer self-service web portal functionality. This functionality requirements are identified in Appendix A3 under the section titled “Online Customer Access.” Additional requirements are identified in Appendix A5 (CRM).

9. Q: Cashiering requirement 16.003 OFFLINE CASHIERING FUNCTIONALITY – can RRWRD provide the use case(s) for this requirement so we better understand how to respond?

A:

16.003	OFFLINE CASHIERING FUNCTIONALITY - Ability to support an offline cashiering function in case the network becomes disabled. This includes saving transaction data locally and synchronizing the data once connectivity is restored.
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The District would like to understand a vendor’s ability to support this requirement. For example: should there be a network interruption, can the District continue to receive and process payments at its City facilities?

10. Q: The requirement for the Human Rights Registration number states that it must be delivered within 5 days of proposal submission, however the Illinois website has been unavailable until mid-March, might an extension be possible?

A: The IDHR website is available as of 3/15/2021. There should be enough time for vendors to apply before the response deadline, or within 5 days after the proposal due date. If vendors have applied but have not yet received the number, the application confirmation from IDHR is sufficient.

11. Q: Wishing to get clarity on the Citizens Request Management component of the RFP. Is it possible to provide examples of these requests to better understand the need?

A: The Customer Request Management (CRM) requirements define the District’s need for functionality that allow customers in initiate service requests (e.g., meter reads, pipe malfunction, request inspections, etc.).

12. Q: Is a mobile work management (MWM) module required for service orders in CIS? Question 17 – Mobile Field Computing hints at this but no requirements are found in the functional requirements.

A: The District would like vendors to describe their Mobile Field Computing capabilities where it applies to an application suite (e.g., Permitting/Inspections, or CIS).

13. Q: Section 15. Integration/Interface Capabilities. Does ECMS stand for Enterprise Content Management System in the “Integration Destination” column?

A: Yes. Ability to attach documents and files to various records.

14. Q: Section 15. Integration/Interface Capabilities. Does the District have a shortlist of what the system for Electronic Content Management System may be that can be shared? Does the District desire a system with this functionality built in so acquiring a third-party system is no necessary?

A: The District does not have a preference for an ECMS system. Vendors can propose their own or a third-party system.

15. Q: Section 15. Integration/Interface Capabilities and Feature Number 17.271. Does the district desire to use the Assessor’s Parcel information system under Utility Billing as the system of record for Parcels? What is the source system for Parcel/Address Management?

A: The source is ESRI ArcGIS.

16. Q: Section 15. Integration/Interface Capabilities. Electronic Payments, what system is the District using for Electronic Payments under Accounts Payable section? Does the District desire to integrate with an existing Payment Processing system for Permit Fee Payments online or is the District open to integration with a new vendor?

A: The District uses Pushpay for electronic payments. The District would like a cashiering system that will integrate with the Permitting system to transact permit fee payments. Please explain your options.

17. Q: Section 20. Conversion Costs. What are the Legacy Systems, corresponding databases and number of records for the systems listed in number 26-32.?

A: Please see page 6 of the RFP for an explanation of the District’s STREAMS application. A snippet is provided as follows:

STREAMS for utility billing and permitting (in-house developed application)

- o It is the primary customer, permitting, and compliance reporting system. It resides primarily on an IBM zEnterprise z13s server, running the z/VSE and z/VM Operating Systems. It is programmed by District staff using Software AG's Natural Fourth Generation programming language, with the data residing on Software AG's Adabas (high performance database).

Please see the table below of transaction volumes:

	Conversions	Number of Records
27	Active Permit Applications	242
28	Historical Permit Records	29,427

The District would like a vendor’s best cost estimate for each of these conversions, absent volumes information.

18. Q: Feature Number 17.269. This feature alludes to Deposit account functionality that is not listed as feature elsewhere. Does the District require Deposit accounts and if so, will the District please explain how they are used today?

A: The District requires contractor deposits which are expended during the life of a projects. The current STREAMs system does process refunds as needed. In Engineering, 19 plumbers account balances. These balances range from \$0.42 to \$1,745.05 for a total of \$6,189.79. Vendors can explain limitations or functionality in the Comments Requirement #17.269.

19. Q: Would the District want to be able to send out Text messages to requestors/customers or only emails? If so, do you currently have a SMS Gateway provider you work with?

A: The District is open to all forms of customer communication that is support by your solution.

20. Q: What are some examples of 3rd party interfaces the District expect to run and load in the new solution?

A: Please reference requirements as follows:

CRM	20.059	INTERFACE - GIS - Provide linkage of CRM to ESRI ArcGIS v10.5.1
CRM	20.060	INTEGRATION - ELECTRONIC CONTENT MANAGEMENT SYSTEM - System must integrate with Electronic Content Management System (To Be Determined) .

The District would consider other standard integrations that your solution supports that are not currently identified in its requirements. Please identify associated costs for the additional integrations.

21. Q: Would the District expect IVR integration to your new CRM system and if so is there a specific IVR vendor you utilize today?

A: Please reference Appendix H (Interface Costs).

22. Q: What languages do we need to support via self-service? Assuming only English.

A: Please identify other languages your solution supports other than Standard English.

23. Q: Is the district interested in a Digital Assistant | Chat Bot support for customers to help direct them and provide automatic creation of service requests?

A: The District is open to digital assistants and other related customer support tools and functionality. Please identify all tools that your solution supports.

24. Q: Can the District please provide the requirements document in excel format? The current “secured” PDF documents are unable to be completed or have the contents copied/pasted into an editable format.

A: Please note that the RFP (p. 2) states: “Copies of the RFP for review purposes only are available through the Rock River Water Reclamation District web site www.rrwr.district.il.us. Proposal documents for submittal are available by contacting Purchasing at MRoach@rrwr.district.il.us or (815) 387-7425”.

25. Q: Regarding the requirements “responses” that the District indicate we use, instead of using “Standard – Next Release” can the District time-box that response i.e. “Standard – Released within 12 months”. In its current format, this would penalize vendors who provide software updates more frequently than other vendors (i.e. vendors that provide quarterly updates are penalized compared to vendors that only provide updates once a year).

A: Vendors can use the Comments Field to provide additional details on a feature/function.

26. Q: Throughout the RFP the District describes “integration with an ECMS (TBD)”. If the proposed solution includes ECMS, is this still required?

A: The District currently does not use an Electronic Document Management System (EDMS/ECMS) and is open to considering all modern systems. A vendor should indicate in its response whether it has the ability to integrate with a third-party EDMS should the District elect to not license a system that is native to a vendor’s solution.

27. Q: Can the District please confirm how many unique users would require access to the permitting, plan review, inspections, and contractor registration functionality?

A: Please reference Section 3.12 of the RFP document for user access requirements by software module.

28. Q: Can the District please confirm how many types of permit applications they support?

A: Please reference Appendix A4, section “Permit Types.” If there is hard limit on the number of permit types a system can accommodate, please indicate, or explain in the Comments Field of Requirement # Permits-17.078.

29. Q: Regarding requirement 17.137, can the District elaborate on the automatic check of “Agency-defined contractor requirements” so we can best understand and respond to this requirement?

A: The District would like that ability to create a checklist of requirements a contractor must satisfy in order to be granted a permit.

30. Q: What is Rock River desired go-live date for the new Customer Information & Billing solution?

A: Please see the District's response to Question #6.

31. Q: Is Rock River using SaaS Services today, if so, what solutions?

A: The applications in the scope of this RFP are not currently SaaS.

32. Q: Does Rock River have a Customer Portal today?

A: The District has a payment portal on its website.

33. Q: In the RFP, Rock River notes that there are 81,000 Customer Utility Accounts and they are billed monthly. Can Rock River share how many are Residential Customers?

A: The District serves approximately 68,000 residential accounts, or approximately 84% of its active customer accounts across eight municipalities.

34. Q: How many Non-Residential (Commercial & Industrial) Customers does Rock River have?

A: Approximately 7250.

35. Q: How many Residential Sewer Service Customers?

A: Residential: 71547

36. Q: How many Non-Residential (Commercial & Industrial) Sewer Water Customers?

A: Commercial: 6432, Industrial: 1230

37. Q: How many Residential Storm Water Customers?

A: The District has no storm water customers. It does track storm water (clear water) inspections for each account.

38. Q: How many Non-Residential (Commercial & Industrial) Storm Water Customers?

A: The District has no storm water customers. It does track storm water (clear water) inspections for each account.

39. Q: Does Rock River use email, or text to communicate Delinquency/Water Turn off?

A: The District does not use its STREAMs system for this functionality. However, customers that are signed up through the Ebill platform to receive emailed reminders and final notices.

40. Q: What Identity Management solution does Rock River currently use?

A: None

41. Q: Does Rock River have an Enterprise Service Bus? If so, what solution?

A: The District does not have an ESB.

42. Q: Is Rock River anticipating bringing in anything more granular than a monthly meter read into the proposed CIS?

A: Not at this time. However, the District would be open to understanding the tools the marketplace offers that will allow it to manage its billing processes more efficiently and effectively.

43. Q: How many unique water customers does the Rock River serve?

A: None

44. Q: How many unique refuse customers does the Rock River serve?

A: None

45. Q: Are any of your sewer customers metered? If so, what is the count?

A: The district currently reads 767 metered accounts. All other accounts are read by the customer's municipality. Credit meters are also used by some residential and commercial customers.

46. Q: Does Rock River bill any other services on a regular basis? If so, how many customers?

A: Monthly, the District bills septic haulers that are processed differently than residential, commercial, industrial accounts. The consumption data for these accounts come from the scaling system and is currently manually keyed by plant operations customer service staff into STREAMs. The consumption data has fields such as manifest number, hauler county and flow multiplier that are not found in the normal billing consumption. Usually less than 50 customers. Heavy wastewater haulers are billed at a different rate for then regular waste water haulers.

The District bills a yearly well inspection charge for inactive well accounts.

Special assessments involve a series of 4 billings at designated times of the year. Usually less than 100 customers.

Connection fees are billed yearly. Usually less the 50 customers.

47. Q: Is this asking about backdating a Journal Entry for the purpose of recording prior accounting period, or is there a desire to set the CREATION DATE of the Purchase Order to date prior?

A: It is not clear what specific feature this question references. The District would like the ability to backdate the creation date of a purchase order.

48. Q: Please provide more information including a formula and examples to assist with confirming support of the necessary calculations for the following:

- Billing for all customers is calculated using flow and wastewater characteristics (WWC's) as well as other costs. WWC's include BOD, TSS (total suspended solids) Phosphates and Ammonia. Soon we will be adding phosphorus to this calculation. For about 100 customers, these WWC's are calculated based on sampling data results performed each quarter.

A: The new billing system may not be able to calculate these formulas to determine final billing rates. However, the final base fee calculations are discussed in Appendix A3 Utility Billing, Section "Rates and Charges." P billing starts June 1, 2021. Please see sample in the table below for calculations.

	= Input		=	=d5/e5*f5 0.00623832	Concentration				Industry Standard				
					Billable Flow	* ccf	/	* Water weight		BOD	TSS	NH4	Phosphorus
										*	*	*	*
		million gallons/day	748	1,000,000	8.34	200	250	12	6				
					lb/gallon	Calculated Pounds							
	Residential	5,703.782	4266428936	4266.428936	35582.01733	7,116,403	8,895,504	426,984	213,492				
	Commercial Domestic	2999489	2243617772	2243.617772	18711.77222	3,742,354	4,677,943	224,541	112,271				
	Industrial Domestic	237556	177691888	177.691888	1481.950346	296,390	370,488	17,783	8,892				
	Governmental Domestic	517892	387383216	387.383216	3230.776021	646,155	807,694	38,769	19,385				
	311 Food Manufacturing	4861.4	3636327.2	3.6363272	30.32696885	6,065	7,582	364	182				
	313 Textile Mills	958.5	716958	0.716958	5.97942972	1,196	1,495	72	36				
	321 Wood Product Manufact	1553.5	1162018	1.162018	9.69123012	1,938	2,423	116	58				
	325 Chemical Manufacturing	1106.1	827362.8	0.8273628	6.900205752	1,380	1,725	83	41				
	326 Plastics and Rubber Pro	305	228140	0.22814	1.9026876	381	476	23	11				
	331 Primary Metal Mfg.	2493.5	1865138	1.865138	15.55525092	3,111	3,889	187	93				
	332 Fabricated Metal Prdcts	1448.7	1083627.6	1.0836276	9.037454184	1,807	2,259	108	54				
	333 Machinery Manufacturin	1144.8	856310.4	0.8563104	7.141628736	1,428	1,785	86	43				
	335 Electrical Equipment Mf	158.8	118782.4	0.1187824	0.990645216	198	248	12	6				
	336 Transportation Equip. M	6449	4823852	4.823852	40.23092568	8,046	10,058	483	241				
	339 Misc. Manufacturing	115	86020	0.08602	0.7174068	143	179	9	4				
	481 Transportation & Wareh	190.8	142718.4	0.1427184	1.190271456	238	298	14	7				
	562991 Septic Tank & Related S	500.2	374149.6	0.3741496	3.120407664	624	780	37	19				
	221 Utilities	1816.2	1358517.6	1.3585176	11.33003678	2,266	2,833	136	68				
	445 Food and Beverage Stor	281.3	210412.4	0.2104124	1.754839416	351	439	21	11				
	7221 Full Service Restaurant	414.7	310195.6	0.3101956	2.587031304	517	647	31	16				
	7222 Limited Service Eating F	128.6	96192.8	0.0961928	0.802247952	160	201	10	5				
	311811 Retail Bakeries	31	23188	0.023188	0.19338792	39	48	2	1				
	621 Ambulatory Hlth Care S	339	253572	0.253572	2.11479048	423	529	25	13				
	81231 Coin Operated Laundries	394.2	294861.6	0.2948616	2.459145744	492	615	30	15				
	81233 Linen and Uniform Supp	7228.1	5406618.8	5.4066188	45.09120079	9,018	11,273	541	271				
	812112 Beauty and Barber Shop	18.8	14062.4	0.0140624	0.117280416	23	29	1	1				
	323 Printing & Related Activ	34.9	26105.2	0.0261052	0.217717368	44	54	3	1				
	811192 Car Wash	398.1	297778.8	0.2977788	2.483475192	497	621	30	15				
	54194 Veterinary Services	44.3	33136.4	0.0331364	0.276357576	55	69	3	2				
	81291 Pet Care Service		0	0	0	-	-	-	-				
	622 Hospitals	6245.3	4671484.4	4.6714844	38.9601799	7,792	9,740	468	234				
	0 Other		0	0	0	-	-	-	-				
						11,849,738	14,812,172	710,984	355,492				

49. Q: Does the District require a “Dedicated PM” when stating the expectation of a “Designated PM?”

- The District will provide a **designated** project manager and expects the vendor to do the same. Please include recommended vendor project management costs (Section 5, Appendices G1 and G2) in the proposal and describe, in detail, services to be provided. The District reserves the right to accept or reject changes in vendor project management personnel.

A: The District expects that the vendor will provide a vendor project manager (PM) with the expertise to support the implementation for each software suite (e.g., financials, human resources, utility billing, OR permitting).

50. Q: Please confirm that the district bills ~81,000 accounts quarterly

A: The District has 13 billing cycles in a quarter. However, in practices, it only has 12 bill runs per quarter. Billing cycle 7 and 8 are combined into one bill run.

The District bills the following number of accounts:

- Quarter 1: 85,117 accounts (North Park billed twice)
- Quarter 2: 76,035 accounts
- Quarter 3: 85,117 accounts (North Park billed twice)
- Quarter 4: 76,035 accounts
- Quarterly average: 80,576 accounts

51. Q: Are these accounts billed flat rate or metered services.

- If metered are there multiple different formats to be imported from multiple different water billing entities?

A: The District rates and charges are identified in the Appendix A3 Utility Billing, Section “Rates and Charges.”

The District accepts data from its municipal agencies in the format identified in the following table:

Method for receiving data	Initial file format	File format needed for processing
Exavault	.txt - fixed space	.txt
Exavault	.txt - comma delimited	.txt
emailed- format changed by JF processed through SURE screen	.xlsx	.csv
Exavault	.txt - comma delimited	.txt
Exavault	.txt - fixed space	.txt
Exavault	.txt - comma delimited	.txt
emailed- format changed by JF and loaded to Exavault	.xlsx to .csv to .txt - comma delimited	.txt
Uploaded by MVRS upload process	.dat - fixed space	.dat