



W E S T E R N V I R G I N I A
WATER AUTHORITY

Western Virginia Water Authority

CUSTOMER SERVICE AND INFORMATION TECHNOLOGY DEPARTMENT

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November 12, 2010

REQUEST FOR PROPOSAL

RFP # FIN201011

for

Customer Information System (CIS)

One (1) Original and Six (6) complete copies of Proposal Due

December 30, 2010
12:00 PM
(Local Prevailing Time)

RFP #FIN201011
Customer Information System for Western Virginia Water Authority

INTRODUCTION AND DUE DATE OF PROPOSAL

The purpose of this Request for Proposal (RFP) is the procurement of a modern state-of-the-art CUSTOMER INFORMATION SYSTEM including necessary hardware, software, maintenance, and support services in order to install, implement and operate the system for the Western Virginia Water Authority.

One original and six (6) complete copies of the proposal must be submitted in a sealed envelope/package marked "RFP # FIN201011 CUSTOMER INFORMATION SYSTEM FOR WESTERN VIRGINIA WATER AUTHORITY" and received in the Information Technology Department, 601 S. Jefferson St., Suite 428 Roanoke VA 24011 **no later than 12:00 p.m. (local prevailing time) on December 30, 2010.** Proposals received after the above date/time will be rejected and returned to the offeror unopened. It is the responsibility of the offeror to insure that proposals are received in the appropriate place and by the designated time. Since this is a formal request, no faxed proposals will be accepted.

As this is a formal, sealed Request for Proposal no information regarding the contents of the proposal or the identity of the offerors will be discussed until after the negotiation process.

The Authority shall provide the mechanism for the evaluation of all information received. The Authority reserves the right to make the final determination of responsible offerors and to waive informalities and/or irregularities and to accept or reject any or all offers. Proposals shall be as thorough and detailed as possible so that the Authority may properly evaluate the capabilities of the offeror to provide the required services. It is not the intent of the specifications to be proprietary, or to exclude any individual, business or firm.

All questions regarding this proposal (phone, email, letter, or fax) should be directed to:

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Western Virginia Water Authority
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TABLE OF CONTENTS

REQUEST FOR PROPOSAL NUMBER FIN201011

CUSTOMER INFORMATION SYSTEM

SECTION 1. PURPOSE.....	4
SECTION 2. BACKGROUND.....	5
SECTION 3. SERVICES AND ITEMS REQUIRED FROM OFFEROR.	9
SECTION 4. QUALIFICATIONS.....	10
SECTION 5. EVALUATION OF THE PROPOSAL.....	10
SECTION 6. SCHEDULE OF EVENTS.....	11
SECTION 7. GENERAL TERMS, CONDITIONS, AND INSTRUCTIONS.....	11
ATTACHMENT 1 Signature Form.....	17
ATTACHMENT 2 Product Evaluation.....	18
ATTACHMENT 3 Item List and Official Proposal Price Sheet	33
ATTACHMENT 4 System Requirements and General Requirements.....	34
ATTACHMENT 5 Rate Structures	36

SECTION 1. PURPOSE

The purpose of this Request for Proposal (RFP) is the procurement of a modern state-of-the-art CUSTOMER INFORMATION SYSTEM (CIS) including necessary hardware, software, maintenance, and support services in order to install, implement and operate the system for the Western Virginia Water Authority (Authority).

The proposed system must handle all CIS requirements as outlined in Section 3 herein. The Western Virginia Water Authority currently utilizes version 6.0 of the Sungard H.T.E. billing software running on an AS400 platform with a GUI user interface. Within the foreseeable future, the user interface will be upgraded to a browser-based interface. Data must be converted from the H.T.E system.

The following objectives have been identified for this procurement:

- The proposed solution must be composed of a set of integrated modules.
- The proposed software must be a commercial off-the-shelf solution that has been successfully implemented in several other organizations similar in size, requirements, and function.
- The proposed system must operate on a client/server Windows platform utilizing Open Database architecture with a preference towards Microsoft SQL Server database management.
- The Authority would prefer to limit the number of third-party modules as part of the System Provider's solution.
- The use of custom software components will be permitted only when the proposed solutions do not meet the requirements.
- The Authority prefers solutions that require no or limited modifications to base code, but are highly configurable to meet the Authority's needs.
- The Authority prefers a web-based architecture or client server using a thin client solution. It must be easy to use and must operate effectively and efficiently.
- The Authority prefers to contract with the System Provider as the prime contractor. If the System Provider wishes to use an integration partner, the Authority would prefer that the integration partner be a subcontractor for the System Provider. The Authority will reserve the right to accept or reject any proposed integration partners, while retaining the software vendor's solutions.

This document outlines the system requirements and scope of services, which will become the minimum requirements for the contract. Each point should be specifically addressed by the responding entities. Other services provided by the vendor, which may be of interest to the Authority, should be identified and priced separately for consideration by the Authority in the overall review.

The successful vendor shall meet or exceed all requirements contained herein. The vendor shall provide an officer of at least a Vice-President level to act as liaison between the Authority and the selected provider. This officer shall be responsible for conflict resolution between the Authority and the selected provider.

The response should indicate the location of the office closest to the Authority's administrative offices at 601 S. Jefferson St., Roanoke, VA which can service the Authority's needs.

SECTION 2. BACKGROUND

General and Billing Operations Background

The Authority is an incorporated public body independent of local government with its main office at 601 S. Jefferson Street in Roanoke, Virginia. We provide a high quality and dependable potable water supply as well as wastewater services to around 59,000 residential and commercial customers in the City of Roanoke, Roanoke County and Franklin County. The Authority also provides billing, customer service, and collections operations for the Town of Fincastle and is currently in negotiations to start billing, customer service, and collections operations for privately owned water system(s) in Franklin County. The financials for the third party billing the Authority performs are recorded and reported separately.

The Customer Service and Information Systems Division performs the billing, customer service, and collections for the Authority and third party clients. The Meter reading is performed by the Meter Operations group, which is part of the Distribution Operations group within the Water Operations Division. Field work is performed by the Distribution Operations group within the Water Operations Division. Financial information is handled by the Finance Department and GL and Revenue data is currently manually fed into the Munis Financial Application, but the goal is to have this process automated.

The estimate of the number of users is listed in the table below. The Authority anticipates needing 30 concurrent licenses for the proposed system.

User Area	Description	Type of Access	Current Users
System Administration	Authority staff charged with the maintenance of the CIS	Core CIS staff must have access to all of the CIS functions and have the ability to configure security, master tables, rates, and all system level functions. These users will also have full/part access to the rest on the CIS functionality.	3
Utility Billing	Authority staff responsible for maintaining the billing and reading schedule, the generation of bills, and work order management.	Billing staff must have access to all of the CIS functions that they need to process billing related transactions. Billing staff will generate form letters that must be attached to the accounts.	6
Customer Service	Authority staff responsible for general customer service, setting up new locations, services, and accounts.	Customer service staff must have access to easily review all aspects of a customer account, initiate and terminate accounts, create work order and adjustments, add comments and alerts to accounts, set up new locations, customers, and services.	8
Collections	Authority staff responsible for all payments and collections processing.	Collections staff must have access to all aspects of payments processing and delinquency processing.	5
IT Support Staff	Authority staff that provides the technical, programming, and database management support for maintaining the computing and communication system.	IT support staff will provide the system administration and database functions. IT staff will develop any customized reports and programs for transferring data between applications.	3

Distribution Operations	Distribution Operations group is responsible for downloading and uploading meter readings, managing work orders and all field service activities.	Meter Operations must have access to meter reading functions and work order functions.	4
Finance Department	Finance users are responsible for maintaining the financial records resulting from billing operations.	Access will be dependant on the level of integration created between this CIS and Munis Financials	2
Other Authority Departments	Other users who need access to the data in the CIS. These users will have limited access to the system and data.	Access will be limited to services, customer, meter, and consumption data. They will not have any access to account-specific financial data.	11

Meter reading is performed using the Itron Inc.'s MVRS solution. Meter Operations staff daily download and upload routes to handheld units. Every week approximately 25 routes are read. About one third of the meters have an Electronic Radio Transmitter (ERT) installed and are read monthly by driving by the meters. The majority of meters for residential customers in the City of Roanoke and Roanoke County are read every other month and the consumption is estimated for the middle months. All other meters are read monthly. The Authority, however, has a current project that will include installation of a fixed network for meter reading, leak detection, and remote meter turn-off/turn-on.

Residential and commercial customers in the City of Roanoke, Roanoke County, Franklin County and the Town of Fincastle receive a monthly bill for one, or any combination of the following services: water; sewer; irrigation; fire protection; portable hydrant; and sewer deduct. Surrounding localities receive monthly bills for bulk water and/or bulk sewer services. The potential client(s) in Franklin County will have quarterly billing. Most of the consumption is measured in Gallons, Hundred Cubic Feet, or Cubit Feet except for sewer flow which is derived from the water consumption. A small number of customers receive a sewer bill based on a flat rate while some sewer-only customers have a meter installed on the well and are billed for sewer-only based on the consumption on the well meter. A small number of customers receive a recurring credit during the summer months only.

A variety of rate structures are utilized. Please refer to Attachment 5 for the current rate structures and fees being charged. Rate changes are typically approved by the Authority's Board of Directors around June each year to take effect the next January. Rate changes are updated in the billing system during November and December with an effective date of January 1st but ad-hoc rates changes may be implemented at any time during the year with approval from the Authority Board.

When signing up for service, deposits are charged for all new customers and those customers with previous records of bad credit with the Authority. These are typically cash deposits that are required to be paid up-front as a condition of service along with the payment of any outstanding debt; even debt that may have been written off. In some instances, deposits may be billed and appear on the customers' first utility bill. Deposits are also charged on return checks, returned bank draft payments, and returned e-check payments.

Approximately 14,500 bills are produced every week. Bill printing is outsourced to the City of Roanoke who utilizes a Xerox Nuvera 100MX high-speed printer. Mailing services are currently outsourced to a third party vendor; Automated Mailing in Roanoke, Virginia.

An average of 6,500 work orders are generated monthly through the billing system. These range from work orders initiated by field personnel while reading meters; work orders that are manually created by billing staff to confirm readings, obtain meter information, verify occupancy etc; work orders generated by customer service representatives to confirm readings, verify that leaks have been repaired, check for illegal connections, etc; work orders created by collections staff to remove meters for nonpayment; and system generated work orders to turn services off for nonpayment. The Authority is in the process of interfacing work orders to our mobile solution, Meterstream. Our goal is to have all work order information updated in the field and interface with the CIS or to have total integration between Meterstream and the proposed CIS.

Approximately 1,500 adjustments are processed every month.

The Authority collects a utility tax (different rates for City and County) on the water portion of utility bills and has to transfer the funds collected to the City of Roanoke and Roanoke County.

Check payment processing has been outsourced to SunTrust Bank and credit card payments to Official Payments. We receive the largest percentage of our payments from SunTrust Bank in a lockbox file that is interfaced into the billing system, but credit card payments are keyed manually. E-check payments are hosted internally on the Authority's website and are interfaced into the billing system via a lockbox. Other online payment transactions such as Checkfree or payments through banking institutions are received via a third party vendor, Creative Payment Solutions, and are also interfaced into the billing system via a lockbox. Approximately 6,500 customers are currently signed up for automatic bank drafting (ACH). About 25% of all payments are processed manually in our office. The Authority is in the process of selecting a merchant payment solution that will allow debit and credit card payments to be accepted in the office which may result in the Authority processing its own credit card payment transactions.

Payments are currently posted to the oldest debt first. Payment priority should be modified to apply the payment to any collection fee first, then any outstanding deposits followed by the oldest to newest debt.

Approximately 4,500 delinquent letters are produced monthly. Customers with a debt older than 45 days are disconnected for nonpayment. Two days prior to disconnection, calls are made via an automatic dialer, provided by Emergency Communications Network, to inform customers of possible disconnection for nonpayment. Around 1,800 calls are made every month. The billing system must contain a record that the call was made and the status of the call - i.e. delivered to a person, answering machine etc.

Debt collection of delinquent debt on closed accounts has been contracted out to NCO. Once a month, the delinquent debt on closed accounts is extracted, a collection fee added to each account and each record is updated as "sent to collections". The payments collected by NCO are interfaced into the billing system via a lockbox.

The Authority participates in the State of Virginia's Debt Setoff program. Once a year, the delinquent debt on closed accounts is extracted into the Authority's Debt Setoff Application and a \$25 administration fee is added in the billing application to each account that is submitted to

the state for the first time. Even though the same account may be submitted to the state multiple times, the fee is only added once.

Various letters and notices, including the delinquent notices mentioned earlier, are generated from the billing application and sent to customers and, in some instances, copies are sent to third parties set up on the account. A record, including an exact copy of the document, of every written communication must be available in the system.

The Authority files tax liens against properties for the full amount of the debt when home owners fall behind on their accounts or for three months' debt when tenants leave a debt at a property and the home owner had been notified that they will be held responsible for the debt per the State of Virginia Code.

Information Technology Background

The Authority has contracted with the City of Roanoke's Department of Technology to provide network and server support and utilizes the city's network and telephone infrastructure.

The Enterprise Wide Area Network (WAN) architecture is configured as a metropolitan area network (MAN) consisting of a fiber backbone running a Sonet-based "optical Ethernet" system integrating voice, video, and data over a high capacity OC-48 link (2.4Gb/sec). This backbone connects the main Operations Center to nine remote facilities using Nortel OPTera 3500 multi-service platforms with T1 and gigabit Ethernet cards at each location. Two fiber pairs run to each location for redundancy.

The network is configured using 100mb Ethernet with Novell Netware for network authentication and file and print sharing.

Remote access to enterprise facilities is provided using VPN for several smaller remote offices as well as for employees from home or while out of town on business.

The city hosts a wide variety of operating environments for both application and system-related applications and facilities but the Authority's servers and operating systems supported by either the City or a third party includes:

- AS/400 supporting the H.T.E Billing System. This server will become obsolete with replacement of the Billing system.
- Windows servers for a wide variety of applications, e-mail SMTP services, network management and system utilities.
- Novell NetWare server used for network authentication and file and print sharing.

The Authority's database standard is MS SQL Server but a small number of applications run in Lotus Notes. The current Customer Information System has a DB2 database. Crystal Reports is the standard report writing tool.

Internet access for employees as well as outside access to the Authority's web servers by outside parties via the Internet is provided via the city's DS-3 connection. Our public web server provides internet users connection to the Authority's website. Secure access to the website is handled using encryption certified by Verisign.

The Authority has Microsoft IIS servers hosting GIS and uses MS SQL Server and ArcSDE internally to store GIS data. An internal and public site is hosted utilizing ESRI's ArcIMS to provide information to the public as well as the Authority's field crews. ArcMap is used by high-end users such as the GIS Coordinator to create project specific maps and displays. We import 95% of our utility data nightly from InfoNet, the Authority's asset management software.

The Authority is in the process of upgrading from ArcIMS to ArcGIS Server version 9.3.1 to create and maintain the web site.

SECTION 3. SERVICES AND ITEMS REQUIRED FROM OFFEROR.

The Offeror selected for the project shall address each of the criteria listed below in Sections I thru Section VIII as part of their proposal. It is required that each offeror provide a written response to each section of the proposal outline below. Failure to do so may result in the proposal being considered non-responsive and may therefore be rejected.

PROPOSAL OUTLINE

Section I Signature Form for RFP

Include a completed copy of the signature form for the Request for Proposals (see Attachment 1). It must be signed by an authorized company representative.

Section II Transmittal Letter and Management Overview

Include a transmittal letter and a management overview of your proposal response.

Section III Products/Services Overview

Include a products and / or services overview.

Section IV Product Evaluation

Include a completed PRODUCT EVALUATIONS document (see Attachment 2) with a response code for each line number. If an explanation is required, include the explanation in the comments column. **No Proposal responses will be considered without thorough and accurate PRODUCT EVALUATION. However, product selection will not be solely based on the results or grading as entered on this section.**

Section V Item List and Official Proposal Price Sheet

Include a completed ITEM LIST AND OFFICIAL PROPOSAL PRICE SHEET (See Attachment 3) listing all items of hardware/software proposed. This form must contain an authorized company signature and guaranteed delivery date.

For the purpose of completing the ITEM LIST AND OFFICIAL PROPOSAL PRICE SHEET, pricing for user licenses should be based on an estimated 50 to 75 users. However, user licensing should be scalable and an additional price sheet must be attached listing license fees for ranges of users licenses, up to 250 users, and must include the cost for an enterprise license. Please specify whether licenses are for "Named" (per seat) or "Concurrent" users.

PLEASE TYPE OR PRINT PLAINLY. The top of the first page shall have the licensed Company Name, Guaranteed Delivery Date, Current Date, Total Amount proposed, Authorized Agents Name and Authorized Agents Signature. All Items offered must be

listed in this Item List. (The Item list and Official Proposal Price Sheet may be reproduced to provide space for all items bid.) If there is no cost associated with the item, N/C (no charge) shall be inserted in the cost columns. A detailed description of the columns follows:

1. Item Number - Enter the item number for the item being proposed. Each different item must have its own item number.
2. Make Model and Description - Enter the make, model number and a brief description or common name of the item.
3. Quantity - Enter number of items being proposed.
4. Shipping cost - Enter the total cost the Authority must pay for shipping all equipment itemized on each line.
5. Proposal Price - Enter the per item proposed price for the item.
6. Extended Proposal Price - Enter the extended proposed price; i.e., Item price times quantity.
7. Warranty - Enter the warranty of each item. Attach a detailed explanation of the warranty.
8. Maintenance - Enter a detailed explanation of the terms for the maintenance of the equipment after the warranty period expires for each item.

Section VI System Requirements and General Requirements

Include a response for every numbered item in "Section 1. System Requirements" and "Section 2. General Requirements" (See Attachment 4). Organize your response by numbers corresponding to each numbered item.

Section VII

The Offeror is encouraged to provide any additional information which may be required to further explain the Proposal response or Proposal prices.

SECTION 4. QUALIFICATIONS

The provider should include, with their response to this Request for Proposal, a full company profile; company's age; years in service; whether bonded or not; a partial listing of major customers or municipal entities using the proposed CIS solution; personal qualifications of major provider officials who will be servicing the Authority's account; location of the provider's operations center which will service the Authority's account; and other information which the responder deems appropriate and of potential interest to the Authority.

SECTION 5. EVALUATION OF THE PROPOSAL

The Authority shall provide the mechanism for evaluation of all information received. The Authority reserves the right to make the final determination of responsible offerors and to waive informalities and/or irregularities and to accept or reject any or all offers. Proposals shall be as thorough and detailed as possible so that the Authority may properly evaluate the capabilities of the offeror to provide the required services.

Offerors will be evaluated for selection on the basis of those most qualified to meet the requirements of this RFP. Criteria to be considered in evaluation include the following:

- A. The background, education and experience of the Offeror in providing similar services or items elsewhere, including the level of experience in working with municipalities and the quality of services performed or items supplied.
- B. The offeror's responsiveness and compliance with the RFP requirements and conditions.
- C. Reasonableness/competitiveness of proposed fee and/or benefits to the Authority, although the Authority is not bound to select the Offeror who proposes the lowest fees or most benefits for services. The Authority reserves the right to negotiate fees and/or benefits to the Authority with the selected Offeror(s).
- D. Stability and continuity of the firm's personnel and management structure.
- E. The implementation plan submitted by the proposing vendor, for completeness, attention to detail, strategy.
- F. Demonstration of financial capacity to implement the project, including a detailed breakdown of financial sources and activities.
- G. Determination that the selected Offeror has no contractual relationship which would result in a conflict of interest to the Authority's contract.
- H. The ability, capacity and skill to fully and satisfactorily provide the services or items required in this RFP.
- I. Whether the Offeror can provide the service and deliver the services and/or items in a prompt and timely fashion.

SECTION 6. SCHEDULE OF EVENTS

The Authority will make every effort to adhere to the following schedule.

<u>Action</u>	<u>Date</u>
Authority Issue RFP	Nov 12, 2010
Vendors Submit Questions	Dec 10, 2010
Vendors Submit Proposals	Dec 30, 2010
Authority Review Proposals/Request Interviews	Jan 14, 2011
Interview/Select Offeror for Negotiation	Jan 31, 2011
Negotiate Contract/Select Offeror	Feb 11, 2011
Present recommendation to Board	Feb 17, 2011
Execute Contract	Feb 28, 2011

Note: This schedule is subject to change. All offerors will be notified of schedule changes that may affect them.

SECTION 7. GENERAL TERMS, CONDITIONS, AND INSTRUCTIONS

READ CAREFULLY - Proposals must be submitted in accordance with instructions given in this document. All information requested must be submitted. Failure to do so may result in the proposal being considered non-responsive and, therefore, rejected.

Acceptance or Rejection of Proposals

The Western Virginia Water Authority reserves the right to accept or reject any or all offers. The Authority also reserves the right to award the contract for any such materials, goods or services the Authority deems will best serve its interests. It further reserves the right to award the contract on a split order basis, lump sum or individual basis, or such combinations as shall best serve the interest of the Authority. The Authority reserves the right to make a site visit to the facility prior to proposal award.

Proposal Guaranty

The vendor must guarantee not to withdraw a proposal during the period of ninety (90) days following the due date or until a contract is signed; that if such proposal is accepted the proposer will accept and perform under the terms of this RFP, the proposal and any subsequent negotiation and resulting contract.

Compliance with Laws

The vendor is responsible for compliance with all Local, State and/or Federal laws and regulations. The Authority shall be held harmless from any liability.

Ruling Law

This request for proposals and any contract executed pursuant hereto of which this request for proposal shall be an internal part shall be governed, controlled and interpreted in accordance with the law of the Commonwealth of Virginia.

Tax Exemption

The Authority is exempt from any taxes imposed by State and/or Federal Government. Upon notification, the Authority will furnish a certificate of tax exemption.

Ethics in Public Contracting

By submitting their proposals, the Offeror certifies that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer, or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction, any payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

Anti-Discrimination

By submitting their proposal, all offerors certify to the Authority that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Act of 1975, as amended where applicable, and Section 2.2-4311 of the Virginia Public Procurement Act which provides:

In every contract of more than \$10,000 the following provisions shall apply:

- (a) During the performance of this contract, the contractor agrees as follows:
The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- (b) The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

- (c) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- (d) The contractor will include the provisions of the foregoing paragraphs a, b and c in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

Drug-free Workplace

During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in violation of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

Contract

Any contract resulting from this proposal shall consist of the following documents: the General Terms and Conditions which are contained in the Request for Proposal, together with the offeror's response, which consists of this document, the Price Schedule and other related documents attached hereto or submitted with this Request for Proposal.

Modification of Contract

This RFP and any subsequent contract constitute the entire agreement between the proposer and the Authority. No alteration, amendment, or modification in the provisions of the contract shall be effective unless it is put in writing, signed by all parties and attached.

Assignment of Contract

A contract shall not be assignable by the proposer in whole or in part without the written consent of the Authority.

Cancellation of Contract

The Authority reserves the right to cancel and terminate any resulting contract, with a 60-day written notice to the contractor. Any contract cancellation notice will not relieve the contractor of the obligation to deliver and/or perform on all services prior to the effective date of cancellation. Cancellation of the contract would become effective the sixty-first day after notification.

Data for cancellation of the contract will be gathered by the Authority. The opinion of the Authority as to lack of performance will be final and without appeal.

Default

In case of failure to provide goods/services as specified herein, the Authority, after due written notice, may procure goods/services from other sources and hold the proposer responsible for any and all excess cost occasioned thereby.

Antitrust

By entering into a contract, the offeror conveys, sells, assigns and transfers to the Authority all rights, title, and interest in and to all causes of the action it may now or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Authority under said contract.

Debarment Status

By submitting their proposal, all vendors certify that they are not currently debarred from submitting Proposals on contracts by any Agency of the Commonwealth of Virginia, nor are they an agent of any person or entity that is currently debarred from submitting Proposals on contracts by any Agency of the Commonwealth of Virginia.

Performance Bond

At the time of or prior to the execution of the contract, the Authority reserves the right to require the successful offeror to furnish a performance and/or labor and material payment bond with corporate surety, satisfactory to the Authority, in the amount of the contract price.

Quality

All materials and services used for the manufacture or construction of any supplies, materials or equipment covered by this contract shall be of the best quality available.

Delivery

Time is of the essence for delivery of any items, products or service procured as a result of this contract. If delivery is not made at the time specified on the Request for Proposal or subsequent negotiations, the Authority reserves the right to call in any and all bonds or other security given for performance, to cancel the order, or any part thereof, without obligation, to declare the seller in default, and to disqualify the seller from bidding on future Authority contracts.

Copyright or Patent Rights

The offeror warrants that there have been no violations of copyrights or patent rights in the manufacture, production or sale of the goods shipped or ordered as a result of this proposal. The proposer agrees that the Authority shall be indemnified and held harmless from any and all liability or expense occasioned by any such violations.

Certification and Ability

The Authority reserves the right to request from the proposer, a separate manufacturer's certification of all statements made in the proposal. The Authority may request any or all proposers to furnish proof of experience, ability and financial standing.

Proprietary Information

Ownership of all data, materials, and documentation originated and prepared for the Authority pursuant to the REQUEST FOR PROPOSAL shall belong exclusively to the Authority and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute

trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.

NOTICE OF PROPRIETARY INFORMATION

Customer Information System Contract for the Western Virginia Water Authority RFP # FIN201011
Confidentiality References Protection in Accordance with the Code of Virginia, Section 2.2-4342

Section Title	Page Number	Reason(s) for Withholding from Disclosure

INSTRUCTIONS: Identify the data or other materials to be protected and state the reasons by using the codes listed below. Indicate the specific words, figures, or paragraphs that constitute trade secrets or proprietary materials. The classification of an entire bid or proposal document, line item prices, and/or total bid or proposal prices as proprietary or trade secret is not acceptable and will result in rejection of the bid or proposal.

- A – This page contains information relating to "trade secrets", and "proprietary information" including processes. Operations, style of work, or apparatus. Identify confidential statistical data. Amount or source of any income...of any person (or) partnership. "See Virginia Public Procurement Act. Section 2.2-4342. Unauthorized disclosure of such information would violate the Trade Secrets Act 18 U.S.C. 1905.
- B – This page contains proprietary information including confidential, commercial or financial information which was provided to the Government on a voluntary basis and is of the type that would not customarily release to the public. See Virginia Public Procurement Act, Section 2.2-4342; 5 U.S.C. 552 (b) (4); 12 C.F.R. 309.5(c) (4).
- C – This page contains proprietary information including confidential, commercial or financial information. The disclosure of such information would cause substantial harm to competitive position and impair the Government's ability to obtain necessary information from contractors in the future. See Virginia Public Procurement Act. Section 2.2-4342; 5 U.S.C. 552 (b) (4); 12 C. F. R 309.5(c) (4).

ATTACHMENT 1 Signature Form
SIGNATURE FORM FOR
RFP # FIN201011
CUSTOMER INFORMATION SYSTEM

BY MY SIGNATURE ON THIS SOLICITATION, I CERTIFY COMPLIANCE WITH FEDERAL, STATE, AND LOCAL LAWS AND REGULATIONS APPLICABLE TO THE PERFORMANCE OF THE SERVICES DESCRIBED HEREIN.

OFFEROR CERTIFIES THAT BY SUBMISSION OF THIS PROPOSAL, HE HAS READ AND AGREES TO THE TERMS AND CONDITIONS SET FORTH IN THIS REQUEST FOR PROPOSAL.

I, HEREBY CERTIFY THAT I AM AUTHORIZED TO SIGN AS A REPRESENTATIVE FOR THE FIRM:

COMPANY NAME _____

COMPANY
ADDRESS _____

TELEPHONE # _____

FAX# _____

FED ID # _____

EMAIL ADDRESS _____

DATE _____

SIGNATURE/TITLE _____

NAME/TITLE _____

(please print)

To receive consideration for award, this signature sheet must be returned with your proposal, as it shall be a part of your response.

ATTACHMENT 2 Product Evaluation

Specific business requirements listed below must be addressed. Indicate your proposed solutions for each of these requirements.

The priority code is based on the Authority's need for a particular requirement. The response code indicates how the vendor will achieve that requirement. The response for a singular requirement may only have one response code. Those which have more than one will be considered to be non-responsive.

The Response Codes are as follows:

- 5 Base Package
- 4 Third-party add-on
- 3 Optional
- 2 Custom Programming
- 1 Future Release
- 0 Not Supported

SYSTEM REQUIREMENTS	RESPONSE CODE	COMMENTS
1. General		
1.1. The system must be a working system that has been installed in at least 5 locations in the United States similar in size to the Authority where it can be observed in normal operation.		
1.2. Must run on a Windows Server platform		
1.3. The application system must utilize a relational database for its data repository, preferable SQL Server 2000 or above.		
1.4. Successful vendor must provide a database schema including views, tables, fields, and relationships.		
1.5. The system must be a real-time application, updating all files as transactions occur. Any batch operations must be clearly defined.		
1.6. Sensitive customer data such as social security number and credit card information must be encrypted when stored and must not be displayed in full except to users based on a security level.		
1.7. Must be a business process oriented application with customizable workflow.		
1.8. Must provide comprehensive utility reports and have the ability to be customized for specific users and departments		
1.9. Must have a user friendly report writing tool, preferably Crystal Reports		
1.10. Must allow customers to view and make payments on utility bills, request service and process customer account changes via the internet (Authority's website)		
1.11. Must have the ability to interface with our current collection agency (NCO)		
1.12. Navigation through the system must be user friendly		
1.13. Vendor must provide 24-hour emergency and technical support services and must provide support for installing system upgrades and troubleshooting software problems.		
1.14. Must be supportable remotely using the Internet and Authority provided Virtual Private Network (VPN) client.		
1.15. Vendor must provide a website where support incidents can be reported and that provides knowledge base documentation		
1.16. Specify the recommended hardware platforms for each component of the system including model, disk, and CPU configuration.		
1.17. The system must have a security system utilizing user groups with user identity and password. Each user belongs to a group that can only access functions and data in the system for which they have permissions		
1.18. The system must have an audit trail which records all transactions applied to customer accounts and is secure from update		
1.19. The system must have multiple search options and must support wildcard search options.		
1.20. The system should have an on-line help facility		
1.21. Must allow user developed code to be integrated with the software and must keep this code in tact during upgrades.		
1.22. Must be able to bill multiple companies and keep the financial entries separate.		
1.23. Must provide reports for each specific company and produce multiple bill formats; one for each company.		
1.24. List any 3rd party applications that are needed for your system to operate and define their function (e.g. E-mail System, MS Active Directory, etc).		

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1.25. Must have ability to integrate with Lotus Notes mail messaging system.		
1.26. Must be able to e-mail bills, letters, and notices to customers.		
1.27. How many implementations of the proposed CIS solution do you have? How many at utilities similar in size to the Authority?		
1.28. How many implementations of the proposed CIS product have you done during the past 2 years?		
1.29. What were your last three implementations of the proposed CIS solution and what was the size of each implementation (in terms of the number of utility billing accounts maintained)?		
1.30. Must have the ability to add form letters as needed and all database fields must be available for display on the letter.		
1.31. Must be able to add unlimited user-defined fields to the application. These fields must be available for reporting purposes and use on form letters.		
1.32. Allow documents to be attached to location records and account records.		
1.33. Must be able to charge utility tax by jurisdiction and have ability to identify tax collections by jurisdiction in order to refund taxes to the appropriate jurisdiction.		
1.34. Must have ability to create unlimited user codes, no less than 5 characters long, and descriptions		
1.35. System must support Interactive Voice Recognition in order to provide customers with automatic telephone-base information on their account and to make a payment via the telephone.		
2. Implementation		
2.1. What are your roles in conversion and implementation and what are the customer's roles?		
2.2. Explain both the conversion and implementation processes for your product.		
2.3. What is the average time for conversion?		
2.4. What is the average time for implementation?		
2.5. What kinds of personnel are typically required to implement the product? What technical skills are required?		
2.6. Who would provide the resources for implementation – vendor, consultant, us?		
2.7. Describe the methods available for converting our existing data for use with the proposed billing solution.		
3. Integration/Interfaces		
3.1. The system must be able to export data to Tyler Technology's Munis General Ledger OR must have the ability to be integrated with Munis General Ledger		
3.2. Must be able to handle extract refunds in the required Munis format.		
3.3. Must be able to handle multiple lockbox payment input files		
3.4. Integration with credit card processing equipment		
3.5. Must be able to integrate with the Authority's Work Management system (Infor EAM)		
3.6. Must be able to integrate with the Authority's Asset Management system (InfoNet)		
3.7. Must be able to integrate with the Authority's Mobile solution (Meterstream)		
3.8. Must be able to interface with the Authority's automated dialer solution provided by Emergency Communications Network (CodeRed application)		

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3.9. Must be able to integrate with the Authority's GIS solution (ESRI GIS). The billing solution must have setter ID to link to GIS		
3.10. Must be able to integrate with the Authority's E-check solution		
3.11. Interface with Debt Collection agency (NCO)		
3.12. Must be able to interface with the Authority's Debt Setoff application or be able to handle the requirements of the Virginia Debt Setoff program		
3.13. The system must be able to export route information to Itron MVRS meter reading software; import readings and additional reading statuses from that software AND ultimately integrate with the proposed fixed network solution		
3.14. The system must be able to import meter change out information from Asset Management System		
3.15. How are the above interfaces best accomplished in your system?		
3.16. The system must be able to import data from external payment systems such as IVR, IWR, Checkfree, lockbox, E-check; recurring credit card		
3.17. What additional interface features does your product offer that would be of use to us and why would each be useful to us?		
3.18. Does your product have the ability to perform spatial queries and spatial analyses to answer the CSR's questions listed in the summary above? How does your product accomplish these queries?		
3.19. What additional GIS features does your product offer that would be of use to us and why would each be useful to us?		
3.20. The solution must offer features such as Account Creation and Management, Geographic Querying, Layer Management, Service Call Management and Optimal Route Identification through the GIS integration.		
4. Payment and Collections		
4.1. Must be able to define payment priorities i.e. how to apply payments to accounts. Apply the payment to any collection fee first, then any outstanding deposits followed by the oldest to newest debt.		
4.2. System must have a complete cashiering solution that includes all the required hardware.		
4.3. System should track by type the following payment methods:		
4.3.1. Credit/Debit Cards		
4.3.2. Bank Draft / EFT		
4.3.3. Multiple Lock boxes		
4.3.4. Manual cash payments		
4.3.5. Manual check payments		
4.3.6. Mail-in Payments		
4.4. Must have ability to identify source of payment i.e. mailed in, dropped in one of the drop boxes, rejected from lockbox vendor, from a walk-in customer, wire payments, collection agency payments, Debt Setoff payments, etc		
4.5. System must allow miscellaneous payments that are not linked to a utility billing account. Must be able to reverse/correct these payments		
4.6. Describe how an overpayment is handled by your system. Include an explanation of how the excess money is accounted		

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for.		
4.7. Describe how an underpayment is handled by your system. Include an explanation of any ordinal logic used to determine what charges are paid first, second, etc. Also include an explanation of any pro-rating that is done on an underpayment.		
4.8. Must have balance and control reports or processes are available to ensure that a CSR posted a batch of payments correctly. Must have an audit trail for all transactions		
4.9. The system must be able to post one payment to multiple accounts, applying that payment in a predetermined sequence.		
4.10. System must generate an ACH payment file, in NACHA format, to facilitate automatic payments for customers enrolled in this payment option.		
4.11. Allow customers to pick the draft date for auto-pay option (ACH).		
4.12. Must have ability to identify bad debt on active and inactive account by customer id, social security number or any other possible means		
4.13. System should automatically mark accounts as collections accounts and add a selected % collection fee to each account during the process of extracting bad debt to be sent to the collection agency		
4.14. The system should handle deposits in the following manners when terminating an account: Automatically apply the customer's deposit based on system level rules Allow manual refunds of deposits Allow to manually apply deposit to accounts Allow for the transfer of deposits.		
4.15. The system must be able to provide for equalized billing or budget billing.		
4.16. Budget adjustments should be automatic depending on the type of plan selected.		
4.17. The system should generate a year-end budget plan recap statement.		
4.18. The system must have the ability to process bad debt adjustments (write-offs) automatically and reverse bad debt adjustments for subsequent payments received.		
4.19. The system must attach reversals for return checks/e-checks/ACH payment to the correct payment. Return check fees must show as a separate line item on customer's bill.		
4.20. System must allow reversal/transfer of payments to one or multiple account for entire amount or partial amount.		
4.21. The system must be able to read bar coded documents (OCR Lines) to bring up a customer's account.		
4.22. The system must be able to handle recurring credit cards and track expiration dates		
4.23. Must allow Payment arrangements (e.g. payment plan) and display amount owed on payment plan, next payment plan payment due date, and amounts owed since the payment plan was created on current bill.		
4.24. Must capture customer deposits in a subsidiary ledger and associate with the customer record in relation to status changes (i.e. deactivation) to prompt an action by user. Allow deposits to be credited to the account after a set number of years of good credit on the account. Allow for manual refunds & apply to account, transfer deposits, refund/apply a portion of the deposit. Allow a reverse transfer in case of error.		

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4.25. Must allow for the automatic transfer of debits and credits from a closed account to a new account, along with the identification of the nature of each transferred item. System should allow transfers to any name because of 1st and 2nd party on one account, maiden name, married name, divorce name, name changes, business name with personal social security number		
4.26. System should allow for multiple account adjustments/revenues to be processed on a particular day to a single account.		
4.27. The system should allow adjustments to specific line items at the account level. Be able to reverse/correct payment.		
4.28. The system should allow adjustment to consumption information, which recalculates the charges		
4.29. System should allow for adjustments for multiple periods on an account and must take rate changes into consideration		
4.30. The system should store documentation for the adjustment and provide the user the ability to query on all adjustments to a specific account and allow easy access to this information		
4.31. Must have the ability to highlight an account in a manner that the cashier is instructed to accept "cash only" on specific accounts with bad payment histories.		
4.32. Identify and flag record of delinquent customers in nonpayment status		
4.33. The system must be able to prepare and print delinquency notices and service discontinuance notices based on global as well as individual criteria. This must include a summary of all charges, payments, etc.		
4.34. Must have ability to mark certain accounts in renters' name to send a copy of every delinquent notice and the final bill (not all bills) to the owner/landlord (third party)		
4.35. The delinquency process should ultimately create a work order on that location to terminate service.		
4.36. System should compare all payments against non-payment work orders and issue a transaction to cancel a turn-off work order if payment is received.		
4.37. System must have an appropriate method for handling bankruptcies. Provision must be in place to provide for an automatic stay and for proper handling of deposits during a bankruptcy. Bankrupt accounts must be easily identifiable		
4.38. System should be able to flag/identify payments received from the Collection Agency.		
4.39. System must be able to recalculate bills back to bankruptcy discharge date.		
4.40. System must have a mechanism for tracking multiple forms of security deposits (cash, surety bonds, letters of guaranty, billed deposits, etc.).		
4.41. Status of the different types of security deposits must be maintained separately.		
4.42. The system should provide an option to put deposits on hold and for applying the deposit after the account is closed.		
4.43. System should be able to distinguish financial activities by general ledger codes or classification based on rates, transactions or some other mechanism.		
4.44. Ability to scan payment information directly into the system using a bar code scanner		
4.45. Must be able to query payments by payment amounts, payment type, date & time, receipt number		
4.46. Must allow liens to be placed on properties in 2 ways: 1. The total amount of unpaid debt left by the owner 2. Three months' utility bills for rented property		

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4.47. Manage liens so we get notified when payments are made against accounts with liens, allow us to release liens from inside the system with interest calculated and added to the account, filing and release fees, etc.		
4.48. System must automatically create a work order to restore service when payment is received on an account that is off due to non-payment.		
5. Rates		
5.1. System must allow ability to set up rate in advance with an effective date for the rate.		
5.2. System must allow charges for non-metered services to be derived from an associated metered service i.e. sewer base and volume charges must be based on the water meter size and consumption on the water meter.		
5.3. System must allow consumption from a metered service (sewer deduct meter) to be subtracted from a non-metered service (sewer).		
5.4. Ability to define an unlimited number of user-defined and maintained rate tables for each service. Including but not limited to the following:		
5.4.1. Provide for a rate structure with base fees based on service type and meter size with multiple tiers of volume charges and different tier levels for different customer types (See Attachment 3.1)		
5.4.2. Provide for a rate structure with a minimum monthly charge and a minimum volume associated with that charge based on service type and meter size with a multiple tier volume charge for volume above the minimum. (See Attachment 3.2)		
5.4.3. Provide a rate structure per jurisdiction and service type with a base fee based on the type of customer and an "In Town" or "Out of Town" location code which include a minimum volume (the minimum volume charges for the non-metered service and associated metered service is not the same.). The above minimum volume charge varies by customer type and "In Town" or "Out of Town" location code. Allow for a "large user fee" per service type to be added - in the month where a customer exceeds the high user levels for the first time, add this month to the previous five months and calculate an average usage which is used to calculate the large user fee. (See Attachment 3.3).		
5.4.4. Provide a rate structure for billing based on impervious area (storm water billing)		
5.5. Maintain history on rate tables.		
5.6. Rate modeling tools to analyze alternate rate structure scenarios.		
5.7. System must prorate changes in the rate structure based upon the effective date of the rate change and the period of service (days elapsed basis).		
5.8. System must allow for multiple service-based flat fee rates		
5.9. System must allow tax to be applied to certain services and have the ability to designate some accounts as non-taxable		
5.10. System must allow mass update for changes to rates (example: global 5% increase)		
5.11. System should have the ability to change rates based on season (summer/winter, etc.), and to prorate bills across seasonal rate changes.		
5.12. Ability to base charges for non-metered services such as sewer on water consumption from customer's water consumption.		

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5.13. Ability to define distribution of fees to multiple general ledger accounts based on user-defined account type, fee category, service type		
5.14. Ability to define service rates that are based on flat fees, consumption based, consumption based with demand, per unit charge, percentage based or user-defined formula		
5.15. Ability to define through table entry, an unlimited number of service types and add, change and delete service types as required		
5.16. The system must provide the ability to base sewer charges that are dependent on water consumption on winter averages.		
5.17. Ability to handle conservation rates: Residential customers who exceed the greater of 5,000 gallons per month of consumption or use more than their base usage for the same period in the previous year will be charged two-times the prevailing second-tier consumption rates for their first month's violation and for each subsequent violation. Residential customers who continue to exceed the greater of 5,000 gallons per month of consumption or use more than their base usage for the same period in the previous year will be subject to water service termination and reconnection fees.		
6. Billing		
6.1. Ability to aggregate separate billings for a single customer to one bill statement		
6.2. Ability to automatically add late penalties to delinquent accounts according to rate structure		
6.3. Ability to automatically apply deposits to a final bill or set up deposits to hold them during final bill		
6.4. Ability to bill by cycle and route and produce corresponding billing registers and journal entries.		
6.5. Ability to charge for flat rate billings		
6.6. Ability to create late notices and automatically record events against account		
6.7. Ability to create special one-time charges with the option to assess and collect the charges over a user-defined period of time.		
6.8. Ability to enter stop and start dates for individual rate codes on an account		
6.9. Ability to print utility bill on a Xerox Nuvera 100MX print and export bills to a file for 3rd party printing		
6.10. Ability to generate a pre-billing report to view billing amounts before actually billing accounts		
6.11. Ability to generate a report of all customers with payment arrangements showing scheduled due dates, amounts due and amounts paid		
6.12. Ability to print user defined message on bills		
6.13. Ability to prorate bills for new accounts and closed accounts		
6.14. Ability to sort bills by zip code plus four additional digits to take advantages of available postage discount		
6.15. Ability to view and reprint a past bill at any time		
6.16. Calculates final bills at any time subject to the workflow process and approvals established by the user.		
6.17. Report features after billing process specifying number of postal trays by carrier route		
6.18. System must produce specific and detailed Billing Exception Reports		
6.19. Support an unlimited number of billing cycles		

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6.20. The ability to bill existing exception accounts that are NOT individually metered but are billed to a master meter tied to a number of individually metered accounts		
6.21. The ability to compare water produced to what is actually billed based on meter readings and consumption billed to customers for each company		
6.22. The ability to process CASS certification for the US Postal service		
6.23. The ability to suspend current billing within a 7 day period for an account that has a pending on or off service		
6.24. Weekly Billing Reports with the comprehensive breakdown of all credits, discounts, rebates, penalties		
6.25. Ability to charge recurring charges in selected or all months		
6.26. The system must have the ability to prepare billing for multiple services (normal weekly billing and special billings).		
6.27. Calculates account monthly billing including ability to pro-rate charge and ability to bill via a flat rate		
6.28. The system must have the ability to prepare a consolidated utility bill. i.e. master summary bill		
6.29. Ability to bill on estimated reads based on consumption history or a set consumption (for example 6000 gallons) when there is no consumption history on an account (new account). Allow to select different methods for estimating ie. Based on average daily consumption, same period last year, average summer consumption, average winter consumption, etc.		
6.30. Must have ability to correct a meter reading and produce a re-printed bill that will reflect the recalculated charges.		
6.31. The system must have the ability to bill utility services such as water, sewer, irrigation, fire protection, portable hydrant, sewer deduct services, balk water, bulk sewer.		
6.32. Utility bills can be designated for special handling i.e no envelopes to be included with ACH accounts, multi-page bills etc.		
6.33. Must be able to bundle statements (i.e. to collate statements that go to the same mailing address together so they are mailed in one envelope)		
6.34. Must have ability to send a single utility bill to multiple addresses.		
6.35. Must have the ability to reprint bills either individually or in a group.		
6.36. Must have the ability to customize the bill message for a specific customer, customers in a specific jurisdiction, and all customers		
6.37. Must have the ability to view the bill over the web. The CSR must be able to see the same image the customer can see.		
6.38. Must have the ability to calculate and bill in advance.		
6.39. Bill internal departments and post payment to the appropriate budgetary account at the same time.		
6.40. System must be capable of assessing multiple types of late penalties based on user defined criteria for each locality being billed.		
6.41. System must allow electronic bill presentment and capability to e-mail bills to customers.		
6.42. Must have the ability to release the bill for immediate mailing, hold it for a future date, or cycle-run date.		
6.43. Must allow for negative consumption (to correct previous estimates).		
6.44. System must be able to skip estimated readings if an actual reading is received prior to the bill being generated.		

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6.45. System should have the ability to recognize a meter that has rolled over and correctly calculate the total consumption during the bill period.		
6.46. For read routes, the system should have the flexibility to indicate the reason for an estimate on any estimated bill, assuming that the reason is passed to CIS from the meter reading system.		
6.47. System must support customizable bills (One per jurisdiction/company)		
6.48. One reading to apply for Move-In, Move-Out transactions, with user-defined time criteria established.		
6.49. Precludes production of a statement, shut-off letter, or delinquent letter if the customer's account is below user defined threshold. (e.g., less than \$3.00).		
6.50. All transaction such as adjustments, payments, credits, etc, to appear on bill.		
6.51. Must be able to target certain accounts for certain inserts.		
6.52. All bills must be produced in Thousands of Gallons consumption even for meters read in Hundred Cubic Feet and Cubic Feet		
6.53. Must be able to automatically calculate surcharges for a specific company. Surcharges are determined by taking the current month's consumption plus the previous 5 months consumption to calculate a six month average. The average consumption will determine which surcharge tier the customer falls in. The minimum consumption at this time is 10,000; however, the system needs to have a user driven table to change the tier levels. If the current month's consumption is below the minimum consumption, or if the customer has not received five previous bills, there is no surcharge.		
6.54. Allow customer to have alternate addresses for certain properties.		
6.55. Easily be able to identify whether an account has been previously written off		
6.56. Ability to automatically cap a deposit on a customer's account		
6.57. Easily identify if an account's service is in "shut-off for non-payment" status		
6.58. System to calculate an average consumption based on user defined date range		
7. Account/Customer Maintenance		
7.1. Ability to associate a service location with a parcel number		
7.2. Ability to identify the number of dwelling units at a service location		
7.3. Allow multiple meters with same service types (multiple water meters) and multiple service types (multiple water, multiple irrigation meters, multiple deduct meters, etc) at the same location.		
7.4. Allow one or multiple meters to be installed at one location and bill base fees on all metered and all associated non-metered services.		
7.5. Ability to provide for user defined customer and account classification codes (i.e. residential, commercial, industrial, etc.).		
7.6. Must have a status for: Service location Customer record Service		
7.7. Must have ability to set up customers and take payments against the customer record for availability and connection		

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fees (to have service installed)		
7.8. Ability to record move-in, move-out, and close dates for an account		
7.9. Ability to record unlimited contacts (spouse, tenant(s), alternate billing addresses, etc.)		
7.10. Ability to send bill to one customer on the account and late notices and shut off notices to additional customers on the account		
7.11. Ability to track information through system by customer. Must be able to view all accounts that customer has had, current status of accounts and outstanding balance and have ability to drill down to account detail.		
7.12. Ability to track information through system by location. Must be able to view history of all accounts at that location, current status of accounts, consumption history, outstanding balances, drill down to detail etc.		
7.13. Ability to view the outstanding total balance on an account as well as the balance broken down by service type, current balance and previous balance, and total delinquent balance		
7.14. Must have a comprehensive calendar task manager with the ability to schedule daily tasks, billing, shut offs, payment due dates, etc.		
7.15. Provide for billing an unlimited number of services (metered or non-metered) per service location		
7.16. The ability to add files, pictures , notes to specific customer accounts		
7.17. The ability to maintain unlimited history on a specific customer account or location		
7.18. User definable work flow process for: New Account Set Up, Move-In/Move-Out Process, New Service Set Up, Reactivate Account, Account Inquiry		
7.19. Ability to indicate whether the customer is the owner or a tenant. On rented properties, allow owner and landlord information to be recorded.		
7.20. When tenant signs up for service, determine whether two other customers had left debts at the location during the past five years. If so, automatically produce the predefined landlord letter to landlord.		
7.21. The system must have the ability to record and maintain multiple comments, date entered, type, priority and with identification of the user who entered the comment for the life of the account.		
7.22. Credit history must follow the utility customer regardless of their address.		
7.23. The system must provide the means to track calls by customer and by location.		
7.24. Must be able to handle charitable donation/contributions		
7.25. System must assign a unique customer number to a new customer record.		
7.26. Attach a customer record to a location record to create an account. Allow one customer number to be attached to multiple locations		
7.27. Allow electronic documents to be attached to a customer record		
7.28. Supports master accounts for customer with multiple locations so one utility bill can be produced listing all locations		
7.29. System should contain the flexibility to contain a "PIN" for those customers who request it as a means of preventing unauthorized access to their accounts.		

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7.30. Provide a means to automatically "Revert to Owner" when a tenant requests a cut off of the service without charging the owner the application fee.		
7.31. Must have the ability to record access violations on accounts and have reports to report violations to the FTC (Red-flag policy)		
7.32. All alerts and pending work on an account should be highlighted on the first display accessed for a particular customer.		
7.33. System should have a screen that enables the CSR to see exactly how a customer's bill was calculated through the steps of the rate under which it was billed.		
7.34. Must highlight collection issues with on customer's previous accounts so CSRs can calculate deposits quickly OR allow setup of business rules that will allow system to calculate deposit		
7.35. Must be fully compliant with Red Flag requirements		
7.36. System must have a basic credit-weighting algorithm that should reflect the site specific requirements and should be flexible enough to allow change by site as conditions warrant. The algorithm will be a standard credit-scoring tool comprised of weighted data elements that reside solely within CIS, and result in an internal credit rating.		
7.37. Ability to establish "alerts" (cash only; lien exists; e.g.) on locations and customer accounts with the following characteristics: All alerts must be user definable, Unlimited number of alerts may be defined, Each alert has unique start and stop dates, User may define screens where alerts will appear		
7.38. The system should have an automated letter generator for the various customer account activities		
7.39. Allow wild-card lookups i.e portions a customer name, portions of street address etc.		
7.40. Look customers up by name and only active accounts or all accounts. Choice to look up addresses by active, not active, or both		
7.41. Ability to review all customers who had service at a specific location		
7.42. Ability to automatically track an unlimited number of events on an account, including: Billings, Payments, Meter Reads, Adjustments, free-form Notes attached to the account, Documents attached to the account, Statements sent to the account, Activities attached to the account, Work Orders created for the account, Form letters mailed to the account, Credit transactions (NSF checks, late payments), adjustments, deposits paid, billed, refunded, etc		
7.43. Ability to display summary of transactions and drill down to transaction		
7.44. Ability to display outstanding balance by service, broken into aging categories		
7.45. Ability to filter history by date and transaction type		
7.46. Ability to generate a consumption report that shows top consumption users based upon: Date range, Desired number of customers to be reported, Consumption type		
7.47. Ability to generate a largest dollar amounts report that shows top revenue generators based upon: Date range, Desired number of customers to be reported, Charge category or categories		
7.48. Ability to easily search on name, social security number, drivers license for customer and spouse determining if old debts and/or write-offs exist when new customer signs up for service		

SYSTEM REQUIREMENTS	RESPONSE CODE	COMMENTS
7.49. System must have ability to determine if an adjustment has already been processed on an account within a specified period of time(currently 24 months) and prevent adjustment from being processed		
7.50. System must have the ability to determine if the adjustment request is within certain time guidelines for approval (currently 30 days from date of high use letter)		
7.51. Provide for displaying and/or printing any customer account history upon request.		
7.52. System must allow tracking of additional information such as birth date, employment, phone numbers, spouse (2nd party) info, Social Security Number or Federal Identification Number, etc		
8. Meters & Readings		
8.1. Ability to define read types (keyed, radio read, AMR read) and show up in the system if keyed or radio		
8.2. Ability to identify multiple meters at a service location		
8.3. Ability to maintain meter attribute data including: Meter Number, ERT Number, Route, Number of Registers, Sequence, Installation date, Begin Service Date, End Service Date, Services attached to the meter, Status, Free Form Comments, Current Account Number, Current Service Address, Unlimited User Defined Fields, Documents, etc on meters		
8.4. Ability to view a history of all meters that have been installed at the service location.		
8.5. A meter must be able to be moved from one physical location to another without losing the meter read history.		
8.6. The system must be able to import data from automated meter reading devices, their systems and/or batch files generated by them.		
8.7. The system must be able to calculate gallons used based on various meter types including meters with multiple registers and meters registering in cubic feet and hundred cubic feet		
8.8. The system must be able to maintain history of total gallons through a meter.		
8.9. The system must provide for reading parameters that would result in alerts the meter reader if the meter readings are indicating the possibility of the meter slowing down or that the meter has been misread.		
8.10. Service remarks (mean dog, fence, meter location) by service meter available on the route listing		
8.11. Reader can initiate a service order for coded service types.		
8.12. Maintain meter readings and entry sequences independent of customer account number sequences.		
8.13. Maintain meter readings and entry sequences independent of route number.		
8.14. Must be able to identify the meter setter separate from the meter being set at a property i.e. meter setter will always stay the same but meters are move in and out.		
8.15. Reading routes should be reconfigured dynamically on the system.		
8.16. System should be able to handle trouble codes either uploaded from the field units or directly from the system users.		
8.17. System should be able to print an exception report for out-of-range readings/exceptions for follow-up action. (Hi-Low readings, stopped meters, etc.)		
8.18. Straight meter estimating logic should be easily changeable depending on sites requirements.		
8.19. The system should contain edit and validate routines for meter readings that are also easily modifiable.		

SYSTEM REQUIREMENTS	RESPONSE CODE	COMMENTS
8.20. Recognize duplicate meters and ERT numbers		
9. Work Orders		
9.1. Must be able to define work order types		
9.2. Must be able to associate requestor with work order		
9.3. Work orders must indicate the location, customer and customer's contact information, meter and service, if applicable, it is for		
9.4. Service orders must have the ability to print both on demand and through a batch process. A turn off for one customer followed by a turn on for another must be able to be generated at the same time. In batch process, orders need to be printed in route sequence		
9.5. Must have the ability to associated charges to work order types. The charges must automatically post to the account on closing the work order.		
9.6. Direct a service order to a specific individual or department		
9.7. If work order is associated with a meter, the meter information, including cycle route, and meter location information must appear on the work order		
9.8. Must be able to include comments and closing comments on work orders		
9.9. Able to simply add to or take away information on the work order		
9.10. When entering readings from work orders, the system must alert when readings are out of a certain range (negative or positive)		
9.11. When entering readings from a work order that is for a turn on/non pay prompt to enter initial read if customer has previously terminated.		
9.12. Any fees associated with a work order need to be automatically added to customer's account		
10. Customer Self Service (WEB)		
10.1. System should have a built-in security methodology to prevent unauthorized access to the system by outside/unauthorized individuals.		
10.2. System must allow customers to set up a customer online account which can contain one or many billing accounts i.e. landlords which is password protected.		
10.3. System must have password hint and password reset capability.		
10.4. Allow customer to review billing, payment, and consumption history on-line for a selected period.		
10.5. Allow customer to set up email notification for receiving bills electronically via e-mail.		
10.6. Allow link to Authority's electronic E-check payment option.		
10.7. Allow customer to sign up for bank drafting online and to attach a voided check to their application.		
10.8. Allow debit and credit card payments.		
10.9. Allow customers to update certain customer information online but do not update billing application without approval from Authority personnel.		
10.10. Allow customers to request starting and stopping of accounts online with electronic notification to Authority personnel.		

SYSTEM REQUIREMENTS	RESPONSE CODE	COMMENTS
10.11. Provide a billing calculator for each of the types of utility billing provided (By Jurisdiction)		

Page ____ of ____

(Please Type or Print Plainly)

Date _____

e-mail

Authorized Agent's Signature

33

ATTACHMENT 4 System Requirements and General Requirements

1. SYSTEM REQUIREMENTS

System Requirements are listed on the PRODUCT EVALUATION form and must be met to the degree stated in these specifications in order for the Proposal to receive further consideration. Information provided will be used in the validation and evaluation of proposal responses. Purchase will depend upon successful delivery, installation, and operation of proposed software, and upon delivery of all support services.

1.2 HARDWARE

Provide a full description and architecture diagram of the **hardware platform specifications** required to accommodate the proposed Customer Information System and not included in the Item List and Official Price Sheet. This should include desktop, network, cashiering and remote processing options and related requirements. The specifications provided should distinguish between those features required to provide the **Basic** functionality described in the SYSTEM REQUIREMENTS section and the features required to provide **Optional** system functionality.

1.3 SOFTWARE

Provide a full description of the **software specifications** required to accommodate the proposed Customer Information System and not included in the Item List and Official Price Sheet. This should include desktop, network, and remote processing options and related requirements. The specifications provided must also include those software components external to the proposed system which are required by the Customer Information System to supply the functionality described in the SYSTEM REQUIREMENTS section. The specifications provided should distinguish between those features required to provide the **Basic** functionality described in the SYSTEM REQUIREMENTS section and the features required to provide **Optional** system functionality.

1.4 SOURCE CODE

Source code can be provided with the system or held in escrow for initial and future system releases.

Include a statement describing the option chosen.

1.5 BACKUP AND RECOVERY

Provide detail procedures for adequate back-up and recovery of files related to the proposed system. Describe tools included with the product designed to facilitate database backup and recovery.

1.6 DISASTER RECOVERY

Provide options for disaster recovery solutions offered by the vendor.

2. GENERAL REQUIREMENTS

2.1 TRAINING

It is required that the vendor provide a description of available training plans and options including, but not limited to, on-site training for a combined user/technical workshop. The training should be designed to assure that the users will be capable of successful system operation. The training plans described should also include related costs and materials, i.e. Reference Guides, Tutorials, and related CD's, etc. On-site Training Plans should allow for a minimum of five power users and three Information Technology support staff.

2.2 DELIVERY AND MAINTENANCE

The vendor is responsible for the delivery and installation of the proposed system on-site in the City of Roanoke. Qualified technical personnel must be provided in order to make the proposed system operational in a live production environment.

Any contract resulting from this procurement will include a detail work plan, vendor deliverables, and contract payment schedule based on those deliverables.

A detailed implementation plan must be provided, which outlines all activities and tasks required in order for the proposed system to be made fully operation for the Authority. The tasks and activities will include, but not be limited to:

- System Configuration
- System and user documentation
- Training
- Data conversion(s)
- System implementation
- Acceptance testing

For each major task, the implementation plan should identify:

- a. Estimated total person-days (or hours) for completing the task.
- b. Associated deliverables
- c. Assign responsibilities (client/vendor).
- d. Duration
- e. Task dependencies

A recap of total estimated implementation plan person-hours should also be included. Describe responsibilities and all resources required from the Authority.

2.3 MAINTENANCE

2.3.1 Provide a copy of the proposed software maintenance contract.

2.3.2 Provide information on the frequency of periodic updates to the software and methods for determining costs for such updates and any costs for installation of such updates should be included.

2.3.3 Provide a description of the scope of continuing software support for the system. Address the design and implementation of future enhancements.

2.3.4 Provide a statement on the availability and hours of toll-free, telephone support for problems related to day to day operation.

2.4 SYSTEM REFERENCES

Each vendor must provide a minimum of five (5) references whose installed Customer Information System closely approximates the Authority's configuration. Each reference must include organizational name, official address, contact person, title of contact, and phone number.

2.5 VENDOR FINANCIAL

The Vendor's last three years of financial reports, including current annual report, is to be provided with the submitted Proposal.

2.6 PROJECT MANAGEMENT

The vendor will provide a high-level description of their proposed implementation team's level of experience with their software, the number of implementation similar in size to the Authority's that they have been involved with, and when these implementations were done.

ATTACHMENT 5 Rate Structures

SCHEDULE OF CURRENT & PROPOSED MONTHLY WATER RATES ROANOKE CITY & COUNTY CUSTOMERS

Volume Charge:

	January 2010 Current	January 2011 Approved
All Customer Types - Per 1,000 Gallons		
First Tier	\$3.00	\$3.00
Second Tier Rate (1)	\$3.50	\$3.50
Irrigation	\$3.50	\$3.50

Base Charge:

Monthly Charge per Unit Charge per meter size:	Number Of ERU's Per Unit		
5/8" Meter	1.00	\$6.25	\$7.75
3/4" Meter	1.50	\$9.38	\$11.63
1" Meter	2.50	\$15.63	\$19.38
1 1/2" Meter	5.00	\$31.25	\$38.75
2" Meter	8.00	\$50.00	\$62.00
3" Meter	15.00	\$93.75	\$116.25
4" Meter	30.00	\$187.50	\$232.50
6" Meter	60.00	\$375.00	\$465.00
8" Meter	90.00	\$562.50	\$697.50
10" Meter	150.00	\$937.50	\$1,162.50
12" Meter	200.00	\$1,250.00	\$1,550.00

(1) Second Tier Rates effective after gallons:

Residential	10,000
Commercial	75,000
Industrial	375,000

**SCHEDULE OF CURRENT & PROPOSED MONTHLY SEWER RATES
ROANOKE CITY & COUNTY CUSTOMERS**

<u>Volume Charge:</u>	January 2010 Current	January 2011 Approved
All Customer Types - Per 1,000 Gallons	\$3.50	\$3.50

Base Charge:

Monthly Charge per Unit Charge per meter size:	Number Of ERU's Per Unit		
5/8" Meter	1.00	\$9.25	\$11.20
3/4" Meter	1.50	\$13.88	\$16.80
1" Meter	2.50	\$23.13	\$28.00
1 1/2" Meter	5.00	\$46.25	\$56.00
2" Meter	8.00	\$74.00	\$89.60
3" Meter	15.00	\$138.75	\$168.00
4" Meter	30.00	\$277.50	\$336.00
6" Meter	60.00	\$555.00	\$672.00
8" Meter	90.00	\$832.50	\$1,008.00
10" Meter	150.00	\$1,387.50	\$1,680.00
12" Meter	200.00	\$1,850.00	\$2,240.00

Flat Rate Sewer Charges:

Residential	6,000 gallons	\$30.25	\$32.20
Commercial	30,000 gallons	\$114.25	\$116.20

**SCHEDULE OF CURRENT & PROJECTED MONTHLY FIRE SERVICE RATES
ROANOKE CITY & COUNTY CUSTOMERS**

Base Monthly Charge	January 2010 Current	January 2011 Approved
Less than 4" Meter	\$35.00	\$35.00
4" Meter	\$71.25	\$71.25
6" Meter	\$142.50	\$142.50
8" Meter	\$213.75	\$213.75
10" Meter	\$356.25	\$356.25
12" Meter	\$475.00	\$475.00

**ROANOKE CITY & COUNTY CUSTOMERS
SCHEDULE OF MISCELLANEOUS FEES AND CHARGES
EFFECTIVE JANUARY 1, 2010**

Initial Application for Service	\$20.00
Each request for service beyond initial water service turn-on	\$25.00
Recheck reading of meter (no charge if misread)	\$25.00
Investigation of leak per hour (1 hour minimum)	\$25.00
Meter test for removable meters (no charge if defective meter)	\$50.00
Meter test for stationary meters (no charge if defective meter)	\$200.00
Additional overtime charge (for work other than 8am-5pm, Mon - Fri)	\$52.50
Each service trip for non-payment	\$35.00
Late Payment (whichever is greater)	10% or \$1.50
Debt Collection Fee	up to 31% plus legal fees
Debt Set-off	\$25.00
Bad check charge	\$35.00
Temporary Water or Sewer account administrative fee	\$50.00
Temporary water (per 1,000 gallons)	\$5.00
Temporary wastewater (per day of service)	\$50.00
Industrial Pretreatment Penalty (per violation per day)	up to \$2,500 per violation per day
Administrative Compliance Fee (per violation per month)	up to \$500 per violation per month
Engineering Design Service Fee (per foot of main)	\$5.00
Engineering Field Service Fee	\$50.00
Copy Fee (First 10 pages free / first half hour free) \$0.15 per page / \$15 per hour	\$0.15
PROPOSED FOR 2011 - Hydrant Flow Test Fee	\$100.00

Septic Tank Disposal Fees

Sewage generated within the City of Roanoke, City of Salem, Town of Vinton , Counties of Roanoke and Botetourt - \$35.00 per 1,000 gallons discharged to the Authority water pollution control plant (WPCP) plus applicable decal fees Sewage generated in jurisdictions other than those listed above - \$55.00 per 1,000 gallons plus applicable decal fees. Grease trap waste - \$55.00 per 1,000 gallons plus applicable decal fees

**SCHEDULE OF CURRENT & PROPOSED
AVAILABILITY AND CONNECTION FEES**

	Number Of ERU's Per Unit	January 2010 Current	January 2011 Approved
<u>Water Availability Fee</u>			
5/8" Meter	1.00	\$2,500	\$2,500
3/4" Meter	1.50	\$3,750	\$3,750
1" Meter	2.50	\$6,250	\$6,250
1 1/2" Meter	5.00	\$12,500	\$12,500
2" Meter	8.00	\$20,000	\$20,000
3" Meter	15.00	\$37,500	\$37,500
4" Meter	30.00	\$75,000	\$75,000
6" Meter	60.00	\$150,000	\$150,000
8" Meter	90.00	\$225,000	\$225,000
10" Meter	150.00	\$375,000	\$375,000
12" Meter	200.00	\$500,000	\$500,000

Water Connection Charge

5/8" Meter	1.00	\$2,000	\$2,000
3/4" Meter	1.50	\$2,020	\$2,020
1" Meter	2.50	\$2,130	\$2,130
1 1/2" Meter and above	5.00	Actual Cost	Actual Cost

Sewer Availability Fee

5/8" Meter	1.00	\$2,500	\$2,500
3/4" Meter	1.50	\$3,750	\$3,750
1" Meter	2.50	\$6,250	\$6,250
1 1/2" Meter	5.00	\$12,500	\$12,500
2" Meter	8.00	\$20,000	\$20,000
3" Meter	15.00	\$37,500	\$37,500
4" Meter	30.00	\$75,000	\$75,000
6" Meter	60.00	\$150,000	\$150,000
8" Meter	90.00	\$225,000	\$225,000
10" Meter	150.00	\$375,000	\$375,000
12" Meter	200.00	\$500,000	\$500,000

Sewer Connection Charge

5/8" Meter	1.00	\$2,000	\$2,000
3/4" Meter and above	1.50	Actual Cost	Actual Cost

**SCHEDULE OF MONTHLY WATER RATES
COUNTY OF FRANKLIN - WATERFRONT, WATERS EDGE,
BOARDWALK, WINDMERE POINT & CONTENTMENT ISLAND**

Volume Charge:

	January 2010 Current	January 2011 Approved
All Customer Types - Per 1,000 Gallons		
Volume Rate - For Usage above Minimum	\$8.00	\$8.00
Irrigation	\$8.00	\$8.00

Monthly Minimum Charge:

Monthly Charge per Unit	Includes Minimum Usage of	Number Of ERU's Per Unit		
Charge per meter size:				
5/8" Meter - Undeveloped lot	2,000	1.00		\$16.00
5/8" Meter	4,000	1.00	\$30.00	\$32.00
3/4" Meter	4,000	1.50	\$30.00	\$32.00
1" Meter	10,000	2.50	\$75.00	\$80.00
1 1/2" Meter	20,000	5.00	\$150.00	\$160.00
2" Meter	32,000	8.00	\$240.00	\$256.00
3" Meter	64,000	15.00	\$480.00	\$512.00
4" Meter	100,000	30.00	\$750.00	\$800.00
6" Meter	200,000	60.00	\$1,500.00	\$1,600.00
8" Meter	300,000	90.00	\$2,250.00	\$2,400.00
10" Meter	500,000	150.00	\$3,750.75	\$4,000.00
12" Meter	665,000	200.00	\$4,998.75	\$5,360.00

**COUNTY OF FRANKLIN
WESTLAKE**

Volume Charge:

	January 2010 Current	January 2011 Approved
All Customer Types - Per 1,000 Gallons		
Volume Rate - For Usage above Minimum	\$8.00	\$8.00
Irrigation	\$8.00	\$8.00

Monthly Minimum Charge:

Monthly Charge per Unit	Includes Minimum Usage of	Number Of ERU's Per Unit		
Charge per meter size:				
5/8" Meter	4,000	1.00	\$32.00	\$32.00
3/4" Meter	4,000	1.50	\$32.00	\$32.00
1" Meter	10,000	2.50	\$80.00	\$80.00
1 1/2" Meter	20,000	5.00	\$160.00	\$160.00
2" Meter	32,000	8.00	\$256.00	\$256.00
3" Meter	64,000	15.00	\$512.00	\$512.00
4" Meter	100,000	30.00	\$800.00	\$800.00
6" Meter	200,000	60.00	\$1,600.00	\$1,600.00
8" Meter	300,000	90.00	\$2,400.00	\$2,400.00
10" Meter	500,000	150.00	\$4,000.00	\$4,000.00
12" Meter	665,000	200.00	\$5,360.00	\$5,360.00

SCHEDULE OF MONTHLY SEWER RATES

Volume Charge:

	January 2010 Current	January 2011 Approved
All Customer Types - Per 1,000 Gallons	\$7.25	\$7.60

Monthly Minimum Charge:

Monthly Charge per Unit	Number Of ERU's Per Unit		
5/8" Meter	1.00	\$9.00	\$11.00
3/4" Meter	1.50	\$11.25	\$13.75
1" Meter	2.50	\$28.15	\$34.40
1 1/2" Meter	5.00	\$56.25	\$68.75
2" Meter	8.00	\$90.00	\$110.00
3" Meter	15.00	\$168.75	\$206.25
4" Meter	30.00	\$337.50	\$412.50
6" Meter	60.00	\$675.00	\$825.00
8" Meter	90.00	\$1,012.50	\$1,237.50
10" Meter	150.00	\$1,687.50	\$2,062.50
12" Meter	200.00	\$2,250.00	\$2,750.00

Town of Fincastle	
Water and Wastewater Rates and Connection Fees	
<u>Residential Water Rate (In Town):</u>	<u>Fee:</u>
Minimum charge	\$9.00/ 2000 gallons
All over 2000 gallons	\$1.00/ 1000 gallons
Basic (Connection)	\$550.00
Availability (Off-site Facility)	\$950.00
Large User Fees	See Below
<u>Residential Wastewater Rate (In Town):</u>	<u>Fee:</u>
Minimum charge	\$16.35/ 1500 gallons
All over 1500 gallons	\$ 5.63/ 1000 gallons
Basic (Connection)	Cost +10%
Availability (Off-site Facility)	\$5,000.00
Large User Fees	See Below
<u>Residential Water Rate (Out of Town):</u>	<u>Fee:</u>
Minimum charge	\$11.00/ 2000 gallons
All over 2000 gallons	\$ 2.00/ 1000 gallons
Basic (Connection)	\$550.00
Availability (Off-site Facility)	\$1,500.00
Large User Fees	See Below
<u>Residential Wastewater Rate (Out of Town):</u>	<u>Fee:</u>
Minimum charge	\$20.00/ 1500 gallons
All over 1500 gallons	\$ 8.00/ 1000 gallons
Basic (Connection)	Cost +10%
Availability (Off-site Facility)	\$5,000
Large User Fees	See Below
<u>Commercial Water Rate (In Town):</u>	<u>Fee:</u>
Minimum charge	\$15.00/ 4000 gallons
All over 4000 gallons	\$2.25/ 1000 gallons
Basic (Connection)	Depends on Meter Size
Availability (Off-site Facility)	Depends on Meter Size
Large User Fees	See Below
<u>Commercial Wastewater Rate (In Town):</u>	<u>Fee:</u>
Minimum charge	\$20.00/ 1500 gallons
All over 1500 gallons	\$ 8.00/ 1000 gallons
Basic (Connection)	-
Availability (Off-site Facility)	Depends on Meter Size
Large User Fees	See Below
<u>Commercial Water Rate (Out of Town):</u>	<u>Fee:</u>
Minimum charge	\$15.00/ 4000 gallons
All over 4000 gallons	\$2.25/ 1000 gallons

Basic (Connection)	Depends on Meter Size
Availability (Off-site Facility)	Depends on Meter Size
Large User Fees	See Below
<u>Commercial Wastewater Rate (Out of Town):</u>	<u>Fee:</u>
Minimum charge	\$20.00/ 1500 gallons
All over 1500 gallons	\$ 8.00/ 1000 gallons
Basic (Connection)	-
Availability (Off-site Facility)	Depends on Meter Size
Large User Fees	See Below

Large User Fees (applies to all usage classes)		
Gallons Per Month	Water	Sewer
10,000 to 49,999	\$25.00	\$85.00
50,000 to 99,999	\$75.00	\$170.00
100,000 to 199,999	\$150.00	\$340.00
200,000 to 299,999	\$250.00	\$565.00
300,000 to 399,999	\$350.00	\$790.00
400,000 to 499,999	\$450.00	\$950.00
500,000 and up	\$550.00	\$1,160.00