

**DENNIS WATER DISTRICT**  
**PO Box 2000, South Dennis MA 02660**  
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## **REQUEST FOR PROPOSALS**

### **UTILITY BILLING SOFTWARE SYSTEM**

**CONTRACT NUMBER: RFP – 2023-UBS**

Release Date: 2:00 PM, Friday, August 26, 2022

Deadline for Questions – 10:00 AM, Friday, September 23, 2022

**Proposal Due Date 10:00 AM – Friday, September 30, 2022**

*(Advertised in Cape Cod Times 09/08/2022)*

*(Advertised in COMMBUYS)*

**DENNIS WATER DISTRICT**

**REQUEST FOR PROPOSAL**

**UTILITY BILLING SOFTWARE SYSTEM**

The Dennis Water District is accepting sealed proposals from qualified firms for a Utility Billing Software (UBS) System. Copies of the Request for Proposal (RFP) package will be available beginning 2:00 PM, Friday, August 26, 2022 on-line at the Dennis Water District's web site [http://www.denniswater.org/UBS Request for Proposal/](http://www.denniswater.org/UBS_Request_for_Proposal/) Sealed proposals must be submitted by COURIER SERVICE OR HAND DELIVERY no later than 10:00 AM Friday, September 30, 2022 to Sheryl A McMahon, Treasurer, Dennis Water District, 80 Old Bass River Road, South Dennis MA 02660 Phone: 508-398-3351. Late bids will not be accepted

The District reserves the right to reject any and all responses, to waive informalities and to award in the best interest of the District. All questions regarding this RFP should be directed to the Treasurer at [smcmahon@denniswater.org](mailto:smcmahon@denniswater.org).



Treasurer

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**UTILITY BILLING SOFTWARE SYSTEM**

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**Acknowledgement of Receipt of RFP for Contract RFP-2023-UBS  
Utility Billing Software System**

Legal Name of the Proposer: \_\_\_\_\_

Company Name (DBA): \_\_\_\_\_

Company Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Company Web Address: \_\_\_\_\_

Company Telephone: \_\_\_\_\_ Company Fax: \_\_\_\_\_

**Date RFP was obtained from District website:** \_\_\_\_\_

**Individual to be contacted about the Proposal for Addenda, Change of Dates (emergency), etc.:**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email Address: \_\_\_\_\_

\_\_\_\_\_

## INTRODUCTION

The Dennis Water District (“District”) is requesting sealed proposals from interested and qualified vendors for Utility Billing Software (“UBS”) with an integrated Electronic Payment Module (EPM) system for payments and cash receipting. The proposed solution should accommodate all current District utility billing processes and procedures, and be flexible enough to accommodate reengineered processes. The District uses the UBS to bill residential and commercial customers mainly for water usage. The District seeks a new and dynamic software solution that will provide a working interface with the current, water meter reading, and GIS software systems. The selection and implementation of the new UBS should also be seen as an opportunity to improve District business functions, productivity and the use of new and future technology and upgradeable to include direct general ledger postings.

The Dennis Water District requires that the UBS software provider be from the United States. Providers from outside the United States will not be considered and no tasks performed under the contract may be done outside the USA. Proposers will be required to make their presentation at the District, however, teleconferencing and/or video conferencing will be encouraged. Parent companies from outside the United States will not be considered.

In cases where the term “bid(s)”, “proposal(s)” or “RFP” is used, it shall in all cases reference this Request for Proposal. In cases where the term “bidder”, “you” or “contractor” is used, it shall in all cases reference the responder to this Request for Proposal.

### Background

The Dennis Water District is located in Dennis, Massachusetts which is in the middle of Cape Cod, Barnstable County.

The District has three elected Water Commissioners that serve as its executive board and one elected moderator. The District’s staff includes 10 full time water works personnel, 1 part time electrician, 3 full time administrative personnel, 1 part time backflow administrative, 1 Assistant Superintendent, 1 Superintendent and 1 Clerk/Treasurer. The District manages the installation, replacement, and maintenance of all water service lines and water meters within the Town of Dennis.

The District services approximately 14,250 residential and commercial customers. Water usage is billed on a semi-annual billing cycle. Miscellaneous billings such as water service repairs, penalty/late fee notices, final bills, backflow testing, etc. are billed as needed. Water usage is billed on a 3-tier inclining block rate structure. The District has a water shut off-policy for past due accounts which is applied to all outstanding balances in excess of \$150 and more than 90 days past the due date.

Currently, approximately one-third of customers pay on-line through the District’s third party payment processor or via their own “bill pay” service with their bank. The District is not able to offer paperless billing at this time.

ACH and credit card processing fees are currently passed along to customers. There is no intention to change that arrangement at this time.

#### Current UBS and Other in In-Place Systems

The District has been using a UBS package originally acquired from Brava Enterprises in the mid-to-late 1990s. Since that time, the software has been upgraded and supported by the company until several years ago when the principal of the company passed away unexpectedly. His son assumed the role, but the District has been unable to reconcile the older software with a new version and supported by Crystal Reports. Currently, customers can pay their bills online through a third-party vendor-hosted payment system. On that site our customers have the ability to create a Username and Password account where they can save multiple checking and credit card information to their accounts, and can use this information to pay their bills through their bank provider. Only customers that have enrolled in e-bill presentment with this third party vendor have the ability to view past bills including usages, history, etc. from the time of enrollment forward. All other customers do not have on-line access to their account information.

The District has a computer-based cross-connection prevention program which currently shares the customer data from the water billing side. The UBS must also have a component to track backflow devices in accordance with Massachusetts statutes and codes. The UBS must provide for scheduling, surveying, testing, tracking tester data, testing results, billing of fees and the generation of reports for follow-up testing.

All water meters within the District are manufactured by Neptune (AMI) system. Water meters are read via handheld devices purchased through Neptune. Route data is downloaded to N\_Sight software and sent into the field for collecting readings. This data is then processed and transferred back into the UBS by N\_Sight. As well as the Neptune software, the UBS is also integrated with GIS software system provided by PeopleGIS. The District participates as a sub-client via the Town of Dennis' contract with PeopleGIS and utilizes their platform to access water account information in the field. With the exception of seasonal meter installations and removal orders (1,600 accounts), all other work orders are processed through PeopleGIS on tablets used in the field. Therefore the new UBS will need to be integrated to all associated software applications as part of this project. Proposers should specifically describe how their proposal will integrate to the current systems.

The District uses 8 desktop computers for operating the UBS. The current operating system is Microsoft, Windows 10; Windows Small Business Server 2011 with Microsoft Office 365. Nearly all District workstations have their own local printer attached plus there are two large-capacity networked, multifunction Savin printers. With the exception of a small run of Past Due Notices and the Demand Shut-off letters, all bulk mailings of water bills and past due notices are compiled and outsourced to a vendor for printing and mailing.

Payments in the office are taken via personal checks, cash, certified checks and money orders. Payments can be made by an on-line bank provider. The District uses check scanning software to upload checks for deposit as well as scanning the remittance advice for posting to water accounts.

### Desired UBS System and Other Solutions:

The District has a fixed appropriation for the cost and fees for setup, data transfer and training and any ancillary costs associated with the conversion and acquisition of a new solution for the first year of the contract.

The District is looking for a modern utility UBS solution that will meet the current and future needs of the District. The District seeks a Windows supported - cloud-based solution that is intuitive and menu driven. The desired application should be a full-service customer web portal for our customers to have the ability to pay their utility bills, setup automatic payments, view billing history, consumption history and update their contact information. In addition, the District would like to have the web portal be integrated with the UBS relative to real time payment processing and updates to customer information. In regards to the UBS, the information shared with PeopleGIS is the customer account data. PeopleGIS is utilized by the District for asset management. PeopleGIS is also utilized for: Mapsonline, Customer Account Data including tie cards, meter data, contact information, etc.

The desired application should be developed and improved at regular intervals by a team of developers. The system should have in-depth reporting capabilities, and the reports should be exportable to many formats for ease of use.

The District desires to contract with a single vendor for all hardware and software and hardware/software maintenance, installation, conversion and support. However, the District reserves the right to evaluate each software application module on its own standard of performance, regardless of whether other or remaining application modules of the vendor are considered by the District. The District reserves the right to award the system to any one vendor or a combination of vendors. In addition, the District reserves the right to purchase any personal computers needed from an alternate vendor.

The selected vendor will be expected to provide remote implementation and data conversion services to ensure the successful migration to the new software. The District would like to retain all customer and account usage history. Training services may be onsite or remote computer share or a combination of both for up to 5 working days, unneeded days will be banked for future onsite training needs. Support shall be performed on-line via remote access.

The District expects the selected vendor to utilize the existing hardware and other solutions as much as possible and to the degree needed to operate efficiently. If deemed necessary, the vendor may need to provide quotes for upgraded hardware or other solutions.

At a minimum, the District expects the vendor to integrate their solution with the following products and solutions already in place:

- Automatic Meter Reading system - Neptune Technology Group,
- Global Information System (GIS) software - PeopleGIS,
- Third Party Printing Company for semi-annual billing and mailing - Globe Direct, another selected vendor unless the proposer can offer an equal or better priced service (TBD outside the scope of this RFP).

Decision to Use Competitive Sealed Proposals

The Treasurer, appointed as the Chief Procurement Officer, has determined that in order to select the most advantageous proposal for a UBS System, factors in addition to price, will be required. The selected proposer must have demonstrated success of continued use by other municipal utilities with the proposed products. In determining the most advantageous proposal the ease of use (by both the District and its customers), access of data to produce various standard and customized reports, timeliness of upgrades, and prompt correction of software system problems are necessary and weigh heavily in the selection of a vendor. The District believes that the choice of a proposer requires an evaluation of the vendor's ability, experience, quality and responsiveness of service and product functionality. The contract will be awarded in accordance with M.G.L. Chapter 30B using the request for proposals procedure.

Dennis Water District Procurement Schedule		
Primary Contact	Sheryl A McMahon, Treasurer	
<u>Event</u>	<u>Date</u>	<u>Details</u>
Project Name:	Utility Billing Software (UBS) System	
Contract Number	RFP – 2023-UBS	
RFP Package Available	2:00 PM, Friday, August 26	Information and details of bidding requirements may be obtained on-line at the District's web site home page at <a href="http://www.denniswater.com">http://www.denniswater.com</a> .
Deadline for Written Questions*	10:00 PM, Friday, September 23, 2022	By Email: <a href="mailto:smcmahon@denniswater.org">smcmahon@denniswater.org</a> <i>Questions are to be clearly labeled as: UBS System</i>
Event	<u>Date</u>	<u>Details</u>
Addenda		<b>Addenda will be posted on the District's website.</b> Please check the website for addenda before submitting your bid to the District. Addenda will be emailed to all proposers on record, at the time of release of the addendum, as having received the bid package. <b>(Refer to Section VIII)</b>
Where and When Proposals are Due*	10:00 AM, Friday, September 30, 2022	BY COURIER SERVICE OR HAND DELIVERY: Sheryl A McMahon, Treasurer, Dennis Water District, 80 Old Bass River Road, South Dennis, MA 02660  Email Submission will not be accepted.
	LATE SUBMISSIONS	<b>WILL NOT BE ACCEPTED</b>
Proposal Opening	NA	Proposals will <b>NOT</b> be publicly opened; a list of submitters will be made available as soon as practicable after the submission deadline.



Evaluation of Proposals	Beginning, Tuesday, October 11, 2022	Evaluation Team members will review the technical proposals.
Proposal Presentation and Product Demonstration	October 13, 14, 17 & 18, 2022	No less than 2 of the highest ranked proposers deemed qualified based on the evaluation of the written technical proposals <b>WILL</b> be required to make a presentation in-person and demonstrate their product(s) to the Evaluation Team.
Bid Surety (bond) Requirements		A Bid Bond is NOT required
Contract Award**	October 20, 2022	Approval by Treasurer as Chief Procurement Officer
<b>Upon Award of Contract</b>		
Payment Bond		Will NOT be Required
Performance Bond		MAY be Required
Insurance		Is Required (refer to contract terms)
* Facsimile transmissions for written inquiries must be received prior to the above date and time deadlines. Any hand delivery or facsimile received after the due date and time will not be addressed. All documents received will be time/date stamped by office personnel in the District Office and will govern for the date and time requirements mentioned in the table above and throughout this document. Please allow enough time for hand delivery or facsimile transmissions.		
** The time for award may be extended by the District. The District reserves the right to change, delay, cancel, or expedite the contract award date. <b>The District reserves the right to reject any and all bids as determined to be in the best interest of the District and to waive minor informalities.</b>		

*End of Procurement Schedule*

**SECTION I - SCOPE OF SERVICES**

The District desires a UBS System that will meet current core functions and future needs of the District, and will integrate all aspects of utility billing services, including maintaining accounts, billing and collection, integrate to meter reading system both manual and automated, service order processing, integrate to an EPM system. Additionally, the District desires to implement improvements to reporting functions, the ability to email bills and improving the automation and streamlining of the utility billing process, and providing limited account billing history to customers.

Your proposal response should describe the services you are proposing and addresses each of the Scope of Work requirements stated below. Please structure your response in the same outline presented below. Each of the required services is expected to be addressed in your proposal.

**A. Introduction**

Proposers must provide the following information about their company so that the District can evaluate the proposer’s stability and ability to support commitments set forth in the response to the RFP. Please describe the company’s background and experience including:

- a) How long the company has been in business?
- b) A brief description of the company, including past history, present status, future plans, etc.
- c) Provide a description of the major business functions and structure of the organization.
- d) Include a profile of the office location, staff and services that will be assigned to the District's account.
- e) Has your company been involved with negotiations pertaining to an acquisition by another company in the past 24 months? Or does your company have plans to be available for acquisition in the near future?
- f) A brief description of the company's plans to keep pace with changing computer and Software technology.
- g) Company size and organization. Please break down number of employees per department. (Only include full time employees, not contractors or part-time employees.)
- h) Percentage of total customers currently using the proposed software for water utility only.
- i) Please indicate the last five (5) municipalities with which you have signed a contract for the proposed software. (Please indicate the utility name; contact name; contract value; the date of signed contract; whether the system is 'live' or not; the amount of time from project start to 'go-live' for 'live' systems; and the utility's number of customers broken down by service. Please do not exclude any utility.)
- j) Please describe in detail how you measure success of implementations. Do all customers complete a survey of how they think the implementation project went after they go-live, for example? However you measure success of the implementation process, please provide details on results of that evaluation process on your five most recent UBS implementations (without skipping any) that you completed.
- k) Approximate number of utility clients in Massachusetts and the surrounding New England area using the proposed UBS that's being offered to the District?
- l) How often are new software releases developed and distributed?
- m) How long are superseded releases supported?
- n) Are all back releases supported?
- o) Has your company ever been sued by a utility customer? If so, please explain each incident and outcome(s).

- p) Are there any lawsuits currently outstanding against your company? If any, please explain.
- q) If you have had any contract(s) terminated for default during the past six years, describe all incidents. Termination for default is defined as notice to stop work due to the vendor's non-performance or poor performance and the issue was either: 1) not litigated; or 2) litigated and litigation determined the vendor to be in default. Elaborate as needed. (If the vendor has experienced no terminations as described, please indicate so.)
- r) If you have had any contract(s) terminated during the past six years for any other reason than the above stated "termination for default" please describe all such terminations fully. (Include the name, address and phone number of other contracting party or parties.)
- s) Please list and describe in detail the most unique features of your UBS that separates you from other systems.
- t) Have you ever successfully performed an integration with GIS software? Please list all GIS and other applications that you've successfully integrated with in the past 5 years.
- u) Please list the names of any asset management/work order applications with which you have made successful and effective integrations.
- v) What support do you provide for integrations, both during and post-installation?
- w) What are the minimum hardware and software requirements for client machines? (CPU, memory, storage, graphics hardware, SAN compatibility)?

## **B. Installation**

1. Installation, training, and documentation services, which focus on design, configuration, and implementation of application environments and certification of the proper baseline application(s) installations for all environments and associated customization and upgrades to the baseline applications.
  - a) Verification, documentation and acceptance of the application installation (including backup and recovery procedures) in all environments utilized by the UBS solution. This includes UBS upgrades to support newer versions of the software.
  - b) Implementation of necessary tools to support the acceptance and migration of new versions or releases of the UBS solutions across the various development, maintenance and production environments. A migration strategy for new application versions/releases will be put in place to support ongoing updates. Database performance reviews will be conducted on a regular basis to provide recommendations for database tuning, as needed.

- c) Ensure quality and viability updates in support of enhancements, interfaces and the migration of these updates across the various development, maintenance, and production environments.
2. The District has an expectation that the proposer shall provide guidance to execute all software application installation and environment creation, the proposer shall provide oversight and document the implementation of the technology infrastructure necessary to operate the UBS solution. Additionally, it consists of the following components:
  - a) This includes all hardware and system software required to support the implementation, testing, training and possible disaster recovery environments within specified service levels and a schedule of upgrades to the environment to support various stages of the development effort leading up to full operation.
  - b) Monitoring and tuning of both batch and on-line performance.
  - c) Proposer shall provide recommendations and mentor District staff in all configuration activities. These application configuration services will focus on configuring the application to meet the District's processing and business requirements, including workflow. The District will work with each proposer to understand if their solution is pre-configured and will support the specific needs of the District. The primary method of meeting the District's business requirements and processing will be through configuration rather than customization work.
3. Solution security services focus on the design, development, and testing of security roles for the UBS solutions.

**C. Customization and Reporting**

1. Solution development services focus on developing the baseline UBS solutions and other required software to meet the District's specific needs, including in the following areas:
  - a) Enhancements. While product enhancements are not the preferred method to solution development, there may be instances in which the need to customize the new UBS solutions are identified. This activity deals with the identification, design, programming, unit testing, and delivery of any extensions, reports, interfaces and other customization to the District environment.
  - b) Workflows. The project will identify those business transactions and associated workflow/work queues that require automation. This activity deals with the configuration, unit testing, and delivery of the automated workflows to the UBS solution. The District will require the proposer to conduct all business process requirements (BPR) activities, provide all BPR deliverables including desktop procedures and detailed workflows.

2. Data access and product reporting services focus on the modification of all standard reports within the UBS solutions, and the design and development of new production reports. In addition to the required reports, the District expects the following tasks to be included in the implementation activities.
  - a) Reports. The District expects unidentified reporting requirements to come up during implementation. Thus a series of queries and reports outside of the standard UBS solution offerings will be identified. This activity deals with the design, programming, unit testing, and delivery of an unanticipated query/report to the District's environment. These query/reports will ultimately be delivered into a system testing and user acceptance environment.
  - b) Statements. With the implementation of the new UBS solution, the District plans to review its bill formatting and production process. The District envisions that its billing statements will be redesigned incorporating additional information desired by its customers. The District will have a number of different bill statements, invoices, notices, and other correspondence, which the system is required to produce. A vendor's third party software may be used to accommodate the production and distribution of these statements. This activity provides for the implementation and configuration of the bill production and distribution hardware and software, the redesign of the bill and other statements and the production of various statements in both hardcopy and electronic copy. This function may also deal with the electronic bill presentation and payment process.

#### **D. Data Mapping/Migration/Integration**

1. Solution conversion services focused on cleansing and converting data from the old legacy UBS system to the new UBS system, and includes the following activities:
  - a) Cleansing. This activity deals with the identification of data in the legacy systems that needs to be scrubbed or cleaned in order to ensure that information loaded into the new UBS solutions is accurate and will support processing within the new environment. Typically, a series of reports within the conversion process will identify problem areas that require either a manual or automated cleanup process. An automated process will be developed in cases where large amounts of data need to be cleaned and is possible in a programmatic manner.
  - b) Conversion. Data will be mapped between the legacy systems and the new UBS solution. The implementer will be solely responsible for the extraction, transformation and loading of all converted data. The proposer will develop conversion programs to conduct an automated conversion of data from the current UBS and other systems to the new UBS solution. A series of extracts and loads will be conducted over the course of the development process to ensure that the conversion process is working as designed. In addition, a balancing program will be developed and executed with each conversion to ensure that all counts and dollars are accounted for in the conversion process. Additionally, data from legacy systems, as well as historical information from legacy systems in various formats, including databases, tapes, flat files, etc., will be

converted to provide ongoing query capabilities and allow the archive of legacy applications. At this time, the District is planning to convert all accounts and four years of history (4) years of history for these accounts. This historical data will be used for new estimation algorithms and for high bill inquiries. Provide recommendations concerning the best approach to creating a read only version of the legacy system for future reference.

- c) Interchange. Interfaces and integration services focus on the efficient and effective means to share and transfer information among the District's systems, including external entities. The key to this project's success will be the overall integration design. It is imperative that the proposer provide comprehensive and competent integration experts that can provide recommendations, design, and then manage the execution of the services needed to meet the requirements of this project. The District has identified a number of interfaces that will require the development of either a one-way or two-way interfaces between the UBS solutions and the District's other identified applications. This activity deals with the identification, design, programming, unit testing, and delivery of the customized interfaces to the District's environment. Knowledge transfer is a critical element of interface development so District Staff has the requisite knowledge to maintain these interfaces in a production environment.

## **E. Training**

1. Training services will focus on training materials and the identification and training of users in processes supporting the new UBS solution, including the following activities:
  - a) Core Team Training (5). Proposer shall provide product training to all Core Team members for the purpose of orientation and familiarization with product terminology and operation that is needed for proper understanding of UBS implementation activities. This includes functional and technical training.
  - b) Training Development. The proposer will provide baseline training documentation with the base UBS solution. This will include but may not be limited to, course content, instructor guides and exercises. Training development team will include proposer staff with specific product expertise to guide the development of training materials. Proposer will utilize these materials as the starting point and will modify the materials to reflect the District's specific configuration, workflows and processes including appropriate desktop procedures/job aids/quick reference user guides and associated test data. Dry runs of training materials and courses will be conducted to ensure that the materials are accurate. This activity results in the delivery of both hardcopy and electronic materials.
  - c) Training Delivery. A training plan will be developed and delivered to the District for approval. The approved training program shall be delivered to all users of the system. Proposer's staff delivering training must be very knowledgeable with the UBS solution product. A trainer with no prior product expertise to deliver courses is not acceptable. During these training sessions a District staff member most knowledgeable and experienced with existing practices and processes will be in attendance to facilitate training. This may be accomplished using a combination of delivery methods, including

classroom training courses, computer based training, personal practice time, Internet-based training, etc. Training plan will include learning objectives and performance indicators to ensure the training outcome is measurable and successful. The training plan include activities to address training needs during and immediately following production implementation for “refresher” training as needed.

**Note:** The District prefers all initial startup training be held onsite between the hours of 9:00 am and 3:00 pm EST. The District will provide a suitable training area to the extent possible. District requires an experienced facilitator(s) onsite to deliver a complete curriculum of UBS solution training classes to a core of approximately five (5) members. District requires original electronic files for all training documentation to be reproduced for all our end users. Training for future updates/versions etc., will be facilitated remotely.

## **F. Testing**

Testing services will include the development of an overall test plan, which will include unit testing, usability testing, user acceptance testing, system testing and as needed, regression testing.

1. As well, testing services will include the development of quality assurance criteria and success measures/performance indicators that will mitigate for false positives on test results.
  - a) Requirements Matrix. Proposer shall track the requirements to ensure each requirement is addressed, tested, measured, approved and implemented.
  - b) Parallel Testing. Proposer shall provide a pros and cons evaluation of parallel testing, and shall provide recommendations to mitigate for challenges and issues with parallel testing accordingly.
  - c) Test Reporting. Proposer shall provide a means to track actual test results against expected results and to document changes in test scripts/scenarios/expectations precipitated by test results.
  - d) Measures/Success Criteria. Proposer shall develop success criteria, target percentages and measurement methods report/measure the success rate of test results.

## **G. Remote Implementation Project Plan**

The proposer shall provide project management and administration services involved with the installation, implementation and post implementation support of the UBS solution. Activities will include, but are not limited to: building and maintaining the project plan, scope and change management, issue and problem management, and proposer personnel management.

The proposer shall provide a complete project plan that includes, but is not limited to:

1. Project schedule detailing the resources, tasks and target durations for scope of work activities for Installation, Customization and Reporting, Data Mapping/ Migration/ Integration, Training, Testing, Implementation and Post Implementation
2. Project success criteria and key performance indicators
3. Change Request/Change Control approval and tracking procedures
4. Requirements tracking methodology that provides the means to track system requirements through testing and to production implementation
5. Description of project status and progress reporting procedures and tools

#### **H. Post Implementation Support**

1. The proposer shall provide services to document all of the enhancements, plug-ins, reports, workflows and extensions that are developed during the course of this project so that the District can modify and reinsert or reuse those enhancements. Overall, the proposer will be required to provide documentation of all their activities and work products throughout the project life cycle.
  - a) Additionally, implementation services will include knowledge transfer for all aspects of the project, reporting and project status management, communication and document management, risk management, quality assurance of implementer provided deliverables, and quality control management.

#### **I. Maintenance**

1. The District expects that most of the maintenance effort performed post-implementation will be for non-corrective actions. However, in the event UBS solution requires “break/fix” support, the District would like to review a sample service level agreement from the proposer. As well, the proposer shall provide an annual schedule of releases for the next two years. The proposer will detail its quality assurance program for releases i.e. does the proposer have a quality assurance environment in which system changes can be regression tested before deployment?
  - a) Proposer will address key technical issues, such as: the District’s limited understanding of this new solution, impact to the current infrastructure, testing releases, and sustainability measurements.

*End of Section I*

### **SECTION II – QUALITY REQUIREMENTS (Minimum Criteria)**

In order for the proposal’s submittal to be considered, the following minimum requirements must be satisfied:

- a. The proposer must have at least five (5) years’ experience providing its UBS system to municipal governmental organizations and/or Water Districts.



- b. The proposed Project Manager must have a minimum of five (5) years of hands on experience working on similar implementation projects.
- c. The UBS must be scaled to support a customer base of up to 16,000 accounts with little or no need for further expansion.
- d. The UBS must have the ability to stay up to date with implementation of current technology (i.e. wireless tablets, phones, apps, trending products, etc.).
- e. The UBS must support real-time payment processing and customer account updates.
- f. The UBS must support uploading, downloading, and reporting of meter reading data.
- g. The UBS system must include an integrated system to support a physical cashier's station with a bar code scanner, cash drawer, and credit card terminal.
- h. The UBS system must provide a fully self-service customer web portal to access account information such as a customer's profile, contact information, utility bills, and payment and usage history which is directly linked to the UBS.
- i. The customer online portal shall support online payment processing for regular and automatic payments by credit card or check and have ability to store customer payment information.
- j. The UBS must have the ability to be integrated with the District's GIS and water meter reading software systems.
- k. The proposer must meet the desired requirements of the District for its list of References.

*End of Section II*

### **SECTION III- SUBMISSION REQUIREMENTS**

#### **A. Technical Proposal Submission Requirements:**

The Technical Proposal must clearly be marked: "UBS – TECHNICAL PROPOSAL"

The Technical Proposal must include the following:

1. Proposals must include a letter of transmittal signed by the individual authorized to negotiate for and contractually bind the company. The transmittal letter shall state that the offer is effective for (a) at least sixty (60) calendar days from the opening date of the proposals, (b) a contract is executed, or (c) this bid is cancelled, whichever of (a), (b), or (c) occurs first. The transmittal letter also must acknowledge any and all addendums filed under RFP.
2. Proposals must have a table of contents to easily identify where the requested information can be found.

3. Contact information must include name, address, telephone number, fax number, and email address of the individual(s) submitting the proposal, those who may be contacted regarding the submission, and the individual who is authorized to contractually bind the company. This information is also required to be provided on the Proposer Information Form (form attached).
  
4. Include a profile of the company and list of key personnel who will be responsible for providing services to the District under this contract. Company information shall include: complete legal name of the proposer, principal place of business, number of years in business, and description of company organization including identification of number of staff dedicated to the project. Please also disclose the number of employees dedicated to the following operations and from where the services are being supported.
  - a. Software system development
  - b. Application software system training and support
  - c. Hardware & system software system support
  - d. Total number of persons employed by the proposer
  - e. List location(s) of software system support personnel

5. **Project Narrative**

Including your approach to objectives, specific elements, and tasks associated with software and services, delineating how the proposer shall fulfill the Scope of Services to be rendered: The proposal should also address:

- a. General Functionality – Description and details of the basic functions of the UBS.
- b. Description of Customer, Account, and Location Management -This includes the creation, maintenance, and use of customer accounts.
- c. Rates and Fees Management - This includes the maintenance and application of all utility rates, miscellaneous charges, and fees.
- d. Meter Reading and Inventory Management - This includes meter inventory, reading, and consumption requirements.
- e. Billing Management - This includes the preparation, calculation, printing, and mailing of all water bills, special services invoicing, inspections, new service installation, repairs, and relocation services including all parts inventory.
- f. Financial Management - This includes payments, adjustments, refunds, accounting entries, and online customer portal.
- g. Delinquency Management - This includes penalties and interest, payment plans, shut offs, and collections.
- h. Service Order Management - This includes creating, completing, and managing service orders so that they can be billed to customer as appropriate.
- i. Reporting - This includes standard and user created reports to query data.

6. Proposer must complete the Products and Services Questionnaire (form attached) as part of the Technical Proposal.
7. If the proposer has any exceptions to requirements of this RFP (and any subsequent addendum), the proposer must identify them and shall be labeled "**Exceptions to Proposal Provisions**" and shall be attached to the bid proposal. If no exceptions are stated, it will be understood that all general, special, specific, and technical conditions will be complied with, without exception.
8. The proposer MUST provide a **minimum of five (5) customer municipal references that have used the proposed UBS system.** For each, provide the following: the client's name, address, contact person, telephone number, and a brief description of the actual services provided. The District has provided a **References Form** that the proposer must use; the proposer is required to provide the requested information that is stated on the References Form. If any of the requested information is not available the proposer is to disclose this fact and why.
9. The proposer may include **other information** that it considers relevant for the purpose of evaluating its proposal.
  - a. However, the proposer must state whether the company and/or its chief principal officers with this company or a former company has, under the laws of any province, territory, state, or country, in the last seven (7) years been declared bankrupt or made a voluntary assignment in bankruptcy or made a proposal under any legislation relating to bankruptcy or insolvency.
  - b. The proposer must disclose whether the company ever been sued by a public sector customer and also whether there are any lawsuits currently outstanding against your company.
  - c. The District is always interested in any and all cost reduction opportunities.
10. A signed Certificate of Good Faith (form attached);
11. A completed **Certificate of Compliance with Massachusetts Tax Laws** (form attached);
12. If applicable, a completed **Certificate of Authority** (form attached; maybe substituted with the company's certificate);

**The District reserves the right to reject any and all bids as determined to be in the best interests of the District and to waive minor informalities.**

**Inclusion of any "price" in any section of the Technical Proposal or any copy there of shall be cause for rejection of the entire bid.**

## B. Price Proposal Submission Requirements

The **Price Proposal** shall contain one (1) original sealed price proposal signed by an individual authorized to bind the proposer. The sealed envelope must be clearly marked "**UBS System- PRICE PROPOSAL**". The price must remain firm for sixty (60) calendar days.

All proposers are expected to complete and include in the **Price Proposal** envelope the following:

1. A sample contract for Utility Billing System.
2. A completed **Price Proposal Form** (form attached) or an exact copy, signed by the individual authorized to negotiate for and contractually bind the proposer. Failure to fully complete the form, or provide the requested information, or making any alterations will be deemed a **conditional bid** and the proposal will be rejected. Modification cost noted on the Product Service Questionnaire shall be included on the Price Proposal form.

## C. Other Requirements and Notices

1. Failure to complete any form, provide the requested information, or make any alterations to forms that are required to be submitted as presented may be deemed a **conditional bid** and the bid will be rejected.
2. Proposer must acknowledge all addenda related to this RFP, if any. Failure to acknowledge addenda does not in itself disqualify a proposer; however the proposer shall be subject to any terms, conditions, and/or requirements that may be identified or result from the issuance of the addenda.
3. Proposals must be received and time stamped no later than the deadline stated in the **Procurement Schedule** (Where and When Bids are Due). LATE PROPOSALS WILL NOT BE CONSIDERED.
4. A **Bid Bond** is NOT required.
5. Delivery will be at the expense of the proposer. Any and all damages that may occur due to packaging or shipping will be the sole responsibility of the proposer.

**D. Where and How to Send Bids**

<p>Proposers are required to submit: one (1) original and one ( 1) unbound copy that can be reproduced for distribution to the evaluation team of the "Technical Proposal" for a total of two (2) and in a separately sealed envelope, one (1) original "Price Proposal". The proposer is also to include one (1) electronic version (PDF version on CD) in a third Sealed envelope. Bids are to be submitted and addressed as follows:</p>		
	<b>Technical Proposal</b>	<b>Price Proposal</b>
Office Address (Courier Service/ Hand Delivery)	Sheryl A McMahon, Treasurer 80 Old Bass River Road South Dennis MA 02660	David Larkowski, Superintendent 80 Old Bass River Road South Dennis, MA 02660
<p>Please note the envelopes (packages) may be sent in a single envelope (package, box, carton, etc.) provided that all the separate envelopes are individually sealed and clearly marked as noted.</p>		
Proposal Identification on the Outside of the Sealed Envelope	Dennis Water District UBS System - TECHNICAL PROPOSAL	Dennis Water District UBS System - PRICE PROPOSAL
Proposals Due	<p>Bids must be received and time stamped no later than the deadline stated in the <b>Procurement Schedule</b> (Where and When Bids are Due). <b>LATE PROPOSALS WILL NOT BE ACCEPTED.</b></p>	
Bid Bond (Bid Deposit)	<p>A <b>Bid Bond</b> is NOT required.</p>	
<p>Delivery will be at the expense of the proposer. Any and all damages that may occur due to packaging or shipping will be the sole responsibility of the proposer.</p>		

**The District reserves the right to reject any and all bids as determined to be in the best interest of the District and to waive minor informalities.**

*End of Section III*

**SECTION IV - SELECTION PROCESS**

An Evaluation Team will review the technical proposals. The technical proposals will be evaluated without knowledge of prices. Proposers who submit proposals that meet all of the requirements set forth under Quality Requirements (Section II) and satisfy the Submission Requirements (Section III) will then be judged on Comparative Evaluation Criteria (Section V).

The criteria to be utilized for this project are shown below. After the evaluations have been completed a summary will then be created by the Chief Procurement Officer.

Qualified proposers **WILL** be required to make a presentation and discuss their proposal and services with the Evaluation Team and demonstrate their product to the Team. The District has reserved specific dates (refer to the procurement schedule) for presentations from qualified proposers and for all members of the Evaluation Team to work with the proposer’s proposed system solution.

The District will contact the proposers in alphabetical order to schedule appointments. **Proposers who fail to make a presentation will be deemed non-responsive and therefore the proposal will be rejected.**

Technical evaluation may also require the proposer to arrange and schedule at the District's convenience, onsite visits of **one or more existing customers** using the system/products that are proposed by the proposer for use by the District.

The **Price Proposal** (*to be submitted in a separately sealed envelope*) will be opened by the Superintendent after all the presentations have been conducted and a summary of the evaluations has been created. (See Price Proposal Form attachment)

The Chief Procurement Officer will determine the most advantageous proposal, taking into consideration the evaluation of the technical proposals by the Evaluation Team, the quality of the references, operations, and the price proposals. The Chief Procurement will make an award.

The District shall **NOT** be responsible for any costs incurred by the proposer during the entire selection process. The District will perform whatever research it deems necessary into the proposer's history, financial viability, and references. The proposer shall cooperate with the District by providing appropriate information.

*End of Section IV*

## **SECTION V - COMPARATIVE EVALUATION CRITERIA**

Proposals which satisfy the Quality Requirements (Section II) and complied with the Submission Requirements (Section III) will be further evaluated based on the criteria listed below. Interviews with the proposers **WILL** be part of the evaluation process. For each criterion, proposals will be assigned a rating of **Highly Advantageous, Advantageous, Not Advantageous, or Unacceptable**. After the Evaluation Team provides a rating for the individual criteria, the Chief Procurement Officer will assign a rating to each proposal. Criteria that will be used for comparative purposes are the following:

### **A. Proposal Evaluation Criteria**

<b><i>Quality of the Response</i></b>	
<b>Highly Advantageous</b>	The proposal is complete and demonstrates a clear understanding of the scope of services to be performed and how the services will be provided in accordance with the District's needs.
<b>Advantageous</b>	The proposal is complete and addresses the scope of services and the proposer meets all the quality requirements.
<b>Not Advantageous</b>	The proposal is incomplete or is not clear whether it satisfies the scope of services, but the proposer meets the all the quality requirements.
<b>Unacceptable</b>	The proposal is incomplete and is unclear.
<b><i>Experience with Governmental Clients</i></b>	
<b>Highly Advantageous</b>	Proposer has <i>five</i> (5) or more years' experience providing UBS systems to Water Districts and/or municipal governmental organizations system and the proposer's primary customer base is governmental clients and has governmental clients in Massachusetts.
<b>Advantageous</b>	Proposer has five (5) years' experience providing UBS systems to Water Districts and/or municipal governmental organizations system.

<b>Not Advantageous</b>	The proposer has less than five (5) years' experience providing UBS systems to Water Districts and/or municipal governmental organizations system.
<b>Unacceptable</b>	The proposer has no experience providing UBS systems to Water Districts and/or municipal governmental organizations systems.
<b><u>Experience in Integration with other software system</u></b>	
<b>Highly Advantageous</b>	The proposer fully documented that its system will interface with the District's legacy utility billing, meter reading, electronic payment collections and PeopleGIS systems without operational compromises.
<b>Advantageous</b>	The proposer documented that its system will interface with the District's legacy utility billing, meter reading, electronic payment collections and PeopleGIS systems but some noncritical operational features may not be available.
<b>Not Advantageous</b>	The proposer documented that its system may interface with the District's legacy utility billing, meter reading, electronic payment collections and PeopleGIS systems but with some noncritical operational features will not be available and/or some employee initiated actions will be required regularly in order to have critical operational features work.
<b>Unacceptable</b>	Proposer does not document that its system can interface with the District's legacy utility billing, electronic payment collections, meter reading and PeopleGIS systems.
<b><u>Hardware Requirements</u></b>	
<b>Highly Advantageous</b>	Proposer's system operates with the current hardware systems that the District owns and will not require acquisition or rental of other equipment in order to use the software system functionality.
<b>Advantageous</b>	Proposer's system operates with the current hardware systems that the District owns but may require the District to purchase or otherwise acquire other hardware to have full use of the features.
<b>Not Advantageous</b>	Proposer's system has operated on similar hardware systems that the District owns but the proposer cannot guarantee that its products will work without diminished capacity unless the District purchases and/or acquires other hardware.
<b>Unacceptable</b>	Proposer's system will not operate in with the District's current hardware configuration and networking environments.
<b><u>Network Requirements</u></b>	
<b>Highly Advantageous</b>	Proposer's system operates with the current hardware systems that the District owns and will not require acquisition or rental of other equipment in order to use the software system to its fullest potential and functionality.
<b>Advantageous</b>	Proposer's system operates with the current hardware systems that the District owns but may require the District to purchase or otherwise acquire other hardware to have full use of the features.
<b>Not Advantageous</b>	Proposer's system has operated on similar hardware systems that the District owns but the proposer cannot guarantee that its product will work without diminished capacity unless the District purchases and/or acquires other hardware.
<b>Unacceptable</b>	Proposer's system will not operate in an IBM environments.
<b><u>Report Writing</u></b>	
<b>Highly Advantageous</b>	The system solution provides the District with both pre-defined reports and a fully functional and customizable report writer for all modules that does not require the assistance of the proposer to create and/or operate.
<b>Advantageous</b>	The system solution provides District employees with both pre-defined reports and a fully functional and customizable report writer but the assistance of the proposer may be necessary to create and/or operate.
<b>Not Advantageous</b>	The system solution provides District employees with a functional report writer but with limited customization; or customizable report writer but only by the proposer.
<b>Unacceptable</b>	The system solution does not provide a report writing system, or provides a report writing system that would require the proposer to create.

<b><u>Help Desk Support</u></b>	
<b>Highly Advantageous</b>	Proposer provides 24/7 online and "live" help desk support for system administrators.
<b>Advantageous</b>	Proposer provides Monday through Friday 8 am to 6 pm (east coast time) online and "live" help desk support for system administrators.
<b>Not Advantageous</b>	Proposer provides less than Monday through Friday 8 am to 6 pm (east coast time) online and/or "live" help desk support for system administrators.
<b>Unacceptable</b>	Proposer provides limited online and/or "live" help desk support for system administrators.
<b><u>Help Desk Customer Support</u></b>	
<b>Highly Advantageous</b>	Proposer provides greater than Monday through Friday 8 am to 6 pm (east coast time) online and "live" help desk support for customers.
<b>Advantageous</b>	Proposer provides Monday through Friday 8 am to 6 pm (east coast time) online and "live" help desk support for customers.
<b>Not Advantageous</b>	Proposer provides less than Monday through Friday 8 am to 6 pm (east coast time) online and/or "live" help desk support for customers.
<b>Unacceptable</b>	Proposer provides limited online and/or "live" help desk support for system administrators.
<b><u>Detailed Requirements</u></b>	
<b>Highly Advantageous</b>	Proposer who addressed all the questions in detail with credible answers.
<b>Advantageous</b>	Proposer who addressed all the questions a majority in detail but some responses were incomplete or unclear.
<b>Not Advantageous</b>	Proposer who addressed all the questions but a majority of the responses lack sufficient detail.
<b>Unacceptable</b>	Proposer who did not address all questions, incomplete responses, lack sufficient detail, deemed not credible.
<b><u>Project Manager's (PM) Experience</u></b>	
<b>Highly Advantageous</b>	PM has five or more years of direct experience working and managing similar implementation projects in a Windows environment by municipalities in Massachusetts.
<b>Advantageous</b>	PM has five or more years of direct experience working and managing similar implementation projects in a Windows environments.
<b>Not Advantageous</b>	PM has five or more years of direct experience working and managing similar implementation projects.
<b>Unacceptable</b>	PM has five or more years of direct experience working and managing implementation projects which are not similar.
<b><u>Implementation Experience</u></b>	
<b>Highly Advantageous</b>	Proposer provides a credible Implementation Schedule that provides an operational system less than six (6) months from award.
<b>Advantageous</b>	Proposer provides a credible Implementation Schedule that provides an operational system within six (6) months from award.
<b>Not Advantageous</b>	Proposer provides a credible Implementation Schedule that provides an operational system longer than six (6) Months from award.
<b>Unacceptable</b>	Proposer provides Implementation Schedule that is not credible or not clear when the systems will be operational.

## **B. Proposer Presentation**

As part of the evaluation process, the Evaluation Team WILL require a presentation by proposers that met the Quality Requirements (Section II). A presentation to the Evaluation Team is a requirement for award of a contract. The presentation will be in person at the District. Proposers that fail to make a presentation will be deemed non-responsive and therefore the proposal will be rejected. We will contact the proposers in alphabetical order to schedule a time for the interview.



The District has reserved the dates for the presentations from qualified proposers (**refer to the procurement schedule.**)

<b><u>Presentation</u></b>	
<b>Highly Advantageous</b>	Proposers who offer an exceptional, creative, and well organized oral presentation, and demonstrate their ability to effectively communicate ideas and plans. The proposer responds to Evaluation Team’s questions with factual clear answers, and follows up on any Team requests for additional information (within the time frame agreed to at the presentation, usually not more than 24 hours) so that the Team may complete its evaluation in a timely manner.
<b>Advantageous</b>	Proposers who offer a clear well organized oral presentation, and demonstrate their ability to effectively communicate ideas and plans. The proposer responds to Evaluation Team’s questions with factual clear answers, and follows up on any Team requests for additional information (within the time frame agreed to at the presentation, usually not more than two business days) so that the Team may complete its evaluation in a timely manner.
<b>Not Advantageous</b>	Proposers who offer an unclear and confusing presentation, and who do not effectively communicate their ideas and plans, or proposers whose responses to Evaluation Team’s questions were unclear and/or did not follow up on any of the Team’s request for additional information promptly. Failure to provide requested information within the agreed time will be a basis for rejection of the bid.
<b>Unacceptable</b>	Proposers who decline or do not make a presentation.
<b><u>Product Evaluation Team Rating</u></b>	
<b>Highly Advantageous</b>	More than 2/3 Majority of the product Evaluation Team members found the system easy to use and understand.
<b>Advantageous</b>	A Majority of the product Evaluation Team members found the system easy to use and understand.
<b>Not Advantageous</b>	More than Majority of the product Evaluation Team members found the system difficult to use or understand.
<b>Unacceptable</b>	More than 2/3 Majority of the product Evaluation Team members found the system difficult to use or understand.

**C. Proposer References**

<b><u>Proposer References</u></b>	
<b>Highly Advantageous</b>	Highly positive references and the proposer met all deadlines and clients did not incur any additional charges for the required services or the charges came in under the agreed fee, and/or the proposer provided additional assistance at no additional charge to the client.
<b>Advantageous</b>	Positive references and the proposer met all agreed deadlines and the clients did not incur any additional charge for the required services.
<b>Not Advantageous</b>	An unsatisfactory reference from a client that the proposer provided similar services within the past 12 months, but the proposer completed the contract engagement by the agreed deadline and did so without additional charge to the client.
<b>Unacceptable</b>	Two or more unsatisfactory references from clients that the proposer provided similar services within the past 24 months, or the proposer failed to complete a contract engagement by the agreed deadline, or the proposer completed the contract engagement by the agreed deadline but at an additional charge to the client.

*End of Section V*

## SECTION VI - BONDS, INSURANCE, AND INDEMNIFICATION

Items to be furnished prior to the execution of the contract:

### **Bonds**

- A **Payment Bond** will not be required.
- A **Performance Bond** MAY be required.

The District may require the selected proposer to provide a **Performance Bond** upon award of the contract. If a bond is requested, the bond amount shall be equal to the total cost to the District for the purchase of hardware, software, and services. The Surety of the bond shall remain in effect until all acceptances of purchased hardware, software system, and services have been executed by the District. In the event that the proposer fails to perform their obligations under any contract between the proposer and the District, the bond amount shall be paid to the District. The proposer further agrees to save and hold harmless the District from all liability and damages of every description in connection with any subsequent contracts.

### **Insurance**

The proposer awarded a contract shall deposit with the District Certificates of Insurance for the coverage required, in form and substance satisfactory to the District, and shall deliver to the District new policies and certificates thereof for any insurance about to expire at least ten (10) days before such expiration. All such insurance policies shall contain an endorsement requiring thirty (30) days written notice to the District prior to cancellation of change in coverage, scope or amount of any such policy or policies. Compliance by the proposer with the insurance requirement, however, shall not relieve the proposer from liability under the indemnity provisions.

### **Indemnification**

The proposer shall indemnify, defend, and save harmless the District and all of the District's officers, agents and employees from and against all suits and claims of liability of every name and nature, including costs of defending any action, for or on account of any injuries to persons or damage to property of the District or any person, firm, corporation or association arising out of or resulting from any negligent act, omission, or negligence of the proposer, its subcontractors and their agents or employees in the performance of the work covered by the Contract and/or failure to comply with terms and conditions of the Contract, but only in respect of such injuries or damages sustained during the performance and prior to the completion and acceptance of the work covered by the Contract. The foregoing provisions shall not be deemed to be released, waived or modified in any respect by reason of any surety or insurance provided by the proposer under the Contract.

## **SECTION VII-RULE FOR AWARD, CONTRACT TERMS, COMMENCEMENT**

### **Rule for Award**

An award of contract will be to the responsible and eligible proposer providing the most advantageous proposal based on the scope of services, evaluation criteria, references, and price. Although price is a consideration, it will not be the sole determinant for awarding this contract.

The District herein declares its express purpose not to award the contract to any proposer unable to furnish evidence, satisfactory to the District, that it has sufficient ability, experience, and capital to execute and complete the work in accordance with the contract. If requested, any proposer may be required to demonstrate financial stability satisfactory to the District.

As Chief Procurement Officer, the Treasurer is the awarding authority for the contract. Further, the contract will not be signed until it has been approved as to form by District's legal counsel. Award, payment and performance obligations shall depend on the availability and appropriation of funds. A sample copy of the proposer's standard contract is to be submitted with the proposal for the District's consideration.

### **Contract Terms**

A contract is anticipated to be executed by the date indicated under **Procurement Schedule** for this bid. This request for proposals will become part of the contract agreement. However, the District reserves the right to change, delay, cancel, or expedite the contract execution date. The selected proposer is required to furnish all bonds and certificate of insurances required under the contract, in a form acceptable to the District prior to the execution date. A sample copy (in an editable version) of the proposer's standard contract is to be submitted with the proposal for the District's consideration and an editable version to be submitted upon District request.

### **Commencement of Services**

The selected proposer shall commence with the project implementation upon Notice of Award issued by the Chief Procurement Officer. Said commencement will not be greater than two weeks. Unless other arrangements were made prior to the execution of a contract with the District, the project is to be completed February 28, 2023, after having completed the first complete water billing cycle on the new UBS on or about February 8, 2023.

**The District reserves the right to reject any and all bids as determined to be in the best interest of the District and to waive minor informalities.**

*End of Section VII*

**SECTION VIII – INFORMATION ABOUT CHANGES TO THE BID (ADDENDA)**

I. In the event that changes/additions are made to the bid information or materials, an addendum will be issued to every person (entity) on record as receiving the bid package. Addenda will be emailed, if an email address was not provided, then it will be faxed. If a fax number was not provided, it will be mailed via USPS. Addenda will be posted on the District’s website under the bidding notice section where the RFP can also be obtained. Please check back on the website for addenda before submitting your bid to the District. Proposers may not be notified individually of addenda.

*End of Section VIII*

**SECTION IX - EXAMINATION OF DOCUMENTS AND QUESTIONS**

The proposer shall be satisfied as to the requirements of the contemplated services to enable intelligent preparation of this bid. The proposer shall be familiar with all the proposal material requirements and documents before submitting the bid in order that no misunderstanding shall exist in regard to the nature and character of the contemplated services to be performed. No allowance will be made for any claim that the proposal is based on incomplete information.

Inquiries concerning any part of this RFP shall be directed to the individual(s) listed under the Procurement Schedule. Proposers should note that oral communications are not binding on the District. All requests/questions must be submitted in writing. Questions must be sent in writing and may be delivered by hand, fax or email as referenced under the Procurement Schedule by the deadline. The District will respond to written questions that are received by the deadline and will forward responses to all persons who are on record as receiving the proposal package. Questions received after the due date will not be responded to unless the District determines it is necessary. Proposers, please allow enough time for hand delivery or facsimile transmissions.

All forms required to submit a complete proposal are contained within the RFP package. The required forms will not be provided in any other format by the District.

*End of Section IX*

**SECTION X - BID MODIFICATIONS OR WITHDRAWALS**

Proposals may be corrected, modified, or withdrawn prior to the submission deadline; requests to do so must be received in writing to the Chief Procurement Officer. After the submission deadline, proposals may not be changed. Minor mistakes or informalities may be waived by the District.

*End of Section X*

## **SECTION XI – PREMATURE OPENING OF A PROPOSAL PACKAGE**

The District will not be responsible for the premature opening of any proposal not properly identified. The District may reject proposals which are incomplete, not properly endorsed, or signed, or which otherwise are contrary to these instructions.

*End of Section XI*

## **SECTION XII - UNEXPECTED CLOSURE OR DELAYS**

If, at the time of the scheduled proposal submission deadline, the designated location for delivery of the proposal is closed due to uncontrolled events such as fire, snow, ice, wind, building evacuation or other the deadline will be postponed until **10:00 AM**. On the next available operational business day for the District. Proposals will be accepted until that date and time.

*End of Section XII*

## **SECTION XIII – LATE SUBMISSIONS**

The District assumes no responsibility for late submissions due to mail, courier, or delivery problems. LATE PROPOSALS WILL NOT BE CONSIDERED.

*End of Section XIII*

## **SECTION XIV - REJECTION OF PROPOSALS**

The proposal must satisfy the requirements of the RFP, in order to be considered for award. Failure to complete the required forms, answer any questions, or provide the required documentation will be deemed NON-RESPONSIVE and result in rejection of the bid unless the District determines that such failure constitutes a minor informality that can be corrected without prejudice to other proposers. A proposal may be rejected if the proposer:

- a.) Fails to adhere to one or more of the provisions established in the Proposal Package;
- b.) Fails to submit its proposal by the time or in the format specified herein or to supply the minimum information requested herein;
- c.) Fails to submit its proposal to the required address on or before the specified submission deadline;
- d.) Misrepresents its service or provides demonstrably false information in its bid, or fails to provide material information.

**The District reserves the right to reject any and all proposals as determined to be in the best interest of the District and to waive minor informalities.**

*End of Section XIV*

## **SECTION XV - TAXES**

Purchases made by the District are exempt from the payment of Federal excise tax and the payment of Commonwealth of Massachusetts sales tax and any such taxes must not be included in the bid prices.

*End of Section XV*

## **SECTION XVI - GENERAL TERMS AND NOTICES**

The consideration of all proposals and subsequent selection of the successful applicant shall be made without regard to race, color, sex, age, handicap, religion, political affiliation or national origin.

The proposer shall adhere to the provisions of the Fair Employment Practices Law of the Commonwealth (Massachusetts General Laws, Chapter 151B).

The provisions relating to non-discrimination and affirmative action in employment shall flow through all contracts and subcontracts that the successful proposer may receive or award as a result of this contract. Services provided by the proposer shall be rendered through a professional services contract; the proposer will not be considered an employee of the District and will not receive any benefits of an employee.

Under the Massachusetts General Laws, the District cannot assure the confidentiality of any materials or information that may be submitted by the proposer in response to this RFP. Thus proposers who choose to submit confidential information do so at their own risk. All proposals or other materials submitted by the proposer in response to this RFP will be open for inspection by any person and in accordance with Massachusetts General Laws, Chapter 66 (Public Records Law). Any statements reserving any confidentiality or privacy rights in the submitted responses or otherwise inconsistent with these statutes will be void and disregarded.

The proposer shall comply with Massachusetts General Laws, Chapter 66A if the proposer becomes a "holder" of "personal data". The proposer shall also protect the physical security and restrict any access to personal or other District data in the proposer's possession, or used by the proposer in the performance of the Contract, which shall include, but is not limited to the District's public records, documents, files, software system, equipment or systems.

All proposals, materials, drawings, plans, etc. shall become the property of the District and may not be disposed of without notification and may be considered under the Public Records law public information.

The proposer shall be expected to comply with all applicable federal and state laws in the performance of services.

By execution of a contract with the Dennis Water District of Dennis, Massachusetts the proposer acknowledges that the District is a municipality for the purposes of Massachusetts General Laws, Chapter 268A (the Massachusetts conflict of interest statute), and agrees, as circumstances require, to take actions and to forbear from taking actions so as to be in compliance at all times with the obligations of the contractor based on said statute.

*End of Section XVI*

## Checklist

Company Name: \_\_\_\_\_

- Proposer has completed and returned the Acknowledgement of Receipt form and should have been faxed back or emailed to the District soon after downloading the document. If faxed please confirm via telephone or email that it was received by District.
- Proposer has completed, signed, and enclosed the Proposer Information Form.
- Proposer has completed, signed, and enclosed the Product and Service Information Form.
- Proposer has completed, signed, and enclosed the Certificate of Good Faith.
- Proposer has completed, signed, and enclosed the Certificate of Non-Collusion.
- Proposer has completed, signed, and enclosed the Certificate of Compliance with Massachusetts Tax Laws.
- Proposer has provided at least five (5) Customer References of which at least three (3) or more are municipal references.
- Proposer has completed, signed, and enclosed the Price Proposal or an exact copy in a separate sealed envelope from the Technical Proposal. Inclusion of any price information in the Technical Proposal or any copy thereof shall be cause for rejection of the entire bid.
- If the proposal is signed by anyone other than the President/Owner of the company, a Certificate of Authority must be attached.
- The Bid Security (Bond) enclosed [NOT REQUIRED FOR THIS BID].
- Proposer acknowledged all addenda, if any**

Addendum # 1, Dated: \_\_\_\_\_  
Addendum # 2, Dated: \_\_\_\_\_  
Addendum # 3, Dated: \_\_\_\_\_  
Addendum # 4, Dated: \_\_\_\_\_  
Addendum # 5, Dated: \_\_\_\_\_

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THIS FORM MUST BE FILED WITH PROPOSAL SUBMISSION



**Proposer Information Form  
Utility Billing Software System**

Legal Name of the Proposer: \_\_\_\_\_  
Company Name (DBA): \_\_\_\_\_  
Company Address: \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_  
Company Web Address: \_\_\_\_\_  
Company Telephone: \_\_\_\_\_ Company Fax: \_\_\_\_\_  
State of Incorporation Date: \_\_\_\_\_  
Number of Employees: \_\_\_\_\_ Number of Employees based in Massachusetts: \_\_\_\_\_

If the proposer is a partnership, give full names and addresses of all partners; and if an individual, give residential address if the business address is a P.O. Box.

**Company Contacts – Required**

**Individual submitting the Proposal:**

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**Individual to be contacted about the Proposal:**

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**Individual authorized to contractually bind the Company** (This will be the individual whose name and title will appear in the contract and will execute the contract if the contract is awarded to the company):

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Email Address: \_\_\_\_\_

1. Has the proposer placed any special conditions or restrictions from that which is called out by the District in Request for Proposals?  Yes  No
2. Has the proposer identified any and all exceptions to the District's specifications and are they disclosed and explained in the submission?  Yes  No
3. Is the proposer prepared to provide the insurances as required?  Yes  No
4. Is the proposer prepared to execute the District's contract if awarded to the proposer?  Yes  No
5. Has the proposer (Company) ever been debarred from doing business with any federal, state or local agency?  Yes  No. If yes please provide the details (on a separate piece of paper attached to this form) including agency name, date and reason for debarment.
6. Have any of the principals/officers of the proposer (Company) ever been debarred from doing business with any federal, state or local agency?  Yes  No. If yes, please provide the details (on a separate piece of paper attached to this form) including agency name, date and reason for department.
7. Has the proposer (Company) ever defaulted on a contract or has been rejected as non-responsive within the past five years?  Yes  No. If yes, please provide details.
8. Has the proposer (Company) or anyone a party to the proposed contract ever failed to complete a contract awarded?  Yes  No. If yes, provide details.
9. Have you ever defaulted on a contract?  Yes  No. If yes, provide detail.
10. Can the proposer (Company) provide, upon request, proof of financial solvency? (The District may request audited financial statements, financial references, and/or conduct an independent background check)?  Yes  No - Do Not send any financial information unless and until requested to do so.

Signature of the proposer: \_\_\_\_\_

Printed Name and Title of Signatory: \_\_\_\_\_

Date: \_\_\_\_\_

**THIS FORM MUST BE SUBMITTED WITH THE PROPOSAL SUBMISSION**

**DENNIS WATER DISTRICT, MASSACHUSETTS  
CERTIFICATE OF CORPORATE AUTHORITY**

The principal, officer, or person to sign below pledges under penalties of perjury, that he or she has been designated by the Owner(s) or the Board of Directors of the below named firm as an authorized representative.

Date: \_\_\_\_\_

Signature of individual submitting bid or proposal: \_\_\_\_\_

Printed Name of Person signing the bid or proposal: \_\_\_\_\_

Title of Person signing the bid or proposal: \_\_\_\_\_

Name of Business: \_\_\_\_\_

Business Address: \_\_\_\_\_

Business Phone: \_\_\_\_\_

**THIS FORM MUST BE SIGNED AND RETURNED WITH RESPONSE**

**CERTIFICATION OF GOOD FAITH**

**Utility Billing Software System**

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification the word "person" shall mean any natural person, business, partnership, corporation, union committee, club, or other organization, entity, or group of individuals.

\_\_\_\_\_  
(Signature of individual submitting bid or proposal)

\_\_\_\_\_  
Individual Full Name (Print/Type)

\_\_\_\_\_  
(Name of Business)

\_\_\_\_\_  
(Date)

Commonwealth of Massachusetts

County of \_\_\_\_\_

On this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, before me, the undersigned notary public, personally appeared \_\_\_\_\_ (name of document signer), proved to me through satisfactory evidence of identification, which were \_\_\_\_\_, to be the person whose name is signed on the preceding or attached document, and acknowledged to me that (he) or (she) signed it voluntarily for its stated purpose.

\_\_\_\_\_  
Name of Notary Public

\_\_\_\_\_  
(official signature and seal of notary)

My commission expires: \_\_\_\_\_ -

**THIS FORM MUST BE SIGNED AND RETURNED WITH RESPONSE**

**DENNIS WATER DISTRICT, MASSACHUSETTS  
CERTIFICATE OF NON-COLLUSION**

The undersigned certifies under penalties of perjury that it has not offered, given, or agreed to give, received, accepted, or agreed to accept, any gift, contribution, or any financial incentive whatsoever to or from any person in connection with the contract. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals. Furthermore, the Architect certifies under the penalties of perjury that throughout the duration of the contract, it will not have any financial relationship in connection with the performance of this contract with any materials manufacturer, distributor or vendor. The provisions of this section shall not apply to any stockholder of a corporation the stock of which is listed for sale to the general public with the Securities and Exchange Commission, if such stockholder holds less than ten per cent of the outstanding stock entitled to vote at the annual meeting of such corporation.

Authorized Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Title \_\_\_\_\_

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone # \_\_\_\_\_

Date \_\_\_\_\_

**THIS FORM MUST BE SIGNED AND RETURNED WITH RESPONSE**

**DENNIS WATER DISTRICT, MASSACHUSETTS  
CERTIFICATE OF TAX COMPLIANCE**

Tax Certification

Pursuant to M.G.L. Chapter 62C, Sec. 49A, and M.G.L. Chapter 151A, Section 19A, the undersigned acting on behalf of the business, certifies under penalty of perjury that, to the best of the undersigned's knowledge and belief, the business is in compliance with all the laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding and remitting child support.\*

\_\_\_\_\_  
*\*\* Signature of Individual                      \*\*\* Individual's Social Security Number or Corporate Contractor  
Federal Identification Number*

By: \_\_\_\_\_ Date: \_\_\_\_\_  
*Corporate Officer*

\* The provision in the Attestation of relating to child support applies only when the contractor is an individual.

\*\* Approval of a contract or other agreement will not be granted unless the applicant signs this certification clause.

\*\*\*Your social security number will be furnished to the Massachusetts Department of Revenue to determine whether you have met tax filing or tax payment obligations. Providers who fail to correct heir non-filing or delinquency will not have a contract or other agreement issued, renewed, or extended. This request is made under the authority of M.G.L. Chapter 62C, Section 49A.

\_\_\_\_\_

**THIS FORM MUST BE SIGNED AND RETURNED WITH RESPONSE**

**PRODUCT AND SERVICES QUESTIONNAIRE FORM**

Company Name: \_\_\_\_\_

Please provide answers to the following questions about the proposed system and software system functionality. All questions must be addressed. Note that some questions appear to be redundant, but all questions are required to be answered nonetheless.

Please specify which version(s) of Windows operating systems that your system will run:

\_\_\_\_\_

\_\_\_\_\_

Proposer Response	Description:
BASE	The function is provided in the base product. No modification is required.
FREE MOD	No, the function is not in the base product but we will modify it at no cost.
ADD-ON	No, the function is not in the base but we can handle this functionality with another add-on product/module. <b><u>(In your response, please indicate details of the module and/or product, and indicate price.)</u></b>
MOD AT COST	The function will require a modification. <b><u>(Provide the itemized cost on the Price Proposal Form.)</u></b>
NO	The function is not available and cannot be modified.

1.) GENERAL FUNCTIONALITY		Response
a.	Is the UBS in a Graphical User Interface (GUI) based environment and easy to navigate? Provide sample screen shots from a user's point of view of customer's account information, account ledger, billing detail, usage history, meter reading data upload/download and service order.	
b.	Can the UBS support at least six full-time users concurrently, one administrator, and two query only users?	
c.	Does the product support role-based user access? Access should allow each user group to be granted full access, read-only access, or limited access. Allows for administration of user access and password administration?	
d.	Do you provide technical support for software and hardware at a minimum from 8:00 a.m. to 6:00 p.m. (Eastern Time) Monday through Friday?	
e.	Is the front-end user interface web-based or client-server? Is Flash or Java required for the front-end interface?	
f.	Can the UBS interface to all of the following: the general ledger, meter reading, remittance processing software, meter inventory, mapping and customer online payment portal?	
g.	Is an EPM system supplied with the UBS solution?	
h.	Is the EPM integrated with the UBS or a separate stand-alone system?	
i.	Can the UBS interface and operate in conjunction with a POS system? Provide detailed information regarding the type of EPM system including hardware and software involved, linkage to the UBS, cash drawer, credit card terminal, bar code scanning, etc.	

j.	For each customer service representative that processes payments throughout the day, does the UBS have the ability to balance out and reconcile their daily batches including their drawer count within the software? Currently the CSR's balance their payment batches and cash drawers manually on a daily cash drawer reconciliation sheet.	
k.	Can the UBS provide end of day balance info to include and automatically generate a summary of total number of checks received, total cash, total UBS, total transactions and total dollar amount received?	
l.	Can the UBS provide an end of day report that summarizes multiple CSR payments? The report should include a total of the payments. For Example: Daily Summary Report Grand Total of all CSR payments in the UBS. Subtotal #1: All Walk-in payments by Cash, Checks, Credit Card Payments, etc. Subtotal #2: All Mail-in payments by Check, Money Order, etc. Repeat subtotals for online payments. Each of the CSRs creates a separate batch for the payments that they receive. Different batches are also created according to the type of payment processed by the CSR such as cash, check, credit card, etc.	
m.	Ability to bill in cycles with multiple routes?	
n.	Ability to download service orders to the meter reading handheld devices or tablets and the meter reading staff will be able to change the status of each service order as the work progresses and completes? At the end of the shift the updated service orders are uploaded back to the system and the updated information is synchronized with the billing and other appropriate systems?	
o.	Ability to process cash, check and credit card payments directly through the software? For example, a credit card can be entered or swiped, approved or declined, and posted directly to the customer's account with a payment total created for reconciliation at the end of the day.	
p.	Ability to scan documents such as service orders, letters, etc. and link them to a specific customer? Ability to hyperlink and open files (scans) to customer accounts from within the software.	
q.	Can the UBS provide the District with documentation suitable for manual entry of transactional information (daily deposits, etc.) , to the extent that daily billing & collection activity should post to the general ledger automatically?	
r.	Can the UBS fully integrate with the Districts current asset management / GIS software (PeopleGIS) such that data on usage can be queried by location and type of meter?	
s.	Are free lifetime version upgrades included with the UBS at no additional cost?	
t.	How often are software updates and patches released?	
u.	Be able to view multiple accounts simultaneously within the UBS?	
v.	Does it include user defined fields with parameters defined by the user?	
w.	Can it use wizards to expedite processes such as setting up new accounts, meter change outs and creating service orders?	
<b>2.) CUSTOMER ACCOUNT AND LOCATION MANAGEMENT</b>		<b>Response</b>
a.	Does the UBS support an unlimited number of customer accounts / service connections?	
b.	Can the UBS define, add, change and delete an unlimited number of account types?	
c.	Does it have the ability to query an account based on various search criteria such as customer name, account number, social security number, phone number, parcel number, service address, account type and meter/radio number?	
d.	Does it have the ability to document unlimited notes on accounts with the ability to assign alert flags to accounts with notes?	
e.	Does it have the ability to provide an audit trail for changes to an account?	
f.	Can it support unlimited transaction and consumption history? History purging should be controlled by the user.	
g.	This item intentionally left blank.	
h.	This item intentionally left blank.	
i.	Does it have the ability to display account information via web portal? Please list the information that is displayed from the customer's point of view.	
j.	Does UBS use any mapping tools? Is so, which ones?	



k.	Ability to create correspondence templates including forms?	
l.	Provide for the generation of standardized form letters and responses to customer inquiries with information from the customer account automatically populated into letters as required or exported to Excel and Word for mail merges?	
m.	Is the UBS capable (including merchant services) of automatically generating correspondence upon a returned check, rejected payment and reason for why to both the customer and CSR?	
n.	Can the UBS flag accounts that have been foreclosed, in bankruptcy, vacant or had a water lien placed?	
o.	Does it have the ability to model accounts (templates) and allow you to create new accounts by copying the model and changing the details?	
p.	Provide for penalty and disconnection exemptions?	
<b>3.) RATES AND FEES MANAGEMENT</b>		<b>Response</b>
a.	Does the UBS have the ability to define, add, change, and delete an unlimited number of rate code types and amounts?	
b.	Can the UBS accommodate multiple billing rate structures that would be required to the different types of services that the District provides? The District supports both fixed and variable rates.	
c.	Does the UBS have the ability to automatically calculate a fee based on a formula?	
d.	Does it have the ability to define an effective date for rate tables and prorate charges based on the effective date?	
e.	Does it have the ability to define service rates that are consumption based, fixed, percentages, subtract meters, budget based, tiered, formulated or seasonally averaged?	
f.	Does it have the ability to define distribution of fees to multiple general ledger accounts based on user-defined account type, fee category, service type, or reason code?	
g.	Does it have the ability to define, add, change, and delete an unlimited number of services types?	
h.	Does it provide for one-time charges for existing customer accounts? Ex: Reconnect Charge Fee, Turn-on Fee, Late Charge Penalty, Return Check Fee, After Hours Fee, Meter Accuracy Test Fee, etc.	
i.	Does it have the ability to assess various types of penalties for overdue bills?	
j.	Does it have the ability to enter stop and start dates for individual fees on an account?	
k.	Does the UBS have the ability to identify by rate classification? Example: residential, commercial, tax exempt, etc. or by independently identified and selected fields.	
<b>4.) METER READING AND INVENTORY</b>		<b>Response</b>
a.	Is the uploading, downloading, and reporting of meter reading data integrated within the UBS?	
b.	Does the UBS rely on a third-party software to upload, download, and generate reports of meter reading data?	
c.	Does the UBS have the ability to define, add, change, and delete an unlimited number of meter types?	
d.	Can it maintain an unlimited number of meters?	
e.	Does it have the ability to identify a meter by type, size, dials, serial number, manufacturer, location, account type and install date?	
f.	Is the service consumption automatically calculated upon entry of meter reading with ability to edit readings?	
g.	Can the UBS generate work orders based on meter reading exception messages and actions entered along with meter reading?	
h.	Does it have the ability to view a history of all meters that have been installed at the service location?	
i.	Can it record unlimited notes/comments for a meter?	
j.	Does it have the ability to identify reads that were estimated versus actual reads?	
k.	Does it have a flexible high/low feature that allows the user to set range of parameters that produces consumption and edit register for screening variables such as high/low consumption, no current read, zero consumption, etc.?	

l.	Does it have the ability to change out meters at any time? Where meters have been changed out, ability to show separate individual meter readings and consumption and to show total consumption and billing amount on the same bill?	
m.	Ability to graphically display consumption history both within the UBS and on a customer's invoice?	
n.	Can the UBS handle multiple meters fed from the same service line and automatically calculate the deduction for billing? Example: The water flows through a meter and then either is used by the property or it flows through a second sub-meter to an irrigation system. The consumption for the first property must be computed as the consumption on the first meter minus the consumption on the second meter.	
o.	Allow for more than one meter at a premise and be able to assign a different rate to each meter?	
p.	Will the UBS accommodate the following meter types: Hydrant Meters, Master Meters, Compound Meters, Sub-Meters (Add/Subtract Meters), Fire Line, etc.?	
q.	Can the UBS handle meter reading data that will come from manual keyboard entry, wirelessly, outside files, remote handheld devices, or other devices such a radio frequency based meter reading?	
r.	Does the UBS have a seamless interface for uploading and downloading data to handheld devices or USB drives?	
s.	Allow for flexibility while downloading and uploading? The UBS shall allow for easy synchronization while downloading / uploading, in addition recovery from incomplete synchronizations shall be easy as simply re-downloading until a correct and proper synchronization has occurred.	
t.	Ability to export meter reading data wirelessly as opposed to having to use a USB drive or docking of the handheld device?	
u.	Ability to view consumption history in numeric and graphical format via web application?	
<b>5.) BILLING MANAGEMENT</b>		<b>Response</b>
a.	Does the UBS support a multi-cycle billing system?	
b.	Accommodate a variety of billing scenarios to include Summary Billing, Consolidated Billing, etc. to allow the utility to bill multiple sub-accounts from different meter reading cycles, premises and services into one summary type bill with supporting detail for each sub-account on the bill. Note: we are not identifying summary and consolidated billing as stuffing multiple bills into one envelope. Instead, summary billing is ONE bill automatically generated by the billing system that can be provided to one payer for multiple locations (like a corporate headquarters paying one bill for multiple locations in the utility's service territory).	
c.	Does it provide a complete or exception only billing pre-list for review prior to bill printing?	
d.	Can it generate one utility bill covering all services and charges, and itemizes charges separately?	
e.	Provides user-defined free form message on bills?	
f.	Can the bill include billing date, account number, service period, current read, prior read, consumption billed, itemized charges, balance forward, amount due, due date, numerical and graphical prior-same period usage, and/or average gallons used per day?	
g.	Can it generate a return stub so that cash receipts can be read with an optical character reader, scanning the account and amount?	
h.	Does it have the ability to view and reprint a past bill at any time?	
i.	Ability to produce statements for customers with multiple utility accounts?	
j.	Ability to create a file to exports bills for 3rd party printing? Please identify each file type the UBS supports.	
k.	Is the system able to provide billing exports in a .CSV format?	
l.	Ability to prorate bills for new and closed accounts?	
m.	Does it support billing adjustments such as read errors, automatically adjusts billing amounts and history?	
n.	Can the UBS display all payment/invoice history in the customer web portal ex., current balance, past due, late charges and payments?	
o.	Ability to not print a paper bill and email the bill to the customer at any time?	
p.	Does it allow for customers to view and print their bills online, with at least 6 billing cycles of history available?	

q.	Ability to review bills before they are printed or updated to the database?	
r.	Ability to adjust a bill. Once the adjustment is made, the bill prints again correctly and a history of this change is maintained in the system?	
s.	Able to print bar-code account numbers for payment scanning?	
t.	Ability to provide an electronic bill via email?	
u.	If customer opts for e-bill option, allow customer to have choices to: 1) still get a paper bill and ebill; 2) stop getting a paper bill and just get an ebill (which the system generates and emails).	
v.	Combine usage for multiple metered and non-metered service points into a single consolidated account bill? System can combine an unlimited number of user-chosen meters on a single bill.	
w.	Accommodate billing of accounts on different billing schedules such as bi-monthly, monthly, quarterly, semi-annual, and yearly basis?	
x.	Support automatic calculating and billing of late payment charges (penalties)? Including the ability to identify to the system which customers and/or services are subject to late charges based on partial payments, payment arrangements, etc. Business rules and/or parameters will define how those late charges are to be calculated.	
y.	Able to produce a one-time miscellaneous bill to a current customer? One-time bill is produced in addition to a normal cycle bill.	
z.	Provide the ability to send a duplicate copy of the bill to any third party defined for the account? Ex: landlord, etc.	
aa.	Does the UBS have the ability to bill a charge that's automatically calculated based on a formula? Ex: Calculation of the Late Fees for delinquent accounts based on the formula provided by the District.	
bb.	Ability to customize a utility bill template?	
<b>6.) FINANCIAL MANAGEMENT</b>		<b>Response</b>
a.	Allows positive or negative transaction adjustments with a complete audit trail?	
b.	Can the UBS provide an end of day report that summarizes multiple CSR batches, thus creating a report that reconciles all batch transactions and the daily bank deposit? The summary information should include (1) Summary by payment method. Such as: Walk- in, Night Deposit, Collections, Mail-in, Internet, or Bank Transfer. (2) Summary by payment type. Including the \$ amount and # of each payment type. Such as: Check, Cash, Credit Card or Electronic Fund Transfer.	
c.	Accept and track any form of standard payment? This is to include but not limited to cash, checks, electronic commerce (bank drafts, EFT, etc.), credit cards, money orders, lock boxes, internet, etc. Payment types to be shown in balance history.	
d.	Ability to enter / apply payments to customer accounts manually (one customer at a time) or automatically in a batch (i.e. lockbox type payments)?	
e.	Does it accept over-payment or credit adjustment with amount maintained as an unapplied credit balance or be applied to the next service bill?	
f.	Does it provide complete audit trail of payments processed for reconciliation prior to creation of posting report or direct general ledger cash posting?	
g.	Ability to import payment records from bank website and remittance processing software?	
h.	Does it have the ability to scan payment information directly into the system using a bar code or OCR scanner?	
i.	Can the Customer ID be scanned off a bill and the customer's information will automatically appear on the screen?	
j.	Ability to display transaction history including bills, receipts adjustments, credits and refunds for an account?	
k.	Ability to display details of transaction and drill down to transaction?	
l.	Does it have a viewable payment history to show type of payment such as if it was paid by cash, check, credit card, etc.? This along with info we already receive such as batch number, operator, etc.?	
m.	Ability to display account transaction history via customer web portal?	
n.	Ability to pay outstanding balances with a credit card or checking account via web portal?	

o.	Is there online cloud access for customers to pay and view their account information? What information does the customer have access to in the portal?	
p.	Ability to have full access to customer accounts via customer web portal?	
q.	Do customers have to register an account in order to pay via web portal?	
r.	Does the customer have the ability to save their payment information to their online account?	
s.	Does the customer online portal allow for customers to setup automatic payments with stored credit card and/or checking account information?	
t.	Can the UBS accept credit card payments automatically over the phone using an Interactive Voice Response (IVR) system so that CSRs do not have to hear credit card information and be at PCI compliancy risk?	
u.	Can the UBS send outbound IVR notifications from within the system for purposed actions such as shutoffs, delinquencies, boil water notices, office closures or any ad hoc message that needs to be sent? Can these notifications be limited on being sent by route, cycle, customer location, street name or any other defined codes or limit options?	
v.	Can the UBS send outbound SMS notifications from within the system for purposed such a shutoffs, delinquencies, etc.?	
w.	Can customers pay vis SMS using a stored payment method for file?	
x.	Ability to process credit card payments by swiping the card and not requiring to enter the card number directly? Therefore, a credit card can be entered or swiped, approved or declined, and posted directly to the customer's account with a batch total created for reconciliation.	
y.	Ability for cashier clerk to log in and out of the system multiple times throughout a day without closing the cash drawer?	
z.	Credit card grouping? Be able to see the amounts paid by different credit cards (Visa/MasterCard/etc.) daily and monthly.	
aa.	Provide the generation of a payment receipt automatically after payment is received (walk-up window)? Also have the ability to reprint a receipt?	
bb.	When a customer pays online, can the UBS immediately update the balance on the system (with no delay)?	
cc.	Ability to debit returned checks back to the customer's account and create appropriate returned check charge?	
dd.	Does the UBS support budget billing?	
ee.	Ability to distribute a single payment to a multitude of accounts at a multitude of premises belonging to a customer?	
<b>7.) DELINQUENCY MANAGEMENT</b>		<b>Response</b>
a.	Does the UBS have the ability to age accounts in 30, 60, 90 and 120 day increments?	
b.	Ability to automatically add late penalties or interest to delinquent accounts according to a flexible rate structure determined by the user?	
c.	Does it have an automated payment plan arrangements allowing customer to pay amount due over time?	
d.	Ability to automatically assess a charge to an account if a shut off is processed?	
e.	Does it allow selected accounts to be flagged as exempt from receiving past due notices?	
f.	Does it process accounts for write off such as bankruptcy or commitment as water lien.	
g.	Can it maintain a dynamic shut off list that can be automatically or manually updated?	
h.	Does the UBS have the ability to generate a cut-off list within the UBS?	
i.	Can the cut-off lists show comments or special instructions from the CSR to the field employee such as lock or pull the meter?	
j.	Can the UBS produce a delinquency listing of all accounts with unpaid amounts greater than "X" days old since date the bill was mailed based upon user defined criteria?	
<b>8.) REPORTING</b>		<b>Response</b>
a.	Does the UBS include standard financial, operational, service work order reports and audit trails?	
b.	Does the UBS include end user reporting tools to create reports based on any field combination or partial field within the utility billing system or exportable format such as excel?	

c.	Ability to export reports to PDF, Microsoft Excel and Word?	
d.	Ability to generate a list of accounts, customers, or meters based on user-defined selection criteria?	
e.	Ability to generate analysis reports with user-defined parameters with flexible selection criteria and grouping options?	
f.	UBS is able to store, edit and reuse queries and reports?	
g.	Ability to break down billing reports by certain billing items (Water Usage, Delinquent Accounts, Late Fees, etc.)?	
h.	Individuals can run reports and simultaneously work in other windows of the system?	
i.	Report queries can access multiple tables in the billing system?	
j.	Ability to produce consumption reports for all customers, by service area, by rate type, meter type and/or service type - and any combination of user defined factors? Also have the ability to print consumption reports based on the top x consumers based on rate type and or service type, base rates, and flow rates. (Where x is defined by the user.)	
k.	Can UBS print address labels?	
l.	Allow a user to print any screen in the system?	
m.	Closed Customer Aging? This function prints a report that shows the accounts receivable aging for customers that have inactive accounts (no longer have a water service) and still have balances outstanding.	
n.	Consumption History Report? This function prints a report that shows consumption by billing cycle by service type for the preceding 48 months (eight semi-annual billing cycles).	
o.	Current Bills? This function prints the current bills / statements. Can print this in a variety of sorted orders (by zip code, geographic area, billing cycle, etc.)	
p.	Current Meter Report? This function prints a report that shows meters by customer.	
q.	Customer Balance Reports? This report is basically a listing of customers and their balances without any aged totals.	
r.	Customer Service Type Report? This function prints a report that shows service orders by service type by customer showing number of dwellings, consumption.	
s.	Have letter creation and printing capability?	
t.	Ability to produce a variety of financial based reports, including revenue reports, cash receipts, accounts receivable aging, etc.	
u.	Have the UBS contain a full array of standard reports. (Please provide list of your standard reports in your RFP response.)	
v.	Task Scheduling - Automated Report Generation - Memorized reports with defined criteria automatically generate on a user-defined periodic basis. Month end report examples include: Customer Payment Listing, Detailed Accounts Receivable Listing, Bad Debt Accounts Receivable Listing, and Aged Receivable Listing (30, 60, 90 days, etc.)	
w.	The UBS has quality standard reports embedded. Examples include: Monthly Revenue & Usage Reports: # of Gallons, \$'s, and # of Customer Billed - By Type of Customer (Residential, Commercial, Tax Exempt, etc.), etc.	
x.	Provide sample reports for the following: Daily Accounts Receivables Report, Meter Consumption Report, Meter Size Count Report, Account Master Listing, Meter Master Listing, and Route Billing Report by Bill Code, Active Account Billing Report, Aging Analysis Report, Bill Code Master Listing and Meter Reading Listing.	
y.	Does the UBS have the ability to generate a report for total usage billed for an entire year by customer and sub-grouped by meter type, account type, etc.	
z.	System validates data entry using external interfaces (like GIS, etc.) for: valid street address names; valid street address numbers, etc.	
aa.	Does the UBS have the ability to automatically reformat report files (ex: meter consumption report) and import the data into the District's PeopleGIS system?	

## **Price Proposal Forms**

The **Price Proposal** shall contain one (1) original sealed price proposal signed by an individual authorized to bind the proposer. The sealed envelope must be clearly marked "**UBS System – PRICE PROPOSAL**".

All proposers are expected to complete and include in the **Price Proposal** envelope the following:

All prices are to be in U.S. dollars. Proposer must complete the attached Annual Cost Proposals for years 1-5, showing the breakdown of its pricing for the first three years. All costs must be itemized and included in the vendor's proposal. The proposer's cost quotations must include detailed pricing and all itemized costs associated to fully implement a successful operation of a UBS (e.g., software cost, license fees, system install/setup, modifications, data conversions, training, travel and per diem, interfaces, annual maintenance/support, documentation, hardware, add-on third-party software, discounts and any other anticipated costs). The Dennis Water District is Federally and State Tax Exempt.

The proposer must provide the annual maintenance fees associated with the new utility UBS and shall entitle the purchaser to any upgrades released during the first two years without additional cost. It is expected that future upgrades shall be available to allow the District to take advantage of improvements in both software and hardware capabilities.

In the event a product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect.

In addition to the breakdown of costs outlined above and in the Price Proposal, the District requires submittal of a quoted total number of hours (and the respective hourly rate) for professional and technical services that may be required to complete the UBS project. The proposer should also submit a separate hourly rate sheet for all professional and technical services it provides.

If the District finds it necessary to require corrections to completed work due to errors made by the Contractor, the Contractor shall correct the work at no additional cost to the District.

If the District requires changes in completed work, the Contractor shall make such changes as directed by the District and the Contractor will be compensated at the same rates established by the Contractor's hourly rate(s).

**PRICE PROPOSAL FORMS**

A. Application Setup and First Year License Fees:	Hours	Price
Annual License Fee – Identify No and Type of User Below:		
One Time Setup/Installation Fee		
Data Transfer:		
Number of Reading, Date and Usage for each of 14,500 customers		
Number of Financial Transactions to be transferred:		
Balance Only:		
<b>Total One-Time Software &amp; License Fees</b>		
<b>B. On-Site Training &amp; Project Management:</b>		
On-Site Business Process Review		
Installation/Setup – Software		
Installation/Setup – Hardware		
System Administrator Training		
On-Site Base Training		
Advanced Training		
Project Management		
Bill Formats/Calculations		
Data Conversion		
Reports		
Custom Modifications		
Interface Testing		
POS Hardware Installation/Setup		
POS Software Installation/Setup		
Merchant System Setup		
Other:		
<b>Total On Site Training &amp; Project Management Fees</b>		
<b>Total Software, Project &amp; Services</b>		
<b>C. Annual Software &amp; Support Maintenance</b>		
Annual Maintenance		
Database Maintenance		
Merchant Fees		
Merchant Cost Per Transaction		
Other:		
<b>Total Annual Maintenance &amp; Support</b>		
<b>Modification Cost listed on the Product &amp; Service Questionnaire Form Add additional Sheets as necessary</b>		
<b>D. Travel &amp; Living Expense</b>		
No Costs for Travel and Living Expenses will be billed to the District		
<b>Total Software, Project, Services, Modifications, Annual Maintenance &amp; Support and Travel &amp; Living Expenses</b>		

**SUBSEQUENT YEARS TWO AND THREE ANNUAL PRICE PROPOSAL**

A. Application Software & License Fees:	Hours	Price
License Fee - # of Users:		
Other:		
Other:		
<b>Total License Fees</b>		
<b>C. Annual Software &amp; Support Maintenance</b>		
Annual Maintenance		
Database Maintenance		
Merchant Fees		
Merchant Cost Per Transaction		
Other:		
<b>Total Annual Maintenance &amp; Support</b>		
<b>Modification Cost listed on the Product &amp; Service Questionnaire Form</b>		
<b>D. Travel &amp; Living Expense</b>		
No Costs for Travel and Living Expenses will be billed to the District		
<b>Total Software, Project, Services, Modifications, Annual Maintenance &amp; Support and Travel &amp; Living Expenses</b>		



UTILITY UBS SYSTEM PRICE PROPOSAL

Company Name: \_\_\_\_\_

Number of Years in Business: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Authorized Signature and Title: \_\_\_\_\_

Print Name and Title: \_\_\_\_\_