



CITY OF GEORGETOWN
GEORGETOWN UTILITY SYSTEMS
TEXAS

REQUEST FOR PROPOSALS

FOR

CUSTOMER INFORMATION SYSTEM (CIS)

RFP # 201016

December 18, 2009

DUE DATE FOR RESPONSES
Friday, January 29, 2010
2:00 PM

1.0 Notice to Proposers

The City of Georgetown is soliciting sealed proposals for **Request for Proposal (RFP) No. 201016, Customer Information System**.

Proposal documents may be secured from City of Georgetown, Office of the Purchasing Manager, 300-1 Industrial Avenue, Georgetown, Texas 78626 between the hours of 8 a.m. and 5 p.m. Central, Monday through Friday, or downloaded from the City's website at <http://bids.georgetown.org>, Reference Bid # 201016.

Eight (8) printed copies plus one (1) digital copy on CD/DVD of Proposals must be sealed and returned to:

City of Georgetown
Attention: Purchasing Manager
P. O. Box 409
Georgetown, Texas 78627

or physically delivered to 300-1 Industrial Avenue, Georgetown, Texas 78626 by **2:00pm** central time, on **January 29, 2010**. All proposals must be plainly marked with the proposal name and RFP number: "Customer Information System, RFP # 201016".

All questions regarding this RFP must be submitted in writing to purchasing@georgetowntx.org by **12:00pm** central time, on **January 14, 2010**. A pre-proposal conference will be held at the GMC Building, 300-1 Industrial Avenue, Georgetown, Texas at **10 a.m.** Central time, on **January 7, 2010**.

When proposals are sent by mail, the Proposer is responsible for their delivery by the date and time set for the closing of the proposal acceptance. If the mail is delayed beyond the date and time set for the closing, proposals thus delayed will be returned unopened and will not be considered.

The information contained in these specifications is confidential and is to be used only in connection with preparing this proposal.

The City of Georgetown reserves the right to reject any and all proposals and waive informalities in proposals received.

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20 Project Purpose and Objectives

2.1 Scope of Procurement

The City of Georgetown, Texas (hereafter “the City”) desires to acquire a new Customer Information System (CIS). This CIS will support multiple purposes within the City, though it is focused on the needs of the Georgetown Utility Systems (GUS).

The desired Customer Information System will:

1. Replace the current CIS services provided through the existing Incode CIS system.
2. Replace the current Cashiering services provided through the existing Incode Cash Collections system.
3. Integrate with current and anticipated City systems, including Meter Management (MDMS), Audio Tel Remit Plus, Incode General Ledger, and GIS systems.
4. Integrate with anticipated AML, FIS replacement, and Asset management systems.

2.2 Anticipated Approach

The City expects this procurement to deliver a new Customer Information System that meets the requirements contained in this RFP. The CIS must include integration with current systems used by the City as specified in this RFP. The expectation is that upon completion of this procurement the City will have a fully functional system, capable of being used successfully by the City for the stipulated business services.

All Proposers must include the core elements of the CIS and Cashiering system in order for their proposal to be considered responsive. In addition, the Proposer may include one or both of the optional Asset Management System and/or Financial Information System.

2.2.1 Included Core Elements

The procurement of the new CIS under this RFP *will* include:

- Acquisition of all required CIS and Cashiering software to meet the specified requirements.
- Installation and configuration of all required software, to deliver a usable CIS and Cashiering system that meet the requirements of this RFP.
- Migration of stipulated data into the new system. This includes customer, account, service order, meter, and premise information in the CIS, premise and assets from GIS.
- Development and implementation of all required integrations among systems.

- The minimum business process re-design deemed necessary for the City to successfully utilize the proposed solution.
- Training for systems administrators, technical support staff, users, and power users.
- Technical documentation for installation and troubleshooting.
- User documentation specific to the City's business processes and use of the system features.
- Specifications for any additional hardware, software, and any additional services like credit card processing, required to run the proposed CIS and Cashiering software.
- Support for the City's CIS Implementation team, including recommended implementation work plan, vendor/partner resources to be provided to the implementation effort, expected staffing and other resources to be provided by the City.

The expected outcome of this procurement will be a working installation of a CIS for the City.

2.2.2 Optional Software Acquisition

The successful Proposer for CIS under this RFP will have an opportunity at a later date to enter into a contract negotiation with the City for the following software systems:

- Asset Management software licenses and implementation services to meet the City's business requirements described in Section 8.1 of this RFP.
- Financial Information System (FIS) software licenses and implementation services to meet the City's business requirements described in Section 8.2 of this RFP.

Proposing these software licenses and implementation services are optional under this RFP. Not including these optional systems in your proposal will NOT be considered a non-responsive proposal. However, Proposers must submit proposals for one or both of these systems to be given the opportunity to enter negotiations for a separate procurement contract. Engaging the successful CIS Proposer in contract negotiations for these optional software systems is at the sole discretion of the City, and may not result in an actual procurement contract.

2.2.3 Excluded Functionality

The procurement of the new CIS under this RFP **will not** include:

- Acquisition of any systems infrastructure or standard desktop client hardware required for implementation. The City will procure or provide all necessary server and network components, and expects to be able to use existing desktop and mobile computers as clients. (See section 3.0: Required environment in Appendix C; Proposer is required to specify these elements for the City to provide.)

- Business process re-design, beyond the minimum deemed necessary for successful implementation of the proposed solution, will be performed by the City under a separate project.

3.0 Instructions to Proposers

3.1 General Conditions

- A. Qualified Proposers or Proposers interested in responding to this request for proposal (hereinafter referred to as “RFP”) should include the following information along with the submitted proposal. Failure to provide in the proposal any information requested in this RFP may result in disqualification of the proposal.
1. Each Proposer shall furnish a complete name, mailing address and telephone number (using the Authority to Quote Form provided in Appendix C for this and related data).
 2. Each proposal must designate the individual(s), along with respective telephone numbers, who will be responsible for answering technical and contractual questions with respect to their proposal.
 3. The City, in its sole discretion, expressly reserves the right to request and/or require any additional information from the Proposer(s) that it deems relevant with respect to this RFP.
 4. Cost for developing proposals is entirely the responsibility of the Proposer and shall not be chargeable to the City.
 5. Samples may be requested by the City for evaluation purposes. Any sample that fails the evaluation process for any reason may be considered sufficient reason to reject a proposal. The City of Georgetown reserves the right to determine if a sample fails to meet specifications.
 6. Indemnity:
 - i. The Proposer shall totally indemnify the City against all claims, by his/her employees, agents or representatives for injury arising from any cause.
 - ii. The Proposer shall totally indemnify the City against all claims for loss or damage to Proposer’s property, equipment and/or supplies.
 - iii. The Proposer shall totally indemnify the City as a result of claims relating to infringement of proprietary rights for all of the services and equipment being provided.
 - iv. The Proposer shall not be liable to the City for any failure or delay in performance, which is due, in whole or in part, to any cause beyond the Proposer’s control.

7. Proposals should not contain promotional or display materials, except as they may directly answer, in whole or in part, questions contained in the RFP. Such exhibits shall be clearly marked with the applicable reference number of the questions in the RFP.
8. The contents of the proposal and any clarification or counter proposal thereto submitted by the successful Proposer shall become part of the contractual obligation and incorporated by reference into the ensuing contract.
9. Products and services not specifically mentioned in this RFP, but which are necessary to provide the functional capabilities described by the Proposer, shall be included in the proposal.
10. The City reserves the right to directly procure any element of the proposed solution, for example if the City can procure the element at a better price off the State contract.
11. It is intended that this RFP describe the requirements and response format in sufficient detail to secure comparable proposals.
12. A Proposer may withdraw his/her proposal by submitting a written request for its withdrawal over the signature of an authorized individual, as described in Paragraph 2 above, to the Purchasing Manager any time prior to the submission deadline. The Proposer may thereafter submit a new proposal prior to the deadline. Modifications offered in any manner will not be considered if submitted after the deadline.
13. The successful Proposer may be required to provide an affidavit that he/she has not conspired with other potential suppliers in any manner to attempt to control competitive pricing. This paragraph does not, however, preclude two or more suppliers of certain parts of the requirements from presenting a combined or joint proposal for the purpose of providing a complete proposal.
14. Pursuant to Tex. Loc. Gov't. Code Section 262.030 of V.T.C.A., proposals shall be opened so as to avoid disclosure of the contents to competing offers. Details will not be released until all ensuing negotiations have been completed and contractual agreements have been executed. All information submitted on this RFP will be public record.
15. All proposals become the property of the City and will not be returned to the Proposer.
16. The Proposer certifies that he/she is a duly qualified, capable and otherwise bondable business entity that he/she is not in Receivership or contemplates same, and has not filed for bankruptcy.
17. Submission of a proposal in response to this Request for Proposal will affirm that the Proposer will not discriminate against any employee or applicant for employment because of race, religion, sex, sexual preference, color or national origin and that the firm will make efforts to ensure that employment is offered to

applicants without regard to their race, religion, sexual preference, color and national origin.

18. Proposer/Contractor, its employees, subcontractors, and agents shall comply with all applicable federal and state laws, the charter and ordinances of the City of Georgetown, Texas, and all applicable rules and regulations promulgated by all local, state, and national boards, bureaus, and agencies. Proposer/Contractor shall further obtain and maintain all permits and licenses required, if any, for the performance of any services required hereunder.
19. Questions concerning this RFP should be addressed to the following persons:

Commercial Questions: Marsha Iwers, CPPB
Purchasing Manager
300-1 Industrial Ave.
Georgetown, Texas 78627
Phone: (512) 930-3647
Fax: (512) 930-9027
Email: purchasing@georgetowntx.org

Technical Questions: Howard G Richards, PE
Westin Engineering, Inc.
1401 Elm Street, Suite 3750
Dallas, TX 75202
Phone: (214) 223-2719
Fax: (214) 337-3691
Email: howard.richards@we-inc.com

Award of Contract

1. The award of the contract shall be made to the responsible Proposer, whose proposal is determined to be the best evaluated offer from negotiation, taking into consideration the relative importance of price and other evaluation factors set forth in Sections 7.0 through 12.0.
2. All proposals submitted in accordance with the requirements of this RFP shall be considered offers to contract on the terms contained in the proposals and in this RFP and at the price offered by the successful Proposer. When the City awards a contract to the successful Proposer, it will constitute an acceptance of that offer. A contract between the City and the successful Proposer embodying the terms of this RFP and the proposal will become effective on the date of such award.

B. Reservations

1. The City expressly reserves the right to:
 - i. Waive any defect, irregularity or informality in any proposal;
 - ii. Reject or cancel any or all proposals, or part(s) of any proposal;
 - iii. Accept proposals from one or more Proposers; and/or;
 - iv. Procure services by other means.

2. In considering the proposal(s), the City reserves the right to select the acceptable Proposer(s) who will offer contractual terms and conditions most favorable to the City.
3. Requirements stated in the RFP shall become part of a contract with the Proposers. Any deviations from these requirements must be specifically defined by the Proposer in the resulting proposal, request for clarification and/or counter proposal which, if accepted, shall also become part of the contract. The City, however, reserves the right to modify the specifications or segments of this RFP, and/or negotiate the price and any other terms with prospective Proposers, as needed.

C. Other Conditions

1. Venue:

Any contract awarded based on this RFP shall be governed by and construed in accordance with the laws of the State of Texas, is fully performable in Georgetown, Texas, and venue for any action related to this contract will be Georgetown, Texas.

2. Warranties and Service:

The implied warranties of merchantability and fitness for a particular purpose shall not be waived under this RFP or any contract awarded from this RFP except as expressly authorized in writing by the City granting the waiver.

3. Assignment:

The work to be provided under this RFP, or any part of the work to be provided under this RFP, shall not be assignable by the Proposer without the express written permission of the City.

D. Bonds

1. The Proposer shall complete the Bond Forms attached at Appendix D.
2. Payment Bond - If the agreement amount is in excess of \$50,000, a Payment Bond shall be executed in the full amount of the agreement solely for the protection of all claimants supplying labor and materials in the prosecution of the work.
3. Performance Bonds - If the agreement amount is in excess of \$100,000, a Performance Bond shall be executed in the full amount of the agreement conditioned upon the faithful performance of the work in accordance with the plans, specifications, and agreement documents. Said bond shall be solely for the protection of the City.
4. All bonds shall be executed by a corporate surety authorized and licensed to do business in the State of Texas and acceptable to the City. The form of the bond shall be as provided herein. All bonds furnished hereunder shall meet the requirements of V.T.C.A., Government Code, Chapter 2253.
5. In order for a surety to be acceptable to the City, (1) the name of the surety shall be included on the current U.S. Treasury List of Acceptable Sureties (Circular 870), or (2) the surety must have capital and surplus equal to ten (10) times the amount of the bond. The amount of the bond shall not exceed the amount shown on the Treasury List or one-tenth (1/10) of the total capital and surplus. If

reinsurance is required, the company writing the reinsurance must be authorized, accredited or trusted to do business in Texas.

6. No surety will be accepted by the City which is at the time in default or delinquent on any bonds or which is interested in any litigation against or averse to the City. Should any surety on the agreement be determined unsatisfactory at any time by the City, notice will be given to the Proposer/Contractor to that effect and the Proposer/Contractor shall immediately provide a new surety satisfactory to the City.
- E. Insurance – PROPOSER/CONTRACTOR shall procure and maintain at his sole cost and expense for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by PROPOSER/CONTRACTOR, his agents, representatives, volunteers, employees or subcontractors. Copy of the insurance requirement affidavit as provided herein, shall be completed and returned with proposal.
1. The Proposer shall complete the Insurance Requirements Affidavit in section C2 of the Appendix C.
 2. Certificate of insurance documenting the following required insurance.
 - a. Workers' Compensation Insurance at statutory limits, including employer's liability coverage at minimum limits. In addition to these, the Proposer/Contractor must meet each stipulation required by the Texas Workers Compensation Commission; (Note: if you have questions concerning these requirements, you are instructed to contact the TWCC at (512) 440-3789).
 - b. Commercial General Liability Insurance at minimum combined single limits of \$1,000,000 per occurrence and \$2,000,000 general aggregate for bodily injury and property damage, which coverage shall include products/completed operations, independent contractors, and contractual liability each at \$500,000 per occurrence. Coverage must be written on an occurrence form.
 - c. Auto Liability Insurance shall be no less than 1,000,000 combined single limit each accident for bodily injury and property damage, including owned, non-owned, and hired vehicle coverage.
 - d. Policies shall be endorsed to provide the City of Georgetown a thirty-(30) day notice of cancellation, material change in coverage, or non-renewal of coverage. Applicable policies shall also be endorsed to name the City of Georgetown as an additional insured on General Liability and Auto.
 - e. Waiver of Subrogation in favor of the City with respect to General Liability, Auto and Workers' Compensation.
 - f. Noncompliance may result in the contract being awarded to the next lowest responsive and responsible Proposer.
- F. Safety - PROPOSER/CONTRACTOR shall perform the work in accordance with applicable laws, codes, ordinances, and regulations of the state of Texas and the United States and in compliance with OSHA and other laws as they apply to its employees. The provisions in the Manual of Accident Prevention and Construction of

the Associated General PROPOSER/Contractors of America shall not constitute the standard of care applicable on the project. It is the intent of this agreement that the safety precautions at the site are a part of the construction techniques and processes for which PROPOSER/CONTRACTOR shall be solely responsible. PROPOSER/CONTRACTOR assumes responsibility and liability and hereby agrees to indemnify OWNER from any liability caused by PROPOSER/CONTRACTOR'S failure to comply with applicable federal, state, or local regulations, touching upon the maintenance of a safe and protected working environment, and the safe use and operation of machinery and equipment in that working environment. PROPOSER/CONTRACTOR is solely responsible for handling and use of hazardous materials or waste, and informing employees of any such hazardous materials or waste. PROPOSER/CONTRACTOR shall provide copies of all hazardous materials and waste data sheets to the Georgetown Fire Department marked Attn: Fire Marshall.

G. Pricing – See Section 12.0.

1. All prices in this proposal shall be good for 6 months.
2. Prices for annual maintenance agreements and for prices for additional, incremental licenses shall be good for the stipulated periods.

H. Contract Term

1. The term of this contract will not exceed three (3) years, and will be renewable each year with the agreement of both parties. Either party will have the right to terminate this agreement with prior written sixty (60) day notification.

I. Authorized Signature

1. Persons who have the legal authority must sign all proposal forms.

K. Contractor's Understanding and Duty

1. The Contractor, its employees, subcontractors, and agents shall comply with all applicable federal and state laws, the charter and ordinances of the City of Georgetown, Texas, and all applicable rules and regulations promulgated by all local, state, and national boards, bureaus, and agencies. Contractor shall further obtain and maintain all permits and licenses required, if any, for the performance of any services required hereunder.
2. Contractor will be responsible for conducting criminal background checks and verifying employment eligibility on all custodial employees that will have access to City property in accordance with the state and federal laws.

L. Identification

1. Identification must be worn by employees of the Contractor while fulfilling their duties at the specified City sites. The Contractor shall be responsible for instructing its employees in regard to safe working habits and shall be responsible for compliance with all Occupational Safety and Health Administration regulations.

3.2 Other Instructions

3.2.1 Purchasing Web Site

The City of Georgetown utilizes a Web based application to communicate with potential proposers once an RFP is released. Proposers can obtain any additional information as it is released by logging into the City of Georgetown Purchasing Department site at <http://bids.georgetown.org>. To register, select 'Supplier Registration' (below the login field), and follow the instructions. NOTE: Users have to go through the initial registration process in order to access the system.

Once a prospective Proposer is registered on this site, the system will automatically send them an email notification of any additional documents regarding this procurement, with a link to the site through which the prospective Proposer can download the document. This includes notice of any Addenda to the RFP, minutes of meetings, responses to questions, or supplemental data.

3.2.2 Proposer Response Forms (PRFs)

A set of Proposer Response Forms (PRFs) is provided in Appendix C as a separate document and electronic file to provide a consistent mechanism for Proposers to respond to this RFP. These forms will insure that all proposals are complete and consistent in format and order to facilitate an efficient review process by the City.

The forms have been created to simplify the process of responding to the RFP, and use a MS Word format with simple style templates that allows Proposers to use styles for organizing their proposals in a professionally looking manner, while insuring that Proposers can communicate the advantages of their products and services.

Proposers should not modify any of the existing headings or questions in the document. Proposers should enter or paste their responses into the appropriate sections.

Each section in the PRFs is self contained and complete responses should be provided by the Proposer. Proposers should refer to the corresponding RFP sections when completing the PRFs.

4.0 Current Situation

4.1 City of Georgetown

The City of Georgetown has a population of 50,000, is located on Interstate 35, and is the northern most “gateway” to the gently rolling hills of Central Texas. While Georgetown offers the amenities and charm of a small community, it is strategically and centrally located in the middle of the four major metropolitan areas of Texas. Austin is 26 miles south of Georgetown, Dallas is two hours north, Houston is three hours southeast and San Antonio is just one-and a-half hours south, placing Georgetown in a very advantageous position for cultural and economic development.

4.1.1 Georgetown Utility Systems (GUS)

Georgetown Utility Systems (GUS), a Division of the City, constructs, maintains, and operates the City’s utility infrastructure. Departments within GUS include Administration, Energy Services (Electric Transmission and Distribution and AMR), Systems Engineering, and Water Services (Pump Maintenance, Wastewater Collection, Water Distribution, Reuse Irrigation and Wastewater and Water Treatment). The Division is also responsible for maintaining positive working relationships with outside organizations, coordinates contracts with the private sector, oversees and coordinates citizens’ programs, and oversees the City’s solid waste contract (Environmental Services).

4.1.1.1 Administration

The Administration Department manages financial operations and personnel services for all departments in the division. The Department also provides administrative support, including customer relations, reception, record keeping, management of Key Accounts, and secretarial services, to all departments within the division. Long-term system planning is coordinated by the Department. Administration is responsible for coordination and operation of all utilities during emergency management situations.

4.1.1.2 Energy Services

The Electric Department constructs and maintains a complete system of electric conductors, switches, lines and transformers used for the distribution of electricity purchased wholesale from the Lower Colorado River Authority (LCRA) and other wholesale energy suppliers in Texas. In addition, the Department reviews plans for construction of new lines (overhead and underground), and develops design specifications that meet all safety and construction requirements. The Department installs and maintains streetlights and security lighting systems. The Department administers a tree trimming maintenance program to minimize outages and prevent damage to electric distribution equipment and lines. The Department promotes public education and provides information through safety programs. In addition, the Department monitors proposed legislation related to electric deregulation and evaluates its potential impact on the City of Georgetown and its customers.

4.1.1.3 Water Services

The Water Services Department is responsible for the overall management, and support of Water Distribution Operations, Wastewater Collection Operations, Irrigation Operations, Water Treatment Plant Operations, and Wastewater Treatment Plant Operations. Department activities include strategic planning and management for the water services utility, including contract negotiation and management for utility contracts, utility cost sharing contracts, system water contracts, and regional utility contracts. Additional activities include utility budgeting, capital improvement planning, and project management.

4.1.1.4 Environmental Services

The City contracts with Texas Disposal Systems (TDS) to provide trash removal and recycling services to residential and commercial customers, and operational management of the public collection station. Additionally, this department funds disposal programs for household hazardous waste and electronic waste. Also included in this department are allocated costs for administrative and support services. Oversight responsibilities and monitoring of these services are managed through this department.

4.1.1.5 Systems Engineering

The Systems Engineering Department is responsible for the coordination and installation of Capital Improvement Projects (CIP's) using consultant design engineering firms; assists in negotiations for the acquisition of easements and rights-of-way; provides inspection, testing services and contract management for these projects. The Department manages and maintains utility system models for departments within GUS, including: Water, Electric, Storm Water Drainage, Streets, Wastewater and Water Reuse. The Department develops and maintains construction standards and specifications for CIP and Development construction projects. Systems Engineering supports the review of development plans and provides inspection, testing and contract management for the installation of these facilities.

4.1.2 Information Technology Department

The City of Georgetown Department of Information Technology (City IT) assists all City agencies with technology implementation, office automation equipment selection, and ongoing support/training. The department operates a centralized server computer center. The City's online network has grown to more than 500 workstations, primarily personal computers that may also serve as offline microcomputers for individual customer applications. Virtually all City buildings are interconnected using fiber-optic networking, and 802.11b/g wireless networking is also generally available in City facilities. Appendix A provides a general schematic of the systems and networks supported by the Department of Information Technology.

The City IT organization will provide relevant support to this project, including server technology acquisition and installation, and IT operations support for test and production platforms. The City will also engage team members to become internal applications support staff during/post implementation. City IT expects to become the primary

support contact with the successful Proposer's support organization once the implementation is complete.

4.2 Current Information Technology Systems Relevant to Project

This section of the RFP summarizes the information technology systems that are relevant to this CIS procurement.

4.2.1 Incode

The City currently utilizes the Incode family of products from Tyler Technologies, Inc. for multiple purposes. Incode provides a partially integrated environment for various applications which include Courts Management, Cashiering, Financial Management, and CIS.

The City is utilizing the following Incode applications:

Incode Product	Status
Accounts Payable	In Production
Accounts Receivable	In Production
Budget	In Production
Building Project Management	In Production
Cash Collections	In Production
Check Reconciliation	In Production
CIS	In Production
Court Case Management	In Production
Fixed Assets	In Production
General Ledger	In Production
Human Resources	In Production
InSite (Web payments using ETS/Chase as 3 rd party back office)	In Production
Inventory	In Production
Payroll / Time Entry	In Production
Project Accounting	In Production
Purchasing	In Production
Warehousing	In Production
Warrants	Read-only

Application Version 7.00. The City intends to upgrade to Version 8.0 during 2010.

Data Management: The City has implemented Incode using its proprietary data management capabilities.

Operating System: The City has implemented Incode using the Windows XP operating system for client workstations, and Windows Server 2003 for the server components.

Extent of Local Customization: Limited.

Available Interfaces: Incode does not provide standard interfaces into its proprietary data management environment.

4.2.2 Remittance Processing

The City currently utilizes Audio Tel Corporation's REMIT PLUS software and remittance processing hardware. This includes check scanning capabilities which interpret MICR, OCR, Bar Codes, and handwritten amounts. It also creates electronic or paper deposits, a variety of reports, image archive files, and A/R upload files. Support is also provided for the endorsement and capture of digital images of the front and back of each document it processes.

4.2.3 GIS

The City uses GIS technology to host its master asset registry for electric distribution, water distribution and wastewater collection system assets, in addition to general operational data such as facility locations and service areas. The City places a high priority on integration of its customer information management system with this spatially-referenced asset data, to enhance staff's ability to access, create, analyze, display, and manage these assets.

The ability to effectively use spatial asset data is critical for agencies like the City that have geographically dispersed assets and customers. Field crews execute service request and service order activities for distributed assets as well as customers rely on maps of the utility infrastructure to physically locate specific service locations for conducting meter reads, re-reads, tests, maintenance, replacement and retirement. Managers can gain additional insights into service delivery effectiveness and efficiency by performing analyses utilizing geographical data.

The City utilizes the ArcGIS software products from ESRI, Inc. A citywide GIS Section (within the City Planning Department) provides enterprise GIS services. Georgetown Utility Services also has a GIS team, which maintains utility-specific data and applications built on top of the enterprise GIS resources. The City has workstation licenses and installations (including ArcEditor, ArcInfo, and ArcView levels of licenses), as well as ArcServer services for the geodatabase and web services.

The City has utilized the following ESRI GIS modules, which might be relevant to the mobile CIS initiative:

- ArcGIS – The workstation GIS software, which also serves as a thick client against a shared enterprise geodatabase.
- ArcReader – The lightweight GIS client software primarily designed for queries of pre-existing data sets.
- ArcGIS Server – ESRI's next-generation server-based technology for making GIS data and robust GIS services available via the web. This technology potentially exposes the full suite of ESRI's desktop functionality to web users through ESRI's COM-compliant development library, ArcObjects, with different levels of functionality being made available at different licensing levels. At

Version 9.2 and higher, ArcSDE, the geospatial data management middleware which manages a multi-user geodatabase, is now part of ArcServer. A geodatabase is ESRI's implementation of a geospatial object class model, designed and accessible through Microsoft's Component Object Model (COM). This is implemented via the middleware using a relational database management system. The City GIS has implemented ArcGIS Server 9.3, at the Enterprise Basic level.

Application Version: V.9.3.

Data Management: The City has implemented the ESRI geodatabase using the MS SQL-Server 2005 RDBMS and ArcServer 9.3. The implementation is not versioned.

Operating System: The City has implemented GIS using the Windows XP operating system on its workstation/clients. The City IT Department operates the servers.

Extent of Local Customization: None

4.3 Anticipated Changes to City IT Systems Relevant to Project

This section of the RFP summarizes the known or anticipated information technology systems that are relevant to this CIS procurement. The City has recently begun several significant system procurements or upgrades. This section describes the anticipated changes to the enterprise information technology infrastructure to which the system(s) selected through this procurement will have to adjust.

4.3.1 Implementation of Advanced Metering Infrastructure (AMI)

Georgetown Utility Systems (GUS) is in the process of upgrading its Automatic Meter Reading (AMR) system to an Advanced Metering Infrastructure (AMI) system. GUS is currently evaluating proposals, but has not selected a solution as of the issue date for this RFP.

4.3.1.1 Project Background

The City of Georgetown's wireless network is a part of the Georgetown Utility Systems, where the infrastructure for Automated Meter Reading (AMR) and Supervisory Control and Data Acquisition (SCADA) is maintained. The Utility Office reads meters, bills and collects for approximately 20,493 electric and 19,908 water utility meters.

The population of the City of Georgetown within their electric and water service areas defined by their Certificate of Convenience and Necessity (CCN) is expected to grow to 76,000 in 10 years and to approximately 108,000 over the next 20 years. Normal growth of the system (i.e. new customers added yearly) over the 3-year AMI deployment (see below) is expected to be as follows:

	Electric Service	Water Service
Year 1	350	500
Year 2	500	750

Year 3	300	750
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The Smart Grid is a holistic approach to the traditional delivery grid that includes advanced hardware and software components, including advanced communication capabilities, allowing for two-way communication from the customer site to the utility. Additionally, it provides for advanced monitoring and control of the utility's distribution and substation facilities to allow for efficient energy delivery, "self healing", and empowers customers by providing interactive information for shifting demand.

In addition to a new intelligent CIS capable of handling the large amount of data generated by AMI, other smart grid programs that GUS will be implementing in the near term and over the coming years include:

- An Enterprise Asset Management (EAM) system;
- Distributed energy resources, such as solar and wind energy;
- Home area network for demand side resources, such as smart appliances, electric vehicles and commercial equipment with smart grid functions;
- Substation level delivery, such as substation automation and relay coordination;
- Distribution automation delivery, such as feeder loading balance, capacitor control, redundant integrity, and system restoration.

4.3.1.2 Overall AMI Deployment Schedule

GUS plans to deploy the proposed AMI system in phases over a three-year period which may be initiated concurrently or in stages. Phase 1 of the deployment will be the development of a sustainable plan for a complete system-wide AMI installation, which will include approximately 1,000 meters for 750 customer sites. A minimum of 250 services will be electric only and 250 will be water only for the Phase 1 deployment. In addition, Phase 1 will include industry standard home area network (HAN) and approximately twenty (20) in-home energy display (HED) units for the combined electric and water service installations

The new AMI system will be capable of supporting current and future smart grid initiatives which include but are not limited to:

- Energy management and distributed automation;
- Smart metering and advanced sensors;
- Home area network;
 - Home energy displays,
 - Load control relays (LCR),
 - Programmable communicating thermostats (PCT),
 - Hybrid electric vehicles (HEV),
- Critical load flow and reliability analysis;
- Remote connect/disconnect and load shedding;
- Demand management/response;

- Time of Use (TOU) and Critical Peak Pricing (CPP) for water and electric;
- Detection and notification of outage and location;
- Outage restoration verification;
- Operational flexibility;
- Tamper notification;
- Meter data management (MDM); and,
- Distributed electricity generation metering.

The schedule for the AMI implementation is based on placing the new system into full operation on or before September 30, 2012. Based on this assumption, the following are anticipated major milestones for the project:

Activity / Event	Tentative Date
Commence Head-end Equipment Installation	August 2010
Complete Head-end Equipment Installation	September 2010
Commence Phase 1 Deployment	July 2010
Complete Phase 1 Deployment/Commence System Evaluation Period	October 2010
Complete System Evaluation/Commence Remaining Deployment	January 2011
AMI Deployment Complete	September 2012

4.3.2 Enhancements to Meter Data Management System (MDMS)

The AMI procurement includes a requirement to replace or upgrade the existing Meter Data Management System (MDMS). This system provides a common infrastructure for receiving Meter Reads from the current AMR system, and processing the reads to produce billing quantity data, storing and managing data, and providing access to such data to other applications. In summary, the MDMS features include the following functions:

- Receive and load Meter Reads;
- Validate, edit and estimate Meter Reads;
- Store, manage and maintain data;
- Provide auditing of all changes to data;
- Provide billing quantity data for customers on different rate structures; and
- Provide data on request at scheduled or ad-hoc intervals.

The selected AMI vendor shall evaluate the existing Electsolv MDMS to determine if it will be reused, enhanced/upgraded, or replaced in order to fit their overall proposed AMI solution.

Vendor: ElectSolve
Product/Version: Meter Data Management (MDM)
Data Management: Microsoft SQL Server 2005
Operating System: Microsoft Server 2003

Extent of Customization: See below for modules implemented

GUS has implemented the following modules:

- VEE
- Data Management
- Data Repository
- AMI and Operational System Integration interfaces (for existing systems only)
- Portal (Partially implemented. Meter data lookup and MDM user mgmt)
- Alerting/Scheduling (being implemented)

GUS desires to implement the following additional modules or equivalent functionality as part of the AMI project:

- Dashboards (full implementation)
- Portal (full implementation)
- External Customer Portal Content Management System (full implementation)
- New AMI vendor system interface to MDM (full implementation)
- Ping meter
- Read meter now
- Connect meter
- Disconnect meter
- Demand Value Read
- Demand Value Reset
- Milsoft OMS Interface to MDM (full implementation)
- SCADA Interface to MDM (full implementation)

4.3.3 Implementation of Head End Computer

The Head End system is part of the Advanced Metering Infrastructure (AMI). Its primary function is to control the network infrastructure and manage data communication between AMI smart meters and the meter data management system (MDMS). Typical functions performed by the Head End system include:

- Management of endpoints, collectors, cell relays, substation equipment, etc.
- Management of data collection relationships from endpoint into the communications network
- Monitoring for operational events, and notifications, etc.
- Raw data logging prior to storage in historical repository
- Logging of device events, prior to storage in historical repository

5.0 Scope of Work

This Scope of Work specifies the products and services that the City expects to acquire from the successful Proposer as a result of this Customer Information System procurement.

5.1 *Commercial-Off-the-Shelf Software*

The City of Georgetown (the City) intends to acquire a commercial off the shelf (COTS) software package to satisfy the majority of its CIS and Cashiering requirements, and optionally its Asset Management and Financial Information Systems requirements. The City believes that the market for such products includes several readily available products that are marketed by reputable firms that can meet substantially all of these requirements without modification. These products are expected to provide sufficient flexibility and configuration capabilities that will allow the City to tailor the selected product to the specific working environment of the City.

The City believes that acquiring a COTS solution will provide many significant benefits including, software that is previously tested and deployed in the intended business environment, provides for periodic enhancement and improvements, remains compatible with evolving technologies and includes a program for maintenance and support. The City is not interested in acquiring software packages that are custom developed or represent first time or prototype solutions.

The successful Proposer is expected to have the development and support of COTS in the electric, water, and wastewater utility industries, and more specifically customer information and management processes, as a key part of its on-going business plan. Proposers should understand not only software development, implementation and support, but they should fully understand the business of utility operations such as the City.

The City's desire to utilize a COTS software solution has the following additional considerations:

- The selected CIS software must be a commercial-off-the-shelf solution and the proposed version has been successfully implemented in at least 3 organizations similar in size, requirements, and function to the City.
- The CIS should be composed of a set of integrated modules supported by the Proposer. The City prefers to minimize the use of any third-party modules as part of the proposed solution.
- The use of custom software components will be acceptable only when COTS solutions modules are not available.
- The City prefers solutions that require no modification to base code, but that are highly configurable to meet the City needs and business environment.
- The City strongly prefers a web based CIS architecture. Another architecture (client-server, for example), may be considered, based on available technical

strategies to minimize client-side performance and management overhead, such as compatible desktop virtualization solutions.

- The City primarily uses Microsoft Server 2003 as its operating system platform. However, the City is also willing to consider Microsoft Server 2008, or widely available versions of Unix or Linux for the CIS Server Operating System software.
- The City is moving towards a virtualized server and storage environment. The proposed solution should operate within this environment.
- The City strongly prefers Microsoft XP as the client operating system software.
- The City requires Microsoft Internet Explorer version 7 or later as the browser software.
- The City primarily uses MS SQL-Server 2005 as its database standard today. However, other enterprise-class database products will be considered.
- The City currently is in the process of implementing Cisco VOIP products for telephony service, including Call Center and Interactive Voice Response (IVR) products.

Proposers are expected to outline their corporate history and future direction in developing, implementing and supporting COTS software solutions for utility CIS environments and other systems in Appendix C, PRFs, Section 1.0, Proposer Qualifications.

5.1.1 Customer Information System Software

The desired Customer Information System will provide a completely integrated software solution that enhances the day to day utility and financial operations of the City, while increasing the levels of customer service with the following general capabilities:

- Increase billing and payment options, including additional rate capabilities and flexible due dates.
- Enhance customer care through expanded web enabled service options.
- Support faster resolution of customer issues through reporting tools that support a process of analyzing, investigating, prioritizing, resolving, and reporting results.
- Improve efficiency through automated workflow management, both in the office and in the field.
- Streamline business processes and workflow by eliminating duplication of effort.
- Increase access to information and standardization of services through integration with the City's Geographic Information System (GIS).

- Support the City's execution of asset management best practices.

The specific system requirements are listed in Appendix C, Section 7.0. Each proposal must include responses to each of the requirements in this section.

5.1.2 Mobile Support for Field Workforce

The Proposer's CIS proposal must include support of a functional environment for a fully automated field workforce. The City already has several mobile applications in place, and as part of the ongoing IT Master Planning exercise is considering broader deployment.

The City strongly desires mobile support for CIS that is compatible with other existing and anticipated solutions, at a minimum to the extent that all mobile applications can be executed on the same client hardware. The City currently uses secure VPN wireless access cards through Verizon Wireless (EV-DO technology). PCs and handhelds are typically ruggedized or semi-ruggedized versions of these devices.

The CIS and associated applications will require immediate mobile support, in order to streamline City business processes and workflow. Desired capabilities include:

- Ability to access real time CIS account information from the field.
- Ability to collect payments in the field.
- Ability to receive new Service Requests and Service Orders, and update those currently assigned.
- Ability for personnel to update status of Service Requests and Service Orders while in the field, and to create new ones for follow-up as needed.

5.2 Professional Services

The City expects to acquire a working Customer Information System as a result of this procurement. Critical components of this acquisition include configuration and localization of the software, migration of reference data and asset data into the new software, required process reengineering, integration with required external systems, acceptance testing, and project management of these responsibilities and activities. These services should be delivered in accordance with industry standard practices.

5.2.1 Software Project Management

The successful Proposer is expected to name a Project Manager for the CIS project and that individual will be responsible for planning and executing all professional services provided by the successful Proposer. The City will provide a City Project Manager for the duration of the CIS implementation project. The successful Proposer's Project Manager will work closely with the City's Project Manager and other designated City representatives to ensure coordination of all project activities. All communications between the City and the successful Proposer shall be coordinated through their respective Project Managers.

In addition, the successful Proposer is expected to name a senior manager as Executive Sponsor for the project. This individual shall provide executive oversight to the Proposer's work on this project, and resolve any issues that may arise that cannot be resolved through working with the designated Project Manager. The City will also designate an Executive Sponsor for the implementation.

The Proposer's Project Manager assigned to this project shall have, at the direction and with the approval of the City, the authority to make commitments and decisions that are binding on the successful Proposer and any subcontractors. The successful Proposer's Project Manager is considered to be a key project staff resource and the successful Proposer must secure the approval of the City prior to any change of Project Manager.

5.2.2 Confirmation of Fit

The successful Proposer is expected to review the details of the City's requirements for the CIS project, and to confirm their "fit" against the capabilities of the proposed solution. The Proposer will work with the City's implementation team during initial work planning, to amend the scope as mutually deemed necessary to align the City's needs with the capabilities of the selected solution and proposed scope of implementation services.

5.2.3 Software Configuration and Localization Services

The successful Proposer is expected to provide a process for configuring the COTS software solution to the City's business requirements and environment. Proposers may propose their own approach to configuration services which may include confirmation of fit, requirements reviews, best practices reviews, project team workshops, gap analysis, prototyping, business process modeling, and software configuration management. Through the configuration process, the successful Proposer should assist the City to select configuration options that will meet the City's business requirements and industry best practices. The successful Proposer will incorporate into its transition plans the required configuration test and acceptance plans to ensure that all configuration options are properly loaded into the system.

5.2.4 Business Process Redesign

The City recognizes that some of its current business processes must be modified in order to take advantage of the new CIS solution and therefore to contribute to a successful implementation. The Proposer shall identify the minimum level of process redesign necessary for successful utilization of the proposed CIS solution, and shall provide professional services to work with the City and other City consultants to complete the required process redesign.

5.2.5 Installation Services

The successful Proposer is expected to install all components of its software solution on the computers available for this project. The installation should include all software needed to make its system fully functional on servers and workstations including laptops that may be used for field activities. The successful Proposer will be responsible for

installing its software in both a test and a production environment. This installation shall include dual operations with the current CIS implementation during the data conversion, customization/localization, and testing phases of implementation.

The successful Proposer is expected to set up the appropriate security controls, backup and recovery processes, database tables, reporting software, data warehouse tools, database replication processes, business intelligence tools, portal tools, on-line help files, and any other components necessary for production operation of the system. The successful Proposer is expected to provide an installation plan and conduct an appropriate installation test process (baseline and production) to ensure that all components are properly installed and ready for use. The successful Proposer is expected to work closely with the City's Information Technology (IT) Department to ensure that the City's standards for operations and security are followed.

5.2.6 Data Migration Services

The successful Proposer is expected to ensure the availability of necessary customer data, reference data and asset data within the new CIS system to support required activities at the time of move to production. Data migration may involve Extract, Transform, and Load (ETL) procedures to move data from the system of origin into the CIS or it may involve integration links to make the data transparently available to the CIS user. The successful Proposer will provide professional services and expertise to transform the extracted data from the current system, validate transformed data against configured tables in the target CIS application, and load the data into the new CIS database.

The successful Proposer is expected to provide documented, repeatable procedures (including source code and any necessary utilities) for all data migration activities.

5.2.7 Documentation

Complete product documentation should be provided by the successful Proposer for functional, technical and implementation aspects of the system. Documentation should include the successful Proposer's standard reference manuals (optionally, customized to reflect the City's configuration and business processes), training materials, systems administration manuals, and product technical specifications. The City prefers electronic versions of documentation for easy dissemination to end users provided they have the rights to reproduce and distribute the documentation internally for the City use only.

Another key aspect of effective documentation is project and implementation documentation using the project's artifacts. The Proposer should describe the proposed approach to managing and controlling project and implementation artifacts, including environments, data, change control and configured workflows and software application set up (configuration management).

5.2.8 Training Services

Training services are critical service that must be provided by the successful Proposer. The City is more interested in the effectiveness of the training provided than just the amount of training. The successful Proposer is expected to provide training services which include the development of a training plan, development of training materials based on the City's business processes and configurations, delivery of training services, testing of training effectiveness and re-training where necessary to ensure an effective use of the new CIS software.

The training plan must document an approach that validates that the City's employees are/are not prepared and ready to assume technical and functional responsibility for executing program responsibilities with the new CIS.

All training required for successful implementation and operation of the new system must be described in the Proposer's proposal. In general, the Proposer shall propose an approach that includes significant opportunity for knowledge transfer throughout implementation and enhanced system acceptance by the use and development of "power users" for each functional area. Power users will not deliver initial classroom training to end users, but will participate with the successful Proposer's staff in delivering classroom training. Power Users will be instrumental in small group, pre-implementation training and post implementation support within their functional area and may provide training to other City staff following implementation.

Key factors in an effective training program are expected to include:

- The principal classroom instructors provided by the successful Proposer, or any subcontractor, have had previous formal classroom instructor training and relevant experience with the software and hardware.
- Instructors demonstrate a thorough knowledge of the material covered in the courses and familiarity with the training manuals, system documentation tools, and training aids used in the courses.
- When pre-recorded lectures or other video presentations are part of a training course, the instructor or a qualified substitute supplements the recorded material.
- The City has the right to video record all training sessions for its own use. These materials are valuable in refresher training and follow up training. All training aids, materials (both generic and City-specific), and recordings prepared to accomplish this service become the property of the City.
- The successful Proposer will prepare all training manuals and submit them (in MS-Word or similarly editable electronic form, and additionally in hardcopy form at the City's discretion) to the City no less than 10 working days prior to the start of any classroom instruction.
- The training manuals are prepared specifically for use as training aids; reference, maintenance, and user's manuals.

- Principal documents used for training and reference are tailored to reflect the installed and as-configured CIS hardware, software, and user requirements. This must include a guide to any customization that will be required to support the system as participating software vendors release updates to their software.
- Power User training will cover the entire system with in-depth sessions for each functional area.
- Power Users will be provided sufficient training so that they may fulfill their role as mentors and small session trainers during the implementation process.
- End user training will be focused on functional positions and workflow processes.
- All personnel comprising a specific functional position at a site or department will be trained on the system's use specific to their needs.
- Training will be provided for an IT System Administrator and back up who will be responsible for all system functions. The System Administrator will also be trained as a Power User. He or she will act as a user-side administrator (handling new users, security profiles, etc.) as well as a true system administrator (handling Windows, database, etc.).
- Training will be provided to technical staff that will be responsible for operations and maintenance of the CIS once it is installed. This training should be conducted prior to the initiation of system testing so that the technical staff may participate in the deployment of the system. Technical training should include all operations functions, integration, security, back up and recovery, database recovery and restore processes, test environment creation and management, trouble shooting, maintenance updates and system performance tuning.
- Training should be provided in the use of all report and query functions for Power Users and Technical Users who will be creating and modifying reports.
- The City is interested in the delivery of training services that are an efficient use of employee time, but effective in the transfer of practical knowledge and the use of the new CIS in the City's environment. Proposers should describe their approach to developing a training plan, delivering the training, validating the training's effectiveness, and retraining services.

5.2.9 System Implementation Testing Services

Testing is an extremely important part of the CIS implementation services and is critical to maintaining the accuracy and integrity of the system. Best practices require that a formal test plan be developed, which:

- Is documented in writing using test scripts;

- Provides operational testing of the City's configured systems with converted data executing the City's "to be" business processes, including documentation of predicted test results and comparison to actual results;
- Links requirements to test activities and maintains traceability; and
- Includes clear acceptance criteria.

The successful Proposer must develop, document, and execute a Test Plan during various phases of the implementation. The Proposer should describe in the proposal its specific test approach that has been effective in supporting the application system being proposed. The successful Proposer must provide test scripts to test the functionality of the proposed software. The successful Proposer must also recommend a division of responsibilities between its staff and the City staff for executing the test scenarios and how the results of each test are to be documented and communicated.

Testing must include validation of the following elements:

- Each software component of the proposed CIS solution is installed and is functioning on the designated City computer.
- Each systems integration component of the proposed CIS solution is installed and is functioning on the designated City computer, and that the required data transfers and event triggers work (as demonstrated through end-to-end data flows).
- Each element of required reference data and customer data is loaded into the CIS and is available for use.
- Each business process (for example, issuance and tracking of a Service Order) is supported in accordance with the requirements in this document. Scripts should test end-to-end flow of stated business processes.
- All configuration and localization activities have been completed successfully.
- All components of the proposed solution interoperate with one another including the server operating system software, client operating system software, database software, utilities, networks, field devices, printers, back up facilities and any other required hardware and software components.
- Systems administration functionality is in place, and all permissions and other configuration activities have been successfully completed.
- All training activities are evaluated to ensure that the City's personnel have received adequate training at a level sufficient to operate the new CIS in an effective manner.
- All Proposer-supplied documentation (including on-line help) is operational and accurately describes the operations of the new CIS systems (as configured for the City, if the successful Proposer is providing this optional documentation service). This includes functional documentation as well as operational, technical, and database documentation of the system.

The City will review the proposed test plan at least four weeks prior to the scheduled beginning of testing, and will either accept the plan or indicate necessary changes to the testing. Acceptance testing of all aspects of the proposed solution must be successfully

completed according to the agreed-upon test plan before the proposed solution is considered accepted.

The Proposer should describe its entire test plan, test execution, and acceptance approach. If the Proposer's approach differs materially from the above outline, but substantially conforms to the intent and rigor above, please provide an explanation.

5.2.10 Deployment

The successful Proposer will prepare a work plan for moving the proposed CIS into production, upon successful completion of all acceptance testing. This plan will include:

- Installation and validation of all elements of the system on production hardware specified by the City.
- Access to all necessary data for issuance of the first production service activity and other tasks, including migration of reference data into the production implementation, access to meter data from the GIS, and all integrations with external systems such as the AMI.
- Monitoring of the production for at least two months following "go live", to identify and remedy any shortcomings in the specified functionality due to the move to production.

5.2.11 Maintenance and Support

The City prefers to be self reliant following full implementation, not dependent upon the successful Proposer's staff for routine application support and maintenance activities associated with supporting the CIS software solution. The proposal should describe the Proposer's approach to application support, end user help, and on-going maintenance services, including:

- Application updates (standard product releases)
- Enhancements and major application improvements (functional and technical)
- Problem resolution and escalation
- "Patch and fix" activity
- Help Desk
- User Groups

The City requires that the successful Proposer present a plan to prevent future upgrades of any component of the CIS solution from breaking the necessary integrations, and to minimize the effort required to modify the integrations to preserve their functionality.

The City requires that the successful Proposer recommend an approach for post-implementation support for twelve months following start of production use of the full system. The proposal should also include all costs associated with this first year of support, plus a stipulated annual maintenance/support fee for the nine (9) years following the end of this support period.

5.3 Single Point of Contact

The successful Proposer is expected to serve as the prime contractor for this implementation. The City requires the CIS software provider to be the prime contractor, even if multiple firms collaborate to deliver the requested capabilities.

The prime contractor shall be the single point of contact for the City. Should Proposers find it necessary or desirable to include sub-contractors in their proposal, it will be the successful Proposer's responsibility to serve as the single point of contact for the entire team for the duration of the project. Specific contractual requirements associated with the use of sub-contractors are discussed in Section 3.1, General Conditions. Corporate background information on all sub-contractors and resumes of sub-contractor personnel should be included in the PRFs, attached as Appendix C.

6.0 Integration Services

The new Customer Information System solution must interact with several existing City computer systems. Key integrations are with the following information systems:

- The Geographic Information System (GIS) implementations managed by GUS and the City
- City's Incode Financials modules (unless or until replaced as part of this procurement)
- Advanced Metering Infrastructure (AMI) through its MDMS
- Bill Print & Mailing (external vendor)
- IVR & ACD (using Cisco VOIP products)
- Electronic Document Management
- Other Microsoft Access and ODBC databases
- ERCOT interface (in future)

The check list of the functionality requirements for each of these integrations are described in the corresponding sections of the PRFs, attached as Appendix C.

6.1 GIS Integration

The City and GUS have extensive GIS resources (described in Section 4.2.3) that are to be utilized to support the proposed CIS solution. The City's GIS must be integrated with the CIS so that data can be exchanged between these systems. This should include at a minimum:

- Access within the CIS to view general GIS data in the vicinity of premises, including streets, land development, and utility infrastructure.
- Access within the CIS to view and work with additional location identifiers, such as council districts, impervious cover and inside/outside city limits. Identifiers may be stored in the GIS or the CIS.
- Access within the CIS to view GIS data in the vicinity of premises, including jurisdiction and service availability for the location.

- Access within CIS to Address Master Files in GIS for street name and service address validation.
- Support by GIS for routing and location finding as provided within the proposed CIS solution.
- Access within CIS to meter data and associated infrastructure as maintained within the GIS.
- Updates to GIS as part of new premise creation, meter installation, and other actions managed through the CIS.

The successful Proposer will be responsible for integrating its application with the ESRI GIS currently installed at the City. The successful Proposer shall use standard ESRI GIS integration protocols wherever possible.

Master Address Index: City's GIS also contains a common Master Address point feature class for official addresses in the City.

All CIS functions that accept address information for updating CIS files should validate the data entry using the City's address data. Addresses that fail to match will be rejected. An override process should be provided for temporary addresses (for example, construction meters, hydrants, irrigation meters, etc.) that are not in the City's Master Address data, in order to (a) pass these to the Addressing Technician for official address assignment, and (b) replace the temporary address with an official, permanent one.

The standard address record layout at the City of Georgetown is parsed into multiple fields. The address layout includes:

Standard Field Name	Field Label	Data Type	Size	Definition
ADDR_NUMBER	Address Number	Long Integer		Address number of structure
ADDR_UNIT	Unit	String	12	Address unit number
RD_PREFIX	Prefix Directional	String	2	Road name prefix direction
RD_NAME	Road Name	String	60	Road name
RD_TYPE	Road Type	String	6	Road type
RD_SUFFIX	Road Suffix	String	2	Road post-directional
CITY	City	String	35	City (incorporated city code)
POSTAL_COMM	Postal Community	String	35	Postal Community
ZIP	Zip Code	Long Integer		9-Digit zip code
COUNTY	County	String	35	County-level Jurisdiction (default is WILLIAMSON)

6.2 Incode Financials Integration

The City utilizes the Incode suite of financial management applications, from Tyler Technologies. Additional details are provided in Section 4.2.1 above. This application resides on the City's Servers located in the City of Georgetown Data Center. The successful Proposer will be responsible for designing and developing integration

capabilities for all financial transactions generated in the CIS that are to be posted at a detail or summary level to the appropriate accounts in the City's Incode financial applications.

All integration of financial transactions must be in accordance with the City's Chart of Accounts, and specifically the account structure utilized by the City for billed revenue, cash, connection fees, late fees, refunds, write offs, etc. The successful Proposer will also be responsible for developing integration capabilities for all transactions posted directly into the Incode financial applications that impact an individual City utilities account.

The successful Proposer should use, wherever practical and to the extent possible, standard application program interfaces (APIs). The successful Proposer should also provide standard control and audit reports that support the reconciliation of all transactions exchanged between the new CIS and the Incode financial applications.

The Proposer should describe its approach to integrating with the City's Incode financial applications in Section 6.2 of the PRFs, attached as Appendix C.

6.3 Advanced Metering Infrastructure (AMI) Integration

In parallel with this procurement, the City is selecting a new AMI system, which will replace its existing AMR reading devices for both electric and water meters. Additional details are provided in Section 4.3.1 above. The implementation of the new AMI is expected to occur over a three year period. As a result, the CIS will need to integrate with both the existing AMR and new AMI systems, until the last of the old AMR system is replaced.

If the successful Proposer for the AMI system chooses not to continue the use of the ElectSolv MDM system, the existing ElectroSolv system will have to remain in use until the following conditions are satisfied:

- All meters are converted from AMR to AMI configuration
- The use of Itron's MVRS product for mobile meter reading is discontinued
- The existing CIS from Incode is replaced

The Proposer should propose a Scope of Work that includes download and upload file generation for both the AMR and the AMI systems, through their respective MDMS, during the anticipated transition period until the AMI is fully operational. This process should support identification of irregular reads such as high/low reads and stuck meters. Proposers should indicate which AMR and AMI meter reading devices are supported by their CIS package.

The Proposer should also indicate:

1. Their experience working with AMI systems including, number of installs, references, manufacturer, etc.
2. Their general approach to account and meter data management in an environment similar to that of Georgetown, including the system of record for each type of data, etc.

6.4 Bill Print & Mailing

The City contracts with an external supplier for bill printing and mailing. The CIS will need to generate billing files for transmittal to the bill print contractor using an FTP site, or direct delivery of digital media to the contractor.

6.5 IVR & ACD

The City currently intends to implement an IVR using Cisco's IVR product. The City is in process of a telephone system upgrade, during which they will be adding IPCC Express V.7.0 (Internet Protocol Contact Center Express). This will include Call Center, IVR, Call Queuing, (Live CC Dashboard) Call Detail reporting on demand, and Call Trace on demand. The CIS will need to integrate with the selected IVR and the ACD to support Call Center functionality including the following:

- Screen Popping (i.e., presenting the customer's account data on the screen of the selected representative by the time the call is connected)
- Account Inquiry
- Account Payment
- Payment Arrangement

The Proposer should provide their experience integrating the proposed CIS with Cisco telephony systems as described above. Describe the functionality of those integrations.

6.6 Electronic Document Management System (EDMS)

The City anticipates implementing an enterprise document and records management system. The prime objective of the electronic document management system is to significantly reduce the need to handle and store paper documents (bills, applications, forms, correspondence, legal notifications) and graphical images such as maps and drawings.

The successful Proposer will be responsible for designing and developing the integration links necessary to provide all CIS users easy access to the documents stored in the EDMS. To the maximum extent possible, the Proposer should use standard application interfaces (API) where available. The Proposer should describe their approach to integrating with the City's EDMS environment in Section 6.6 of the PRFs, attached as Appendix C.

Provide a list of electronic document management systems, including company, product name, and versions, with which the proposed CIS has been integrated. Describe the functionality of those integrations.

6.7 Outside Source Meter Readings

The City provides wastewater services to some customers who receive their water from outside sources, referred to as "sewer-only" accounts. In these cases, the City may receive monthly meter readings from these other water utilities to establish the consumption for use in the billing process. These meter readings are currently manually entered. Proposers should propose a scope of work to develop a process for

accepting meter readings and consumption information from other utilities. The solution should provide support for possible contracted billing arrangements with smaller utilities.

6.8 Microsoft Access and Other ODBC Databases

The City is using a number of individual Microsoft Access databases and Microsoft Excel spreadsheets, for which data needs to be periodically uploaded to or downloaded from the CIS in batches. The CIS must have the capability to accommodate these ad hoc needs.

Additionally, it is the City's desire to continue ongoing integration efforts among systems, including a proposed Enterprise Data Repository. The proposed CIS solution will be expected to (a) connect to other systems using ODBC technology, and (b) be open to connection from other systems, also using ODBC.

6.9 ERCOT Integration

The Proposer shall document the capabilities of its proposed solution to support a possible future integration with systems of the Electric Reliability Council of Texas (ERCOT). ERCOT operates the electric grid and manages the deregulated market for 75 percent of the state, including the electric service area of the City of Georgetown. As the City and State move towards "smart grid" and other enhancements to the electric infrastructure, it is possible that integration needs with ERCOT systems will arise.

7.0 Requirements

7.1 Definition of Requirements

The detailed CIS requirements are formatted in the PRFs, attached as Appendix C to facilitate Proposer responses and to maintain traceability of each of these requirements through the implementation. The selected system's ability to satisfy these requirements will be one aspect of the City's final system acceptance test.

It is assumed that requirements, and the mutual understanding of those requirements, may change during implementation. Changes to requirements are valid and will be used for system acceptance only if the changes are managed and documented by the CIS project's Scope Change Control process with formal (written) sign off by authorized City staff.

7.1.1 Classification of Requirements

The following notations and abbreviations are used to classify the City's requirements:

- Functional Requirements: What the CIS is expected to perform.
- Implementation Requirements: Specific responsibilities the successful Proposer must assume and execute during project implementation, including:
 - Software Project Management
 - System Configuration

- Installation
- Data Migration
- Documentation
- Training
- Testing
- Cut Over And Go Live
- Maintenance Support
- Integration

7.1.2 Proposer Response to Requirements

The PRFs lists the detailed requirements for the requested CIS solution. The Proposer should utilize this form to provide responses to each of the listed requirements. The matrix in the PRFs provides room for the following responses for each of the requirements:

- Meets without modification
- Requires modification to standard package(s)
- Requires custom application development
- Can be accomplished in an alternative way
- Not Applicable (NOTE: This will be appropriate in only a few requirements, when it is explicitly stated that the requirement may not be applicable -- e.g. a requirement that applies to hosted Web applications, if the Proposer is not including such a service in their proposed solution.)
- In the designated area of the Cost Form, Proposers should provide a cost for and description of modifications, customizations or alternatives they have proposed. The City strongly desires that this be provided for all requirements that are ranked "Critical".

For each such description, please reference the requirement number contained in the first column of the requirements checklist.

7.2 Requirements Checklist

The PRFs, attached as .Appendix C provides a checklist of the requirements identified for the requested Customer Information System solution. The requirements have been organized based on the categories defined in Section 7.1.1, and will become the primary mechanism for Proposers to systematically explain how their proposed solution satisfies each requirement, and for the selection team at the City to compare responses.

For brevity a number of abbreviations are used in these tables. Please refer to Appendix B in this RFP for a glossary and definitions of acronyms.

8.0 Optional Systems

This Section provides the minimum set of requirements for the optional systems introduced in Section 2.2.2. The successful CIS Proposer will be given an opportunity to negotiate separate contracts for a Financial Information System and/or Asset Management System. Proposers must submit proposals for one or both of the optional systems, to be given the opportunity to enter into contract negotiations with the City for the optional system(s) being proposed.

The Proposer shall describe its approach and capabilities of the proposed solution to provide the software licenses and implementation services in this section. These are not part of the core functionality to be delivered by the successful CIS Proposer. However, they are optional services that might become required during or immediately following implementation of the new CIS solution. The Proposer shall describe its approach and the capabilities of its proposed solution to provide the following services, should the City decide that they are needed.

8.1 Asset Management System

An Asset Management System is defined by the City of Georgetown as a system that provides technology tools that support industry best practices for the maintenance, rehabilitation, and replacement of the City's infrastructure assets. The general functionality of the desired asset management system will include an inventory and prioritization of assets, compilation of recurring and one-time jobs, issuance of work orders, collection and reporting of costs, tracking of materials usage, and generation of various management reports.

The following specification is for asset management software only. Any related implementation and support services will be scoped and priced later, if the City elects to license an asset management application through this procurement.

The City prefers to implement the same application software package to address the City's vertical assets (e.g., facilities, equipment) and horizontal assets (e.g., roads, electric lines, underground pipes, and other linear features).

8.1.1 Expected Utilization of Asset Management within the City

The City intends an enterprise implementation of asset management software to support multiple City departments, including:

- Electric Utility – distribution infrastructure, sub stations
- Water Utility – distribution infrastructure, collection system, pump stations
- Transportation – roads, storm drainage, all City right-of-way appurtenances
- Parks and Recreation – grounds and facilities maintenance
- Facilities Services – building maintenance

There is also a potential of expanding the use of the selected asset management system to the City's water purification plant and wastewater treatment plant, both of which are operated by private firms under contracts from the City.

8.1.2 Asset Management Software Key Functionality

The desired asset management software will provide the following general capabilities "out of the box":

Service Requests

- Supports the capture / creation of service requests, including:
 - A process of analyzing, investigating, prioritizing, resolving, and reporting the results
 - Structured approach to recording notes
 - Authorizing work orders when appropriate

Recurring & Preventive Work

- Tracks preventive and predictive maintenance work and its associated costs
 - Schedules preventive maintenance
 - Tracks preventive maintenance backlog and performance
 - Supports building preventive maintenance procedures
 - Includes recurring inspections, including backflow prevention devices and industrial pretreatment scheduling
 - Includes other recurring work including mowing, crack sealing, cleaning drainage channels, fertilizing, pesticide application, etc.
- Supports inspections and other recurring activities, and stores condition and inspection data for the life of the asset

Work Planning & Scheduling

- Allows for scheduling of labor and equipment resources
- Facilitates work planning and scheduling for optimum efficiency and economy in the performance of services
 - Sorts pending work by activity type
 - Contains employee skills, certifications, and other qualifications to support assignment of work

Asset Inventory

- Supports an inventory of the assets, including their location, nameplate data and/or other specifications, date installed, and other relevant information
 - Assets should be capable of being structured in hierarchies (or "parent – child" relationships) for rolling up costs
 - Supports field updates and corrections to asset data with appropriate controls
- Supports links with electronic Operations and Maintenance manuals, digital photographs and video, standards, and scanned drawings and other documents

Work Orders

- Tracks reactive, recurring, planned, inspection, emergency, rehabilitation, replacement, and regularly scheduled maintenance incidents and their associated costs
 - Tracks employees' hours
 - Work orders costs include labor, materials, equipment, and contracted work
- Allows staff to view an asset's maintenance history, including costs
 - Easy to perform analyses for replacement / rehabilitation decisions

Materials Management

- Supports inventory management of maintenance parts and supplies including:
 - Receiving parts and supplies
 - Relocation among various warehouses, trucks and other locations
 - Disbursement of parts and supplies
 - Utilization of parts and supplies against Work Orders
 - Reserving stock for future use
 - Tracking serialized assets (e.g., transformers, meters)
 - Various adjustments to inventory
- Supports reconciliation between parts and materials inventory and purchasing data in the City's financial accounting system

Reporting

- Allows for fast, dynamic, query-based reporting
 - Good canned reports
 - Reports for administering contracted work
- Facilitates analysis of data for City performance measures

General

- Easy to use by technician level employees
- Simple entry of work requests

8.1.3 Asset Management System Integrations

The asset management solution must interact with several existing City computer systems. These integration requirements range from rich functionality (e.g., GIS) to periodic reports for purposes of reconciliation. Key integrations are described below, with a very high level description of the integration requirements:

- **Geographic Information System (GIS)** – rich functionality includes viewing locations and attributes of premises, customer accounts, service requests, service orders, and work order data from within the GIS; performing asset management functions on groups of assets selected in the GIS; and supporting GIS updates for asset creation, changes, and retirements.
- **Mobile Support for Field Employees** – wireless mobile access to the full functionality of the asset management application, including wireless dispatching;

field entry; field access to basic account, asset, and maintenance history data; and GIS displays that support service requests, service orders, work orders, service outages, and major repair operations.

- **Electric Utility Work Management** – integration with Milsoft Windmill application for designing extensions to the distribution system, pulling a standardized “bill of materials” for performing a work order / project, document modifications to standards, and reporting work order / project costs into the City’s general ledger system.
- **Outage Management System (OMS)** – work orders should be capable of being initiated from the OMS; completion of work orders in the asset management system should be capable of updating the OMS.
- **Financial Information System (FIS)** – periodic batch downloading of labor rates, periodic reports for purposes of reconciliation between purchasing transactions and materials received at the warehouses; current financial system is Incode (now owned by Tyler Technologies) but could be replaced before the implementation of the asset management system.
- **Customer Information System (CIS)** – service orders and related account data available to mobile workers through the asset management system.
- **Meter Data Management System (MDMS)** – readings and attribute data from the automated meter infrastructure (AMI) system available to mobile workers through the asset management system.
- **Other Microsoft Access and ODBC Databases** – capability to import and export data into these systems as needed.

8.1.4 Asset Management Implementation Requirements

The City expects to acquire a working Asset Management System as a result of this procurement, should the City accept the optional elements of the proposed solution. Critical components of this acquisition include configuration and localization of the software, migration of reference data and asset data into the new software, required process reengineering, integration with required external systems, acceptance testing, and project management of these responsibilities and activities. These services should be delivered in accordance with industry standard practices.

The successful Proposer for the optional Asset Management system is required to provide professional services comparable to those required for the CIS solution, as defined in Section 5.2.

8.1.5 Asset Management Data Migration Requirements

The City does not at present have an asset management system. Therefore, no data migration from the superseded system is required. All available asset data is managed within the GIS environment described in Sec. 4.2.3.

8.1.6 Asset Management Functional Requirements

The SPRF provides a checklist for the Asset Management Functional requirements. The Proposers should use the SPRF to explain how their proposed solution satisfies each requirement.

8.2 Financial Information System (FIS)

The City's current Financial Information System (FIS) is provided through a series of modules of the Incode software package described in Section 4.2.1. It is the desire of the City to consider replacing this FIS functionality as an optional part of the CIS procurement, due to the close integration of the two systems based on processing of customer billing and payment management.

The desire to consider replacement of the FIS is based on:

- The lack of query and reporting capabilities in the existing system
- The difficulty of integration of the existing system with other city systems
- The possible opportunity for better integration with the new CIS

8.2.1 Expected Utilization of FIS within the City

The City expects to substitute utilization of the proposed Financial Information System product for the current Incode financial modules as described in Section 4.2.1. Other aspects of the Incode product (such as Courts) will continue to operate.

The new Financial Information System must include capabilities equivalent to the following Incode products:

Current Incode FIS Modules
Accounts Payable
Accounts Receivable
Budget
Fixed Assets
General Ledger
Inventory
Payroll / Time Entry
Project Accounting
Purchasing

8.2.2 Financial Information System Key Functionality

The City expects to continue existing functionality of the Financial Information System product as described in Section 4.2.1.

8.2.3 Financial Information System Integrations

The City expects to require the same systems integrations for the Financial Information System product as described in Section 4.2.1.

8.2.4 Financial Information System Functional Requirements

The PRF provides a checklist for the Financial Information System Functional requirements. The Proposers should use the PRF to explain how their proposed solution satisfies each requirement.

8.2.5 Financial Information System Implementation Requirements

The City expects to acquire a working Financial Information System as a result of this procurement, should the City accept the optional elements of the proposed solution. Critical components of this acquisition include configuration and localization of the software, migration of reference data and asset data into the new software, required process reengineering, integration with required external systems, acceptance testing, and project management of these responsibilities and activities. These services should be delivered in accordance with industry standard practices.

The successful Proposer for the optional Financial Information System is required to provide professional services comparable to those required for the CIS solution, as defined in Section 5.2.

8.2.6 Financial Information System Data Migration Requirements

The City at present utilizes the Incode software for its Financial Information System. The City has begun data cleanup in anticipation of possible migration off this product.

The City anticipates performing the cutover to a new Financial Information System at the end of February, 2011. The expectation is that this will allow use of Incode to close out the books for the previous fiscal year. The City does not expect to migrate historic transactions; instead the new system will begin operations with a clean starting balance. The financial modules of the Incode system will remain available for use through close of audit of the fiscal year in which the new Financial Information System is implemented, after which it will be decommissioned.

The following data resources from Incode are required to be migrated:

- Accounts Payable: Active accounts at time of go-live of new system
- Accounts Receivable: Active accounts at time of go-live of new system
- Budget: Current state of current fiscal year budget
- Fixed Assets: All in-service asset information
- General Ledger: Starting balance only
- Inventory: Current inventory
- Payroll / Time Entry: Reference data such as pay scales necessary to enter time and generate payroll only (including access to data in HR module)
- Project Accounting: Active projects only
- Purchasing: Reference data such as vendor lists. Active POs.

9.0 Project Schedule

The project schedule for the CIS implementation has been predicated on placing the new system into full operation not later than December, 2010. Based on this assumption, the following project schedule has been developed for all project activities.

Project Event	Anticipated Milestone Date
Pre-procurement Activities	
Issue RFP	December 18, 2009
Pre-Proposal Conference 10:00am	January 7, 2010
RFP Questions Due No Later Than 12:00pm	January 14, 2010
RFP Addendum Issued No Later Than	January 20, 2010
Proposals Due 2:00pm	January 29, 2010
Notification of Short List Proposers	March 2, 2010
Short List Proposer Presentations and Demonstrations	March, 26, 2010
Optional Proposer Site Visits	April, 8, 2010
Contract execution	July 9, 2010

It is the expectation of the City that the CIS system can be in production within 4-6 months of execution of contract. The Proposer is required to provide a full project schedule for all post-selection activities in Section 9.0 of the PRFs. The project schedule should be fully resource loaded for Proposer personnel. The Proposer should carefully explain any deviations from the above expectation based upon its project implementation approach.

It is the expectation of the City that the optional Asset Management System and Financial Information System will be scheduled sequentially, if acquired as part of this procurement. That is, planning for the Financial Information System can begin while the CIS and Cashiering systems are nearing acceptance testing. Likewise planning for the Asset Management System can begin once the Financial Information System is nearing acceptance testing. The expectation is that planning and implementation of these systems will require different resources from the City, which makes overlapping their implementation feasible. The Proposer shall describe the overall sequence of activities as part of the project schedule.

10.0 Proposal Submission Requirements

10.1 Proposal Submission Format

The Purchasing Office will not accept oral proposals, or proposals received by telephone, FAX machine, or telegraph.

The proposal must be submitted in hard copy, using the Proposer Response Forms (PRFs) provided for this purpose as Appendix C of this RFP. The Proposer shall submit 8 copies of the proposal submission, plus one digital copy on CD/DVD, to consist of:

- Proposal Authority to Quote
- Insurance Requirement Affidavit
- Bond Forms
- Letter of Transmittal
- Proposer Response Forms
- Resumes of Key Staff
- Price Proposal [in separate package]

The Proposer may also provide supplemental marketing or technical materials, to be packaged separately from the Proposer Response Forms. No materials provided by the Proposer will be returned at any time during or following this procurement.

NOTE: The City desires a concise response to this RFP, consistent with a complete response.

10.2 Proposal Authority to Quote

The Proposal Authority to Quote contained in Appendix C of this RFP must accompany any proposal(s) submitted and be signed by an authorized representative of the Proposer. If the Proposer is a firm or corporation, the Proposer must print the name and title of the individual executing the proposal. All information requested should be submitted. Failure to submit all information requested may result in the Purchasing Office requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal.

10.3 Proposal Time Stamp

The time proposals are received shall be determined by the time clock stamp in the Purchasing Office. Purchasing Office personnel will promptly open and timestamp submissions received by courier/delivery service or mail. Proposers are responsible for insuring that their proposals are received and stamped by Purchasing Office personnel by the deadline indicated.

10.4 Proposer Representations and Responsibilities

By submitting a proposal in response to this Request for Proposal, the Proposer represents that it has read and understands all elements of this Request for Proposal and has familiarized itself with all federal, state, and local laws, ordinances, and rules

and regulations that in any manner may affect the cost, progress, or performance of the contract work.

By submitting a proposal in response to this Request for Proposal, the Proposer represents that is has not relied exclusively upon any technical details relative to existing software systems in place or under consideration for implementation by the City, but has supplemented this information through due diligence research with the indicated vendors of such systems and that the Proposer sufficiently understands the technical issues relative to the indicated system integration requirements.

The failure or omission of any Proposer to receive or examine any form, instrument, addendum, or other documents or to acquaint itself with conditions existing at the site or technical details of systems to be integrated with, shall in no way relieve any Proposer from any obligations with respect to its proposal or to the contract.

10.5 Proposal Withdrawal

A proposal may be modified or withdrawn by the Proposer any time prior to the time and date set for the receipt of proposals. The Proposer shall notify the Purchasing Office in writing of its intentions.

1. If a change in the proposal is requested, the modification must be so worded by the Proposer as to not reveal the original amount of the proposal.
2. Modified and withdrawn proposals may be resubmitted to the Purchasing Office up to the time and date set for the receipt of proposals.
3. No proposal can be withdrawn after the time set for the receipt of proposals and for sixty (60) days thereafter.

10.6 RFP Comments

Comments as to how the proposal documents, scope of services or other components can be improved are welcome. Proposers requesting clarification or interpretation of or improvements to the proposal general terms, conditions, scope of services or other components of the RFP shall make a written request which shall reach the Purchasing Office, Division of General Services, on or before the cutoff date set for the receipt of questions in Section 9.0 of this RFP.

Any changes to the RFP shall be in the form of a written addendum from the Purchasing Office and it shall be signed by the Director of General Services or a duly authorized representative. Each Proposer shall be responsible for determining that all addendum issued by the Purchasing Office have been received before submitting a proposal.

10.7 Late Proposals

All proposals received in the Purchasing Office on time shall be accepted. All late proposals received by the Purchasing Office shall be returned to the Proposer unopened. Proposals shall be open to public inspection only after award of the contract.

10.8 Pre-Proposal Conference

Potential Proposers are encouraged to attend a conference to be held at 10:00 AM Central time on January 7, 2010. The City will provide an overview of the proposed project will highlight submission requirements and will attempt to provide answers to all Proposer questions. An Addendum containing questions and answers will be issued in accordance with the proposal schedule in Section 9.0 of this RFP.

10.9 Proposer Questions

Proposers are encouraged to attend the pre-proposal conference to ask their questions at this time. Proposers will also be allowed to submit questions to the City in writing prior to 12:00 PM Central time on January 14, 2009. Questions may not be submitted after this date. Questions may be submitted by regular mail, overnight delivery or by e-mail (preferred). Receipt of all questions will be acknowledged by e-mail. The City will include the response to written questions in the Addendum that will be issued in accordance with the proposal schedule in Section 9.0 of this RFP.

10.10 Contact with City Staff

All contacts with the City shall be through the individuals named in Section 3.1.19 of this RFP. Proposers should not attempt to contact the City staff or management directly during the pre-proposal or post proposal period.

10.11 Proposer Response Forms (PRFs)

The City has provided a Proposer Response Forms in Appendix C for all submissions. The Proposer Response Forms will also be made available to all registered Proposers in digital format through the City procurement Web site described in Section 3.2. The Proposer Response Forms is designed to provide consistent response formats to expedite review and selection, while providing the Proposers with an opportunity to submit all information they consider significant and meaningful to their response. Provisions have made in the Proposer Response Forms for Proposers to provide additional information they consider relevant and important for their proposal.

Proposers should not modify or re-order the Proposer Response Forms. Failure to utilize the Proposer Response Forms format or modification of the Proposer Response Forms language or format will result in substantially lower score of the proposal.

Proposers shall submit their Price Proposal using the templates provided in Appendix C. This is also made available to all registered Proposers in digital format through the City procurement Web site described in Section 3.2.

Product and company marketing brochures and similar material may be included as attachments, but will not be considered as part of the Request for Proposal response, will not be evaluated, and should not be referenced by the Proposer in the PRFs.

10.12 Proposal Completeness

All information requested should be submitted in the format required. Failure to submit all information requested may result in the City substantially lowering the evaluation score of the proposal. At the discretion of the City, the Proposer may be required to submit additional information to clarify or complete its proposal where the submission is deemed inadequate or incomplete.

11.0 Proposal Evaluation/Selection Process

The City has attempted to provide Proposers with a comprehensive statement of requirements throughout this RFP for the Customer Information System (CIS). Proposers are requested to provide written proposals that respond to these requirements in the format provided in the Proposer Response Forms. Proposers are to make written proposals which present the Proposer's qualifications and understanding of the work to be performed. Proposers are asked to address each evaluation criteria and to be specific in presenting their qualifications. Proposals should be as thorough and detailed as possible so that the City may properly evaluate the Proposer's capabilities to provide the required services.

Selection will be made of two or more Proposers deemed to be fully qualified and best suited among those submitting proposals. Demonstrations and possible site visits will be conducted for the Proposers so selected. Negotiations shall then be conducted with each of the Proposers so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Proposer so selected, the City shall select the Proposer which, in its opinion, has made the proposal that is most beneficial to the City, and shall award the contract to that Proposer. Should the City determine in writing and in its sole discretion that only one Proposer is fully qualified or that one Proposer is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Proposer. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Proposer's proposal as negotiated.

In packaging the Proposer's response to this RFP, each Optional Service shall be described and priced separately from the CIS solution, and independently from one another. It is the City's intention to consider selecting none, one, or both of these optional services and systems in addition to the requested CIS solution.

11.1 Evaluation Criteria

The City has established specific, weighted criteria for selection. This section presents the evaluation criteria, their description, and the relative weight assigned to each.

11.1.1 Functional Requirements – 35%

The City will evaluate each Proposer's responses to the requirements contained in Section 7.0 in the following areas:

Extent to which the proposed software meets the RFP's functional requirements

Compliance with the RFP's technical requirements

Extent of modifications required to meet requirements

11.1.2 Implementation Services – 10%

The City will evaluate each Proposer's proposed implementation services, including the following elements:

Project Approach

Project Plan and Schedule

Project Manager (include resume)

Project Team (include resumes)

Integration

Support for the City objectives

11.1.3 Product Usability – 25%

Each Proposer's proposed software will be evaluated for usability, including the following components:

Ease of Use

Ease of Learning

Workflow Support

Reporting

Fit with the City Business Processes

11.1.4 Corporate Strength and Commitment – 10%

The City desires to partner with an organization that is committed to the electric/water/wastewater utility CIS market and the long term support of the proposed product, as demonstrated by the following evaluation elements:

Investment (in product R&D, staff development, user group, industry activities)

Installations (number, size)

Product depth and breadth

Longevity

Financial stability

References

Past project cost performance

Past project schedule performance

11.1.5 Price – 20%

The City will evaluate price as an important, but not overriding, factor, considering the following components:

Initial cost

- Software
- Implementation, including consulting and training
- Maintenance
- Infrastructure

10 Year lifecycle cost

Modification costs

These costs will be adjusted to cover anticipated additional technical support costs that the City might incur based on each individual Proposer's proposed solution, for example, the need to hire a full time DBA.

11.2 Proposal Evaluation Process

Each Proposer-submitted proposal will be reviewed, evaluated, and scored as part of the formal selection process. The Proposer's proposal will be a substantial part of the decision process to select a Proposer. Each proposal will be reviewed independently based solely on the merits of the proposal. The proposals will then be scored and a short list of Proposers will be selected for additional evaluation, Proposer presentations, demonstrations, and reference checks. It is anticipated that no more than four Proposers and no less than two Proposers will be short listed.

11.3 Short List Evaluation

After the initial review, assessment and scoring of all Proposers' proposals, the City will create a short list of Proposers consisting of from 2 to 4 of the Proposers. The City will conduct a more in-depth review and evaluation of the Proposers selected for the short list.

11.3.1 Proposer Presentations

Each Proposer selected for the short list will be asked to provide a presentation of its proposal. The Proposer presentation should include the following:

- Corporate Background, History and Commitment to COTS solutions for Customer Information System pre-treatment
- Product architecture, design, functionality, flexibility and future directions
- Discussion of Proposer's ability to meet requirements
- Discussion of the proposed implementation project including software project management, configuration, installation, data migration, documentation, training, testing, deployment, and continuing support
- Discussion of how the Proposer's product can improve the operations of the City's impacted business processes.

- Additional comments and information that the Proposer deems important to its proposal
- The City questions/Proposer answers

Each presentation will last no more than 90 minutes and will be followed by a question and answer session. The City's questions will include open issues, clarifications, or deficiencies in the Proposer's proposal.

11.3.2 Proposer Demonstrations

The City intends to provide each short listed Proposer with an opportunity to demonstrate its product. The demonstration will immediately follow the Proposer's presentation and will last approximately six hours. The City will provide an appropriate demonstration room with access to a large screen and projection unit. The Proposer shall provide all hardware, software, and sample data required to conduct the demonstration. Proposers requiring Internet access for their demonstrations should advise the City of their requirements at the time they are notified of the demonstration.

No Proposer shall be allowed direct access to City data or other computer resources at any time during the short list procedure, with the exception of Internet access if requested in advance.

All Proposer demonstrations will follow a scripted scenario defined by the City. The City will provide sample documents and additional information to be used in the demonstrations. Written demonstration scenarios will be provided to the Proposers approximately two weeks before the scheduled demonstrations. The scenarios will include a step-by-step demonstration of each of the major functional requirement areas, e.g., service order issuance, status update, etc. Proposers should plan and design their demonstration to follow this scenario order exactly. This structured approach will allow the City to conduct a meaningful comparison of the short listed Proposer solutions.

During the demonstration, the Proposer will be given an opportunity to demonstrate any additional features that they feel would be beneficial to the City.

11.3.3 Reference Checks

The City intends to conduct reference checks of existing utility clients of the short listed Proposers. These calls will be designed to validate the Proposer's performance on prior projects, ascertain the difference (if any) between expectations and delivery, and determine overall satisfaction with the Proposer's products and services.

Each Proposer is expected to provide three references of previous projects. The Proposer should attempt to provide references as close to the City's size and complexity as possible. All three references must be installed and fully operational.

The Proposer should provide the reference contact information as part of Section 9.0 of the Proposer Response Forms in Appendix C.

11.3.4 Site Visits

The City may, at its option, decide to conduct a site visit of one or more of the Proposer's reference sites. It is therefore desirable that the Proposer include one or more references for the central Texas region. The City will notify the Proposer of its decision to conduct a site visit, but will make arrangements directly with the reference site and may conduct the visit without the Proposer's presence.

11.4 Proposer Personnel Evaluation

The Proposer should propose a project team in Section 11.4 of the Proposer Response Forms. The Proposer should identify the Project Manager that is proposed for the implementation at the City. This individual must attend and participate in the Proposer's presentation and demonstration. A key element in the evaluation will be the skills and experience of the Proposer's proposed Project Manager. At least two of the Proposer's references should be familiar with the proposed Project Manager's work on their installations.

11.5 Price Evaluation

The Proposer will be evaluated on its price as submitted in the Price Proposal Forms described in Section 12.0. Price will be evaluated on both an initial cost for the full implementation and on a 10 year lifecycle cost basis. The Proposer will also be evaluated on its response to the Terms and Conditions contained in Section 3.1 of the RFP.

12.0 Pricing

The City has placed a great deal of emphasis on the importance of meeting the requirements as stated in the RFP. However, the City is also keenly focused on conducting a competitive procurement which results in the best value to the City. It is the proper blending of functionality and price that will yield the best value. It is important that the Proposer's responses clearly identify all costs associated with the acquisition and implementation of the COTS Customer Information System. This section includes a discussion of the key cost elements that will make up the Proposer's proposed price.

12.1 COTS Solution

The Proposer should very clearly identify the proposed price for its COTS solution software. The Proposer should clearly identify the price of its core application, plus the prices of any additional add-on modules supplied by the Proposer. Modules which are optional should be clearly marked as optional. The Price Summary Form provides a column for optional products and services.

12.1.1 License Fees

Prices may be quoted as license fees for the entire enterprise (site license) or they may be quoted as a per seat license fee. If a per-seat licensing formula is used, the

Proposer should assume that there will be 50 named users and a maximum of 30 concurrent users of the system at implementation, with an expected user growth rate of 10% per year subsequently. The Proposer should carefully explain all available licensing options to the City in Section C4 of the Proposer Response Forms. The license fee shall include support and maintenance through the City's first year of production usage of the proposed software implementation. The Proposer will provide maintenance and support cost for all third party software provided with the Proposer's CIS application.

12.1.2 Maintenance and Additional Licensing Fees

The City is interested in acquiring a COTS solution that incorporates a program of maintenance services including help desk support, problem resolution, fixes and patches and regular releases of enhancements and product improvements. The Proposer should state the pricing for such maintenance services for the first ten years following the beginning of the City's production usage of the proposed software. The Proposer should describe any options or premium services available for this maintenance service e.g., 24x7 help desk, etc.

The City anticipates increasing usage of the proposed CIS solution components over time, as the City continues to grow. The Proposer shall indicate the cost of any additional licenses added to the installation, including any price break points (e.g. if there is a discount for any additional licenses after the first 10 additional licenses). The Proposer shall also indicate the number of years for which these prices are good.

12.2 Hardware and Network Infrastructure

The City intends to acquire all necessary servers, desktops, laptops and network equipment for this project under separate procurement. If the Proposer's solution requires any *specialized* equipment such as scanners, bar code readers, label printers, PDAs, etc., the costs of these devices should be included in the Proposer's proposal. The Proposer should clearly indicate how many of each special device is included in its proposal.

12.3 System Support Software

The Proposer should clearly specify the cost of any system software required to operate its COTS solution in a production environment beyond that already in place at the City. This would include any licenses for databases, system utilities, reporting tools, data warehouses, decision support tools, enterprise application integration (EAI), and portals. The price should not include the operating systems, standard utilities or office applications required for the servers, desktops or laptops.

12.4 Implementation Services

In order to provide for a valid competitive comparison of Proposer proposals, it is important that each Proposer provide specific details on what is included and what is excluded from its price for implementation services.

Pricing for implementation services is divided into the following sections:

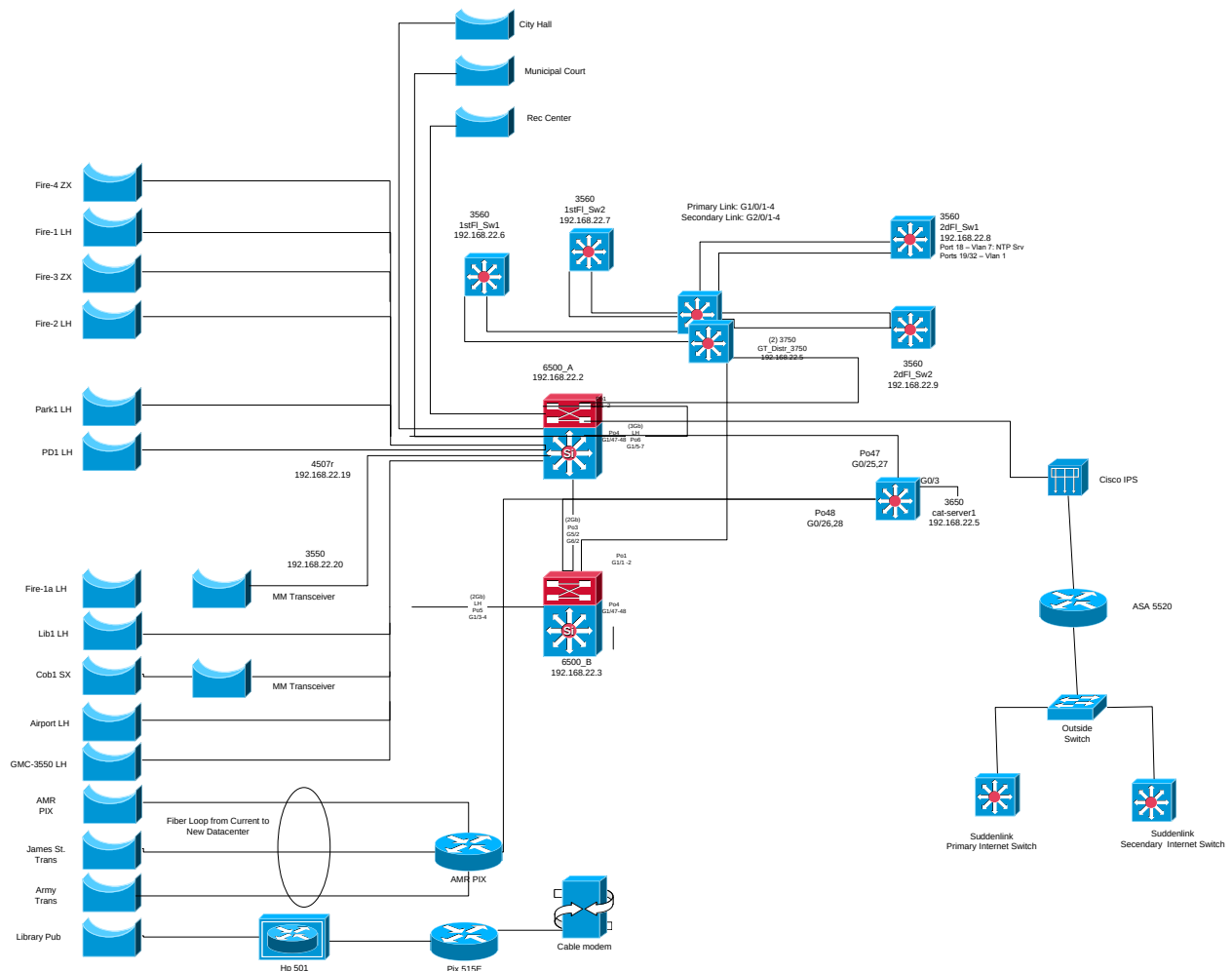
- Software project management
- Software Configuration
- Installation
- Business Process Re-design
- Data migration
- Documentation
- Training
- Testing
- Deployment
- Integration
- Report Development and Reporting Environment

The Proposer should specify what services they are providing, the number of staff hours by labor category included in its price and the total cost of the proposed services. All prices should be fully loaded costs and travel costs should be identified if Proposer personnel will not be local.

12.5 Modification Costs

It is the intention of the City to purchase a COTS solution that does not require modification if at all possible. However, Proposers are provided the option of indicating an additional cost to comply with any of the functional requirements listed in the requirements matrix. If a Proposer indicates a cost to modify its solution, such modifications should not adversely impact the City maintenance service or the City's ability to apply future upgrades. Modifications will only be considered by the City if they can be isolated from the Proposer's standard code.

Appendix A – Network Schematic



Appendix B – Glossary

Common acronyms and abbreviations used throughout this document include:

AMI	Advanced Metering Infrastructure
AMR	Automated Meter Reading or Automatic Meter Reading
AWWA	American Water Works Association
CCN	Certificate of Convenience and Necessity
CIS	Customer Information System
COTS	Commercial Off-the-Shelf
CPP	Critical Peak Pricing
DG	Distributed Generation
DR	Demand Response
DSM	Demand-Side Management
FCC	Federal Communications Commission
FIS	Financial Information System
GIS	Geographic Information System
GPS	Global Positioning System
GUS	Georgetown Utility Systems
HAN	Home Area Network
HED	Home Energy Display
HEV	Hybrid electric vehicles
LAN	Local Area Network
LCR	Load Control Relay
LMS	Load Management System
MDMS	Meter Data Management System
MGD	Million Gallons per Day
OMS	Outage Management System
PCT	Programmable Communicating Thermostat
PSC	Public Service Commission
RFP	Request for Proposal
RTP	Real-Time Pricing
SCADA	Supervisory Control and Data Acquisition
SLA	Service Level Agreement
SQL	Structured Query Language
TOU	Time-Of-Use
VEE	Validating, Editing, and Estimating
WAN	Wide Area Network

Appendix C – Proposer Response Forms

Appendix C, Proposer Response Forms are provided as a separate document and electronic file.

Attachment 1 – Utility Rate Structure

1A - Permitting Fees

1B - Planning Fees