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Solicitation Addendum

Addendum No.:   2
Solicitation No.:   21-R077300BB
Solicitation Title: Utility CIS Software & Implementation
Addendum Date: September 14, 2021
Procurement Contact: Brooke Baker, CPPB, Procurement Team Leader

RFP No. 21-R077300BB is amended as set forth herein. Responses to questions posed by prospective Proposers are provided below. This Addendum is hereby incorporated in and made a part of the RFP.

The deadline to submit all inquiries concerning interpretation, clarification, or additional information pertaining to the RFP was August 30, 2021.

ADD:

ATTACHMENT J, NON-UTILITY FEES FY20
Attachment J, Non-Utility Fees FY20, is hereby added and incorporated into the RFP.

ADD:

ATTACHMENT K, SAMPLE BACKFLOW PREVENTION ASSEMBLY TEST AND MAINTENANCE REPORT FORM
Attachment K, Sample Backflow Prevention Assembly Test and Maintenance Report Form, is hereby added and incorporated into the RFP.

ADD:

ATTACHMENT L, SAMPLE BILLING STATEMENT
Attachment L, Sample Billing Statement, is hereby added and incorporated into the RFP.

ADD:

ATTACHMENT M, SAMPLE EMAIL BILLING NOTIFICATION
Attachment M, Sample Email Billing Notification, is hereby added and incorporated into the RFP.

QUESTIONS AND RESPONSES:

Q1. 1.1 CIS Customer Metrics, P. 37: How many fire service and reclaimed water accounts are there? We would also like to confirm that there is no stormwater billing.

R1. Fire Services: approximately 1,650. Reclaim Services: approximately 8,250. There is currently no stormwater being billed the County's CIS system.

Q2. 1.1 CIS Customer Metrics, P. 37: Are there any non-utility services, e.g. warranty program services, that MCUD bills for? If so, provide some information on the services and number of customers subscribing.

R2. MCUD bills for inspection, connection, investment, and permit fees. Refer to Attachment J, Non-Utility Fees FY20, issued with this Addendum.

Q3. 1.1 Customer Metrics, P. 37: Would it be safe to say that the total number of unique customer accounts is the 125,847? For sizing purposes, do you want us to factor in system resources for X amount of growth up front, or pay for additional resources as you grow?

R3. There are currently 132,918 active accounts in the CIS system. The County's preference is to factor in growth of 5,000 accounts per year with flexibility to reduce as appropriate.

Q4. 2. Project Summary, P. 39: You mention that MCUS is open to on-prem, hosted and cloud-based solutions. This said, is it possible to provide us with a ranking by preference?

R4. The primary driver for the final decision of platform will be ease of future upgrades; however, all environments will be considered. MCUD is interested in the vendor's perspective of the benefits of each option.

Q5. 2.13 Service Order Management: You indicate that the service order management functionality should include optimization and scheduling. This typically is done in MWM packages with the basic service order input provided from CIS. Apparently, this is not the case with Service Link. What other functions does Service Link provide? Would you be open to considering a native MWM solution that would simplify your solution architecture and eliminate integration?

R5. Service-Link does have options for optimization and scheduling, the abilities stated in 2.13 reference the CIS functionality for appointment setting; however, MCUD would expect the base level service order functionality to provide optimized scheduling of some type and would like that functionality to be described. The preference is to remain with Service-Link, however, the County would be open to considering other options.

Q6. 2.14 Backflow prevention, P. 42: Is the backflow status populated from the backflow website? Testing intervals: what are the intervals over which the testing

is done? Is the status binary, e.g. test current/not current? Are there any notifications done proactively to remind customers of testing required?

R6.   The backflow status is maintained in the CIS system. Testing is done annually; current system maintains last and next test date and test result pass/fail. Notifications are sent out via a system generated process 30 days prior to next test date and 15 days after next test date, as well as creating a service order 30 days after the next test date.

Q7.   4. Application and technology interfaces, #1.1, P. 43: AMAC-Amscot. Is this an external payment partner?

R7.   Yes, they are. We receive a Cash Remittance flat file from them daily.

Q8.   4. Application and technology interfaces, #2, P. 43: Accela. Can you describe a bit more about how the notes are to be stored in CIS, and how they are used?

R8.   Accela feeds a flat file of notes nightly that creates a note on the CIS account which is used by MCUD staff for review and research of activities originated with the Building & Development Department.

Q9.   4. Application and technology interfaces, #3, P. 43: Automic. Is this interface required if the proposed CIS includes an internal batch scheduling function?

R9.   Yes.

Q10.   4. Application and technology interfaces, #4, P. 43: Can you provide a sample layout of the information required on test results?

R10.   Yes, refer to Attachment K, Sample Backflow Prevention Assembly Test and Maintenance Report Form, issued with this Addendum.

Q11.   4. Application and technology interfaces, #5, P. 43: Cisco Finesse. What features of Cisco Finesse are being utilized for consideration in the interface?

R11.   We are currently using limited screen pop functionality as it relates to the CIS system.

Q12.   4. Application and technology interfaces, #7, P. 43: Fiserv. How many dialogues would be needed in IVR?

R12.   The Fiserv IVR is fully hosted. The interface retrieves account information from the CIS to facilitate customer payments and subsequently sends completed payment information to the CIS.

Q13.   4. Application and technology interfaces, #9, P. 44: Infosend. How many bill formats are supported? Can we have sample bills reflecting these formats?

R13.   MCUD currently offers email (directly to the customer), e-bill (statement to customer's bank), and paper statements. Refer to Attachment L, Sample Billing Statement, and Attachment M, Sample Email Billing Notification, issued with this Addendum.

Q14.   4. Application and technology interfaces, #11, P. 44: Lucity. Can you provide more information on the interaction between Lucity and CIS? Eg., is Lucity the system of record for premises information? Meter data is listed as a function of both Lucity and Neptune MDM. Assume that Neptune is the system of record for meters?

R14.   CIS is the system of record for premise information and for meter inventory. Neptune uses an export from CIS to collect meter reads and an import brings them back into the CIS. Lucity uses premises, customer, and meter information from the CIS to facilitate end user searching. There is a desire for additional integration between Lucity and the CIS with both service orders (generated in CIS sent to Lucity) and notes (generated in Lucity sent to CIS).

Q15.   4. Application and technology interfaces, #12, P. 44: What is the range of functionality supported by the Neptune MDM? If this functionality can be supported in a native module of the proposed solution, would MCUD be open to replacing this system in order to streamline its systems architecture and reduce integrations?

R15.   The preference is to remain with Neptune; however, the County would be open to considering other options.

Q16.   4. Application and technology interfaces, #15, P. 44: Solar Winds. Would this be required in the case of a SaaS solution?

R16.   No, this would not be required in the case of a SaaS solution.

Q17.   2.02 Proposal Format, Tab 2, Minimum qualification requirements, P. 47: Are all 3 of the qualifying clients required to be live?

R17.   Status of references should be clearly explained (planning, in progress, live, etc.).

Q18.   2.02 Proposal Format, Tab 7, References, P. 52: If we utilize the same 3 references from Tab 2 for this section, do we have to repeat all the information? As in previous question, do all the references need to be live?

R18.   List the references again in Tab 7 but you may refer to Tab 2 for the detailed information. Status of references should be clearly explained (planning, in progress, live, etc.).

Q19.   2.02 Proposal Format, Tab 9, Implementation Approach: Is there a preferred range of implementation duration? Minimum (based on availability of internal staff)? Maximum? Any specific deadlines that need to be met?

R19. MCUD is not specifying a set implementation schedule. MCUD is interested in the vendor's recommended timeline based upon the vendor's methodology, previous experience, and proposed staffing levels from the vendor and MCUD.

Q20. **2.02 Proposal Format, Tab 9, Implementation Approach, Q3.1.3: What is the assumption you believe would be realistic regarding any COVID-related restrictions that would impact on-site vs. remote work?**

R20. Manatee County is open to on-site, remote, or a hybrid based on COVID-19 restrictions both current and future.

Q21. **2.02 Proposal Format, Tab 9, Implementation Approach, Q3.1.5: What is the level of MCUD staffing that is available to support the project full-time? Part-time?**

R21. Three (3) full-time, two (2) part-time MCUD staff (not inclusive of intermittent SME requirements), one (1) MCUD full-time project manager, and WCG & Carollo consultants.

Q22. **Attachment D, Pricing Worksheet: Would it be acceptable for us to add a column to provide explanation/comments regarding pricing assumptions?**

R22. Yes; however, the structure of the spreadsheet or formulas shall not be impacted.

Q23. **AMI 30.3.1; 30. AMI; California Meter Exchange Protocol (CMEP); Requirement; Ability for the system to interface with the AMI system via CMEP: This is just a clarification, I think. In the Functional Requirements worksheet, there is a reference to the California Meter Exchange Program. Can we ignore this requirement, as it probably does not apply to Florida utilities?**

R23. This is a valid requirement. CMEP received its name due to first being mandated in the state of California; however, it has become an industry standard data format and is common for the use of exporting meter date regardless of utility location.

Q24. **We seem to be missing the following attachments. Please submit a question to the County asking about these: Attachment E, Training Course List; Attachment F, Example Training; Attachment G, PCI Audit Report; and Attachment I, Sample Testing Scripts.**

R24. Refer to the RFP; Exhibit 2, Proposal Response Requirements; P, Additional Attachments.

Q25. **Do you plan to replace any systems that currently require an interface if the functionality is part of the proposed system?**

R25. Customer Self-Service is the only currently planned system replacement; however, given that the selected CIS should be a long-term solution for MCUD, it should be assumed that other system replacements will take place in the future. Thus, it will be critical for the Proposer's proposal to include a detailed explanation of the proposed

system's approach to interface design, flexibility in approach, and standard APIs already constructed.

Q26. What IVR System are you currently using?

R26. MCUD is using a fully hosted solution with Fiserv.

Q27. For each functional area: number of users impacted by new Infor solution.

R27. Refer to the RFP; Exhibit 1, Scope of Services; 1.3, CIS Users.

Q28. For each functional area: number of project team members.

R28. Three (3) full-time, two (2) part-time MCUD staff (not inclusive of intermittent SME requirements), one (1) MCUD full-time project manager, and WCG & Carollo consultants.

Q29. How many project team members are dedicated to the implementation and how many are participating on an as needed basis?

R29. Three (3) full-time, two (2) part-time MCUD staff (not inclusive of intermittent SME requirements), one (1) MCUD full-time project manager, and WCG & Carollo consultants. Approximately 20 SMEs participating on an as-needed basis.

Q30. What are your language requirements?

R30. English and Spanish for Customer Self Service, English for CIS.

Q31. How do employees normally receive training? Formal instructor-led training, informal knowledge transfer, web-based training, other?

R31. Employees are accustomed to all three (3) of these training methods as well as a train-the-trainer approach.

Q32. What type of internal capabilities do you have to plan, design, develop and deliver an end user training and program?

R32. The Business Systems Support Team is well versed in the planning, designing, development, and delivery of end user training. There is also a dedicated staff position within Business Operations for training.

Q33. Do you have a Learning Management System (LMS)?

R33. Yes.

Q34. Do you have an internal Learning and Development department?

R34. MCUD does not have a separate department, it is managed by the County's Human Resources Department.

Q35. Do you have an internal Organization Change Management department?

R35. No; however, the County's Information Technology Services (ITS) Department has implemented change management processes that Utilities follows when relating to technology.

Q36. Do you have a formal change management approach for this implementation?

R36. The County's consultants, WCG & Carollo, will be providing change management leadership. There are also ITS processes in place, but they are typically reserved for production environment changes so would not be relevant for most of the project duration.

Q37. Are you considering Infor UAP (User Adoption Platform) as a way to document and train the new Infor solution?

R37. Manatee County is open to all options.

Q38. Due to the fact, some mail carriers are no longer able to guarantee delivery dates, could you accept the RFP response using only the electronic submission? With the condition that the hard copy is being provided.

R38. Proposer shall submit its proposal in accordance with the RFP as stated in the RFP. Refer to the RFP; Section A, Instructions to Proposers; A.04, Submission of Proposals.

Q39. How many online payments (through the Manatee portal) are processed per month?

R39. Approximately 40,000 payments per month via the customer self-serve.

Q40. For this RFP bid, is Manatee looking to the vendor to replace their existing One-Time Guest payments service? If so, will Manatee be looking at moving to a convenience fee model?

R40. The preference is to remain with Fiserv; however, the County would be open to considering other options including a convenience fee model.

Q41. If Manatee is interested in the vendor to take over their existing One-Time Guest payments and support convenience fees, can you please provide a breakdown of payments based on: a. Volume of online and IVR Guest payments per month; b. Volume of ACH and Credit Card payments per month; c. Average bill payment amount; d. % breakdown of Credit Card type used (VISA, MasterCard, Amex, Discover).

R41. This question is not applicable to Manatee County.

Q42.   What is the ebill adoption rate? How many ebills per month?

R42.   Approximately 6,150 ebills per month.

Q43.   For this RFP bid, is Manatee County looking to the vendor to replace your current IVR and ebill payment vendor?

R43.   Manatee County is not looking to replace the IVR or Ebill vendor at this time; however, MCUD would be open to considering other options.

Q44.   For this RFP bid, does Manatee County require document composition services for ebill presentment through the Customer Self-Service portal? If not, will the CSS portal be required to integrate with Manatee's Bill print provider to display PDF image of bills on the CSS portal?

R44.   The CSS currently links to MCUD's bill print provider who publishes the bill image to the CSS portal.

Q45.   RFP PDF Section 4; Proposers are requested to describe and identify how the proposed system will integrate within the response section: Do you want the answers provided in the Technical Requirements Spreadsheet for Interface Management placed in Section 4 as well? Or should we simply refer to the Technical Requirements responses?

R45.   Section 4, Application and Technology Interfaces, is intended to allow the proposers to provide a more flexible narrative than what is provided in the Technical Requirements worksheet to describe the firm's approach, partnerships, general interfacing capabilities, and roadmap items as seen fit.

Q46.   CLM 1.11.9; Ability to restrict which types of memos/notes/alerts are viewable by security user group or individual: With regard to requirement CLM 1.11.9, can MCUD provide business context around the types of memos, notes, alerts that would need to have user secured access?

R46   An example would be §119.071(4)(d), Florida Statutes, additionally provides for the exemption of home addresses and telephone numbers from public disclosure for certain occupational groups. Note: home addresses and telephone numbers of spouses and children of individuals who are covered by these occupational groups are also exempt from public disclosure. If the individual searching does not have the appropriate role/security, the system should not return a record as it would be restricted. This information must be housed in the CIS system; however, if we have a public records request for all active accounts these accounts would not be returned on the report.

Q47.   CLM 1.12.2; Ability to automatically log changes made to specific fields determined by user (name, contact, mailing address, etc.) in a memo/note: What is meant by 'Determined by user'? The BannerCX auditing has been greatly enhanced, but it's established at the system level and is across the board, not by individual user.

R47.   System level logging is fine, Manatee County would like the ability to determine what fields are logged with the ability to change logging on or off if determined necessary.

Q48.   MIMO 3.1.5; System provides a standard workflow/process to complete a backdated move-in/move-out, including appropriate service order completion (without a need to dispatch), meter read entries to be captured, accurate start/end of service dates, and appropriate charges applied requiring little to no manual intervention and processing by the end user: Can you provide an example? This might be pretty simple, but the comment 'little to no manual intervention' is what I think I'm hung up on.

R48.   Example: Customer calls in to move in after the fact. Last read was 8/15/21, prior read was 7/15/21, customer states that they moved in on 8/1/21. Customer should be moved in as of 8/1/21 and billed a per day of usage (usage/DOS) based on the two reads. Currently the CSR manually calculates the per day usage and adjusts the billing/cancel rebill if needed.

Q49.   MIMO 3.3.13; System provides a standard workflow/process to complete a backdated move-in/move-out, including appropriate service order completion (without a need to dispatch), meter read entries to be captured, accurate start/end of service dates, and appropriate charges applied requiring little to no manual intervention and processing by the end user: With regard to requirement MIMO 3.3.13, Can MCUD clarify that the requirement is asking for a workflow to facilitate the process? And additionally, can MCUD provide some clarity around the business circumstance that causes the need for this?

R49.   Example: Customer calls in to move in after the fact. Last read was 8/15/21, prior read was 7/15/21, customer states that they moved in on 8/1/21. Customer should be moved in as of 8/1/21 and billed a per day of usage (usage/DOS) based on the two reads. Currently the CSR manually calculates the per day usage and adjusts the billing/cancel rebill if needed.

Q50.   DEP 4.2.2; System has the ability/option to consolidate deposits by customer account: With regards to requirement DEP 4.2.2, can MCUD elaborate? Is MCUD looking for 1 deposit to cover multiple accounts? Or the ability to combine deposits?

R50.   This is referring to having a single deposit record per customer account as opposed to requiring a deposit record per service type, location, meter, or any other combination. Thus, in theory, an account could be responsible for two or more multi-service locations but only be required to have a single deposit record for that account.

Q51.   DEP 4.2.3; System has the ability/option to consolidate deposits by customer account: Is this referring to having a single deposit for multiple accounts? If yes, would the system need to evaluate the history of all accounts to determine the appropriate deposit for all?

R51. DEP 4.2.3 reads as Ability to set a minimum deposit amount based on a combination of account type, service type, credit rating, etc. This would be specific to each individual account and not based on multiple accounts a single customer might have.

Q52. NEW Service 5.2.1; Location Classification The system will provide location classification codes to identify the type of dwelling or building located on the premises: Could you provide what information would be used for the location classification?

R52. This would be a flexible field that could be used to identify the location either by type of structure (e.g. apartment, duplex, shop, etc.) or potentially by use (e.g. brewery, restaurant, rental, etc.).

Q53. NEW Service 5.2.3; Location Classification Ability to automatically generate TVA codes to describe the type of business or residence based upon data entry: Could you specify what data is needed to generate the TVA code?

R53. Currently the CSR manually selects TVA based on Type, Rate, Class configuration.

Q54. ON PREM 6.1k; Content Management Interface: Please clarify if this interface was inadvertently left off the interface list provided in the RFP document. And please provide the following information about the Content Management Interface: Brief Description, Interfacing Systems, Current Interface Type, and Current Interface Direction.

R54. MCUD does not currently have a Content Management system, which is why it was not included in the list of interfaces in Section 4 of the RFP. However, this is a potential future need of MCUD and would be helpful to see what experiences the proposers have interfacing with such systems.

Q55. PA 9.1.2; Ability to support multi-period loans with compound interest: With regard to PA 9.1.2, can MCUD clarify what multi-period loans would mean?

R55. Multi-period loans would be loans established for long term payback over multiple years for things such as Line Fees and FIF fees.

Q56. MR 11.2.8; The System will provide integration with an Outage Management Systems to update outage status and share contact information for impacted areas. This interface should be listed on the interface schedule: Are you looking for the ability for the CSS portal to integrate with your current OMS vendor and to update/display status & contact information? Or are you asking for this functionality to be provided and provide the vendor and interface information on the Interface Schedule?

R56. Asking for functionality to be provided and provide the vendor and interface information on the Interface Schedule.

Q57. CSS 26.3.2; The system will check for eligibility when a payment arrangement is requested: What are the eligibility criteria? Is it purely based on credit rating?

R57. It is based strictly on credit rating in the customer self-serve; however, the County is open to changing the process to align with best practices.

Q58. CSS 26.7.1; The system will allow a landlord to sign up for the landlord revert program: Are you expecting this to auto set up the Default Customer screens automatically or submit a request for Manatee staff to review and then manually establish?

R58. Manatee County would be open to either option; however, would favor an automated process over a manual process.

Q59. CSS 26.8.2; The system has the ability to allow a user to review and edit customer entered data prior to populating CIS system files: Allow your customers to review their changes via the self-service portal prior to submitting?

R59. The customer submitted data would be subject for review by a CSR prior to committing into the CIS system.

Q60. 2.15 Solid Waste Management: How does the CIS system get the assigned hauler for a premise? Is this stored as an attribute in CIS or is it provided by GIS/another?

R60. Currently, the haulers are assigned manually at the time the service level is built using class codes based on the geographic location on the property.

Q61. 2.15 Solid Waste Management: When a customer moves to a new premise (new construction) will the utility automatically start the solid waste service, or will the customer need to request this?

R61. The solid waste level of service is built and started at the time the Certificate of Occupancy is issued.

Q62. 2.15 Solid Waste Management: What variations, if any, of solid waste service can customers request, e.g.: garbage only, garbage & recycling, garbage, recycling & yard waste, etc.?

R62. Residential customers will receive curbside solid waste, recycle, and yard waste. Additional options are for rear door service at an additional fee. The rear door service is also offered for approved medical reasons at no fee. Commercial customers with solid waste can be can, bin, roll off, or compactor service. Additional optional commercial services include roll out service, gate service, locks, and extra unscheduled pick-ups.

Q63. Functional Requirements Worksheet/SW 24.1.2: Is the allowance of one free garbage pick-up per year, per customer, or per site?

R63. The free annual garbage pick-up is per site/unit. A single family residential receives one. A master metered duplex with two units would receive one for each unit.

Q64. Functional Requirements Worksheet/CLM 1.4.4: Where are property tax records stored? If not in CIS, how does CIS access this data?

R64. Property tax records are not stored or accessed from the CIS system currently. Owner of record is manually recorded on the CIS premise record as owner and updated by the CSR when a customer calls in.

Q65. Functional Requirements Worksheet/PE 10.2.5: This requirement seems to imply both that late fees and delinquency notices should continue despite a payment extension being granted, and that they should be held when an extension is granted. Please clarify.

R65. MCUD is requesting that with a short term payment extension the delinquency process stops where it is and is held in suspension. If the payment extension is broken the delinquency process picks up at the point where it left off.

Q66. Functional Requirements Worksheet/SOC 18.2.20: How many crews do you have in the field? How many of them working at the same time? What is the average number of commercial work orders by day? How many work order types do you have for commercial activities?

R66. Currently, there is one (1) Meter Services crew. There is the opportunity to expand to include Solid Waste Services crews in the future. MCUD generates approximately 85 commercial service orders per day but do not have designated service order types for them. MCUD has roughly 200 service order types currently in use.

Q67. Functional Requirements Worksheet/BF 23.5.1: Please confirm how the annual test date is determined, e.g., the number of days from the installation date or based on a different test schedule.

R67. The next test date is originally based on being one (1) year from the install date and then going forward the next test date is set as one (1) year from last test date with a pass result.

Q68. Functional Requirements Worksheet/AMI 30.3.1: Do you currently have meters installed that use the California Meter Exchange Protocol (CMEP), or will they be deployed in future? Is this the only protocol required?

R68. No, MCUD does not currently have any installed. CMEP has become an industry standard data format and is common for the use of exporting meter date regardless of utility location. This requirement is for potential future needs. Another future state protocol can be seen in Functional Requirement AMI 30.4.1 with refers to AMI MultiSpeak functionality.

Q69. **4. Application and technology interfaces/1.5 FISR – Fiserv Reversals: Open assumes that this interface provides records of payments to be cancelled in CIS. Please confirm or explain.**

R69. Correct, the FISR are payment reversals.

Q70. **4. Application and technology interfaces/9. Infosend Bill Print Services: Does Infosend support receiving bills in PDF format, or only data file? If PDF is supported, should bills be provided in one consolidated PDF file per billing cycle, or individual files per bill?**

R70. InfoSend is able to support either format. Bills should be provided as a consolidated file per billing cycle.

Q71. **Application and Technology Interfaces, Number 7 Fiserv IVR and eBill: Please confirm whether this is the payment solution from Fiserv, i.e., Manatee County's payment processor service provider to support online and offline payments by credit/debit card and other payment methods.**

R71. This is a payment solution from Fiserv.

Q72. **1.1 CIS Customer Metrics: For sizing analysis, how many customers do you have with only wastewater service (I.e., without water service)? For wastewater only customers, how does the CIS get the usage? Do these customers have wastewater meters?**

R72. Approximately 550 customers have sewer service without water. There are approximately 100 that are private sewer meters and provide a monthly read. The remainder are flat rate unmetered.

Q73. **Attachment C, Functional Matrix: Can you please share with us your prioritization/relative importance of the various functional requirements?**

R73. Functional Requirement prioritization cannot be shared at this time. Vendors should respond to all requirements assuming each is of the highest importance. Once a vendor finalist is selected, the prioritization will be shared and will play a large role in the Confirmation Process and SOW Development.

Q74. **A.36, Solicitation Schedule, P. 14: As it appears that all questions will only be answered on the published addendum date of September 10, would it be possible to grant an extension to the due date? Several of the questions are quite important to our response strategy and we want to make sure we have sufficient time to make adjustments based on the answer. We appreciate your every consideration of this.**

R74. Refer to Addendum No. 1.

Q75. **AMI Headend-Systems Receives the AMI Meter Data: Can you please provide more detail on this integration with Neptune? It appears as though there is a**

Neptune MDM so can you clarify if the expectation is for the CIS or Customer Portal is expected to duplicate or house interval data for presentation to customers?

R75. This requirement is based on future opportunities as MCUD does not currently have AMI functionality in place. Manatee County is open to exploring possibilities.

Q76. OneSolution Integration-Only General Ledger is listed for the interface: Is the intent to cut refund checks out of the CIS or is there an interface over to AP required for cutting checks?

R76. MCUD will not cut checks out of the CIS. The interface transfers notes from the Clerk about the refund checks cut in OneSolution. Refund file is sent as a flat file to the Clerk of the Court's Office.

Q77. How many backflow assemblies does the County currently manage?

R77. There are currently 87,000 installed backflows.

Q78. Is the County open to considering a replacement of ServiceLink with a pre-integrated Mobile Field Service Solution that is purpose built to work with the CIS proposed?

R78. The preference is to remain with Service-Link; however, the County would be open to considering other options.

Q79. Lines 286-287; MB 15.1.1 and MB 15.1.2 and BP 16.2.xx "bill design": Can Manatee clarify your expectations of the CIS system versus those of the bill print & mail vendor? Specifically: Is Manatee requesting the responder provide the physical print and mail services or will Manatee continue to utilize your existing print and mail service?

R79. MCUD will continue to utilize existing print and mail service with InfoSend.

Q80. Lines 286-287; MB 15.1.1 and MB 15.1.2 and BP 16.2.xx "bill design": Can Manatee clarify your expectations of the CIS system versus those of the bill print & mail vendor? Specifically, Bill Composition, does Manatee anticipate the CIS or Print Vendor to compose the physical document for printing? The CIS provides a data file to a print vendor where the print vendor then composes the data into a print ready format and physically mails the document.

R80. This is how MCUD transfers information today.

Q81. Lines 286-287; MB 15.1.1 and MB 15.1.2 and BP 16.2.xx "bill design": Can Manatee clarify your expectations of the CIS system versus those of the bill print & mail vendor? Specifically, Bill Composition, does Manatee anticipate the CIS or Print Vendor to compose the physical document for printing? The CIS

composes a print ready file (i.e., .AFP, .PDF) to be delivered to the print vendor for the physical mailing.

R81. InfoSend can accept either a data file or print ready file but should be a consolidated file per billing cycle.

Q82. Lines 286-287; MB 15.1.1 and MB 15.1.2 and BP 16.2.xx "bill design": Can Manatee clarify your expectations of the CIS system versus those of the bill print & mail vendor? Specifically, Paperless/Ebilling, is it Manatee's expectation that the CIS initiate paperless/Ebilling notices (email, SMS) messages to the end customer or will the physical print and mail provider send Ebill notices?

R82. The physical print and mail provider, InfoSend, manages sending email messages; however, MCUD is interested in the CIS initiating/sending SMS messages.

Q83. Lines 286-287; MB 15.1.1 and MB 15.1.2 and BP 16.2.xx "bill design": Can Manatee clarify your expectations of the CIS system versus those of the bill print & mail vendor? Specifically, Paperless/Ebilling, is it Manatee's expectation that the CIS store the .PDF image of bills (for viewing by agents/on-line) or is the .PDF image archival provided by the physical print & mail service?

R83. Image archival is provided by the physical print and mail provider, InfoSend. There is a requirement to integrate for the retrieval of the images in both CIS and CSS.

Q84. RFP Page 41, item 2.13 Service Order Management: Can Manatee clarify the following? The RFP states that "…The service order dispatch process must be intuitive and assist with route optimization…..The system should provide full two-way integration with the utility's mobile work management system (Service-Link)…" Is Manatee open to replacing your existing mobile work management solution?

R84. The preference is to remain with Service-Link; however, the County would be open to considering other options.

Q85. RFP Page 41, item 2.13 Service Order Management: Can Manatee clarify the following? The RFP states that "…The service order dispatch process must be intuitive and assist with route optimization…..The system should provide full two-way integration with the utility's mobile work management system (Service-Link)…" Functions related to dispatch, optimization, and the mobile field app itself can be provided through a single integrated solution that picks the Service Order up from the CIS, dispatches/optimizes routes, provides the mobile app for Field Work and integrates back with the CIS in real-time. Can you clarify if you are considering an end-to-end solution dispatch/mobile work management solution?

R85. MCUD's current MWM solution Service-Link does have options for optimization and scheduling, the abilities stated in 2.13 reference the CIS functionality for appointment setting; however, the County would expect the base level service order functionality to

provide optimized scheduling of some type and would like that functionality to be described.

Q86. Integrations: For the G/L integration to OneSolution, can you provide more information about this solution and what company provides this solution?

R86. OneSolution (just recently renamed to Finance Enterprise) is owned by CentralSquare and is Manatee County's financial system of record. The Clerk of the Court's Office maintains this system, there are multiple integration points with the CIS system to include GL and refunds.

Q87. Integrations: For the MWM management integration to Service-Link, can you provide more information about this solution and what company provides this solution?

R87. Service-Link is owned by West Coast Labour Systems (WCLS). The current environment is SaaS and there is both a Dispatch and Mobile application. Service orders are generated in the CIS and sent to Service-Link to be worked by a Meter Services Technician. Upon completion, the service orders and relevant completion information is returned to the CIS.

Q88. Project Cost Allocation: While the budget for this project was not stated in this RFP, but as it relates to Manatee County's cost allocation for this project, please provide any preference/guidance about how Manatee County would like to allocate the major project cost components between Capital Expense (CapEx) and Operational Expenses (OpEx). MCUD stated it is open to on-prem, hosted, and cloud-based solutions with or without fully managed services – would the CapEx and OpEx cost allocation be different between these options, if so, please explain?

R88. This project has been budgeted as a Capital Expense, regardless of architecture. Post go-live maintenance/hosting fees will be allocated to Operating Expenses.

Q89. Attachment C-MCUD ID BC 13.9.1 and BC 13.9.2; BC 13.9.1-Ability to accommodate fee exemptions; BC 13.9.2-Ability to accommodate partial fee exemptions: Please provide an example and a scenario of fee exemptions? When are fees partially exempt?

R89. An example would be that local and state governments would be exempt from fee. Currently MCUD does not partially exempt fees but would like the option if the need arises.

Q90. Attachment C-MCUD ID FM 29.2.7; FM 29.2.7-Ability to automate the closing of groups/approvals as part of the nightly batch process: Please provide additional clarification on groups/approvals.

R90. An example of this would be an unapproved payment batch with that day's payment date.

Q91. **Attachment C-MCUD ID RM 12.3.7 and RM 12.3.8; RM 12.3.7-Ability to calculate rate adjustments based upon the effective date of the rate for the period of usage across multiple periods; RM 12.3.8-Ability to calculate adjustments for prior period based off of historical rates during the period specified by the user: What is the difference between requirement RM 12.3.7 and RM 12.3.8?**

R91. Manatee County would like the system to calculate an adjustment across multiple rate effective dates (Midperiod Billing) example rate X101 base rate $10.00 effective date 10/1/2020 new rate period 1/1/2021 X101 base rate $12 adjustment date 12/20/20 adjustment would be 11 days at the 10/1/20 rate and remaining at the 1/1/21 date.

Q92. **Attachment C-MCUD ID MIMO 3.3.13 and similar; System provides a standard workflow/process to complete a backdated move-in/move-out, including appropriate service order completion (without a need to dispatch), meter read entries to be captured, accurate start/end of service dates, and appropriate charges applied requiring little to no manual intervention and processing by the end user: In this question, does the term "end user" refer to an MCUD employee or to an MCUD customer using self-service? Is it safe to assume all mentions of end user refer to MCUD employees?**

R92. This context refers to a MCUD employee. It is not a safe assumption that all references of 'end user' are MCUD employees.

Q93. **Attachment C-MCUD ID BC 13.8.1; Ability for the system to alert/flag and prioritize re-read service orders based on user defined criteria with the goal of avoiding billing errors (e.g. adjustments for additional days of service): Does MCUD want to flag and prioritize the service order after the service order is created? Or do they know this before creating the service order?**

R93. This would be at the time of creation.

Q94. **Attachment C – MCUD ID MIMO 3.6.2; For the above described meter switch/meter swap functionality, the system has the ability to correct multi-period issues as part of the same workflow process: What is meant with multi period issues?**

R94. This would be where a meter switch goes beyond a single-months reads and could possibly include a change in rate effective date on the service. Manatee County's desire would be that the system is able to automate this type of correction.

Q95. **Interfaces – General: There are differences between the interface table in the RFP compared to the interface requirements in Attachment B. In responding to your RFP, should we ignore the list in the RFP and submit our responses based upon the list in Attachment B?**

R95. There were late additions that were not also added to the table presented in the RFP. Respond to the interface requirements in Attachment B.

Q96. RFP Pages 43-44 Interface #1.1; AMSCOT: Which services are provided by AMSCOT to MCUD?

R96. They accept payments on MCUD's behalf and send a cash remittance flat file of those payments daily.

Q97. RFP Pages 43-44 Interface #2; Accela: Can you please elaborate on the role Accela plays in MCUD application landscape?

R97. Accela is a system maintained by the Building and Development Services Department. It houses all permit information which MCUD uses to manage the establishment of new premises, the installation of meters, and charging of development fees/establishing loans where applicable.

Q98. RFP Pages 43-44 Interface #2; Accela: Which information do MCUD employees manage with Accela?

R98. All activities involved with the permitting process, from creation to closure.

Q99. RFP Pages 43-44 Interface #2; Accela: Which interactions, if any, do the citizens of Manatee County have with Accela?

R99. Citizens of Manatee County can apply for and review the process of permits in Accela.

Q100. RFP Pages 43-44 Interface #2; Accela: Which kind of information is pulled from Accela into CIS?

R100. Accela feeds a flat file of notes nightly that creates a note on the CIS account which is used by MCUD staff for review and research of activities originated with the Building & Development Department.

Q101. RFP Pages 43-44 Interface #2; Accela: Which CIS processes does the information coming from Accela trigger?

R101. They are manual processes completed by New Services, including establishment of new premises, the installation of meters, and charging of development fee/establishing loans where applicable.

Q102. RFP Pages 43-44 Interface #4; Backflow: Does MCUD have requirements to interface with their existing website for plumbers? Or can Itineris offer its own solution?

R102. It is the intention of MCUD to replace the existing website for plumbers if there is a reasonable solution available.

Q103. RFP Pages 43-44 Interface #6; ESRI: Is ESRI the system of record for all service addresses within the MCUD service territory?

R103. The system of record for addresses is Datamark VEP produced by Michael Baker International. Datamark is a cloud based system from which MCUD gets a nightly extract of addresses and street centerlines. The addresses are fed into the Property Appraiser's workflows which enable Accela Permitting application. Additionally, addresses are fed into Public Safety's CAD 9-1-1 workflow and to the Utility Customer Service operations.

Q104. RFP Pages 43-44 Interface #6; ESRI: Is ESRI a source (the source?) within MCUD to track/manage property ownership? If not, what is MCUD's system of record for property ownership?

R104. The system of record for property ownership is the Property Appraiser.

Q105. RFP Pages 43-44 Interface #7; FISERV: Can you please elaborate on Fiserv's role on 'eBill'?

R105. There is an integration in place that manages the establishment/cancelling of a customer's election to enroll in ebill (billing statement presentment via one's banking website) as well as a daily file that triggers the monthly billing statement to be delivered.

Q106. RFP Pages 43-44 Interface #7; FISERV: Does Fiserv offer electronic bill presentment and payment features?

R106. MCUD does not participate in electronic bill presentment with Fiserv, though this is a functionality they offer. The payment IVR is fully hosted by Fiserv and guest/registered web payments integrate to their website.

Q107. RFP Pages 43-44 Interface #8; G/L; (IFAS/OneSolution/Financial Enterprise): This interface does not appear in Attachment B. Is it safe to assume it is still required? Does the County plan to replace IFAS/One Solution during the CIS implementation period?

R107. The County does not plan to replace IFAS/OneSolution and would still be a required interface.

Q108. RFP Pages 43-44 Interface #9; InfoSend Bill Print: Can InfoSend print/mail documents from print-ready PDF files?

R108. Yes.

Q109. RFP Pages 43-44 Interface #10; Landfill: Which information is sent by the paradigm scales to the CIS system?

R109. It is a flat file that contains monthly charges.

Q110. RFP Pages 43-44 Interface #10; Landfill: Does the CIS system send any information to the paradigm scales?

R110. No.

Q111. RFP Pages 43-44 Interface #10; Landfill: Where do the landfill processes fit in the solid waste management processes? Is this part of the process for picking up commercial containers (e.g pitch top containers or roll-off containers)?

R111. The Landfill is a separate part of Solid Waste Management Process and not part of commercial pick-up. There is a flat file that is interfaced between the landfill and the CIS for Landfill customers who have a PO account for dumping.

Q112. RFP Pages 43-44 Interface #11; Lucity: Can you please elaborate on the business processes involving Lucity?

R112. Lucity is the maintenance management system used by water distribution, sewer collections, lift stations, the wastewater reclamation facilities, and the water treatment facility.

Q113. RFP Pages 43-44 Interface #11; Lucity: Which information is sent from CIS to Lucity?

R113. Lucity uses premises, customer, and meter information from the CIS to facilitate end user searching. There is a desire for additional integration between Lucity and the CIS with both service orders (generated in CIS sent to Lucity) and notes (generated in Lucity sent to CIS).

Q114. RFP Pages 43-44 Interface #11; Lucity: Which information is sent from Lucity to CIS?

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Q115. RFP Pages 43-44 Interface #12; Neptune: Is Neptune the only system that the future CIS will need to interact with to obtain meter readings and/or consumptions?

R115. At present time, yes, Neptune is the only system with interaction needed for meter readings and consumption. There is the potential for implementation of an AMI solution in the future.

Q116. RFP Pages 43-44 Interface #12; Neptune: Does MCUD have any AMR systems requiring integration to the future CIS?

R116. Not at this time but there is the potential for implementation in the future.

Q117. RFP Pages 43-44 General; New Construction Workflow: What is the workflow when a new building is constructed? When is the ESRI system updated with the

new service addresses? Which system handles permits? Which system informs ESRI about the new service address?

R117. MCUD gets a nightly extract of addresses and street centerlines. Accela manages permits. The addresses are fed into the Property Appraiser's workflows which enable Accela Permitting application. Additionally, addresses are fed into Public Safety's CAD 9-1-1 workflow and to the Utility Customer Service operations.

Q118. RFP Pages 43-44 General; Solid Waste – Routing: Which system (or process) is responsible for creation and management of solid waste pick-up routes?

R118. Residential accounts solid waste pick-up schedule is set by the hauler and housed in the CIS system. Commercial pick-up is set in the CIS system based on customer preference and the hauler is notified of the schedule.

Q119. RFP Pages 43-44 General; Solid Waste–Vendors: How many different solid waste haulers does MCUD work with?

R119. There are currently two (2) haulers in contract with MCUD.

Q120. RFP Pages 43-44 General; Credit Rating Service: Does MCUD require an interface with a customer credit rating agency?

R120. This is not a functionality in place today but MCUD is open to exploring this possibility.

Q121. RFP Pages 43-44 General; Electronic Payments: Who is MCUD's partner for electronic payments?

R121. Fiserv.

Q122. RFP Pages 43-44 General; Solid Waste-Pick-up scheduling and dispatching: Which system in MCUD's current landscape will manage solid waste pick-up activities?

R122. This is managed in the CIS system.

Q123. Attachment B-SaaS 5.1g; Building and Development Permitting: Does this requirement pertain to the integration to Accela? Are there other systems that supply information for building and development permitting?

R123. Yes, this pertains to Accela and there are no additional systems for permitting information.

Q124. Attachment B-SaaS 5.1f; Bill Presentation within CIS and CSS: Is this requirement identical to RFP Pages 43-44 Interface #7; FISERV?

R124. No, bill presentation is an integration with MCUD's bill print partner, InfoSend.

Q125. Attachment B-SaaS 5.1a; AMI Headend: Does MCUD expect a direct interface with the AMI system? Which AMI is MCUD using?

R125. Architecture is yet to be determined. Not currently using, this requirement is for future implementation.

Q126. Attachment B-SaaS 5.1g; Building and Development Permitting: Does MCUD use Accela for these functions? Are there any other Accela modules that the CIS will need to access?

R126. Yes, MCUD uses Accela for permitting information only.

Q127. Attachment B-SaaS 5.1k; Content Management: What content management system is currently in place at MCUD? What data is exchanged between the content management system and CIS?

R127. MCUD does not currently have a Content Management system; however, this is a potential future need of MCUD and would be helpful to see what experiences the proposers have interfacing with such systems. Not applicable.

Q128. Attachment B-SaaS 5.1m; Customer Self Service: What customer self-service functionality is currently available, aside from bill presentment and payment?

R128. Current functionality includes establishing payment extension/arrangement, requesting a recycle bin, sending us a message, updating phone number or email address, and viewing usage information.

Q129. Attachment B-SaaS 5.1s; Personal Identity Validation Services (SSN or Driver's License Number): What service is MCUD currently using for personal identity validation? Which processes will require personal identity validation?

   1. **MoveIN**
   2. **MoveOut**
   3. **Transfer**
   4. **Request Payment Extension**
   5. **Change Customer Profile over IVR**
   6. **Are there others?**

R129. MCUD does not currently have personal identity validation.

   1. Yes
   2. No
   3. No
   4. No
   5. N/A
   6. Primary use for personal identity validation is the establishment of a new customer record for creation of service at a premises.

Q130. Can the County please provide the number of channels per meter, the interval sizes, and the frequency that the data is retrieved per meter?

R130. MCUD does not currently have smart meters in place, but the County is exploring the option as a potential component to the future roadmap. MCUD has both radio-frequency and direct-read meters in the ground but are in the process of transitioning to primarily radio-frequency.

Q131. Main RFP PDF: Would the County be open to considering a proposal that includes the respondent's native payment processing solution within its portal in lieu of integrating with Fiserv's payments solution?

R131. The preference is to remain with Fiserv; however, the County would be open to considering other options.

Q132. Main RFP PDF: Would the County be open to sunsetting its current MDMS (Neptune) in favor of one that is native to the respondent's offering?

R132. The preference is to remain with Neptune; however, the County would be open to considering other options.

Q133. Can the County provide insight into its preferred change management approach for the CIS implementation? For example, would it like to own the change management approaches internally and supported by the implementation firm or have it owned completely by the implementation firm?

R133. The County's consultants, WCG & Carollo, will be providing change management leadership. There are also ITS processes in place, but they are typically reserved for production environment changes so would not be relevant for most of the project duration.

Q134. How does the County define End to End testing as it relates to UAT? How Is it different from End User Testing?

R134. Manatee County support staff uses both positive and negative testing with the end to end testing to verify that the system meets basic system requirements. Manatee SMEs perform User Acceptance testing to verify that the functionality of the system performs as expected.

Q135. With regard to considering a cloud hosted solution, does Manatee County have a preferred provider (e.g., Google Cloud Platform, Microsoft Azure, Amazon Web Services, etc.) or an existing infrastructure hosting provider?

R135. No, MCUD does not have a preference; however, due to differing privacy standards from country to country, all data must be stored and maintained in the US only.

Q136. For I. Tab 8, Proposed Solution Description, 2. Include screen captures and process flows, as necessary, to allow the evaluators to get a sense of the look and

feel of the proposed solution: Does this refer to screenshots of the overall proposed solution, or solely the customer self-service application?

R136. The screenshots are referring to both systems. Proposer shall add any images that it feels will provide the County with a sense of the solution's look, feel, and user interface.

Q137. When does The County plan to implement AMI?

R137. There is not a defined timeline, it is still in the very early stages of discovery.

Q138. Page 38 of the RFP indicates that there are 0 Field Service team members. Who performs field service work on behalf of The County? Please describe how the Lucity EAM and Service-Link systems are used today. Are there manual processes? If so, please describe these. Is the intent of this RFP to replace either or both of these systems?

R138. MCUD has Field Service team members, but they are not users of the CIS, therefore, they were not included in the totals. Lucity EAM is the maintenance management system used by water distribution, sewer collections, lift stations, the wastewater reclamation facilities, and the water treatment facility. In Service-Link, there is both a Dispatch and Mobile application. Service orders are generated in the CIS and sent to Service-Link to be worked by a Meter Services Technician. Upon completion, the service orders and relevant completion information is returned to the CIS. Yes, there are a multitude of manual processes that have been captured as improvement opportunities. In particular, there is a desire for additional integration between Lucity EAM and the CIS with both service orders (generated in CIS sent to Lucity EAM) and notes (generated in Lucity EAM sent to CIS). No, the intention is not to replace either system.

Q139. Can you provide more information regarding your process of maintaining multiple landlord relationships? Are these landlord relationships maintained simultaneously at the same service location?

R139. No, the landlord would be the current owner of record for that premise that has identified themselves as a landlord. Landlords can choose between being a leave on (water left on between tenants) or lock meter (water off between tenants).

Q140. What rebates are currently offered to customers? How is eligibility determined?

R140. There are multiple rebate programs currently being offered to include toilet replacement, showerhead replacement, and Florida Friendly Landscape, all of which have various eligibility requirements.

Q141. Can you elaborate on the 'snowbird' categorization? Is this information maintained at both the account and service location levels? What are some of the unique processes related to these account types?

R141. Manatee County is not currently offering this option but rather exploring options. This would be for the County's seasonal customers (six (6) months or less a year residency) for owner occupied homes.

Q142. Is the KIOSK going to be file based or a real time interface and who is the vendor for KIOSK?

R142. The architecture/vendor is to be determined.

Q143. Requirement FM 29.1.3: Could you please provide more details regarding requirement-"Ability to provide flexibility for utility to choose which charges/transaction codes/ID types affect the ledger immediately and which charges/transaction codes/ID types require billing before affecting the ledger"?

R143. The scenario for this requirement would be the ability to distinguish which charges immediately affect the customer's ledger balance and which charges require the billing process to take place to affect the ledger. An example would be a Late Fee that perhaps should be added the customer's ledger immediately to where the customer could see the affected balance via Customer Self Service, where as a Customer-Requested Meter Test Fee may not need to hit the customer's ledger and affect their balance until the next period's billing process takes place.

Q144. Which system is being used for financial (FICO) entries?

R144. OneSolution (just recently renamed to Finance Enterprise) owned by CentralSquare.

Q145. Can you provide more details regarding FMS?

R145. MCUD currently integrates with the County Clerk's Office and uses OneSolution (just recently renamed to Finance Enterprise) which is owned by CentralSquare.

Q146. Requirement FM 29.1.5: Can you please provide details regarding the requirement ability to build logical grouping for transaction codes/fees for queries and security set-up?

R146. MCUD is requesting this to assist in troubleshooting financial reconciliation issues.

Q147. Requirement FM 29.2.7-Ability to automate the closing of groups/approvals as part of the nightly batch process: Can you please explain on what is meant by "closing of groups/ approvals"?

R147. An example of this would be an unapproved payment batch with that day's payment date.

Q148. Requirement CLM 1.7.3 states "Ability to automatically identify accounts with no activity for a specified period to time". Can you please expand on what is meant by "activity"?

R148. Active accounts showing no billing, financial, or consumption history during a certain timeframe would be flagged.

Q149. Requirement MR 11.2.6 and MR 11.2.7: Please provide additional details regarding the capabilities used by the County for the Neptune Meter Data Management System.

R149. CIS is the system of record for premise information and for meter inventory. Neptune uses an export from CIS to collect meter reads and an import brings them back into the CIS.

Q150. Regarding requirement CSS 26.18.6, what 3rd party service does the County use, or plan to use to perform identity check and SSN validation?

R150. MCUD does not currently have personal identity validation and is interested in the vendor's perspective of options.

Q151. Requirement MR 11.2.8: Please provide additional information regarding the Outage Management System used by the County.

R151. MCUD does not currently have an Outage Management System in use and is interested in the vendor's perspective of options.

Q152. Requirement BF 23.2.1: Are backflow devices customer owned? Owned by the County? Or both?

R152. Backflow devices are customer owned.

Q153. What is the total water meter count?

R153. Refer to the RFP; Exhibit 1, Scope of Services; 1.1, CIS Customer Metrics.

Q154. Application and Technology Interfaces, Item 7 Fiserv: Is it possible for you to share the Fiserv API documentation for this interface?

R154. This integration is a key improvement opportunity for MCUD. The County's hope is that MCUD's next CIS would provide an improved integration with Fiserv as opposed to re-building or even building off of the already existing code. Thus, MCUD does not see significant value in disseminating the current code and making it public. Fiserv's API documentation would be proprietary therefore MCUD is unable to share until there is a partnership in place between vendors.

Q155. Attachments, General: Should there be important information that we feel should be included for completeness of proposal, can we include extra attachments (within reason) beyond the ones defined in the RFP?

R155. No, the County will request additional information if so desired. Proposer shall submit its proposal in accordance with the RFP, Exhibit 2, Proposal Response Requirements.

Q156. Attachment B, Technical Requirements Worksheet, SaaS 4.12: Please clarify what historical data MCUD is seeking to report on. Does this relate to effective-dated operational data or parameters, e.g., historical rate values/prices, or date/time stamped audit data?

R156. Manatee County currently pulls both historical consumption and financial data for various reporting purposes.

Q157. Attachment C, Functional Requirements Worksheet, CLM 1.1.3: Is this question referring to searching for a customer account using other names associated with the same account, e.g., relatives, other persons related to the same account? If not, please clarify the requirement, with an example if possible.

R157. This would be a return of account if name is listed as spouse, responsible party.

Q158. Do you have a list of reports and level of complexity of the reports that you wish to redevelop in the new solution?

R158. MCUD will not be able to send a list of reports as it would be to extensive and require explanations regarding the nuances and differences among seemingly similar reports. The expectation is that the current reports will be compared against the CIS system's core reports or other reporting capabilities as part of the Reporting Workshop during Implementation.

Q159. What type of database is Banner currently hosted on? and the version of the database?

R159. Oracle 11.2.0.4.

Q160. How many smart meters do you have installed? Do you have any other types of Meters?

R160. MCUD does not currently have smart meters in place; however, the County is exploring the option as a potential component to the future roadmap. MCUD has both radio-frequency and direct-read meters in the ground but are in the process of transitioning to primarily radio-frequency.

Q161. Do you currently have any integration software (mulesoft, biztalk, etc) or are all the current interfaces point to point?

R161. MCUD does not have any integration software; all current interfaces are point to point.

Q162. In the technical requirements under PCI compliance is MC looking to change payment processors or leverage the same ones?

R162. The preference is to remain with Fiserv; however, the County would be open to considering other options.

Q163. Does MC currently store PCI information in Banner today? Is that a practice they wish to continue?

R163. MCUD does not store any credit card processing data in the current CIS. MCUD does store the last four (4) of social security numbers and driver's license/passport numbers which are encrypted.

Q164. Does the current Neptune MDM meet all the needs of MC or are you interested in another solution?

R164. The preference is to remain with Neptune; however, the County would be open to considering other options.

Q165. In A.04 – Submission of Proposals, the RFP states 'Electronic submissions must be submitted on a Universal Serial Bus (USB) drive or a Compact Disc (CD) in Microsoft Office® or Adobe Acrobat® Portable Document Format (PDF) in one (1) file that includes all required Tab sections shown in Exhibit 2 in a continuous file.' However, it appears that the following separate files are requested for the electronic submission: Four Excel Files – Attachments B, C, D, and H; Five PDF or Word files – Attachments A, E, F, G, I. Can you confirm that the electronic submission should have at least 10 separate files (including a PDF of the main proposal)?

R165. Refer to the RFP; Exhibit 2, Proposal Response Requirements.

Q166. Pertaining to the question above, should the 'Original' and 'Copy' hardcopies include printed versions of the Excel and PDF Attachment files, or just the main PDF of the proposal?

R166. Refer to the RFP; Exhibit 2, Proposal Response Requirements. Proposer shall submit Attachments with its proposal, as separate documents, in accordance with Section A.04, Submission of Proposals and Exhibit 2, Proposal Response Requirements.

Q167. Should confidential information in the two hard copies ('Original' and 'Copy') be marked 'trade secret' in every location in the document, or is providing a reference to the confidential information in Tab 4 – Trade Secrets, as well as both hard copy and electronic redacted proposals, sufficient?

R167. Refer to the RFP; Section A, Instructions to Proposers; A.28, Trade Secrets; and Exhibit 2, Proposal Response Requirements; E; Tab 4, Trade Secrets.

Q168. In TAB G – Background and Experience, are we required to provide email addresses and telephone numbers for key project personnel, or just the email address and phone number for the office they work out of? Providing this information in a public forum, available to our competitors, could be harmful.

R168. Include the address of their current primary office location, office email address, and office phone number.

Q169. Can we get a copy of the current "contract" with the existing contractor for providing "Utility Customer Information System"?

R169. Per the Florida Public Records Act, you may submit a Public Records Request by contacting the Manatee County Public Records Division. The Florida Public Records Act provides individuals with the right to access, inspect, and copy existing public records. It does not mandate the custodian answer questions about or related to County records or County business. It also does not mandate the County create new records or reports to accommodate a request for information.

Q170. Currently, how much the County is spending Annually on the "Utility Customer Information System"?

R170. See R169 above.

Q171. What is the budget range for the current project's implementation cost and annual cost?

R171. See R169 above.

Q172. When County is planning to start the project? Any tentative date?

R172. The project start date is dependent on the RFP Award Date.

Q173. When County is planning to go live? Any tentative date?

R173. MCUD is not specifying a set implementation schedule. The County is interested in the vendor's recommended timeline based upon the vendor's methodology, previous experience, and proposed staffing levels from the vendor and MCUD.

Q174. What is the customer count? It looks like around 125,000 from RFP. Please confirm?

R174. Refer to the RFP; Exhibit 1, Scope of Services; 1.1 CIS Customer Metrics.

Q175. Refer to page #38, the total of employees is 129. Can we assume that these 129 will use the new CIS system?

R175. The employee count of 129 is intended to represent the CIS users. The actual employee count of MCUD is much larger.

Q176. Is Whitlock Consulting Group part of evaluating committee for this RFP? If not, then the County's internal committee will evaluate the RFP?

R176. Refer to the RFP; Section B, Evaluation of Proposals; B.01, Evaluation. Whitlock Consulting Group is not part of the Evaluation Committee.

Q177. There are 22 regular cycles ranging in size from 2,684 to 11,251 accounts. Are these billing cycles monthly or quarterly?

R177. Regular billing cycles are billed monthly.

Q178. There are 13 special cycles that average less than 300 accounts. Are these billing cycles monthly or quarterly?

R178. 12 of the special cycles are billed monthly, one (1) is billed quarterly.

Q179. Refer to section 2.8, In addition to consumption-based billing, the system needs to support Solid Waste billing: How many accounts are there? Are these billing cycles monthly or quarterly?

R179. There are approximately 116,000 solid waste service levels on approximately 114,000 premises that are billed for solid waste services. They are billed monthly in either normal or special cycles.

Q180. Refer to Page #45, A minimum of 5 conversions are needed to support the multiple implementations and testing phases: What is the expectation of the County from this point?

R180. The County's broad expectations are that the vendor will perform an adequate number of iterations to prove that the converted data is of the highest integrity, that the process is efficient and repeatable, and that clean data will be provided for critical testing stages.

Q181. Refer to Page #46, Successful completion of a minimum of two Mock Go-Lives: What is the expectation of the County from this point?

R181. Referring to R180, proving that the process is efficient and repeatable is the expectation of this statement. It needs to be proven and practiced that all Go-Live tasks, including the data conversion and integrity testing, can be completed within the County's provided window of time.

Q182. There are two sheets first is "On-Prem" and the second sheet is "SaaS" in the "21-R077300BB_Attachment_B_MCUD_Technical_Requirements_Worksheet". If we are proposing a SaaS-based solution then do we need to respond to both sheets or only "SaaS". Please confirm?

R182. As is stated in the 'Instructions' tab of the Technical Requirements Worksheet, if the solution being proposed is a SaaS solution, then you will only need to complete the 'SaaS' tab.

Q183. Is County using AMI-based Neptune meters only?

R183. MCUD does not currently have smart meters in place, but are exploring the option as a potential component to the future roadmap.

Q184. Any manual meter reading in use?

R184. MCUD has both radio-frequency and direct-read meters in the ground but are in the process of transitioning to primarily radio-frequency.

Q185. What Asset management system is in use?

R185. Enterprise Asset Management (formerly Lucity) owned by CentralSquare.

Q186. What Content management system is in use?

R186. MCUD does not currently have a Content Management system; however, this is a potential future need of MCUD and would be helpful to see what experiences the proposers have interfacing with such systems.

Q187. What Backflow systems are in use?

R187. There is a homegrown web application that integrates with the CIS.

Q188. What payment gateway is used?

R188. Fiserv.

Q189. How is SSO implemented?

R189. SSO with Fiserv is currently SAML; however, this integration is a key improvement opportunity for MCUD. The County's hope is that MCUD's next CIS would provide an improved integration with Fiserv as opposed to re-building or even building off of the already existing code.

Q190. Are you looking for over-the-counter transactions in the new CIS system?

R190. Yes.

Q191. What tool is used in the county for remote access?

R191. GlobalProtect.

Q192. The meaning of Customer Information System is that the new system is accessed only by the County's staff. The system will have meter management, billing management, customer management, cash & online payment management, service order management, collection management, etc. Please confirm?

R192. The County is seeking a standard commercial-off-the-shelf Utility Billing and Customer Information System that has integrated utility best practices.

Q193. The meaning of Customer Self System is the new customer portal, where customers can log in to see their utility consumer, billing history, payment history, make payment, service order creation, etc.

R193   The County is desiring a Customer Self Service system that can perform the provided system requirements for Customer Self Service.

Q194. Are we allowed to add/delete roles in the staffing excel sheet "21-R077300BB_Attachment_H_Staffing_Worksheet"?

R194. Yes; however, the same level of information will need to be provided.

Q195. Can we add our supporting information in additional attachments for details?

R195. No, the County will request additional information if so desired. Proposer shall submit its proposal in accordance with the RFP, Exhibit 2, Proposal Response Requirements.

Q196. Can the response be submitted online or by e-mail?

R196. No, refer to the RFP; Section A, Instructions to Proposers; A.04 Submission of Proposals.

NOTE:
Deleted items will be struck through, added or modified items will be underlined. All other terms and conditions remain as stated in the RFP.

INSTRUCTIONS:
Receipt of this Addendum must be acknowledged as instructed in the solicitation document. Failure to acknowledge receipt of this Addendum may result in the response being deemed non-responsive.

END OF ADDENDUM

AUTHORIZED FOR RELEASE