



City of Santa Fe, New Mexico

Addendum No. 1 – August 17, 2016

Request for Proposal 17/06 for UTILITY CUSTOMER INFORMATION AND BILLING SYSTEM SOLUTION IMPLEMENTATION PROJECT MANAGEMENT AND CONSULTING SERVICES

Date of Advertisement: July 26, 2016

Due Date and Time: August 23, 2016, 2:00 PM Mountain Time

City of Santa Fe Purchasing Office
Attn: Robert Rodarte
Building "H"
2651 Siringo Road
Santa Fe, New Mexico, 87505

Questions and City Responses

Question 1. Schedule-timeline: Does the City have a desired "Go-live" date? If not, does the City have a sense of the project duration, given a November 2016 start date?

Response 1. Based upon discussions during the Berry Dunn project assessment, the remaining project duration is estimated between 6-9 months. We would like to set a goal for a go-live date of July 1, 2017.

Question 2. We can find no mention of data conversion in the RFP and have some questions:

- a. What is the status of data conversion?
- b. Have there been any data conversion runs performed?
- c. Has data reconciliation been defined?
- d. Is there a conversion strategy document already written?

Response 2. a. The data conversion is 90% completed.
b. There have been 4 data conversion completed.

- c. The data reconciliation has been defined.
- d. There is not a formal data conversion strategy written.

Question 3. Information for Proponents, item 7, Resident, Local and Veteran Preference, paragraph 1, RFP page 6: Please provide text that is missing between "...over those businesses," to "policy is to give preference..."

Response 3. The statement is complete as written. There is no missing text.

Question 4. Scope of Work, Statement of Work, bulleted list, RFP page 12?

- a. There is a bullet "Lead the team in development": Who are the team members, vendor & city, that are doing the "development" and what kinds of development is being done, i.e., modifications to Infinity, interfaces, customer reports, bill prints design etc.?
- b. There is a bullet "Lead the team in Development of Forms". Please confirm what types of Forms you are referencing. Are these paper based or graphical user interface/screen forms?

Response 4. a. The City's Core team members consist of one staff from billing, one staff from customer service, one staff from collections, one staff from finance, one staff from environmental services, one staff from waste water and one technical staff.

Advanced team had one conversion specialist, one trainer, one developer, one implementation specialist. All development is being completed by Advanced. The development includes interfaces, functionality for Environmental Services billing, reports and bill print.

- b. The forms are paper based forms i.e. service orders and collection notices.

Question 5. RFP Response Format, item d. Cost Proposal, RFP page 17: This section refers to Exhibit D, but the RFP lists Exhibit H.

- a. Please confirm if Exhibit H is the correct form?
- b. If so, please define what you mean by 'fully loaded' related to the Hourly Rate? Does this include travel expenses?

Response 5.

- a. Yes, you are correct Exhibit H is the correct form
- b. Yes, it means to include Travel expenses

Question 6. Appendix A, Assessment Area 5: The interface with CityWorks was abandoned; is it the City's desire to include this in the resumed project? If yes, what functionality of CityWorks is being considered?

Response 6. Cityworks was not critical to go-live, as a result it was not a priority. The intent is to continue with the Cityworks interface. The interface functionality will include the import/export of service order information between CIS and Cityworks.

Question 7. Appendix A, Assessment Area 5: It was reported that the City's implementation of smart water meters was not considered as part of this project and no integration has taken place to date. If true, how does the City plan to read meters?

Response 7. The City is using Beacon Badger smart meters to read meters, there would need to meter reading interface between CIS and Beacon Badger meter reading system.

Question 8. Appendix A, Assessment Area 6: It was reported that the conversion process would not handle unapplied payments. Please describe the nature of the issue and any previous attempts at solving it.

Response 8. The conversion process used by Advanced does not allow any converted unapplied cash payments to be applied to open invoices. As a result Advanced proposed a solution to bring unapplied payments over as adjustments pending processing so they could eventually be applied to invoices. Also the City is currently working on applying the unapplied cash to open invoices to reduce the number of transactions that will need to be processed in this manner.