

**EL PASO WATER
PURCHASING DEPARTMENT
1154 HAWKINS BLVD.
EL PASO, TEXAS 79925**

Customer Information System and Implementation Services

REQUEST FOR PROPOSAL NUMBER RFP04-18

ADDENDUM NUMBER 1

January 26, 2018

Attention of all bidders is directed to the following addendum to this Request for Proposal:

A. Response(s) to Bidder's question(s):

- **Question:** CIS RFP Section 4.4.16 mention liens. Please confirm if El Paso Water applies liens to properties. *(We did not see liens in the functional matrix.)*

Answer: Liens are utilized for all promissory notes but are not currently tracked within the CIS system. If the new CIS system can accommodate the tracking of liens this would be a benefit but is not a functional requirement for the new system.

- **Question:** The RFP asks for a 24 month implementation. Please help us understand what are the contributing factors for the implementation to be 24 months.

Answer: Based on the experience of our consultant, on average, non-SaaS projects of EPWater's size and scope (CIS and MWM) along with the resource levels available at EPWater take approximately 24 months to implement (and allow for full knowledge transfer) regardless of Vendor.

In an effort to compare "apples to apples" when looking at implementation costs and discourage vendors from suggesting shorter projects simply as a means to show a lower cost, EPWater is requesting costs for a 24-month implementation. In addition, if a Vendor does not agree with the 24-month timeframe we encourage alternative suggestions and pricing; however, still request that pricing be provided for the 24-month timeframe. In the event as SaaS model is being proposed EPWater will not require the Vendor to adhere to the 24-month timeframe and should price out the implementation as recommended.

- **Question:** Is it possible to extend the due date of this RFP into early March? *(We have reviewed the RFP response requirements and key dates of the RFP process. In order to provide the most comprehensive bid response to include all areas of our products and services, Oracle respectfully asks for a due date extension.)*

Answer: There will be no extension at this time.

- **Question:** Can companies from Outside USA can apply for this? (like,from India or Canada)

Answer: Yes

- **Question:** Would we need to come over there for meetings?

Answer: EPWater would expect an onsite presence for Demonstrations if you were selected as a short list finalist; however, discovery sessions can be done via teleconference. An onsite presence is mandatory for implementation.

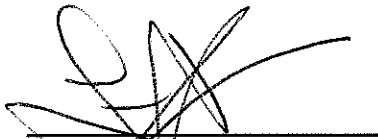
- **Question:** Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer: Yes

- **Question:** Can we submit the proposals via email

Answer: Proposals must be submitted in accordance with Section 3.5 which requires 8 hard copies and a USB. Email would not meet this requirement.

Bidder shall acknowledge receipt of this addendum and submit this acknowledgment with their bid submittal. Failure to acknowledge addendum(s), may result in rejection of bid.



Levi Chacon
Purchasing Agent

BIDDER'S ACKNOWLEDGEMENT OF RECEIPT



RGuevara