



**REQUEST FOR INFORMATION
FOR UTILITY BILLING
CUSTOMER INFORMATION SYSTEM**

CITY OF FOUNTAIN, COLORADO

DATE OF REQUEST FOR INFORMATION:

June 15, 2016

SUBMITTAL DUE:

July 1, 2016

The **City of Fountain Utilities** is issuing this Request for Information (RFI) seeking vendors\consultants\irms with expertise in commercial off the shelf (COTS) utility billing system\customer information system, for the purpose of taking payments, field work service orders, generating utility usage bills, and collections processing. Fountain Utilities provides metered delivery of commodities such as electric, water, and billing for wastewater of approximately 17,500 electric and 7,000 water accounts. Roughly 1,000 accounts are commercial customers. The customer information system will need to track customer information, compile federal and state mandated sales details, process payments, generate bills and termination notices, and service orders for field work. We are requiring a mobile web application for field staff service orders and a customer facing web interface portal to view bills and usage, with the ability to process payment card industry (PCI) compliance credit card payments, and make additional customer requests. The system shall interface with UMB bank for lockbox payments, PayNearMe, InfoSend a third party printing/mailing service, and El Paso County Assessor Office.

CIS must integrate with an advanced metering infrastructure (AMI) and automatic meter reading (AMR) systems. Electsolve uCentra Operational Data Management System is the meter data management (MDM) software, which generates cycle consumption billing files. Electsolve utilizes AMI interval/consumption data from Yukon, which is an Eaton Cooper software product. AMR data is derived from Neptune Technology Group software for all water meters and electric metered accounts that chose to opt-out of the AMI program. The program will need to be able to interface with the City accounting system and work order/asset management module, Harris Innoprise Financials and Work Management.

BACKGROUND INFORMATION

The City of Fountain Utilities is a home rule municipality, located in the south central front range of Colorado.

Customer Service bills for services to customers on municipal waterworks system and electric light and power system in accordance with the home rule charter of the City, including customers which are outside of the home rule boundaries. Services are also billed on behalf of both Fountain Sanitation and Widefield Water and Sanitation for customers within City of Fountain Utilities customer base.

City of Fountain Utilities Customer Service is responsible for issuing approximately 17,500 bills to account holders of mixed commercial and residential composition. This billing process is completed in thirteen regular “Cycles” per month at various intervals based on prepared monthly calendar dates. Termination notices are prepared in three groupings during the month listed on the same calendar.

INTENT AND GENERAL INFORMATION

The City of Fountain Utilities is interested in vendor(s) specializing in customer information systems. Licensing, software modules, services, and annual maintenance contract(s) for the first three (3) years is to be included in the overall cost. Include additional on-going maintenance contract(s) for projected budgetary planning for forth (4th) year and beyond.

The Vendor shall be able to provide all necessary software and services to perform the setup and maintenance of meter-to-cash billing detailed in this Statement of Work.

The following areas of operation are included within the scope of the billing and collections process.

- 1) Work with City of Fountain Utilities and current CIS vendor, Datawest (Billmaster) for field mapping import of database customer and meter data fields.
- 2) Perform setup of database and application software with on-premise server or hosted server.
- 3) Synchronize initial setup of export data and accept import PDF file data of City of Fountain Utilities' customer bills and termination notices generated by InfoSend, our current contracted third party printing/mailing provider.
- 4) Coordinate initial setup for import/export with MDM vendor, Electsolve for AMI metering and Neptune for AMR metering.
- 5) Incorporation with ESRI GIS mapping software.
- 6) Integration with Harris Innoprise Financials and Work Management (work orders and asset management module).
- 7) Point of Sale (POS) capabilities within application.
- 8) Ability to automate collections process for non-payment accounts; such as scheduled tasks that will flag the AMI system to activate/deactivate AMI electric meters.
- 9) Vendor to work with El Paso County Assessor's Office <http://land.elpasoco.com/> to proactively update ownership of address locations.
- 10) Mobile application for field staff to complete, generate, update service orders via phones and tablets.
- 11) Customer Web Interface portal to view usage, make payment, and submit addition customer requests. **Provide** PCI compliance documentation of payment processor.
- 12) If hosted software is option of choice, **provide** Business/Disaster Recovery Plan of operation and backup facilities for all processes.
- 13) If hosted software is option of choice, provide an Identity Theft Prevention Program document, security plan, and SSAE 16 audit report that explains how City of Fountain Utilities information is kept separate from the information of other vendor customers and how the information is being protected from unauthorized exposure and use while under the control of the vendor.
- 14) When City of Fountain Utilities makes program modifications to any part of the billing software, there is the ability to test changes with a sandbox testing environment to verify program changes prior to deployment. The Vendor and City of Fountain Utilities will work together to develop the best method to accommodate a test environment.
- 15) Vendor and its employees shall not disclose any information regarding customers of City of Fountain Utilities in the course of providing services, access, or make use of such information except in the course of providing the services described in the Scope of Work.
- 16) Vendor shall provide the following:
 - o A single point of contact with the Vendor's firm to handle support issues dealing with services provided.
 - o Reference documentation for the services provided.
 - o Training schedule timeline of City of Fountain Utilities staff required for the implementation of the services provided. Please include supplementary follow up training after the cutover go-live date.
 - o References of customer end users with examples of third party vendor integrations similar to City of Fountain Utilities' existing vendors.
 - o Quotes for software, licensing, services, fees, and three (3) years of annual maintenance. Include additional on-going annual maintenance contract(s) for the 4th year and beyond.

TERM

Term of initial Third Party Agreement will be for three (3) years from the date the contract is signed with renewals of one (1) year dependent on performance and other mutually agreed to standards as determined

by dollar recovery and quality of working relationship. Renewals will be affirmed in writing at least 30 days prior to the anniversary date or as agreed to at the time of award.

SPECIFICATION FOR SUBMITTAL

All submittals in response to this request for information (RFI) must contain the following information in this stated order:

1. Name, address and telephone number of the vendor.
2. Description of the vendor (corporation, partnership, etc.) and year established. Name, address and contact information, including location of company owners, partners, officers, etc.
3. State of incorporation, or registration if any, and type of ownership.
4. Name, title and business address of person responsible for submitting this submittal.
5. A description of the vendor's qualifications and experience in providing the services for which they are submitting to the RFI and a description of services the vendor has provided.
6. Narrative description on scope of work as identified in the submitted document.
7. A comprehensive list as well as resumes of key personnel that will be assigned to this project for the vendor.
8. At least three (3) references, including individual contact name, name of company, or governmental entity, and phone number so that the City may contact them.
9. Cyber Security credentials, PCI compliance documentation
10. Detailed fee schedule listing all charges and fees currently published for services rendered.

TIMETABLE FOR SUBMISSION

For consideration to be given to any submittal pursuant to this RFI, six (6) paper copies of the submittal materials must be received by 2:00 p.m. Mountain Standard Time on July 1, 2016.

Qualified firms may submit their sealed submittal responses to:

City of Fountain Utilities
Attn: Ms. Denise Howell, Customer Service Manager
101 N. Main Street
Fountain, CO 80817

Envelope must be marked, in all caps with:

“UTILITY BILLING CUSTOMER INFORMATION SYSTEM”

NOTICE OF REQUEST FOR INFORMATION AND UTILITY BILLING SPEC QUESTIONNAIRE

If a vendor intends to respond to this RFI, please complete and submit the “Notice of Request for Information” (see Attachment 1 to this RFI) and “Utility Billing Specs.xlsx” (see Attachment 2 to this RFI). The City must receive such notice by 2:00 p.m. (MT) on or before July 1, 2016. Submitting a Notice of Request for Information does not obligate potential vendors to actually present a submittal; however, any submittal received by parties that fail to submit the Notice of Request for Information will not be considered.

CONTACT WITH CITY PERSONNEL

All contact regarding the RFI shall go through Ms. Denise Howell. At no time shall the vendor, its agents, or representative's contact or otherwise communicate with City department personnel for the purposes of clarifying or interpreting the submittal or specifications. Any changes, modifications or interpretations must be handled by one single point of contact uniformly for all vendors. All questions relating to the statements contained in the RFI are to be addressed to Ms. Denise Howell dhowell@fountaincolorado.org. **No contact can be instigated or will be entertained after July 1, 2016.**

PREPARATION OF SUBMITTAL

All submittals are limited to 50 total pages or 25 front / back, not including exhibits. Six (6) hard copies are required for submission.

DISPOSITION AND DISCLOSURE OF SUBMITTALS

All submitted documents in response to this RFI will become the property of the City of Fountain Utilities and a matter of public record consistent with the requirements of the Colorado Open Records Act. The vendor must identify, in writing, all copyrighted material, trade secrets, or other proprietary information that it claims is exempt from disclosure by highlighting the proprietary or confidential information and indicating on each such page with the words in caps "CONFIDENTIAL OR PROPRIETARY INFORMATION" in 14 point or larger type. Any firm claiming such an exemption must also state in its submittal that the firm agrees to hold harmless, indemnify, and defend the City and its agents, officials, and employees in any action or claim brought against the City for its refusal to disclose such materials, trade secrets, or other proprietary information to any party making a request therefore. Any firm failing to include such a statement shall be deemed to have waived its right to an exemption from disclosure.

PRESENTATIONS

Any vendor who responds to this RFI may be required to make an onsite presentation of their capability to perform as described in the submittal to the City. The presentation will be at the vendor's expense and will provide an opportunity for the vendor to clarify the submittal to ensure a thorough mutual understanding and also to present compelling arguments for selection. Ms. Denise Howell will schedule such presentations if deemed necessary. Remote web and conference call presentations/product demonstrations are acceptable.

COMPLIANCE WITH LAW

Vendor shall comply with all Federal, State, and Local laws, ordinances and regulations applicable to the work. Vendor, at its own expense, shall secure all occupational and professional licenses and permits from public or private sources necessary for the fulfillment of this RFI.

RESERVATION OF RIGHTS

The City of Fountain Utilities reserves the right to accept or reject for any reason whatsoever in Fountain's sole discretion, any and all submittals received in response to this RFI, and to re-advertise for new submittals.

SUBMITTAL EVALUATION

The City has no preconceived notion as to the most appropriate alternative for meeting its requirements and is willing to consider any options presented by respondents to the RFI.

Submittals will be evaluated using the following process:

- **Screening for Minimum Requirements.** All responses will be screened to ensure they meet the requirements of this RFI. The City reserves the right to either (1) reject incomplete or unclear submittals from further consideration or (2) contact vendors for purposes of clarifying submittal terms or requesting additional information and its forecast of future operations.
- **Consideration of Non-Price Attributes.** While cost will be an important consideration, the City will also consider non-price attributes including, but not limited to, reliability, impact on system operations, vendor's creditworthiness and experience, and other factors the City may deem appropriate.
- **Negotiation of Short List of Submitters.** If deemed appropriate by the City, it may select a short list of submittals for the purposes of gathering further information or formal presentations to the City to determine which submittal best suits its needs.

SOLICITATION SCHEDULE

The expected schedule for RFI solicitations, evaluation, and contract signing is shown in Table 1. This schedule is based on the City's expectations at the time it issued the RFI. The City reserves the right to modify any or all dates at any time. The City will notify all affected parties that have submitted a Request for Information of any changes in the schedule.

TABLE 1

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|--|----------------|
| RFI Issued / Public Notice | June 15, 2016 |
| Notice of Request for Information (Attachment 1) due | July 1, 2016 |
| Utility Billing Spec.xlsx (Attachment 2) due | July 1, 2016 |
| Submittals and additional documentation due | July 1, 2016 |
| Review Submittals & Make Recommendations | August 1, 2016 |

GENERAL TERMS AND CONDITIONS

1. This solicitation does not constitute an offer by the City of Fountain Utilities. The City will not be bound by the terms of this RFI unless and until a definitive written agreement is executed and delivered.
2. The City of Fountain Utilities reserves the unilateral right, in its sole discretion and for any reason, to reject any and all responses, to request clarification and/or additional information from any responding party, to extend its existing contract on negotiated terms and conditions, to conduct interviews, to accept for negotiation any submittals other than the lowest cost, to consider a combination of submittals, and to engage in contract negotiations with one or more responding parties on a simultaneous basis.
3. The submission to the City of Fountain Utilities RFI shall constitute an acknowledgement and acceptance of all terms, conditions, and requirements.
4. Vendors should include with their submittal as much detailed information as practicable so as to enable a thorough evaluation of their submittal, complete with a designated individual within the vendor's organization that may be contacted and who is fully authorized to provide such supplemental information as may be required by the City of Fountain Utilities in its evaluation of the vendor's submittal. Submittals must be prepared in the following form and, at a minimum, contain the following information:
 - a. Submittal must address all requirements set forth in this RFI including all pricing terms necessary to evaluate the application, billing charges, and any other charges associated with the vendor's offer.

CONFIDENTIALITY

Despite a request for confidentiality, all vendors are put on notice that the City of Fountain Utilities is a municipal corporation of the State of Colorado and as such is subject to the Colorado Open Records Act. If requested under provisions of the Act, the City of Fountain Utilities may be required to release information otherwise marked confidential or proprietary if in its sole discretion it determines it must do so to comply with the provisions of the Act or it must do so in compliance with an appropriate court order.

ATTACHMENTS

The attachments referenced in this RFI are included and should be used by all vendors:

- Attachment 1 – Notice of Request for Information
- Attachment 2 – Utility Billing Specs.xlsx

NOTICE OF REQUEST FOR INFORMATION

Request for Submittal for Third Party Utility Billing Customer Information System
City of Fountain Utilities, Colorado

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|---------------------------|
| COMPANY NAME: |
| CONTACT PERSON: |
| TITLE/POSITION: |
| MAILING ADDRESS: |
| CITY/STATE/ZIP: |
| TELEPHONE: |
| CELL: |
| FAX: |
| EMAIL: |
| ALTERNATE CONTACT: |
| TITLE/POSITION: |
| TELEPHONE: |
| CELL: |
| FAX: |
| EMAIL: |