

ADDENDUM NO. 1

COUNTY OF KAUA'I
DEPARTMENT OF WATER

PLANS, PROPOSAL, SPECIFICATIONS
CONTRACT AND BOND
FOR

**Request For Proposals
RFP #IT-2024-02
Management of Software
For
Customer Care & Billing System (CC&B)
Hosting and Support Services**

NOTICE TO PROSPECTIVE PROPOSERS

This addendum is hereby made a part of the PLANS, PROPOSAL, SPECIFICATIONS, CONTRACT AND BOND for the subject project and it shall amend the said contract documents in the following respects:

Item 1

The DOW's Response to Questions.

End of Addendum No. 1

Please direct questions relating to this solicitation via www.publicpurchase.com .



Joseph E. "Joe" Tait
Manager and Chief Engineer
March 11, 2024

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM NO. 1

Receipt Acknowledged:

Organization

Received by

Date

Title

(Please email your signed acknowledgement to cerorita@kauaiwater.org .)

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QUESTION #1: In Proposal Section D- Cost proposal, should our fee quotation be valid for a minimum of 60 or 90 days?

ANSWER: 90 days.

QUESTION #2: What functionality does your current Online Customer Portal have?

-Display Account Information, current amount due, due date? **Yes.**

-Usage history? **Yes.**

-Bill/Payment History? **Yes.**

-Ability to enroll in ACH from Online? **No.**

-Ability to enroll in Budget online? **No.**

-Others?

ANSWER: Please see answers above in **bold red.**

QUESTION #3: In Section 2.2 Scope of Work, under item 2.2.4, does this section indicate the vendor must provide:

- An IVR Service to integrate with the CC&B App? **Not required.**
- A Payment App for phones to integrate to the CC&B App? **Not required.**
- An Online Customer Portal? **Yes.**

Or are these things DOW already has?

ANSWER: Please see answers above in **bold red.**

QUESTION #4: Is DOW open to implementation of a cloud (SaaS) solution where no DOW or vendor hosting is included?

ANSWER: No, not at this time.

QUESTION #5: Could you provide the current number of CCB support staff personnel from DOW? With their overall expertise.

ANSWER: CC&B support staff is not in-house personnel. Software related issues are not handled in-house.

QUESTION #6: How many users does DOW currently have using the system? Could you please provide a breakdown of the level of use for those users?

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ANSWER: Level varies from inquiry to authorized billing adjustments.

QUESTION #7: Page 18 Item C states: "The DOW consists of seven (7) divisions whose functions and business operations and processes rely on the CC&B customer data base." What specific functions and business operations and processes does each division rely on the CC&B customer database for?

ANSWER: Business function varies from Administration, Fiscal, Operations, Engineering divisions with subsections. Customer accounts and consumption data is used for various reporting requirements (internal/external).

QUESTION #8: On average, how long does the daily batch processing take?

ANSWER: If your question is to produce a billing statement, bills are processed daily and overnight. From start to finish, it takes approximately 2 hours each night.

QUESTION #9: What are the current integrations/interfaces in place?

ANSWER: CC&B is integrated with Customer Account Portal, APEX, BEACON, Stripe, Utilitec, and kiosk application and payment processing.

Automated: Beacon, Doxim.

Manual: MPET, Great Plains, 2x Sewer billing (WW, Puh).)

QUESTION #10: What payment options are currently being offered to your customers?

ANSWER: Payments available in the Customer Account Portal are: automatic bill payments via bank account and credit card payments. Lobby, in-person: credit card, cash, check. Mail in: Lockbox.

QUESTION #11: How many payment vendors do you currently have?

ANSWER: 4

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QUESTION #12: Is there an architecture diagram of the current environment that can be shared?

ANSWER: The vendor should provide an architecture diagram based on proposed solution.

QUESTION #13: Where does the environment exist? On-prem/Public Cloud?

ANSWER: Currently in a cloud environment.

QUESTION #14: Per Section 2.2.3 As Needed customized solutions. How often are customized solutions needed?

ANSWER: As needed, at a minimum monthly.

QUESTION #15: How often are customized solutions needed?

ANSWER: Monthly.

QUESTION #16: Per section 2.2.24 Payment options: Any interactive voice response service: Does this need to be built and implemented by the vendor?

ANSWER: Answered, not required.

QUESTION #17: How many CC&B reports currently exist?

ANSWER: Daily – 39; Monthly – 78; Yearly – 4; Process – 5; WRP – 1; Operations – 1; Total = 128. We may need to review usage and validity.

QUESTION #18: Is CC&B currently supported? If so, do you have an active CSI# that you can provide?

ANSWER: We do have an active CSI#, which will only be shared as needed after the contract award is made.

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QUESTION #19: Are the Oracle databases currently supported?

ANSWER: Yes, by our current vendor.

QUESTION #20: Per section 2.2.24 Payment options: A Payment app: Does this need to be built and implemented by the vendor?

ANSWER: Optional.

QUESTION #21: Per Section 2.2.3 As Needed customized solutions. How many CC&B reports currently exist?

ANSWER: Daily – 39; Monthly – 78; Yearly – 4; Process – 5; WRP – 1; Operations – 1; Total = 128.

QUESTION #22: What is the Oracle Database version?

ANSWER: Currently version 12C. However, we plan to be upgraded to version 19C prior to May 1, 2024.

QUESTION #23: Any interactive voice response service: Does this need to be built and implemented by the vendor?

ANSWER: Answered, not required.

QUESTION #24: What are the current SLA requirements for hosting the environment?

ANSWER: Vendor to provide the SLA requirements based on proposed submitted.

QUESTION #25: What is the version of CC&B?

ANSWER: Current vendor runs v2.5.

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QUESTION #26: A Payment app: Does this need to be built and implemented by the vendor?

ANSWER: Not required. Optional.

QUESTION #27: Per section 2.2.24 Payment options: Online customer service portal - Would any changes need to be made to the current portal?

ANSWER: Vendor will need to create and provide an online customer service portal.

QUESTION #28: What Financial system (General Ledger system) does Kauai Board of Water use? Assume this integrates with CC&B.

ANSWER: Great Plains, which does not integrate with CC&B at this time.

QUESTION #29: Is the County open to leveraging offshore resources?

ANSWER: No.

QUESTION #30: Are other Oracle Utility applications being used? Outage Management? Network Management System, Meter Data Management? Other?

ANSWER: Vendor should propose their design based on proposal submitted.

QUESTION #31: How many customers does Kauai Board of Water serve?

ANSWER: Approximately 23,000

QUESTION #32: Is the County willing to issue an extension? Questions are due on March 4th and answers are due to be posted March 11th. Proposals are then due March 21st. The instructions also say ink signatures are required, which will take extra time. So we do not feel we will have adequate time to review answers, complete the proposal, and mail it in time.

ANSWER: The proposal should be signed and then electronically submitted.

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QUESTION #33: What other applications integrate with CC&B?

ANSWER: Beacon, Doxim. See previous Q&A to define integrated.

Payment kiosk and online portal.

QUESTION #34: How many environments are there (e.g. Prod, DR, Test, Stage, Dev, UAT, etc.)?

ANSWER: There are currently two that DOW can access, Prod and Test.

QUESTION #35: Per section 3.7 Exceptions, DOW stated that no exception to statutory requirements of the DOW's General Terms and Conditions for Good and Services Contracts, dated August 2010 shall be considered. Can DOW either identify which terms are statutory requirements or is there something within the RFP that distinguished which requirements are statutory?

ANSWER: That is a legal question that would come up when they see a proposal. The standard answer is any exception becomes non-responsive. A specific question could have been asked in this timeframe.

QUESTION #36: Given our remote work infrastructure, will the Department of Water and the County of Kauai accept official digital signatures with the accompanying signature authority letter for Form OF-1?

ANSWER: Digitally certified signatures are acceptable.

QUESTION #37: How many residential and non-residential account(s) does the Department of Water actively bill monthly?

ANSWER: Approximately 23,000

QUESTION #38: Does the DOW offer Free to the Customer ACH and Card Payments, or does the consumer pay a convenience fee when paying by credit/debit card?

ANSWER: It is currently convenience fee with no plan to change it.

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ACH payments setup through CC&B with DOW office personnel have no convenience fee. ACH and Card Payments setup through the customer portal have a convenience fee.

QUESTION #39: Do you have, or plan to add a Payment Kiosk (ATM Machine that takes cash, check and card payments)?

ANSWER: Yes. DOW has a payment kiosk which takes debit and credit card payments.

QUESTION #40: Do you take card payments in your office(s)? If yes, how many POS / payment terminals do you have?

ANSWER: The only way a customer may pay with a card at our office is by using the Kiosk.

QUESTION #41: How many IVR transactions are processed by the DOE each month?

ANSWER: None.

QUESTION #42: Is the Department of Water seeking an Absorbed Fee (Paid by the Department of Water) or Convenience Fee (Paid by the consumer) payment processing environment?

ANSWER: It is currently convenience fee with no plan to change it.

QUESTION #43: Will the Department of Water be utilizing any external parties/Non-DOW resources to review and/or score the received proposals?

ANSWER: No.

QUESTION #44: Does the Department of Water have an existing and active extended support license for CC&B?

ANSWER: Yes.

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QUESTION #45: Is it safe to assume the Department of Water is requiring responding vendors to be active with the Oracle Partner Network (OPN)? Would the DOW like respondents to include confirmation of active OPN status within the response?

ANSWER: Yes. Prior to executing a contract, the vendor will need to provide confirmation of active OPN status.

QUESTION #46: Would the Department of Water be interested in proposals that include the following as optional value-added offerings:

1. Modern utility customer self-service portal to replace the DOW's existing portal
2. Integrated payment processing / payment gateway offering to replace the DOW's existing payment processing provider

ANSWER: 1) Yes; 2) Proposals should include vendor's solution and what is being proposed.

QUESTION #47: Would the DOW be at all open to an initial term of three (3) years as opposed to one (1) year? Considering the scope of the services and transition, a 1-year initial term would be quite brief.

ANSWER: The contract shall be for a term of one (1) year and is intended to begin approximately on May 1, 2024 and ends on or about April 30, 2025. Unless terminated, the Contractor and DOW may extend the term of the contract for twelve (12) additional months, not to exceed a total of thirty-six (36) months, or portions thereof ("Option Term") without the necessity of re-soliciting, upon mutual agreement in writing at least sixty (60) days prior to the expiration of the contract. The contract price paid to the Contractor for the extended period shall remain the same or as described in the offer. See HAR sec. 3-122-149 on multi-term contracts.

QUESTION #48: WRT RFP Section 3.a - is the DOW expecting proposals to include a fixed cost specific to the Discovery effort/workshops? If so, should we include the cost for this effort in the Implementation Cost line of the Cost Proposal worksheet there is no specific line item for Discovery Fixed Cost)?

ANSWER: Yes.