Response to RFP Questions/Clarification Requests

1. Currently which vendor is providing "CIS and Utility Billing Software and Implementation Services"?

   OWASA currently utilizes the Cogsdale CSM for CIS and Utility Billing. The Cogsdale product integrates tightly with Microsoft Dynamics GP which is OWASA's financial software. It is OWASA's intent, subsequent to implementation of a new CIS and Utility Billing System, to migrate from Dynamics GP to Dynamics 365. OWASA also utilizes InvoiceCloud as the customer payment port and Vertex WaterSmart as a customer information portal. OWASA's goals including consolidation to a single customer portal.

2. Can we get a copy of the current "contract" with the existing contractor for providing "CIS and Utility Billing Software and Implementation Services"?
   - **OWASA has utilized the Cogsdale product for twenty-two years. We do not currently have a contract. Rather, there is just annual license fees for the software.**

3. Is Mobile-Apps (Android and I-phone) part of the scope?
   - **No, we do not require there to be a mobile component to the proposed software.**

4. What are the areas of the existing applications the city is not very satisfied with? Please give us some examples.
   - **Current software runs on-premises and generates a lot of work for our in-house team when new upgrades and patches are pushed out. Many functions of the software are also outdated or hard to navigate. We have also had many issues concerning the level of support provided by the vendor.**

5. What are the new features that OWASA is looking to implement in the proposed system?
   - **Please refer to Section 1.3 of the RFP.**

6. Currently, how much the city is spending Annually on the "CIS and Utility Billing Software and Implementation Services"?
   - **Our annual license fee for Cogsdale CSM for CY22 is $57,338.54. This does not include costs for on premise hosting and management of the software.**

7. What is the budget range for the current project's implementation cost and annual cost?
    - **OWASA has budgeted $250,000 for FY23 and plans to budget an additional $250,000 in FY24 for the implementation of a new CIS and Utility Billing system. Additionally, OWASA plans to budget $100,000 in FY25 for the migration from Dynamics GP to Dynamics 365 including the work to implement any necessary integrations between the CIS and Utility Billing system and Dynamics 365.**
    - **The current annual cost for Cogsdale and Dynamics GP is ~$98,000. Our goal, at the end of this project which includes the migration from Dynamics GP to Dynamics 365, is to realize a cost-savings in annual costs.**

8. Approximately when is OWASA planning to go live with the new system?
    - **On or about July 1, 2023. Timelines will be negotiated with the selected vendor.**

9. Is OWASA looking for a cloud-based system? Does OWASA want to host the proposed system on its hardware or host an on-premises platform?
    - **Please refer to Section 1.2 – Cloud Architecture of the RFP.**

10. Water, sewer, and stormwater are metered services. What smart meters are implemented?
    - **We currently leverage the Mueller Water Systems AMI smart meters and the Sentryx MDM for all water, sewer and reclaimed meters. OWASA does not work with stormwater services. The proposed CIS software will need to be able to exchange flat files between itself and the MDM to generate read files that can be imported into the CIS and billed.**

11. Does OWASA require a web-based Customer Portal for the Customers? If yes, then provide us the number of customers that will access the customer portal.
    - **The proposer does not need to provide a Customer Portal for the customers but will need to integrate with our existing Customer Self-Service (CSS) platforms if a solution is not provided. Please refer to Section 1.2 for more details on our CSS platforms.**

12. What is the City's Total Number of Residential Accounts, Industrial Accounts, and Commercial Accounts?
    - **Please refer to Section 2.7 of the RFP.**

13. Will your proposed system be used by your staff only? If yes, then provide us with the number of employees who will use it. Provide us a list with no of admins, end-users, and others.
    - **The proposed system will only be utilized by staff. Please refer to Section 2.7 of the RFP for figures.**

14. Data will be migrated from how many systems? Provide us a list of all systems with technical platforms like OS, database, etc.?
    - **Data will be migrated from our current CIS.**

15. How many years of data must be migrated to the proposed system?
    - **Please refer to Section 6.10 of the RFP.**

16. Provide us a list of all external systems that the proposed system will be interfaced with. Provide us the technical platforms like OS, databases, etc.?
    - **Please refer to the Section 8 Functional Response Spreadsheet Attachment – Integrated Software.**

17. Is the RFP getting evaluated by a third-party agency?
    - **No. The submitted proposals will be reviewed and evaluated by a panel of OWASA employees.**

18. P. 10 references "edge" systems, does the OWASA have the ability to provide a list of these systems and what tasks they are used to perform at current please?
    - **Please refer to the OWASA_RFP_SECTION_8_FUNCTIONAL _RESPONSE, Tab "Integrated Software".**

19. P. 18 references a payment channel of "Ebox" – could you provide more detail on what this channel is electronic or physical payments please?
    - **This channel refers to electronic check payments that are made through our online payment portal.**

20. P. 32, section 6.1 number point 3 references a document for current and expected integrations – is this tab "IntegratedSoftware" in the functional matrix excel document?
    - **Yes, this refers to OWASA_RFP_SECTION_8_FUNCTIONAL _RESPONSE, Tab "Integrated Software".**

21. In consideration of environmental sensitivity and sustainable practices, will the OWASA consider accepting an emailed submission and waiving the requirement for a mailed hard copy and/or USB submission?
    - **Yes, we are open to accepting emailed submissions.**

22. Has the OWSA identified a budget for this initiative, and if so, is it possible to share? Is there a price above which proposals would not be accepted?
    - **Please see answer to Q7 above. Proposals substantially above this anticipated budget which would impact anticipated rate increase will not be considered.**

23. Regarding the payment information table provided on page 18 of the RFP, can OWASA further expand transaction detail by providing the following information as it pertains to payment processing transactions/merchant services?
    a. Does OWASA absorb payment processing related service fees or pass them along to the customer (or a mix of both)? What are future plans for fee absorption/pass through?
        - **OWASA current absorbs all payment processing and has no plan on record to make a change.**

    b. Billing cycle frequencies
        - **OWASA bills monthly. There are four different billing routes that are each billed at different times of each month.**

    c. Average monthly bill amount by customer type (resi vs C&I)

Customer Class	Average Bill
UNIVERSITY	$ 1,832
GOVERNMENT	$ 140
COMMERCIAL	$ 512
RESIDENTIAL	$ 80
NON-PROFIT	$ 233

d. Average bill size by commodity

Commodity	Average Charge
Reclaimed	$ 1,046.59
Sewer	$ 67.74
Water	$ 66.75
Other	$ 33.08

e. Estimated annual transaction volumes for the following (broken out by resi vs C&I if known):

- **We do not have the breakdown between residential and commercial**
  i. Customer portal ACH/eCheck
  ii. Customer portal Credit/debit
  iii. IVR – eCheck
  iv. IVR – Credit/debit
  v. In person

Payment Origin	Payments
Ebox	35,025
In-office checks and credit cards	13,034
Lockbox	31,867
Online Credit Card	154,553

24. Is OWASA open to a proposal that would replace OWASA's existing IVR solution with the vendor's fully integrated IVR solution?
    - **If the proposed solution can meet the criteria outlined in the RFP and provide a better level of service for equal or lesser cost, OWASA is open to replacing the existing IVR solution. Details about the new, proposed IVR solution will need to be included the proposal, alongside a breakdown of the total cost of ownership and a plan on how the transition will occur.**

25. Can OWASA provide a workable format for filling out the RFP (.docx or workable .pdf)?
    - **A new, workable .docx RFP has been added to the Bid Opportunities page of the OWASA.org website. You may use this as a template for your proposal.**