

Addendum #2



Project Information

Project Name: City of Greeley Utility CIS Replacement

Bid Number: F23-07-062

Date: 7/24/2023

Project Manager: Krystal Dilka

This addendum represents the questions received through July 26. Additional questions received by the inquiry deadline will be responded to in a final addendum by the date listed in the RFP.

Addendum Questions

Question #1 What is the number of Backflow devices in your system?

Answer As of today, we have 4531 active devices in our inventory.

Question #2 What is your testing procedure for backflow devices?

Answer The owner of the backflow device is required to test the backflow annually by a certified backflow tester (either ASSE or ABPA). The test reports are submitted through Swift Comply and QC'd for accuracy.

Question #3 What is the number of AMR, AMI and Traditional Meters we have installed?

Answer We have a total of 29,615 meters. 18,166 are AMI. 11,499 are AMR.

Question #4 Would the City consider extending the due deadline by 1-2 weeks due to vacation season?

Answer The response timeline is six weeks. This should be sufficient.

Question #5 Section 2.1 Deadline for Proposals Page 14 & 15 - Please confirm the required delivery of the proposal. Page 15 of the RFP states to submit one electronic copy of the technical and separate cost proposal via email and then later says to mail the proposal via FedEx and that they not be received by e-mail.

Answer Proposals shall be submitted via email as described in section 2.1 of the RFP.

Question #6 If we are to email the Technical and cost Proposal in one email, please confirm that the requested spreadsheet documents can be submitted as an attachment.

RFP F23-07-062 CIS System Selection - Specifications.xlsx

F23-07-062 CIS System Selection - Pricing Forms.xlsx

RFP F23-07-062 CIS System Selection - Vendor Forms.docx

RFP

Answer	Yes, these files must be submitted in this format.
Question #7	Requirements 264 – 310, Device Management, Is City of Greeley asking vendors to propose a Meter Data or Device Management system as part of the solution, or, does City of Greeley’s AMI system include a Meter Data and Device Management solution?
Answer	Please refer to the specifications attachment for specific requested functionality. Based on this, meter data management functionality is not requested, however device management functionality is requested (for purposes of inventory management, assigning meters to accounts, etc.). The City currently uses Beacon's solution for Meter Data Management.
Question #8	Requirements 481 – 517, Service and Work Orders, Is the City of Greeley seeking a proposal on a Mobile Work Management System? Or will Cityworks provide Mobile Work Management and proposers should integrate with Cityworks?
Answer	We are. Please refer to the requirements. The decision if mobile work management (for customer-related service orders) will occur in a proposer's solution or Cityworks has not been made. Work management un-related to customer accounts will be performed in Cityworks. Greeley has seven meter field staff and we will need approximately 25 to have view only capability.
Question #9	Requirement 317, Process Payment, Is the City of Greeley seeking an IVR system too? Or is the requirement to integrate with an existing IVR system?
Answer	We do not currently have an IVR system but we wish to implement one. We are working with our current phone provider to better understand our path and options.
Question #10	The target go live date says end of 2024, is there something driving that date?
Answer	That is our estimated date but we know this may need to be adjusted based on things like rate changes, busy times, etc. Our funding cycle ends December 31st each year.
Question #11	Section 3.5.9 Operational Redesign chart of accounts - Will change management and best practices to be deployed be part of the services you need or will you do in house?
Answer	We will do change management in house but we want the vendor to contribute and give advice for best practices as we implement change management.
Question #12	Should the reference form and company background form be included in the section for client references or required forms section?
Answer	The City prefers the reference form is included in section 9 of the proposal under "client references," however either section is acceptable. The company background form should be included in the original format RFP F23-07-062 CIS System Selection - Vendor Forms.docx file.
Question #13	If the proposed solution can meet the customer's portal requirements outlined in the RFP and conservation and related notifications, is the City open to replacing Water Smart?
Answer	Greeley is open to other vendor's customer portals if they meet the requirements outlined in the RFP. A change management approach for Greeley's water customers will be needed and should be included in the response.
Question #14	Who is our 3rd party Oracle integrator?
Answer	We will either use in house system administrators to help with this or we will utilize our 3rd party Oracle consultants "Metaformers".

Question #15	City of Greeley uses and listed PCI compliant payment providers in the RFP. Is the City open to alternative payment providers that are better integrated?
Answer	Yes, the City is open to other merchant services providers but would request pricing be included to compare against our current provider.
Question #16	Do you require original signatures or digital?
Answer	The City uses DocuSign and this is acceptable or originals.
Question #17	Does the city have staff capable of managing any extracts, load, and data conversions or do you need vendor assistance with this?
Answer	Yes, as described in section 3.5.3 of the RFP. Vendors may propose additional optional assistance as desired.
Question #18	Is the City open to mobile field management to go along with CIS?
Answer	You may propose or list this in the optional section.
Question #19	In requirement 264-310 device management - is the City asking vendors to propose a meter data or device management system? Does your current AMI system include this or are you open to it?
Answer	Refer to question 8.
Question #20	In requirement 317 Processing Payments - is the City looking to purchase and IVR system or do we currently have one?
Answer	Please see response to question 9
Question #21	Should all of these be included in the optional pricing section (Mobile Field Management, Meter Data & Device Management, and IVR)?
Answer	Please refer to the responses to questions 8, 9, and 18.