



January 30, 2023

Addendum #2
RP002-23
Provision of Utility Billing Software and Implementation Services

Please see the below summation of revisions, questions and answers for the above solicitation.

Revision

- R1. Addendum 1 stated the opening date as February 27, 2022. The correct opening date is February 27, 2023.
- R2. The scoring criteria has been modified. The points associated with the service provider demonstration have been changed to 15.

| Tab | Criteria | Points |
|------------------------|---|--------------------|
| Part 1 | | |
| A | General Requirements (financial stability, number of municipal installations, quality, and completeness of proposal presentation) | 5 |
| B | Functional Requirements (ability of service provider to meet functional requirements as demonstrated by the examples identified that are of similar scope and service) | 30 |
| C | Technical Requirements (ability of service provider to meet technical requirements as demonstrated by the examples identified that are of similar scope and service) | 20 |
| D | Implementation (implementation approach (including amount and type of support), service provider staffing provided on the project, post implementation support, training approach, change management approach, project management approach) | 25 |
| E | References (service provider should provide at least three (3) references from clients that are similar in size and complexity to the County.) | 10 |
| Part 2 | | |
| | Cost Schedule (10-year total cost of ownership for shortlisted service providers) | 10 |
| Sub-Total | | 100 |
| Part 3 | | |
| | Service Provider Demonstration | 25 15 |
| Sub-Total | | 125 115 |
| Optional Part 4 | | |
| | Optional Site Visit (In-Person or Remote) | 10 |
| Total Points | | 135 125 |

- R3. Clarification for onshore/offshore service providers:
 1. All County data, including backups and replicated data, must be stored solely in the United States.
 2. Contracts must be with a corporate entity in the United States.
 3. The County network and non-public systems may only be accessed by individuals within the United States.
 4. Functions performed by individuals with access to County data must be performed by individuals within the United States. Functions without access to County data, such as

- application code development or non-IT corporate functions, may be performed outside the United States provided that the Country is not excluded by requirement #5.
5. No part of the services may be performed within countries identified as high risk (see attachment).
 6. No part of the services may be performed by companies which use technology or services from companies on the GSA Prohibited Vendor List (<https://smartpay.gsa.gov/content/ndaa-section-889>)
 - a. Aventura Technologies
 - b. Huawei Technologies Company, their affiliates, or subsidiaries
 - c. ZTE Corporation, their affiliates, or subsidiaries
 - d. Hytera Communications Corporation
 - e. Subsidiaries or Affiliates of Hytera Communications Corporation
 - f. Hangzhou Hikvision Digital Technology Company, their affiliates, or subsidiaries
 - g. Dahua Technology Company, their affiliates, or subsidiaries
 - h. Kaspersky Lab

Questions

- Q1. Can the customer web portal be a 3rd party product?
A1. **Yes.**
- Q2. Please share the existing network architecture?
A2. **The County will share this information to the awarded service provider after award.**
- Q3. Does the new system need to integrate with LDAP, Active Directory and Azure AD?
A3. **Yes, the Utility Billing application will need to integrate with LDAP, Active Directory, and Azure AD.**
- Q4. For document repository, currently FileNet and SharePoint are used. Does the new system have to integrate with both?
A4. **No.**
- Q5. In Section 1.6, it is stated "Enterprise Resource Planning (ERP) software selection for the County, awarded to Oracle (Fusion Cloud) in November 2022, followed by an ERP integrator selection". What is the project completion timeline for this project?
A5. **Timeline for completion is undetermined.**
- Q6. Is CRM implementation in scope of this request for proposal?
A6. **Please refer back to the scope and requirements of the request for proposal, specifically page 7, Current Application Environment.**
- Q7. Digital Automation Solution: electronic document management and processing with e-signature, 2022-2024. Does the new system have to integrate with this?
A7. **The County uses DocuSign. This is not a requirement but would be desirable as the County does have forms needing customer signature such as Leak Adjustment requests.**
- Q8. Is a multi-company consortium allowed?
A8. **Yes. The County requires one proposal to be submitted in response to this request for proposal. While the County prefers one contract, the County will consider multiple contracts for this solution. Please provide the terms, conditions, and any deviations for both the software provider and implementor.**

- Q9. Is a helpdesk application or ticketing system part of the scope of this request for proposal or is the County only referring to the implementation service provider help desk?
A9. Implementation service provider help desk, see Section 3.10.
- Q10. In the templates for pricing and effort, cost and effort is asked for by specific module. Some of these modules are an integral part of the product. Can they be merged, and a single cost be given for these?
A10. Yes, but this must be specified in column H of the Module Information tab (Attachment 2).
- Q11. Are service providers expected to implement a new ETL tool or can the existing one be used?
A11. Water Resources currently uses Alteryx and Tableau for data mining and analytics and does not intend to replace this set up at this time.
- Q12. Regarding iNovah, is the County looking to replace this with the new CIS or just integrate?
A12. Refer to Section 1.4 of the request for proposal, where migration plans for key applications are listed.
- Q13. What are the current AMI initiatives? Is there a scheduled roll out or is this still in pilot phases?
A13. Currently, the County has about 800 vaulted/commercial meters and also a 500 residential pilot using AMI-enabled meters. Water Resources is in the beginning stages of the request for proposal process for AMI technology for all meters, and anticipates a selection and implementation timeline of 2024; therefore, the response should assume full integration capabilities with a future AMI solution.
- Q14. For interval meters, does the County plan to utilize the new CIS for managing that data? And, if so, what type of readings are gathered (daily and hourly)? What is the frequency of collection (once daily or multiple times a day)?
A14. Currently, for Commercial AMI-enabled meters, Water Resources uses Beacon dashboard monitoring and reporting. Data is dropped twice a day and consumption and water flow can be tracked down to 15-minute intervals. At a minimum, the County wishes to integrate billing capabilities with the AMI technology the County already uses as well as the future 2024 AMI installation.
- Q15. How many billing cycles does the County have in a year?
A15. 360.
- Q16. What is the largest billing cycle (number of accounts)?
A16. 18,000 accounts.
- Q17. Is there a scoring difference between Y (Yes) and R (Reporting) (Provided via proposed reporting tools)? e.g., is there a benefit to saying Yes vs. Reporting?
A17. There is a scoring difference between Y and R. As described in the Specifications attachment (Attachment 1), a Y response code would indicate that the function can be achieved through a "standard reports with no changes" and "the proposed services included implementation and training on this functionality, unless specifically excluded." An R response code indicates that the "Functionality is provided through reports generated using proposed Reporting Tools." The accurate response code must be selected by service providers.
- Q18. Is Mobile Workforce Management a current application being replaced through this request for proposal? (It appears Trimble is to be replaced; to what extent does the County rely on Trimble

for mobile workforce management and is that part of this request for proposal?)

A18. The County currently uses Archlogix work order management system. A replacement work order application is not required but is highly desirable particularly if incorporated within the new Utility Billing solution. SPMR is also used by the County's third-party meter reading service provider, which will eventually phase out with implementation of AMI technology.

Q19. On the functional spreadsheet requirement #127 "Automated rollback needs to process even if there is a future-dated move-in for the service location. (Should insert both move-in and move-out dates)." Is this in reference to a landlord functionality?

A19. Yes.

Q20. Items 273-301 in the functional requirements spreadsheet refer to Bill Print. Should the service provider assume the County is maintaining a relationship with the current print provider?

A20. Yes.

Q21. Is the Utility required to use the merchant services agreement that the County establishes? When does the Elavon Contract Expire?

A21. Yes. Contract expires on 12/31/24.

Q22. Is there an opening as this project will take a few years for a more "current" technology stack for payment processing? There are options with Elavon, however a service provider normally recommends more current technology stacks for payments that are more flexible with the current capabilities and offer higher levels of security.

A22. A new request for proposal for merchant processing will be released prior to the 12/31/24 expiration.

Q23. Is the County looking at Segregating "Personas", meaning the new Visa rules allow for customers that absorb interchange costs for residential customers to move Commercial, Industrial, Landlords, etc. into a % fee if they "choose" to use a purchasing card or other high-cost cards, with an incentive of using ACH at no cost? This would be routing customers by type to different payment journeys.

A23. The County has had this internal discussion, and this is not something the County would like to pursue at this time, but potentially in the future.

Q24. In order to simplify the proposal delivery process for service providers, would it be possible to reduce the number of paper prints for the proposal?

A24. No.

Q25. Please provide the approved budget for the project and the County policies/preferences for CAPEX and OPEX expenditures.

A25. There is approved funding for this project. The County expects each service provider to propose a competitive price. Award will be made to the highest scoring service provider. The County plans on using both capital and operating budgets for this project.

Q26. Is there an estimated date or deadline when the County expects to make a decision on the CIS project?

A26. No, it will be awarded as soon as possible.

Q27. Please provide the main 5 Pain points that the County currently experience in operation.

A27. 1. SAP was not an out-of-the-box billing solution, so the County had to customize it to fit the County operation, which requires a lot of contractor hours to maintain and fix when

issues arise.

2. The County had to create workarounds and manual processes to address shortcomings in the system. For example, the County is unable to run various 'wrong bills' through the system to generate a corrected invoice. Instead, the County had to create an Excel 'dummy bill' template in which to manually enter the information in order to generate an updated bill. The County also faces quirky issues everyday like reconnect work orders not generating when a customer pays, requiring the agent to create a manual work order.
3. The County has multiple applications that interface with SAP and would prefer a more fully integrated solution. For example, it would be ideal to have a solution that includes within it, a cashiering system (to replace iNovah) and a work order management system (to replace Archlogix).
4. CRM and SAP are extremely slow, and agents encounter regular performance issues and slowness when moving between screens, which increases call handle times.
5. Agents must navigate between several windows and complete too many steps for standard processes like setting up new accounts. SAP is transaction (Z-request) based which is overly complicated and requires the agent to create and submit multiple Z-requests to perform a given function.

Q28. What are the main business objectives the County wants to achieve with the new CIS?

- A28.**
- **Incorporate industry standards in operation effectiveness and productivity.**
 - **Improve reporting and analytics, and increased flexibility and ease of use for reporting.**
 - **Modernize current processes for staff by implementing a cloud-based end-to-end solution.**
 - **Put in place a more out-of-the-box solution geared specifically towards utility billing and the standard processes involved in a utility's day-to-day operations.**
 - **Reduce the need for separate applications/interfaces by directly integrating them within a utility billing solution.**
 - **Address pain points and reduce manual work such as those outlined in A27.**

Q29. Does the County have an expected implementation time for CIS? Has the County considered the challenges of running in parallel the CIS and the ERP implementations?

A29. No. Yes.

Q30. Does the County have expectations or policies regarding the contract term for SaaS services?

A30. Please refer to Section 4.5 in the request for proposal.

Q31. Please list the utilities/services billed (e.g., Water, Wastewater, Sewer, Irrigation, Refuse, Firelines, Solid waste Management), and list the number of accounts for each service.

A31. Please see customer counts below for Water Resources. Solid Waste will also be using this solution and they currently have 205,000 accounts.



GWINNETT COUNTY DEPARTMENT OF WATER RESOURCES
 Master Consumption/Billing Report
 December 2022

| Summary of Accounts | # | Devices | # | Premises | # |
|-----------------------------------|---------|---------------------------|---------|---------------------------|---------|
| Active Water Contracts | 269,480 | 3/4" Meter | 265,813 | Apartment Complex | 545 |
| Active Sewer Contracts | 194,937 | 1" Meter | 4,544 | Commercial | 15,057 |
| Active Irrigation Water Contracts | 9,340 | 1½" Meter | 2,581 | Distribution/Warehouse | 262 |
| Active Reclaimed Water Contracts | 4 | 2" Meter | 2,366 | Public School | 382 |
| Active Fire Contracts | 2,860 | 3" Meter | 338 | Hotel | 160 |
| Active Hydrant Contracts | 226 | 4" Meter | 200 | Industry | 136 |
| Total Active Contracts | 476,847 | 6" Meter | 146 | Residential - Single-unit | 223,806 |
| Active Contract Accounts | 278,331 | 8" Meter | 97 | Residential - Multi-unit | 545 |
| Moveouts for Month | 3,681 | 10" Meter | 1 | Institution | 1,217 |
| | | Total Serviceable Devices | 276,066 | Office Park | 269 |
| | | | | Wholesale | 50 |
| | | | | Mobile Home Park | 25 |
| | | | | Recreation Area | 2,471 |
| | | | | Rental Property | 42,414 |
| | | | | Total Premises | 287,339 |

Customer Billing and Consumption Summary

| ISU Billing Type | Calendar Month | Calendar Year | Amount (\$) | Gallons by Thousands |
|---------------------|----------------|---------------|------------------|----------------------|
| Retail Water | 12 | 2022 | \$ 14,556,625.00 | 2,015,278.97 |
| Wholesale Water | 12 | 2022 | \$ 34,377.86 | 6,498.80 |
| Total Water Billed | 12 | 2022 | \$ 14,591,002.86 | 2,021,777.77 |
| Metered Unbilled | 12 | 2022 | \$ 0.00 | 99.50 |
| Total Water Metered | 12 | 2022 | \$ 14,591,002.86 | 2,021,877.27 |
| Retail Sewer | 12 | 2022 | \$ 14,312,656.35 | 1,550,698.00 |
| Reclaimed Water | 12 | 2022 | \$ 1,366.87 | 299.00 |

Q32. For general sizing purpose, please confirm the number of billing cycles run in a year. What is the largest number of accounts in a billing cycle?

- A32.
- **20 M portions- residential (read monthly) = 240 per year**
 - **9 S portions—large commercial—read monthly = 108 per year**
 - **8 Y portions—fire lines—read yearly= 8 per year**
 - **1 Q portion—Gwinnett County School fire lines—read quarterly= 4 per year**
 - **The largest portion is M11- with 18k accounts**

- Q33. For data migration, how long in history does the County wish to migrate to the new CIS?
A33. 3 years.
- Q34. What is the scope of each one of the County asset management systems? How does the County expect the new CIS to integrate with those systems? (Lucity/IBM Maximo)
A34. Refer to the Interfaces tab of the Pricing Form (Attachment 2).
- Q35. Does the County require the Mobile Workforce Management application to be included in the proposal? Can the County specify what the current Workforce Management application is? Does the County have a Mobile Workforce Management application?
A35. Refer to the Specifications attachment (Attachment 1) for the County's functional requirements in this area. The County's current applications are listed in Section 1.4 - Current Application Environment of the request for proposal document.
- Q36. What are the plans to deploy AMI (only 900 commercial meters and 500 residential)?
A36. Currently the County has about 800 vaulted/commercial meters and also a 500 residential pilot using AMI-enabled meters. The County is in the beginning stages of the request for proposal process for AMI technology for all meters, and anticipates a selection and implementation timeline of 2024; therefore, the response should assume full integration capabilities with a future AMI solution.
- Q37. Please provide rates, examples of notices, and billing templates?
A37. Please see attached, a copy of a bill and various postcard notices. The County's current rates can be viewed on the bill backer or on the website, along with the full fee schedule: <https://www.gwinnettcounty.com/web/gwinnett/departments/water/customer-care>
- Q38. Are AMI meters integrated with the current CIS? What is the frequency of the readings/usage information per meter to upload in the CIS solution?
A38. To date, about 800 Commercial meters have been equipped with Beacon AMI technology to monitor daily consumption. Currently, these meters are read monthly by the meter reading contractor and the reads then submitted to SAP via SPMR interface. The County does plan to integrate the Beacon technology with SAP to generate monthly billing via ftp, so the response should include full billing integration capabilities.
- Q39. Requirement 236 (Billing/Meter Reads): Ability to import customer-owned water meter data and incorporate into the billing process. Please provide details on how these types of meter reads are received and entered into the system today?
A39. The County currently has about 200 Commercial customers with Cooling Towers that have owned meters. These customers email the Billing Team the reads every month. The Billing Team enters the reads in SAP and then bills are processed per the normal process.

About 60% of the Commercial customers have owned Firelines. These are read by Water Resources' third-party meter reader either annually or quarterly depending on the customer type. When these portions are read, the data is uploaded from smart phones into SAP via SPMR, per the normal process.

There are also multi-family residential customers with owned sub-meters; however, Water Resources is not involved with these meters or readings. Water Resources provides one bill for the master meter and the customer uses sub-meter readings to divide up tenant responsibility.

The County is open to implementing changes to make this a more seamless process.

- Q40. A service provider would like to formally request a proposal response extension to March 13, 2023.
- A40. No, a two-week extension has been granted already. The deadline is February 27, 2023, at 2:50pm.**
- Q41. Please confirm how many service providers will be shortlisted between each evaluation phase.
- A41. Shortlisting depends on the total points for each service provider after each evaluation phase.**
- Q42. Attachment 1 – Specifications: Please provide an unlocked version of the Specifications (Attachment 1). At a minimum, please provide the “wrap text” feature unlocked to display full comments.
- A42. Yes. Attachment 1 was revised and published with Addendum #1.**
- Q43. On Page 6, Section 1.4, Current Application Environment, iNovah is categorized as either being replaced or integrated to in the Migration Plan. Please provide the criteria that determine whether it will be replaced or not.
- A43. Water Resources will entertain replacing iNovah if there is a cashiering system incorporated within the new Utility Billing solution but will not entertain integrating with another third-party cashiering system.**
- Q44. Is the County's goal to continue processing in-person payments through iNovah or an alternative cashiering solution and Elavon? If so, which Elavon gateway will the new solution be required to integrate to?
- A44. Converge is the Elavon gateway being used. Please note that iNovah will be using the PayConex gateway.**
- Q45. On Page 7, Section 1.4, Current Application Environment, SAP CRM (V7.0) is labeled to be replaced in the Migration Plan. Other than the functions SAP CRM is used for currently (move ins, move outs, transfers, account management, payment arrangements), is the County looking for additional CRM functionality that is not listed on Page 7 that may or may not be within the scope of this request for proposal?
- A45. SAP–customer relationship management module will be maintained until a future software replacement for CRM is initiated. The CRM module is currently used for move in/move outs, transfers, account management, and payment arrangements. While the overall CRM solution will be maintained, the functionality within the Specifications attachment (Attachment 1) will be replaced through this effort.**
- Q46. On Page 7, Section 1.4, SAP, it is stated Depending on when the new ERP system is live, there may be a need for the new CIS/Utility Billing system to interface with the County’s legacy General Ledger as well as their new ERP system General Ledger and Accounts Payable (refunds) ERP integration". How likely is it that 2 separate ERP integrations to SAP (current system) and Oracle Fusion (selected system) will be within scope for this project?
- A46. This is dependent on the agreed-upon implementation approach/timeline for the service providers through the ERP SI and this procurement.**
- Q47. Please describe the County online payment workflow. Is the interface managed and maintained by the County with an integration to the Elavon gateway or is a 3rd party involved?
- A47. The interface is managed by the County to the point where the payment is sent to Elavon.**

- Q48. On Page 13, Security Requirements for Purchase Standard, Section 3.3, Subsection 2, point C, it states "Service provider must agree to accept as-is all applicable County policies." Please confirm what all policies this entails and provide a copy of all applicable policies.
- A48. See attached CA-ADM-201 Utilization of Technologies.**
- Q49. What is the County's definition for offshore?
- A49. See R3.**
- Q50. Addendum 1 stated: "Services can be performed outside of Gwinnett County but not offshore". Is this an American-made restriction?
- A50. See R3.**
- Q51. Are offshore representatives able to work on project tasks that are not accessing the County network and data?
- A51. See R3.**
- Q52. A service provider parent company is a Canadian-based company, although the service provider has USA-based operations and many of the employees live in the USA. Would this service provider be excluded from consideration for the award?
- A52. See R3.**
- Q53. Are bonds required for this solicitation?
- A53. No.**
- Q54. Are non-USA-based companies with headquarters in Europe and South America also excluded from this award, even if they have USA operations? If yes, what is the reason for these exclusions?
- A54. See R3.**
- Q55. Payment Provider: Regarding addendum No.1, ELAVON is the current payment provider but is not in the list of integrations listed in the request for proposal main document. Can the County include it officially and give service providers more information about integration capabilities?
- A55. Elavon is listed on the Interfaces tab of the Pricing Form (Attachment 2). There is currently a real time integration between Elavon and SAP ISU.**
- Q56. The list of current applications includes the County Website for Integration. Please provide more information about the scope of this integration.
- A56. At this time, the County has various API's set up so customers can view account information, schedule or make payments, request a payment arrangement, start/transfer/stop service, view historical bills and consumption, and update personal information. Commercial customers can submit hydrant and cooling tower reads, as well as backflow inspection information. At a minimum, the County will need to replicate this functionality and is open to ideas to further expand customer service offerings online.**
- Q57. Unisys Integration: Confirm if this solution will create files with the payment information to upload it into the new Utility Billing System using the template defined by the provider.
- A57. Yes, nightly batch files generate from Unisys and the other payment channels (Lockbox, e-box, Western Union, et al.). A separate program applies the payments to customer accounts in the billing system.**

Q58. With the new proposal deadline, is there a new deadline for questions?

A58. No.

Q59. Regarding question 558 of the Functional Requirements: "Ability to support electronic/digital signatures", please elaborate on the required scope.

A59. This requirement references an ability to create electronic signatures throughout various business processes within the system (e.g., Leak Adjustment requests).

Q60. Can the Solid Waste service be temporarily suspended by the customer or the company? I.e., if a house is going to be empty for three months, can the customer request a voluntary suspension for this service during that period of time?

A60. The County does not temporarily suspend service to homes. The only way a home comes off service is if the property becomes commercial, the customer files a vacant lot permit, or the property is annexed into a city.

Q61. If a tenant stops all the services on the premise, is the Solid Waste service transferred to the landlord automatically?

A61. The solid waste service is associated with the home at all times. It does not matter if a home is a rental or is sold.

Q62. If a customer has a disability exemption (helping hands), does this exemption have a validity date? When the end date is near, does the customer receive an alert to update the documents before stopping the service?

A62. The backdoor service is managed by the haulers. The haulers can audit the customers by asking for a recertification of the backdoor service. There is no discount associated with backdoor unless they qualify for the senior discount at age 62.

Q63. Please confirm number of field Service users:

- Full users - Users who have Write Access (typically field techs and dispatchers)
- Lite users - Users who have Read Only Access (typically supervisors and people who want to access reports). Please do not count CSRs in the lite user count.

A63. SPMR- 60 licenses for the phone app and 11 Web users. Archlogix- 30 phone users.

Q64. How is the County currently managing its backflow/cross connection program? Often Backflow Cross connection is managed via the CIS, or the CIS service provider offers best of breed software for backflow program management. Is there interest by the County in optional information as it relates to backflow program management?

A64. The County currently manages backflow prevention within SAP and the software specifications attachment (Attachment 1) detail a desire to replace it as part of this procurement.

Q65. Please confirm who the County utility uses to process online payments?

A65. Elavon is the County's merchant processing service provider.

Q66. Has budget for this project been established? If so, was it included in the amount allocated for the County's ERP Project as outlined in the CIP?

A66. See A25.

- Q67. For the Customer Self-Service Portal component there is reference to integrating to the County's website, however, there are also numerous functional requirements requesting a full-fledged customer portal. Does the County want service providers to price out integration to the existing portal AND providing a new portal or should one of those be priced as optional?
- A67. At a minimum, please price out integration to the existing portal. If a customer portal is part of the service line-up, please provide details and pricing for this option as well.**
- Q68. The County would like live Chat capabilities per the request for proposal? How many end user CSRs would need access to live chat as it's typically priced per agent?
- A68. Please assume five agent licenses for the Chat option to start.**
- Q69. Please provide some detail on the expectations for the Lucity integration. Is the County anticipating that certain types of orders that are initiated in the CIS would be routed to Lucity as opposed to the Mobile Field Service Solution? Will Time & Materials from billable service activities need to be passed to Lucity as well?
- A69. The goal would be to have one CMMS system and move away from the current Mobile Field Service Solution.**
- Q70. It's stated Maximo is used for plant operations as opposed to distribution. If so, please provide a use case where the CIS would need to be integrated with Maximo. Typically, service providers would not see an integration between CIS and an Enterprise Asset Management solution used for plant operations.
- A70. The migration plan for IBM Maximo within Section 1.4 - Current Application Environment should be updated from "M/I" to "M" as there is not a need to develop an interface with this system.**
- Q71. Please provide an example of a business process or use case where Accela is currently integrated with the existing CIS. Any additional detail on this integration would be helpful.
- A71. The County permitting process is Accela based on the front-end with an interface to SAP, which uploads the permit and creates the master level customer data.**
- Q72. How many Smart Meters (AMI) are currently in use at the County? Is the County currently providing customers with those meters access to view their interval data?
- A72. The County currently has around 800 Commercial customers on the Beacon System and around 500 Residential customers on the Kamstrup system (pilot). Currently, the County has less than 10 customers that have access to the Beacon "Eye on Water" dashboard and anticipate more to join as time progresses. The County does not plan on rolling out the Kamstrup customer system to customers currently.**
- Q73. Per the request for proposal, the County does not wish to "offshore" implementation work but why would the County exclude Canadian service providers? Please note that upwards of half of the viable CIS applications in North America are Canadian based and the County may be significantly limiting its options by excluding Canadian service providers. Will the County please reconsider its position on this issue?
- A73. See R3.**
- Q74. Section 3.3 Functional Requirements on Page 24, third paragraph states "*service providers should replace cells A1:G1 in the first module with the service provider's name.*" The excel document is protected and will not allow service providers to edit cells A1:G1. How can a service provider edit this feature?
- A74. Please disregard this instruction.**

- Q75. In the main request for proposal on Page 6 it is indicated that the Customer Portal (Gwinnett County Website) would be interfaced to, however in the Attachment 1 - RP002-23 Utility Billing Software and Implementation Services – Requirements spreadsheet beginning on line 307 there are listed several requirements that would seem to be part of the customer portal itself. Is the Customer Portal to be replaced or is the intent of the requirements to show how the billing/customer information system should be able to interface with the customer portal?
- A75. Please see A67.**
- Q76. Please confirm that the “Cost Schedule” shall be submitted as the “Attachment 2” spreadsheet on a flash drive within a separate folder and not with an additional 1 unbound and 8 bound copies.
- A76. 1 unbound copy and 1 separate flash drive of the cost schedule should be submitted.**
- Q77. Regarding attachment 2 Cost Schedule “Proposal Summary Tab”: What State and City Sales Taxes are applicable to professional services?
- A77. In Section 4.9, part IV, H. states the County is exempt from federal excise tax and Georgia sales tax with regard to goods and services purchased directly by the County. Suppliers and contractors are responsible for federal excise tax and sales tax, including taxes for materials incorporated in county construction projects. Suppliers and contractors should contact the State of Georgia Sales Tax Division for additional information.**
- Q78. Regarding Attachment 2 Cost Schedule “Proposal Summary Tab”: What State and City Sales Taxes are applicable to licensed or SAAS software?
- A78. In Section 4.9, part IV, H. states the County is exempt from federal excise tax and Georgia sales tax with regard to goods and services purchased directly by the County. Suppliers and contractors are responsible for federal excise tax and sales tax, including taxes for materials incorporated in county construction projects. Suppliers and contractors should contact the State of Georgia Sales Tax Division for additional information.**
- Q79. Regarding Attachment 2 Cost Schedule “Other Implementation Services Tab”: What type of services is the County looking for under the cost category “Post Implementation Period Processing Support”? Please provide example.
- A79. Please see Section 3.10 in the request for proposal.**
- Q80. Please clarify if the ‘Service Provider Background Form’ is to be completed by the service provider and/or the subcontractors.
- A80. Please see Section 3.2, item 5 in the request for proposal.**
- Q81. Items 11, 12, and 13 on the Interfaces tab of Attachment 2 mention an integration with Elavon for payment processing and credit cards.
- Is this a real-time integration with real-time payment posting in the billing system?
 - Is credit card information stored at Elavon or in the current billing system?
- A81. a. Yes, there is real-time integration between Elavon and SAP (ISU).
b. Credit card numbers are stored in SAP but are tokenized.**
- Q82. Line 36 on the Interfaces tab of Attachment 2 says “Send bulk data to Tableau and Power BI for analysis.” Please provide a breakdown of the subject areas the County sends to the data warehouse.
- A82. The County will share this data with the awarded service provider as necessary.**

Q83. Regarding Attachment 2 Cost Schedule "Proposal Summary" Tab, Implementation Services One-time cost (cell C8) references the value in "Implementation Services C41". Did the County intended to reference "Implementation Services E41"?

A83. Yes, the County will make that correction after cost is opened.

Q84. Please confirm number of Mobile Field Service users:

- Full time/ full access users
- Read/ lite users - generally back-office users

A84. Please see A63.

Q85. How is the County currently managing backflow?

- Is there interest in incorporating it into the new CIS solution?

A85. Please see A64.

Q86. Please confirm who the County utility uses to process online payments? Elavon?

A86. Elavon is the County's merchant processing service provider.

Q87. The recent addendum stated that no proposals outside the US would be accepted. An organization is North American based, serving over 45 clients throughout the US and Canada. This service provider has proven implementation results, and references to back the ability to deliver up. Furthermore, this service provider has recently been incorporated in the US and are hopeful that this fact will enable this service provider to respond to the County's request for proposal. Please advise.

A87. See R3.

Q88. A service provider has staff in both Canada and the U.S., but the application software and database would be in the U.S. Please confirm this is acceptable.

A88. See R3.

Q89. Subsection XV of Section 4.9 General Instructions for Proposers, Terms and Conditions references a sample contract but the request for proposal contains only key contract terms and no formal sample contract. Was a sample contract intended to be distributed with the documents for this request for proposal, or is a sample contract available?

A89. A sample contract was not distributed; instead, the County is requesting the service provider to submit a contract with the County.

Q90. What's the County's definition of Billing Cycles? How many cycles are typically billed on a single day? Is a "cycle" a combination of the day for billing and the route for meter collection? Is it allowed to combine cycles and reduce the total number of cycles?

A90. A billing cycle is defined as the number of days between reads. This usually is around 30 days, but may vary due to holidays, skip days, and at times, workloads. All accounts in the same portion will have the same billing cycle as the meter was read on the same day. Portions and routes are set based on current staffing levels and the number of meters to be read. This can change occasionally but is well established unless something significant changes. For example, the County assumed 7,500 customers from a nearby utility, which necessitated adjustment to portions and routes.

- Q91. If a service provider includes Disaster Recovery in the standard service offering, is it still needed to split out the cost for Disaster Recovery as mentioned in item 14 on Page 28?
- A91. If separate, the costs should be proposed within the Other Software tab of the Pricing Form (Attachment 2).**
- Q92. Does a service provider need to include pricing for all training alternatives, or only for the training approach experienced as being the most efficient? (Page 31)
- A92. Please provide pricing for the proposed training option and provide any additional training approaches as optional items.**
- Q93. If the County awards only part of a proposal, will there be consideration for possible changed definitions and cost based on the fact that only parts of the proposal are awarded?
- A93. The County does not intend to partially award this solicitation.**
- Q94. When talking about configuring different organizations in the system, is it the purpose to create two completely separate entities that do not share any data for the purpose of different financial reporting, etc.?
- A94. Water Resources and Solid Waste use the same CRM and will share the Utility Billing solution. Currently, Business Partner numbers are shared, but each Department is unable to view or change the others' customer account information.**
- Q95. Attachment 1 – Specifications - #5 “Ability to capture and track applications for service for the following services: Builder/Contractor requests”. Please elaborate on what type of applications for service are submitted by Builders/Contractors. Does this application take place before or after the permitting?
- A95. Builders/Contractors submit their applications through the County’s online OneStop process. This allows them to obtain their building permits and water/sewer connections at the same time. These applications are processed through Accela, with an interface to SAP, which creates the master level customer data.**
- Q96. Attachment 1 – Specifications - #7 “Ability to capture and track applications for service for the following services: Inspections (stormwater TV, building, etc.)”. Is the intention to handle building related inspections from within CIS? What other non-utility related inspections are handled from within CIS?
- A96. The CIS needs to be able to handle all fees found on the Water Resources water and sewer rate fees found here: <https://www.gwinnettcounty.com/static/departments/water/pdf/water-and-sewer-rates-table.pdf> Building inspections are currently handled through another program (Accela).**
- Q97. Attachment 1 – Specifications - #75 “Maintains utility account master file information in a relational database, including: Indoor variance”. Please provide clarification on “indoor variance”.
- A97. This specification is for a future state if the County ever began budgeting water and needed to track variances.**
- Q98. Attachment 1 – Specifications - #76 “Maintains utility account master file information in a relational database, including: Outdoor variance”. Please provide clarification on “outdoor variance”?
- A98. This specification is for a future state if the County ever began budgeting water and needed to track variances.**

- Q99. Attachment 1 – Specifications - #80 “Maintains utility account master file information in a relational database, including: Internal County Account flag”. Are County Accounts handled in a different way than regular accounts, and if so, what are the key differences?
- A99. “Own Consumption” accounts have their own cost centers for internal billing and accounting purposes.**
- Q100. Attachment 1 – Specifications - #339 “Ability to purchase miscellaneous services/items through the portal without creation of an account (e.g., dump tickets)”. What are dump tickets? What other types of miscellaneous services/items would the County like to sell through the portal? Is the expectation that the fulfillment of sold items is handled in an automated way within CIS?
- A100. Dump tickets are purchased by septic system pumping companies and allow them to deliver and dispose of collected waste at a County treatment plant. Miscellaneous items like rain barrel purchases are currently a manual process which could be automated within CIS.**
- Q101. Attachment 1 – Specifications - #356. “Ability to configure certain items to be payable online, with a notification email sent to a specific address (e.g., TV inspection fees).” Please provide clarification on “TV Inspection Fees”? What other non-utility related fees should be payable online.
- A101. TV Inspections occur when special equipment is used to evaluate the features and condition within sewer and storm piping. The County have had internal conversations about automating the long-term fire hydrant rental and sewer capacity request processes.**
- Q102. Attachment 1 – Specifications - #535 “system balances are maintained.” What is meant with “system balances are maintained”?
- A102. The ability of the system to validate data that is entered and track balances within the system.**
- Q103. Attachment 1 – Specifications - #553 “Ability to restrict user access to fields based on a certain range”. Please clarify the meaning of “range”.
- A103. Range refers to range of customer accounts.**
- Q104. Attachment 1 – Specifications - #625 “Ability to add performance language”. What is meant by “performance language”?
- A104. Performance targets for the system as part of a contract.**
- Q105. Attachment 1 – Specifications - #651 “Data Entry & Transaction Processing”. Please provide some clarification around this requirement.
- A105. Please disregard this specification.**
- Q106. Attachment 1 – Specifications - #940 “Meters in a pilot program”. What type of pilot programs is the County currently running?
- A106. Please see A72.**
- Q107. Attachment 1 – Specifications - #1009 “Conservation Report, Ability to report on conservation efforts, including the option to set multiple user-defined time periods where customer water conservation improvements occurred, to track and compare usage history”. What type of conservation programs does the County currently run? What aspects of these conservation programs are managed within CIS?
- A107. Water Resources participates in the Toilet Rebate Program, provides low-flow retro-fit kits, and focuses on educating the community on ways to reduce water usage and identify water**

leaks.

www.gwinnettcountry.com/web/gwinnett/departments/water/geteducated/waterconservation

Operationally, SAP generates daily reports, which Water Resources uses to identify and contact customers with unusually high consumption (potentially indicating a leak). This is a very manual process, and one the County would like to improve upon as part of a new solution with automated features, such as tracking/reporting and customer alerts.

Q108. How many County employees work in a CSR (Customer Service Representative) capacity and take calls from customers? How many CSRs take voice calls, how many would take digital interactions (chat, TXT)?

A108. Between the main Customer Care call center and Emergency Dispatch call center, Water Resources currently has about 75 agents taking calls from customers and would anticipate five agents in a chat channel. Solid Waste currently has seven agents taking calls, and all would use the customer chat function.

Q109. Regarding the requirement to provide an electronic USB submission, some internal security measures require service providers to encrypt, and password protect USB drives containing proprietary and confidential information. Please confirm the County will accept encrypted/password protected USB drives.

A109. Yes.

Q110. Is the County using a Microsoft GCC tenant (G3, G5)?

A110. Yes, E5.

Q111. How many customers have a separate bill for water and wastewater?

A111. Customers who have both water and sewer service with Water Resources receive one combined bill.

Attachment

- **Billing Adjustment Policy**
- **CA-ADM-201 Utilization of Technologies**
- **Water Resources Document Examples**
- **Gwinnett County High Risk Countries**

Acknowledge receipt of this addendum on Page 41 of the proposal document.

Sincerely,



Dana Garland, CPPB, FOII, NIGP-CPP
Purchasing Division