CITY OF VINELAND, NEW JERSEY

REQUEST FOR PROPOSAL

MUNICIPAL UTILITIES SOFTWARE & IMPLEMENTATION SERVICES

PROPOSAL DUE DATE & TIME

Due Date: September 10, 2013
Time: 4:00 p.m.

SUBMIT PROPOSAL TO:

Yvonne Lewis, RPPO
Purchasing Agent
City of Vineland
P.O. Box 1508
Vineland, NJ 08362-1508
856-794-4040
ylewis@vinelandcity.org

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BACKGROUND

Proposal Purpose

Vineland Municipal Utilities (VMU) is soliciting proposals for a Customer Care and Billing System (CC&B) to serve the requirements of its Electric, Water, and Solid Waste (Trash) Utilities. VMU seeks software, data conversion, implementation services, ongoing training and technical support/maintenance. The CC&B system will have to interface with the City's financial and accounting, license and inspections, and tax collection and assessor's systems, therefore services necessary to integrate CC&B with other City systems is required as part of the proposal.

VMU needs to replace its current CC&B system with a system that can provide greater functionality to accommodate dynamic pricing options, hourly billing data, net metering and energy banking, responsive budget billing, internet access for customers and integrated customer service functions that provide for faster handling of customer inquiries. A full range of system requirements will be defined in the requirements section. VMU anticipates the independent deployment of an extensive Outage Response system including full AMI and outage management software. The CC&B system will integrate with these systems to provide customers with the best outage information and facilitate timely outage response and tracking. As an option, the vendor may propose an integrated CC&B and outage management system. VMU expects the proposal to be from a single vendor, any sub-contractors must be identified in accordance with the terms that follow.

City of Vineland and Vineland Municipal Utilities

The latest census shows the population of Vineland at more than 58,000 residents, Vineland is the largest city in New Jersey at 69.5 square miles, and features a country-like natural environment, as well as an urban downtown, with ample recreational and cultural activities and affordable home ownership. The City also owns and operates water and electric utilities. The city's electric utility is the only municipally-owned electric generating utility in the State of New Jersey. The electric utility's current peak electric load is 161MW. The city's water utility is the largest in southern New Jersey with annual sales of 2,784,843 thousand gallons in 2012. The water utility has over 250 miles of water mains and 13 wells with treatment plants.

VMU's customer sales base is approximately one-third residential, one-third commercial, and one-third Industrial. The number of customers served includes approximately 25,000 electric customers and 15,000 water customers. The electric utility has one of the largest saturations of solar energy in the country. The electric utility is also interconnected to the PJM power grid and operates as full member participating in market transactions.

CURRENT CC&B SYSTEM

The City of Vineland's current software packages are from Innoprise (a Harris Company), SunGuard Public Sector, formerly HTE, Inc. (CC&B), Edmunds (Tax Collections), and MicroSystems (Tax Assessment). The supported utility modules for the current system include:

- ❖ Utilities
  - ➢ Multiple Services (Electric, Water, and Solid Waste (Trash) currently)
  - ➢ Meter Management
  - ➢ Customer Information System
  - ➢ Billing
    - ▪ Online Account Access (Integration via Innoprise software)
    - ▪ Online Payment Processing (Integration via Innoprise software and Paymentus Payment engine)
    - ▪ Automated Bank Drafting
    - ▪ Collections Management
  - ➢ Rate Development
  - ➢ Distribution Management

- ❖ Work Order/Facility Management (Municipal and Utilities)
  - ➢ Job Costing
  - ➢ Complaint Tracking

The City of Vineland's modules include the following:

- ❖ Continuing Property Records (Asset Tracking)
- ❖ Land/Parcel Management
  - • Interface with our current Tax Collections Package (EDMUNDS utilizing MODIV file)
  - • Interface with our current Tax Assessment Package (MicroSystems)
- ❖ Cash Receipts (Currently SunGard)
  - • Interface with our current Tax Collections Package (EDMUNDS)
  - • Electronic Banking
- ❖ Extended Reporting
- ❖ Global Financials
- ❖ Project Accounting
  - • Project Management
- ❖ Government Management & Budgetary Accounting
- ❖ Grant Management
- ❖ Encumbrance System
- ❖ Accounts Payable
- ❖ Purchasing/Inventory
  - • Requisition Management
- ❖ Bid Processing
- ❖ Human Resources

- Payroll/Personnel
- Applicant Tracking
❖ Community Development
  - Planning, Zoning, and Engineering
  - Online Civic Complaint
❖ Code Enforcement
  - Field Inspection Reporting
❖ Building Permits
❖ Business/ Occupational Licenses
❖ Fleet Management
  - Fuel System Interface (Gasboy)

The software currently runs on a combination of equipment. The SunGard portion runs on an IBM iSeries i5 (AS400) and the rest of the software runs on Intel based servers running a range of windows server software from Server 2003 to Server 2012. Users connect to the software either through a Java front end interface, web interface utilizing a web browser, or by utilizing IBM's client access 5350 emulation. All options for connection are made over a TCP/IP LAN. We currently have been running on average 70 concurrent connections to the software.

VMU has identified the need to upgrade its CC&B systems to meet current and future needs. The technical and CC&B functional requirements are specified in Part V.

PART 1
OVERVIEW

1-1   System Scope

VMU is seeking proposals from a vendor for a state of the art CC&B solution that will include software, data conversion, implementation, ongoing training and technical support/maintenance. The selected vendor will have to integrate their software with other city systems. VMU desires a "TURN KEY" solution that will be totally supported by the vendor. The vendor will be responsible for the following:

A. Installing and configuring the software to meet the requirements of VMU
B. Convert and import VMU's current and historical data so that it can be used and/or viewed in the new software (including aging of accounts)
C. Install any and all service packs and version upgrades to bring system to its most current supported release
D. Make sure that the database server is patched and running at its most current supported release
E. Configure, implement, and test a full backup solution for the integrated CC&B software which is to include the backing up of the database server. This is to be done so as to create the least amount of impact to users
F. Provide support via, toll free telephone, remote access, and onsite as required
G. Provide VMU with detailed documentation of all the software and its specific configuration. This document is to have a data dictionary defining all databases being implemented
H. Provide all necessary training to VMU personnel to become efficient users of the software

1-2   Required System Functions

VMU has defined both its general computing requirements as well as its customer care and billing functional requirements in Part V. These requirements describe the short-term and long-term direction for CC&B.

1-3   Selection Process

Vendors will be required to provide a proof of concept live demonstration within 2-weeks (or other reasonable period of time determined by VMU) of the proposal submittal date (See timeline in Appendix A). During the demonstration and presentation, the vendor will have the opportunity to clarify their proposal. VMU will schedule all demonstrations, vendors will respond at their own expense. The demonstration must show that the product meets VMU's required functionality with real world data. Representatives of the VMU may want to visit a client reference to observe the application in an actual working environment. The award/negotiation sequence will be based on a selection methodology established by VMU. VMU reserves the right to reject any and al

l proposals and not award a project under this RFP.

1-4   Award

Once the proposals are opened, a committee selected by the VMU will evaluate each proposal, taking into consideration the criteria and methodology stipulated in this RFP. The VMU will be the sole judge in evaluation considerations and may make an award to the vendor(s) who submit the proposal judged by the VMU to be most advantageous. A recommendation will be presented to the City of Vineland's Mayor and City Council, which will be in the best interest of VMU as determined by the evaluation committee. The award will only be to a responsible vendor(s) qualified by experience to perform the services specified herein. All proposals submitted shall be valid for a period of ninety (90) calendar days from the date of proposal opening. VMU may for any reason reject any and all proposals and not award the project under this RFP.

PART II
GENERAL TERMS AND CONDITIONS OF
REQUEST FOR PROPOSAL

2-1 Preparation of Proposals

Proposals will be prepared in accordance with the following:

    A. All information required by the specification shall be furnished. Each proposal shall be signed by a representative of the vendor who has the authority to obligate the company.

    B. Alternate proposals shall be included when the vendor offers additional functionality such as an outage management system or alternatives to the specified functionality.

    C. Proposed project schedules shall be included.

2-2 Description of supplies and/or Services

    A. Any manufacturers' names, trade names, brand names or catalog numbers used in these applications are for the purpose of describing and establishing minimum requirements or level of quality, standards of performance, and design required, and are in no way intended to prohibit the bidding of other manufacturers items of equal material, unless specifications state "NO SUBSTITUTIONS."

    B. Proposers must indicate any variances to the specifications, terms and conditions, no matter how slight. If variations are not stated in the proposal, it shall be construed that the proposal fully complies with the specification, terms and conditions.

    C. Proposers are required to state exactly what they intend to furnish.

    D. Proposers will submit, with their proposal, necessary data (factory information sheets, specifications, brochures, etc.) to evaluate and determine the quality of the product(s) they are proposing, if applicable.

    E. Proposer must provide their project management methodology which includes a full project management plan, project schedule, data conversion plan, test plan, training plan, regular project updates and other information that may be requested by VMU from time to time.

    F. VMU shall be the sole judge of quality and its decision shall be final.

2-3 Submission of Proposals

    A. Proposals and addenda thereto shall be enclosed in sealed envelopes addressed to Yvonne Lewis, Purchasing Agent, at the address shown on the front page of this RFP. The name and address of the proposer, the date and hour of the due date, and the proposal name shall be placed on the outside of the envelope.

    B. E-mail and facsimile proposals will not be considered. Vendors shall have sole responsibility for delivery of proposals on time and to proper location.

2-4   Rejection of Proposals

A. VMU may reject a proposal if:

1. The vendor fails to acknowledge receipt of an addendum, or if

2. The vendor misstates or conceals any material fact in the proposal, or if

3. The proposal does not strictly conform to the law or requirements of RFP, or if

4. The proposal is conditional; except that the proposer may qualify his proposal for acceptance by the VMU on an "all or none" basis. An "all or none" basis proposal must include all items upon which proposals are invited

VMU may, however, reject any and all proposals whenever it is deemed in the best interest of the VMU to do so, and may reject any part of a proposal unless the proposal has been qualified as provided in this section.

2-5   Withdrawal of Proposals

A. Proposals may not be withdrawn for a period of 90 days after the time set for the proposal opening.
B. Proposals may be withdrawn prior to the time set for the proposal opening. Such requests must be in writing.

2-6   Late Proposals or Modifications

Only proposals received as of the opening date and time will be considered timely. Proposals and modifications received after the time set for the proposal opening will be rejected as late.

2-7   Clarifications or Objection to Proposal Specifications

If any person contemplating submitting a proposal for this contract is in doubt as to the true meaning of the specifications or other RFP documents or any part thereof, he/she may submit to the City of Vineland contact on or before the fifteen days prior to the scheduled opening a request for clarification. All such requests for clarification shall be made in writing, and the person submitting the request will be responsible for its prompt delivery. Any interpretation of the RFP, if made, will be made only by addendum dully issued. A copy of such addendum will be mailed or delivered to each person receiving an invitation to propose. The City of Vineland will not be responsible for any other explanation or interpretation of the RFP made or given prior to the award of the contract. Any objection to the specifications and requirements as set forth in this RFP must be filed in writing with the City of Vineland contact on or before fifteen days prior to the scheduled opening.

2-8   Competency of Proposers

A. Pre-award inspection of the proposer's facility may be made prior to the award of a contract. Proposals will be considered only from firms which are regularly engaged in the business of providing the products and/or services as described in this RFP; have

a record of performance for reasonable period of time; and have sufficient financial support, equipment and organization to ensure that they can satisfactorily deliver the products and/or services if awarded a contract under the terms and conditions herein stated

B. VMU may consider any evidence available to it of the financial, technical and other qualifications and abilities of a vendor, including past performance/experience with VMU or other public agency in making an award that is in the best interest of VMU.

2-9   Employees

All employees of the proposer shall be considered to be at all times the sole employees of the proposer, under the proposer's sole direction, and not an employee or agent of VMU. The proposer shall supply competent and physically capable employees; VMU may require the proposer to remove any employee it deems careless, incompetent, insubordinate or otherwise objectionable, or whose presence on VMU property is not in the best interest of the VMU.

2-10   Disqualification of Proposers

A proposer may be disqualified temporarily or permanently and his/her proposals rejected for:

A. Poor performance or default, in the VMU's opinion, previous contracts with the VMU.
B. Poor performance or default, in the VMU's opinion, on previous contracts with other entities.

2-11   Local, State and Federal Compliance

Proposers shall comply with all local, state and federal directives, orders and laws as applicable to this RFP and subsequent contract(s).

2-12   Collusion

The proposer, by affixing his signature to this proposal, agrees to the following: "Bidder certifies that his/her bid is made without previous understanding, agreement, or connection with any person, firm or corporation, making a bid for the same items, or the initiating City of Vineland department, and is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action."

2-13   Patents and Copyrights

It shall be understood and agreed that by the submission of a proposal, the proposer, if awarded a contract, shall hold harmless and fully indemnify the City of Vineland and any of its officers or agents from any and all damages that may, at any time, be imposed or claimed for infringement of any patents right, trademark, or copyright, of any person or persons, association, or corporation, as the result of the use of such articles by the City of Vineland, or any of its officers, agents, or employees, and of which articles the proposer is not the patentee, assignee, licensee, or owner, or lawfully entitled sell same.

2-14   Information

Questions or request for clarification of the specifications shall be made in writing and received by the City of Vineland at least fifteen (15) days prior to the date and time of the proposal due date. Such questions and/or requests are to be e-mailed to:

- ylewis@vinelandcity.org with copies to:
- vterenik@vinelandcity.org
- dmonaco@vinelandcity.org
- llucena@vinelandcity.org

2-15   Request for Proposal

Should these "General Conditions" be used in the specifications for a Request for Proposal, every reference to a bid shall be and mean the same as proposal.

2-16   Conflict in Specifications

Where there appears to be a variance or conflict between the General Conditions and Special Conditions or Technical Specifications outlined in the RFP, the order of preference shall be Technical Specifications, Special Conditions, than General Conditions.

2-17   Exceptions to Proposal

The proposer shall on a separate sheet of paper include any exceptions to the conditions of this RFP. This sheet shall be labeled, "Exceptions to RFP Provisions" and shall be attached to the proposal. If no exceptions are stated, it will be understood that all general and special conditions and technical specifications will be complied with, without exception.

2-18   Insurance

Successful proposers shall not commence work under the contract until proof of all required insurance has been submitted to the City of Vineland, and approved by the City of Vineland.

2-19   Subcontractors

Proposers shall submit a list of any sub-contractors that the proposer will use in the execution of work covered in these specifications; such information shall be included in Section 2 of the proposal response. Should there be any change in this list during the contract; the proposer shall inform the City of Vineland. The City of Vineland reserves the right of approval of any such sub-contractors.

2-20   Litigation Disclosure

The City of Vineland reserves the option to request disclosure of any instance in which the proposer has been involved in litigation in the past five years in regards to the software and services provided by the proposer. If the proposer is representing a third party that will provide software or services for this project, the proposer must also disclose any instances in which the third party has been involved in litigation in regards to the software and services provided by the third party.

PART III
SPECIAL CONDITIONS

3-1   Submission Requirements

To facilitate evaluation of proposals, the original proposal, five (5) identical copies, and a copy in electronic format (Spreadsheet needs to be in Microsoft Excel format) shall be submitted to the City of Vineland. The original shall be clearly marked "Original." The proposal shall be prepared with a straightforward, concise delineation of vendor's capabilities to satisfy the requirements of this RFP.

Proposals must be received in the office of the City of Vineland no later than 4:00 pm on September 10, 2013. Late proposals will not be considered.

Mailing Address:

Yvonne Lewis, RPPO
Purchasing Agent
City of Vineland
P.O. Box 1508
Vineland, NJ 08362-1508

It is anticipated that the vendor may be required to make one or more appearances at the City of Vineland to answer questions and present results.

3-2   Delivery of Proposal

Each proposal must be received by the date and time set for closing receipt of the offer. The envelope shall be identified as a "PROPOSAL FOR UTILITY CUSTOMER CARE AND BILLING SOFTWARE & IMPLEMENTATION SERVICE."   The envelope must also show the name of the vendor, and the date and time of closing.

Note: Any deviation from this requirement may result in your proposal being considered non-responsive, thus eliminating your company from further consideration.

The City of Vineland cautions vendors to assure actual delivery of mailed or hand-delivered proposals directly to the City of Vineland by the established deadline. A proposal received by the City of Vineland after the established deadline will be returned, unopened, to the vendor.

3-3   Proposal Costs

Those submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the City of Vineland to reimburse any individual or firm for any costs incurred in preparing or submitting proposals, providing additional information when requested by the City of Vineland, or for participating in any selection interviews.

3-4   Acceptance

Submission of any proposal indicates acceptance of the conditions contained in the RFP unless clearly and specifically noted otherwise in the proposal.

3-5   Inquiries

Interested vendors may contact Yvonne Lewis, Purchasing Agent, at 856-794-4000 ext. 4040 regarding questions about the proposal. Technical questions may be directed to Lisa Lucena, CC&B Project Coordinator, at 856-794-4000, ext. 4149

3-6   Rejection

The City of Vineland reserves the right to reject any and all proposals, in whole or in part, to waive any and all informalities, and to disregard all non-conforming, non-responsive or conditional proposals.

PART IV
PROPOSAL FORMAT

4-1   Proposal Format

In order to facilitate the analysis of responses to this RFP, vendors are required to prepare their proposals in accordance with the instructions outlined in this section. Vendors whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the City of Vineland. Each vendor is required to submit the proposal in a sealed package.   Vendor(s) need to download the excel spreadsheet containing the functional/technical requirement at ftp://ftp.vinelandcity.org/RFP. User id = bidder, Password = R3qu3st

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the vendor's capabilities to satisfy the requirements of the RFP. Emphasis should be concentrated on accuracy, completeness, and clarity to content. All parts, pages, figures and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections:

Section	Title
	Title Page
	Letter of Transmittal
	Table of Contents
1.0	Executive Summary
2.0	Company Background
3.0	Proposed Application Software and Computing Environment
4.0	Optional Software
5.0	Responses to General Requirements
6.0	Responses to Functional/Technical Requirements
7.0	Implementation Support and Training
8.0	Maintenance Program
9.0	Client References
10.0	Cost Quotations
11.0	Contract Terms and Conditions
12.0	Other Information
13.0	Sample Documents

Instructions relative to each part of the responses to this RFP are defined in the remainder of this section.

4-2   Executive Summary

(Section 1.0)   This part of the response to the RFP should be limited to a brief narrative highlighting the vendor's proposal. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The Executive Summary should not include cost quotations.

4-3   Company Background

(Section 2.0)   Vendors must provide the following information about their company so that the City of Vineland can evaluate the vendor's stability and ability to support the commitments set forth in response to the RFP. The City of Vineland, at its option, may require a vendor to provide additional support and/or clarify requested information.

The vendor should outline the company's background, including:

A. How long the company has been in business. Including the date the software was created, all version release dates and modifications performed
B. A brief description of the company size and organization
C. Principal representatives, agents, and company participants, including brief biographies
D. Any independent reviews of the vendor's software
E. Company's financial status
F. Customer Satisfaction – describe how your organization measures customer satisfaction such as average time for issue resolution and overall implementation satisfaction

4-4   Proposed Application Software and Computing Environment

(Section 3.0)   The vendor must present, in detail features and capabilities of the proposed application software.

In addition, the following information should be included:

Hardware Environment: Describe the hardware environment required to utilize the proposed software. In the event there is more than one suitable hardware platform, list all options indicating the strengths and drawbacks (if any) of each.

Virtual Environment Support: Does the proposed application support being installed on virtual server running on the Microsoft Hyper-V Environment?

Operating System: Identify the operating system required by the proposed applications software and database management system in the hardware environment recommended above. In the event there is more than one suitable operating system, list all options indicating the relative strengths and drawbacks (if any) of each.

List the operating system software support products required and/or recommended to support the recommended computing environment. List any additional vendor software products required to support your proposed application software.

4-5   Optional Software

(Section 4.0)   The vendor should explicitly state the names of any third-party products that are part of the proposed solution to the VMU list of requirements. For each third-party product, there should be a statement about whether the vendor's contract would encompass the third-party product and/or whether VMU would have to contract on its own for the product. Outage management software may be considered as an option.

Include a description of any products, features or other value added components available for the use with the proposed software applications(s) that have not been specifically requested in this RFP. Consideration of these products, features, or other value added components will be given where these may be of value to VMU.

4-6   Responses to General Requirements

(Section 5.0)   The vendor must provide responses to each of the General Requirements which are listed in Part V of the RFP.

4-7   Responses to Functional/Technical Requirements

(Section 6.0)   Responses to the Functional/Technical Requirements as listed in the excel spreadsheet, to be downloaded from ftp://ftp.vinelandcity.org/RFP, must be provided in this section of the vendor's proposal. Vendors should answer the questions in the format provided, and add any explanatory details necessary by coding Column B with "C" and adding the explanatory details to the Vendor Comments to Requirements Specification Description sheet. The following answer key should be used when responding to the requirements:

Column A Coding

F = Fully meets requirement "out-of-the box"
P = Meets with additional procedures
N = This feature cannot be provided
R = Report writer
M = Modification
T = 3rd party software
W = Workaround
A = Available in next version (include estimated date of release)
C = Customization/change to source code

Note: If any symbol other than "F" or "A" is the response for a requirement in Column A, you must complete the Vendor Comments to Requirements Specifications Description sheet.

Note: Any requirement that is answered with a symbol other than what is listed above will be treated as a negative/non-response.

Column B Coding

C = Vendor comment attached in Vendor Comments to Requirements Specification Description sheet.

Column C Coding

G = Will integrate into the City's current ESRI based GIS system

Column D Coding

I = Will integrate into a phone system (IVR)

4-8   Implementation Support and Training

(Section 7.0) The vendor should provide a detailed plan for implementing the proposed system and for providing training and ongoing support. This information should include:

A. Detailed implementation methodology
B. Data Conversion estimated timeframe
C. Overview of proposed training which will be conducted onsite for end users and Information Systems personnel
D. Implementation and training plan, including estimated timeframe and deliverables for each stage of the project

4-9   Maintenance Program

(Section 8.0)   Specify the nature of any post-implementation support provided by the vendor including:

A. Telephone support: toll-free support hotline, hours of operation, average response time, etc.
B. Problem reporting and resolution procedures
C. Availability of other support (e.g., onsite, remote connection, website access to patches, fixes, and knowledge base)
D. Availability of future upgrades and product enhancements (estimated timeframe between versions)
E. Availability for request for enhancements, evaluation process for acceptances, and timeframe to supply accepted requests.
F. Availability of user groups
G. Availability of user conferences

4-10   Client References

(Section 9.0)   Vendors should provide a list of at least ten (10) local government or other installations during the past five (5) years that have utilized the proposed system in a comparable computing environment. Where possible, at least one such reference should be in the state of New Jersey. Submit references for fully completed installations to the extent possible. References – Provide summaries on at least three projects similar to VMU. It must include Electric, Water and at least one other service. Software must be fully implemented at these locations. Include reference with client name, contact person, installation date, software installed and any installation issues which will assist VMU in understanding overall operational performance.

4-11   Cost Quotations

(Section 10.0) Please provide a detailed cost of ownership for all software licenses, support, training, data conversion, and implementation services being proposed. Description for all items should be straightforward, no abbreviations, and as non-technical as possible so that non-technical personnel can have a clear understanding. Vendors may also present alternative operating arrangements including hosting and lease arrangements, in addition to the cost of ownership.

4-12   Contract Terms and Conditions

(Section 11.0) Provide a copy of the vendor's standard Terms and Conditions contract.

4-13   Other Information

(Section 12.0)

A. Indicate the complete name of the firm or person(s) submitting the proposal, the main office address, the primary and secondary contact person(s) and their respective telephone numbers (including area codes) and email addresses.

B. The City of Vineland may make such investigations it deems necessary to determine the ability of the vendor to perform the work proposed. The vendor shall furnish the City of Vineland, within five (5) days of request, all such information and data for this purpose as may be required. The City of Vineland reserves the right to reject any proposal if the evidence submitted or investigation of the vendor fails to satisfy the City of Vineland that the vendor is properly qualified to fulfill the obligation of the contract and to complete the work contemplated therein, Conditional proposals will not be accepted.

4-14   Addenda

If revisions become necessary, the City of Vineland will provide written addenda to all vendors who have received the RFP by mail. **All addenda issued by the City of Vineland must be so noted on any proposals that are submitted to the City of Vineland**. Vendors shall contact the City of Vineland to ascertain whether any addenda have been issued. Failure to do so could result in an unresponsive proposal.

PART V
TECHNICAL SPECIFICTIONS AND FUNCTIONAL REQUIREMENTS

GENERAL REQUIREMENTS

CC&B Functional Requirements

The software should be a currently used and accepted CC&B system for both electric and water utilities, with the capability to be utilized for other municipal utilities such as solid waste collection, must be user friendly providing efficient processing of customer information, and enabling customer service representatives to quickly access and respond to a variety of inquiries. The software must meet this minimum level of CC&B functionality (where the software does not meet the functionality requirement provide alternative capability):

5-1   Customer, Account and Location Management

Creation, maintenance, and use of customer accounts. Include the following:

A. Automatic letter generation
B. Third Party Notification
C. Usage History by location (Explore service location and address location)
D. Clear methodology for account numbered creation that may consider customer attributes and location
E. Master billing for customer with multiple accounts
F. Net Billing and energy bank account maintenance (for solar customers)
G. Automatic reconnect to owners name once tenant vacates
H. Penalty Charge Exemption (for disability or seniors)
I.   User defined methodology for bankruptcy accounts (automatically splitting customer account pre and post-petition charges)
J.   Property searches for title companies
K. Independent premise identification which allows grouping accounts at a common parcel
L. The ability to combine accounts for multiple services (electric, water & solid waste)
M. Communication options to and from customers (e-mail, texting, social media etc.)
N. When transferring service, any outstanding bills from previous customer account locations are tracked automatically for collection purposes (liens, final bills, etc.) Balance should not be a lien at the new location
O. Ability to update adjustments in real time
P. Ability to create delinquency list (shut-off list) for each service; list should be driven by user defined variables
Q. Interactive Customer Portal capable to provide account information, usage history, bill pay, view payment arrangements and other user defined information
R. Ability to manage, edit and summarize hourly load data
S. Include non-revenue accounts into the consumption accounting reports (for accounts that are not billed but register consumption).

T. Ability to transfer consumption between accounts. (This process should automatically calculate billing amount).
U. Ability to adjust finaled accounts (Consumption, accounts receivable, meter reading)
V. Ability to divert a bill for billing review
W. Default reports and user defined reports
X. Option to make payment to a specific service (Electric, Water, Solid Waste)
Y. Capability on keeping history on all types of reads (re-reads, special reads, hourly readings, etc.)
Z. Global method for the user to adjust or correct uploaded meter reading variables
AA. Ability to handle mass payments across accounts (Lifeline accounts) and to a specific service
BB. User defined method to account for property liens
CC. Ability to automatically transfer inactive credit/debit balances to customer's active account where available

5-2   Payment Collection

Collection, maintenance, posting and balancing of customer payments, including transfers, adjustments, refunds, and deposit entries. Proration and override ability to post payments to specific services on a multi-service account.

A. Preauthorized payment ability
B. On line payment processing
C. Telephone payment processing
D. Full security deposit processing
    i. Hold service for deposit
    ii. Option to bill deposit
    iii. Automatic refund of deposit
    iv. Automatic deposit amount calculation
E. Prepayment option (Pay as you go)

5-3   Rates

Maintenance, application, and ability to easily change all utility rates, miscellaneous charges and fees. Must have the capability to bill dynamic rates including:

A. Demand rates
B. Time of use rates
C. Off peak pricing
D. Peak time rebates
E. Net metering (including tracking banked energy)
F. Power factor adjustments
G. Tracker rates (fuel, purchased power, chemical, etc.)
H. Transactive pricing (real-time pricing)
I. Demand Response (DR), rates, credits and rebates
J. Budget billing calculations

K. Special contracts
L. Uplift charges
M. Blocked rates
N. Ratchet charges

5-4   Meter & Reading Management

Maintenance of inventory, readings, meter changes, estimation and consumption history. Ability to transfer and adjust consumption. AMI functionality.

A. AMI compatible with ability to process hourly load data
B. Automated reading system that utilizes the existing cycles and routes to read radio read and smart meters
C. Communications compatibility with meter reading software (Itron MVRS)

5-5   Billing Management

Preparation, calculation, correction (and rebilling real time), transferring and printing (also electronically) of active and final bills. Full, flexible budget billing program with comprehensive understandable accounting screen. AMI, Large Power, and Net Meter calculation.

A. Budget Billing (system default method and ability for user to define methodology & tracking, and adjustments)
B. Option for take back/correct/override & last meter reading
C. Exception billing capability, listing & reporting
D. Estimated billing system default and user defined
E. Capability to bill on hourly load data
F. Paperless billing (Option to offer the customer their bill via e-mail)
G. Capability to automatically adjust budget billing several times a year based on usage data or other relevant information
H. Ability to modify bill format
I.   Include billing comment field for billing exception, other conditions and messages.
J. Capability to display payment arrangements on bills, show current payment status and tracked within the system
K. Ability to e-mail payment arrangement (agreement to make payments) to customer.
L. Ability to handle meter changes within a billing window
M. Miscellaneous charge billing
N. Ability to cancel multiple months of billing on an account and add/correct all months back into system in one adjustment
O. Switched meter adjustment
P. User defined programming for special billing needs (Hold Outs, Street Lighting)
Q. Easy reproduction of bills
R. The system must be able to print consumption bar graph information on the bill

5-6   Delinquency Processing

Ability to process and track penalties, payment plans, delinquency disconnection, and collection of active accounts.

Inactive account tracking and collection processing (Lien Processing). Fully integrated deferred payment arrangement schedules resulting in accounts receivable calculation, updating in real time with the monthly billing. Complete delinquent notification and cut list reporting. Track broken arrangements, returned checks and unpaid deposits to be automatically placed on cut list.

5-7   Service Order Management

Creation, completion, and management of service orders, including but not limited to, succession readings, connects, disconnects, change meter orders, rereads, special readings, outage, meter testing, etc.

A. Flexible service order form with user defined capabilities
B. Capability to recognize service order sequencing and close out pending work-orders automatically if successive work-orders are completed. Service status should automatically update. Software that allows remote creation and completion of service orders
C. Ability to attach used inventory to service orders

5-8   Reporting

Standard and user friendly query reports for detailed information "on the fly". Must be able to create reports on specific services to gather current amount paid, outstanding balance, and penalties due.

5-9   IVR Capability

5-10   Customer Service Representative Features

A. Customer Service Application Screen Presentation:

     i.   User friendly
    ii.   Easy to Navigate
   iii.   Flexible user defined screen presentation
   iv.   Fast response time for screen refresh
    v.   Easily links to other menu options to be able to respond to customer questions
   vi.   Efficient displays showing a breakdown of bill components on bills, including usage graphs.
  vii.   Convenient screen organization include all billing information on a single screen with billing comments
 viii.   Reduce system steps when completing exception report adjustments
   ix.   IVR/Screen pop

    x. Easy account search method on multiple fields
    xi. Easy printer output change ability
    xii. Admin rights to change all fields in system
    xiii. Paperless where able
    xiv. Capability to scan and attach related documents to customer accounts

B. Customer service maintenance screen containing all service orders for a location/premise

5-11 Outage Management Service

A. Outage tracking capability
B. Compatible with outage management systems
C. Compatible with IVR allowing customers to report outages directly

Technical Requirements

Requirements defined in this section contain the overall general functions of VMU desired integrated applications. These requirements underline the detailed checklist of functional/technical requirements contained in the second half of Part V. Together, these two sections define a system that will provide a high level of flexibility in meeting VMU's current and future computing requirements.

5-12 Processing Environment

The City of Vineland would prefer a Microsoft Windows based system. (Currently the City of Vineland has a MS Windows 2008R2 Active Directory, and utilizes Dell as its current preferred server vendor. We currently have approximately 50+ physical servers ranging from Dell 12th generation server back to 9th generation server and 80+ virtual servers. We have Compellant SAN as well as an EMC cx4-120 Clarion SAN and we are currently utilizing Microsoft Hyper-V)

5-13 Database

Following the above preferred environment, the applications database should be Microsoft SQL. The application database must integrate with our Innoprise ERP system which utilizes Microsoft SQL as its database. The database(s) design should allow for a wide range of "drill down" capabilities. Table and column names should be intuitively labeled and liked columns should be consistently named. A data dictionary is required.

5-14 Real-time Mode

Applications are expected to run in real-time mode.

5-15 Logging

Adequate logging must be provided to insure audit trails required by the City of Vineland internal and external auditors.

5-16 Tables

Dynamic tables must be used, where applicable, to preclude repetitive entry, for validity checking, and to eliminate program code changes when rules are changed to added.

5-17 Editing

The system should provide programmatic editing of data input, when possible, for validity and logical application.

5-18 Security

Security must be provided at program/group/user level and if possible integrate with Microsoft's Active Directory security. Should also provide the ability for user to utilize the same user id and password to connect to the city's network.

5-19 Support

The selected vendor(s) must be able to provide timely and adequate telephone support to VMU. VMU has 24/7 support needs. Vendor(s) support must deal with issues related to embedded or adjunct third-party software. Vendor(s) will also deal with database issues that preclude their products' functionality. VMU intends to rely solely on the application vendor(s) as its support source.

5-20 Hardware

Proposals are for software only. All hardware requirements must be specified. The City of Vineland intends to acquire, implement, and maintain its own hardware and network. As an option, will consider a hosted system or other lease/payment arrangements.

FUNCTIONAL/TECHNICAL REQUIREMENTS

Here is a link to access the excel spreadsheet needed to complete this RFP. ftp://ftp.vinelandcity.org/rfp. User id = bidder, Password = R3qu3st. The excel spreadsheet contains an itemized list of functional and technical requirements. Responses to these requirements should be submitted as explained in **4-7 RESPONSES TO FUNCTIONAL/TECHNICAL REQUIREMENTS**.

PART VI
EVALUATION OF PROPOSALS

6-1   Evaluation Method

VMU will evaluate all proposals deemed responsive to this request by a committee selected by the VMU. The initial evaluation will consider only the qualifications and demonstrated experience of each respondent. Following the evaluation committee's analysis of the written proposals and discussions, the responses will be ranked to establish the highest score. Vendors are required to provide an onsite conceptual demonstration for the requirements established in this RFP for the VMU. Discussions and negotiations may take place with the short list of vendors to ensure clarification and to obtain a best and final offer. The award will be based upon the proposal that is determined to be the most advantageous to VMU.

6-2   Selection Criteria

The intention of the VMU is to procure functionally complete, cost effective, and integrated software applications. Responses to this RFP will be evaluated according to the following criteria:

A. Quality, clarity and responsiveness of proposal in conformance with the instructions, condition, and format contained herein
B. Ability to meet CC&B Functional/Technical requirements
C. Project management abilities, installation, implementation and training plans
D. Demonstrated performance of proposed system elsewhere in the public sector, system maintenance, system updates and ongoing technical support
E. Vendor financial stability
F. Cost and quality of software/data conversion/implementation services
G. Onsite demonstrations and potential visits to client sites
H. Ability to integrate with the City of Vineland's current ERP systems (Innoprise)

VENDOR COMMENTS TO REQUIREMENTS
SPECIFICATION DESCRIPTIONS

This section is for vendor(s) to add comments as needed for specification and clarification. Please note item number you are answering, followed by the comments.

SS-1 EXAMPLE GIVEN: Our Company is not a Microsoft Solutions Provider, but we have contracted firms who are MSP's to assist our clients.

APPENDIX A

TIMELINE SCHEDULE

Issue Date	**July 24, 2013**
Due Date for Inquiries	**August 26, 2013**
Proposal Due Date	**September 10, 2013**
Demonstration Time Period	**September 11 – 24, 2013**
Approximate Award Date	**November 12, 2013**