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 2

February 14, 2018

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

PROPOSAL DEADLINE HAS BEEN EXTENDED TO MARCH 6, 2018 AT 11:00AM MST

A. Clarifications:

Section 2.2 of the RFP correctly lists the optional modules. These are value add for EPWater but are not required for a complete bid. Optional Modules are not part of the scored evaluation.

Conflicting dates of 02/14/18 and 02/16/18 for last day for questions. The correct deadline for questions is 02/16/18

Clarify description in 7.0 EPWU Interface Listing – row 9 ESRI ArcGIS/ Stormwater Billing. GIS stores and calculates the impervious area of a property which is then interfaced with enQuesta. enQuesta calculates the appropriate fees based on the impervious area.

Clarify 7.0 EPWU Interface Listing – row 6 Badger – Frequency meters. This interface is Badger to CIS not SPMR. Meter reads are brought into the Badger application in batch form and then uploaded into enQuesta.

Regarding the 24 month project timeline: EPWater requests all vendors price out and plan for a 24-month implementation. If Vendor believes that this is an unreasonable timeline (too long or too short) Vendor is encouraged to provide an alternate project proposal and pricing but MUST also include pricing for a 24-month implementation.

In 2.0 EPWU Functional Matrix BM 6.24.3 System has the ability to create and print Q-Codes – This item should correctly state "QR codes".

Clarification on payment provider strategy: EPWater currently utilizes Fiserv as a payment provider. Vendors who wish to provide an alternate payment solution as part of their proposal can do so as an Optional Module. Optional Modules are not scored in the evaluation. In the event that an alternate payment provider is proposed Vendors must still price out the Fiserv Interface as part of the mandatory solution.

B. Remove:

Requirement 2.1.18 is Out of Scope and may be disregarded.

C. Delete and Replace:

Duplicated numbering in Response Template: EP Water has provided an updated Response Template to correct numbering formatting only. No changes have been made the substance of the questions.

Delete current interface diagram and replace with attached updated interface diagram

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.

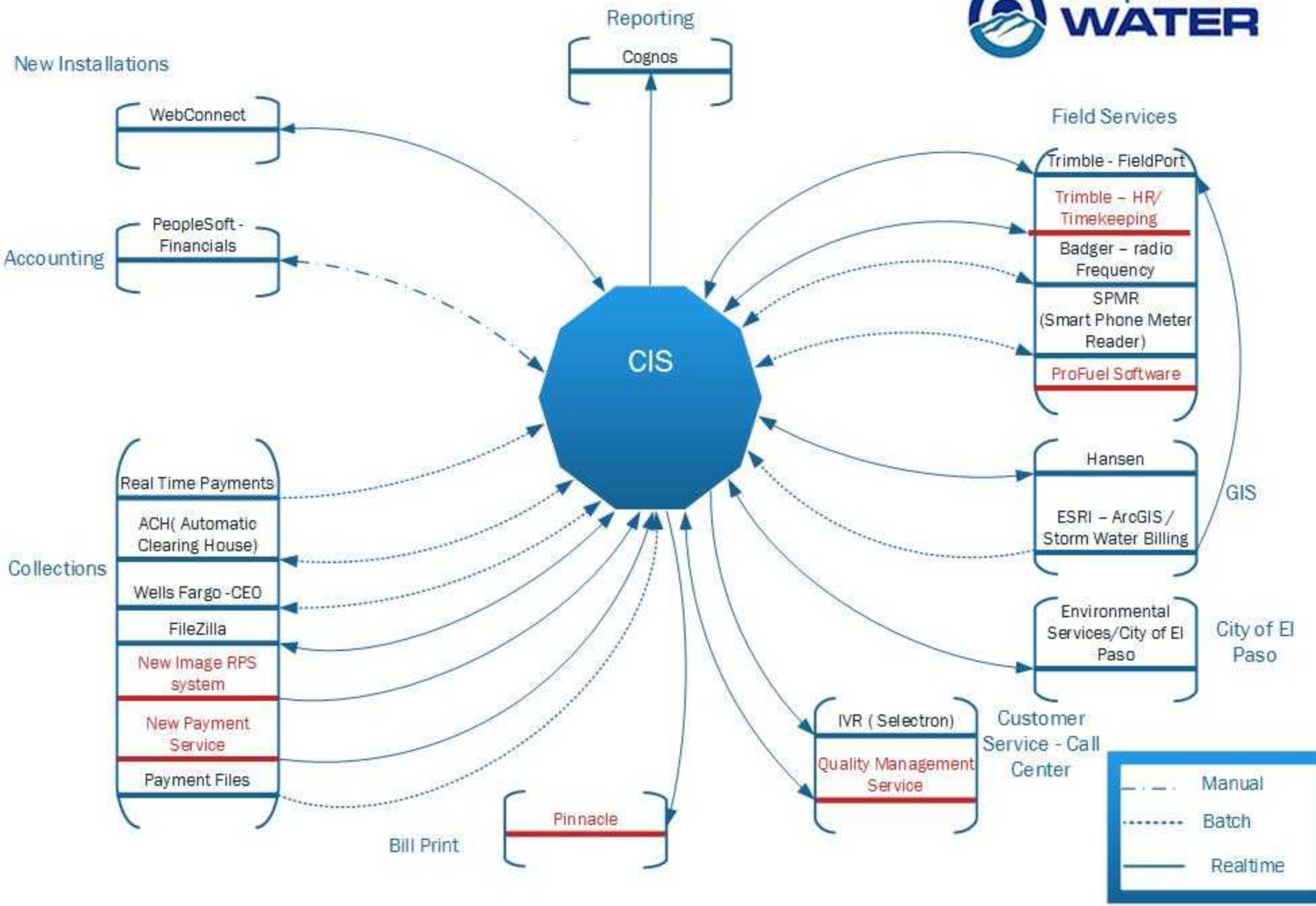
Levi Chacon
Purchasing Agent

BIDDER'S ACKNOWLEDGEMENT OF RECEIPT

RGuevara

Future

el paso WATER



6.2.9 Describe how you have successfully integrated with Selectron IVR (or another comparable IVR system) and utilized the IVR functionality to increase customer service and CSR notification of a contact.

6.2.10 Describe how consumption and billing data can be analyzed and used for financial comparisons and to provide customers with meaningful information.

6.3. MOBILE WORKFORCE MANAGEMENT

6.3.1 Discuss an implementation in which you integrated with a field mobile system to achieve real time information for field workers and CSRs.

6.3.2 Describe the real-time capabilities and communications between CIS and MWM. Discuss the key features this real-time communication enables.

6.3.3 Discuss how the proposed MWM and CIS system can take advantage of AVL information. Please provide real examples where you have implemented this functionality.

6.3.4 EPWater has a need to create new service orders out in the field when a technician notices an issue (orders originate from the field vs CIS). Discuss how your integration between CIS and MWM would enable this functionality.

6.3.5 Discuss the steps necessary to resync transactional data in the event of a system outage (either CIS or MWM).

6.3.6 EPWater implements new service orders from time to time and desires the ability to configure these both in CIS and MWM without programmatic intervention. Discuss how this can be accomplished with the proposed integration.

6.3.7 Discuss how you have implemented meter geocoding utilizing the mobile solution.

6.3.8 Discuss the workforce leveling and auto-dispatch capabilities of the proposed system. Please reference specific implementations where this functionality was rolled out.

6.4 CUSTOMER COMMUNICATIONS

6.4.1 Describe any capabilities for automatic letter and/or service order generation. Do the auto-generation capabilities depend upon (and can they take advantage of) any word processing applications, e.g., Microsoft Word?

6.4.2 Can letters & service order formats and content be easily modified by system users with appropriate security? Please provide information about the product proposed.

6.4.3 Describe the options for retention, archiving, viewing, and reprinting of bills, reports and/or letters.

6.4.4 Describe any shared pre-configured formats, integration capabilities, and business relationships with third-party bill print solutions.

6.4.5 What data elements are available for inclusion in the billing data extract file? Is programming required to add new elements to the bill that are not contained on the extract file?

6.4.6 Please describe the Electronic Bill Print and Presentment (EBPP) models available.

6.4.7 Does the bill print extract file accommodate customized marketing messages to select customers? Describe.

6.5 BATCH PROCESSING/SCHEDULING

6.5.1 Describe in detail the scheduling capabilities of the proposed Batch Scheduling solution.

6.5.2 Is the batch processing capability part of the System or a separately bolted-on application?

6.5.3 Describe the restart process if a batch program failure occurs. Describe the roll-back and commit processing of a batch program. Do these vary by program?

6.5.4 Do you provide a tool for monitoring and managing batch jobs? If so, please describe. If not, how are batch failures monitored, and is there a notification process (email/text)?

6.5.5 Can El Paso Water define run criteria; dependencies; pre-, co-, and post- requisites; incompatibilities; and prioritization rules?

6.5.6 Describe the documentation that Vendor provides surrounding batch processing and job dependencies including inputs and outputs. Provide a sample.

6.5.7 Describe any special periodic jobs (monthly, quarterly, yearly, cleanup and fixes, special requests) that may be run or that must be run in scheduler.

6.5.8 Can batch processes be run with a basis date other than the current date?

6.5.9 Can users access the System during the batch processing? Describe. Explain read-only and update capabilities of user access during the batch processing. What level of DB locking is utilized?

6.5.10 Can the batch schedule be updated to add new processes? Please describe.

6.5.11 Can scheduled batch or internal processes have linked dependencies to other processes and can they be easily determined, identified, and viewed?

6.5.12 Describe the batch schedule history data and interface and the future scheduling interface.

7.0 CIS IMPLEMENTATION INFORMATION

7.1 GENERAL EXPECTATIONS

This section of the Response Template should be a narrative description that supports the Vendor's implementation methodology and Project Plan. A Gantt chart representative of the implementation plan schedule must be provided as an attachment (Attachment L– Implementation Schedule – Project Plan).

A EPWater-specific Project Plan shall be provided in an electronic version using Microsoft Project. This Project Plan should reflect the implementation methodology described in Vendor's Proposal to this RFP. The Project Plan should outline the activities, project schedule, Vendor resources, EPWater resource requirements, interdependencies, and critical milestones for the project. The submitted Project Plan must contain a detailed System Acceptance Phase Test Plan, including the phase entry and exit criteria that will lead to system final acceptance. Vendor shall provide the following in their Project Plan: