ADDENDUM NO. 1

Updated: August 5, 2022

Reference: **City of Billings Request for Proposal for Public Works Utility and Miscellaneous Billing Statement Printing and Mailing Services**

Closing 08/26/22, 5:00pm Local Time

Prospective bidders have submitted the following question or requests for information. A response to each question and/or documentation providing the requested data is contained or attached herein and is provided for informational purposes only. Addendum changes to the Contract Documents follow in the next section.

General Inquires and Responses:

Question and Data Reference	Response or Documentation
• Will it be acceptable to format the functional requirements found in the RFP in a table to make our responses more obvious and easier to read? • Can the Functional and Technical Requirements be submitted as a separate Excel or Table document in Word?	Yes.
Is there a defined amount/years of data that the City would like to convert from CitySuite?	Seven years of account and service data history would be preferred but can be discussed and negotiated.
Would the City like to receive any template agreements as part of the proposals?	The City has a standard agreement that is used. If a vendor anticipates not being able to sign our agreement, please state as such and provide your template.
Should vendors submit redacted copies to protect confidential and proprietary information under the Freedom of Information Act?	What type of information do you believe needs to be redacted?
• Is the City open to replacing WaterSmart with a similar Customer Portal that is pre-integrated with the CIS and Mobile Field Service Applications? • Currently, the City utilizes WaterSmart as your customer portal, will the City be evaluating a new customer portal as part of this RFP?	The City would consider moving to a similar Customer Portal in the future if the solution provided already pre-integrated with the CIS and Mobile Service Applications.
Additional information is requested on the storage and possible presentation of interval data. Is the City interested in an optional solution where the CIS Vendor stores and maintains interval data history and then uses that data in conjunction with other core applications (CIS, Customer Portal, Mobile Field Service)?	Yes. If your solution provides the ability to obtain water usage by specific intervals, please include in your proposal.
Does the City have a preference between True Cloud Native (Software as a Services) vs. Hosted Software?	The City would prefer SaaS.
How many users are required for Mobile Field Service? Please include a breakdown by category.	• Field Technicians – approximately 10 • Dispatchers – approximately 10 • Read Only Users (Executives/Supervisors) – 5

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Does the City currently manage a Backflow or Cross Connection program? If so, what software is the City currently using to manage the Backflow program? Many CIS systems will also offer the ability to manage Backflow Programs within the CIS platform, if the vendor offers functionality to support the administration of a backflow program is the City interested in optional pricing for this functionality? If so, please provide the number of Testable Assemblies the City currently manages.	The City currently manages their Backflow using CityWorks and is not currently interested in switching. We are open to a possible integration to communicate with the new software to assist in shutting services off for non-compliance of the Backflow device.
Integration to Cash Receipts is mentioned in the RFP. Does the City not intend to use the Cashiering functionality native to the CIS for all Cashiering?	If cashiering functionality is included in the CIS solution, please propose that.
What is the City's current Financial System for integration to General Ledger & Accounts Payable?	The City's current ERP solution is CitySuite, Harris Systems.
Has the City reviewed any demonstrations from other vendors prior to releasing the RFP? If so, can you please provide a list of those vendors?	Demonstrations were reviewed prior to releasing the RFP. Those vendors include: • Starnik • Muni-Link • MuniBilling • Tyler Technologies
Are there any specific reporting needs that have been identified or is it acceptable to include a bucket of hours to cover custom reporting needs, or is it preferred to handle this via change order as needed during the project? (Functional requirements, #9)	The City has not identified additional reports other than what is listed in the RFP. We are asking for all costs so if there would be additional costs required to build additional reports, please include in the proposal.
What is intended by "Be a fully integrated GIS solution"? We assume the City is using ESRI for their GIS and would want full map-layer integration, does this meet the requirement? (Functional requirements, #10c)	Yes.
Can the City provide the IT Security Specifications noted? (System technical requirements, #1e)	The City has established control standards and policies that align with the NIST Cybersecurity Framework. The latest revision of NIST SP 800-53 is used for control adherence evaluation established after developing a security categorization utilizing FIPS PUB 199. Thus, Proposer shall provide reasonable proof, through independent audit reports, security scans of operating systems, code or the technology environment provided; that the proposed system meets or exceeds federal and State of Montana security requirements to ensure adequate security and privacy, confidentiality, integrity, and availability of the City's data and information technology.
Is the City fully AMI enabled for the water meters? Is there a problem with the Neptune 360 MDM solution? (Value add, #1a)	Yes. The City is still experiencing some problems with Neptune 360 and continues to work with them towards resolution.

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Does the City currently produce all bills in-house? If not, who is the provider? (Value add, #1b)	All bills are produced in-house and sent to an outside vendor, InfoSend, for printing and mailing. Bills/customer accounts that are designated as paperless receive invoice notifications and presentment by our payment processing vendor, Invoice Cloud.
Does WaterSmart or Invoice Cloud already provide the EBPP features? Is there something lacking or additional that is desired? (Value add, #1c)	Invoice Cloud and WaterSmart, through a SSO integration, currently provide the EBPP feature.
Is the City interested in an Outage Management Solution, or does it already have one and is interested in how that information can be displayed to customers? (Value add, #1d)	The City is interested in obtaining information regarding an Outage Management Solution.
Does the City have an outsourced Collection Agency they use when unable to collect? If so, is there an interface required for that?	The City does outsource to a collection agency. Currently, an interface does not exist for this.

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