

Sudbury Water District
Sudbury, Massachusetts 01776
Request for Proposals (RFP) 19-12

Utility Billing Software System

Notice to All Prospective Bidders

ADDENDUM #2 RELEASED February 11, 2019

Sudbury Water District has issued this addendum for clarification by prospective bidders before the deadline:

1. **Add “(Neptune V4)” after “Neptune Software”, located on page 4, last sentence at bottom of page, The new sentence shall read;**
“As well as the Neptune software (Neptune V4), the UBS is also integrated with the accounting and GIS software systems for the purpose of bookkeeping and generating work orders respectively.”
2. “Is there a Reference form, the RFP is there is a form but I have not been able to locate it?” *The Reference Sheet was mistakenly omitted from the RFP. The Reference Sheet is listed page 3 of this addendum.*
3. “How many concurrent users will there be for the UBS?” *There will be three (3) staff from the District utilizing the new UBS.*
4. “Is there a budget for this project and if so what is it?” *The District has budgeted a fixed amount for this project.*
5. “Our Division is located in Texas and all of our staff is located in the USA and all work is performed in the US, but are parent company is located in Canada will this prevent us from bidding?” *The Sudbury Water District requires that the UBS software provider be from the United States. Providers, including “parent companies” from outside the United States will not be considered.*
6. “Please explain what you define integration as?” *Co-joining the software applications (UBS, Meter Reading, GIS and Accounting) to combine and form one coherent multi-functional system.*
7. “What information are you sharing with peoplegis?” *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, etc.*
8. “How many bills do you send out each billing cycle?” *The District sends out 6,000 + bills per quarter, approx. 600, 2nd late notices, 300 3rd late notices.*

9. "What percentage of customers are currently paying electronically?" *33%*
10. "What percentage of customers have enrolled in paperless billing?" *10%*
11. "Do you absorb the cost of credit card and ACH processing or is it passed along as a convenience fee to the customer?" *ACH processing is currently absorbed by the District. However, credit card and ACH processing fees will be passed along to the customers with the new UBS.*

The above responses were prepared by or in consultation with:

Vincent Roy, Executive Director

The Sudbury Water 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.

**UTILITY BILLING SOFTWARE SYSTEM
RFP 19-12**

Professional Reference Form

Municipality Name: _____ Municipality Population: _____

Is this a Municipal or other Governmental Unit? Yes No

Primary Contact: _____ Title: _____

Telephone: _____ Email Address: _____

Mailing Address: _____

City/Town: _____ State: _____ Zip: _____

Software Application Installed: _____

Date Installed: _____

Municipality Name: _____ Municipality Population: _____

Is this a Municipal or other Governmental Unit? Yes No

Primary Contact: _____ Title: _____

Telephone: _____ Email Address: _____

Mailing Address: _____

City/Town: _____ State: _____ Zip: _____

Software Application Installed: _____

Date Installed: _____

(Make as many copies as necessary, a minimum of 5 references required)

**THIS FORM OR SUBSTITUTE WITH THE REQUESTED INFORMATION
MUST BE FILED WITH BID SUBMISSION**