



ADDENDUM NO. 2

Updated: August 11, 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
Of the 33,000 metered customers, are all of those with smart meters?	All meters are smart meters.
Just confirming that the scope of the project is just for utility services, and not for any other miscellaneous or general billing to customers, internally or externally, correct? In other words, is the City looking for the CIS to handle non-utility related billing (i.e false alarm bills, etc)?	The project scope is for Utility billing only. All other accounts receivable billing will be through a different platform.
What is the last date that questions can be submitted relating to this RFP?	The final date for question submission will be August 16, 2022.
<ul style="list-style-type: none">Does the City of Billings have a preferred target "Go Live" date in mind? Also, does Billings prefer a shorter, more aggressive timeline, or a more conservative, less aggressive timeline due to internal resource challenges, or is Billings flexible regarding the implementation timeline?Approximately when the city is planning to go live with the new system?	The City's timeline for "Go Live" would be approximately 1 year from execution of the contract.
Can the City please elaborate on how the PDF bill images are currently being created and stored and by which entity (i.e. Billings or 3rd party)? Also, if it is done internally by Billings current system, then can we assume that the new system will be required to assume this responsibility. If it is handled by an external 3rd party, then can we assume that they will continue to be responsible for this? Please share name of external 3rd part, if applicable.	The PDF bill images are currently created and stored in the current billing software and the selected vendor will be required to assume this responsibility.



Can you please verify that the City's GIS system is ESRI? Since the City uses CityWorks, we assume that this is most likely the case, but we did not see where the provider was listed in the RFP.	The City's GIS system is ESRI.
Can the City elaborate more on how service request for the billing and meter reading field techs are being handled today? If the City can provide a list of the required billing and meter reading service requests.	Service requests are primarily handled through paper service orders. The field reps do have access to information via iPad. However, service orders are not currently being worked, closed out, etc. using the iPads. The current process is manual. Current service requests are provided in the attachment. SEE ATTACHMENT A
Also, can they elaborate on any existing interfaces (manual or automated) between the billing and meter reading with the Work Order System and/or field technicians that are utilizing CityWorks currently?	Currently this does not exist. We are looking for integration options with CityWorks.
Is it possible to submit the proposal through e-mail?	Please see RFP, Section 2.6 Proposal Submission.
What are the areas of the existing applications the city is not very satisfied with? Please give us some examples.	The current system doesn't provide very good checks and balances and is dependent on more manual processes. The system does not provide standard reporting options, nor does it provide the option of Ad Hoc reports. We are looking for a more robust reporting system. The ability to make customized changes has been difficult and requires significant SOW's to make changes. There has also been an issue with timeliness in changes and we have experienced multiple times where support has been requested for issues but have yet to be closed out.
Currently, how much the city is spending Annually on the "Utility Billing System"?	Approximately \$32,000.
<ul style="list-style-type: none">• What is the budget range for the current project's implementation cost and annual cost?• Is the City able to provide budget figures for implementation (one-time cost) and SaaS subscription (ongoing costs) pertaining to this initiative?	Approximately \$700,000 in implementation costs. On-going costs are negotiable dependent on what the solution is providing, and additional value items added. Annual cost for our current solution is approximately \$32,000.
Is the city looking for a web-based Customer Self Service Portal and Mobile apps?	The City currently uses WaterSmart for our customer portal and mobile applications. If your solution provides a customer portal, please include it in your proposal.
Which e-payment and lockbox systems are used?	The City currently uses Invoice Cloud for e-payments and Remit Plus is utilized for the lockbox system.
Is City looking for Service Order Management System or just wants to integrate with the existing CityWorks?	Please see RFP, Section 3.2, 8. i.



What are City's Web applications that need to be integrated with the proposed solution?	Harris CitySuite Financials InvoiceCloud Routeware Neptune 360 WaterSmart CityWorks
How is Neptune 360 integrated with the current CIS via daily/weekly/monthly feed files or real-time integration via API?	The City's workgroup currently accesses information from Neptune 360 via an export/import process for monthly reads. All other access to Neptune 360 and our customer information is done through their support site as their customer portal.
How many City staff will attend the training?	Approximately 15 people. The City would request that training be scheduled in separate tracks to allow for staffing of our customer service center.
Can the City identify its preference for a Train-the-trainer (TTT) training approach or an End-user training (EUT) approach? If EUT, can the City project the total number of end users for the new UB solution?	The City would prefer the EUT approach for the UB solution. Consideration would be given to the TTT approach for the field reps. End-users would be approximately 15 people, while the field reps would be approximately 10 additional people.
Is City open for New Mailing & Printing Service provider?	We are currently under contract. Prior to contract expiration, the City will go out for proposals through our normal RFP process.
It is a short time line during summertime leave, if there any possibility of the City considering an extension of the deadline?	No.
Can the City break out the specific number of accounts for each service type? <ul style="list-style-type: none">• Water – residential• Water – C&I• Sewer – residential• Sewer – C&I• Solid waste – residential• Solid waste – C&I (if applicable)	<ul style="list-style-type: none">• Water – residential – 30,000• Water – C&I – 3,000• Sewer – residential – 33,000• Sewer – C&I – 3,600• Solid waste – residential – 33,600• Solid waste – C&I – 2,700
Does the City have a specific testing approach or testing requirements for solution implementations?	The City is open to different options but do require a test environment prior to implementation.
Does the City have a change management process in place, or does it look to the implementer to lead change management?	The project will have a team to work with the implementer to make the process run smoothly.
Does the City absorb transaction fees or pass them through to customers?	The City absorbs these costs.
As the City is seeking to replace Harris CitySuite utility billing, is there an intent or discussion to replace Harris CitySuite financials with a new ERP/financials solution in the near future?	The City has discussed the possibility of going out for proposals for a new ERP/financials solution but there has been no final decision.
Currently which vendor is providing the "UTILITY BILLING SYSTEM"?	Harris CitySuite CIS



Provide us a list of all external systems that the proposed system will be interfaced with. Provide us with the technical platforms like OS, databases, etc.

Neptune 360, Invoice Cloud, and WaterSmart are cloud based software. Routeware, CitySuite Financials and CityWorks are SQL based and on premise. Currently all interfaces are done through API's or through an export/import process from one system to another.



ATTACHMENT A

Service Order Description	Type
Add Garbage	Connect Service
Add Service	Connect Service
Check Curb Valve	Miscellaneous
End Garbage	Disconnect Service
Frozen Meter	Meter Replace
Head Change	Meter Register Replace
High Consumption	Miscellaneous
Install RF for Sewer Meter	Miscellaneous
Leaky Meter	Miscellaneous
Locate Curb Valve	Miscellaneous
Meter Change	Meter Replace
Meter Test (large 3" or Larger)	Miscellaneous
Meter Test (small 2" or Less))	Miscellaneous
New Install	Connect Service
Off Non-Payment	Miscellaneous
Off Order	Disconnect Service
Off/NSF	Miscellaneous
Off/Repair	Miscellaneous
On After Repair	Miscellaneous
On Order	Connect Service
On/non-payment	Miscellaneous
Other	Miscellaneous
Payment Arrangement Breached	Miscellaneous
Pull Meter For Demolition	Miscellaneous
Read Only	Meter Read
Remove Meter	Meter Remove
Repair RF	Meter Register Replace
Service Leak	Miscellaneous
Stuck Meter	Meter Replace
SW Extra	Miscellaneous