

# CLAYTON COUNTY WATER AUTHORITY

## Request for Proposals

### CONSULTING SERVICES FOR CUSTOMER INFORMATION SYSTEM EVALUATION AND SELECTION

**RFP Opening:** Tuesday, October 20, 2015 at 2:00 p.m. (local time)  
1600 Battle Creek Road, Morrow, GA

**Non-Mandatory Pre-Proposal  
Conference Call** Tuesday, October 6, 2015 at 2:00 p.m. (local time)

#### ADDENDUM # 1

---

Dated: October 13, 2015

***Acknowledgment of receipt of this addendum **MUST BE SIGNED AND INCLUDED IN YOUR RESPONSE TO THE RFP.*****

#### **RFP REVISIONS:**

Please replace Division 1, Section 2: General Overview, pages 1-2.4 through 1-2.8 of the Request for Proposals with Division 1, Section 2: General Overview (Revised), pages 1-2.4R through 1-2.8R, provided with this Addendum. Also, replace page 2-3.1 of the RFP with revised page 2-3.1R provided with this addendum. Revisions are as follows:

1. All proposals should be limited to 30 pages, exclusive of audit financial reports, balance sheet, Dun & Bradstreet report, and required forms.
2. CCWA reserves the right to develop a short list of the top ranked firms. At the discretion of CCWA and after a short-list of the top ranked firms is completed, presentations and interviews may be conducted to complete the selection process. Ranking of proposals, short-listing and proposed contract award will be made at the sole discretion of the CCWA and may or may not be required for this RFP.
3. The "Special Provisions" form on page 1-2.8 is a required submittal, therefore, has been added as item "F" on Division 2, Section 3, Required Proposal Forms, page 2-3.1R.

#### **QUESTIONS:**

1. **As part of Phase I, are you expecting development of a formal Needs Assessment report describing overall needs, strengths and weaknesses of existing UB system, key decisions to be made, return on investment analysis, current market trends, etc.?**

**Answer:** A formal report is required. However, the report is not limited to the items listed in the question.

# CLAYTON COUNTY WATER AUTHORITY

## Request for Proposals

### CONSULTING SERVICES FOR CUSTOMER INFORMATION SYSTEM EVALUATION AND SELECTION

**RFP Opening:** Tuesday, October 20, 2015 at 2:00 p.m. (local time)  
1600 Battle Creek Road, Morrow, GA

**Non-Mandatory Pre-Proposal  
Conference Call** Tuesday, October 6, 2015 at 2:00 p.m. (local time)

#### **A D D E N D U M # 1**

---

2. Do you have a desired timeframe in which you would like to complete the following milestones (perhaps for budget purposes):
- a. RFP Developed and Distributed
  - b. Vendor Selected
  - c. Negotiated Contract
  - d. Go-Live Date

Answer: CCWA intentions are to move the project along in a timely manner to accomplish the objectives while not losing momentum. The expectation is for the Proposer to provide anticipated timeframes based on experience.

3. For activities under Phase III (b – e), these relate to services to be provided during system implementation. In past projects, our role level of involvement with assisting clients in providing third party system implementation services varies depending on a number of factors. As a result, we generally will work with our clients towards the latter part of the selection phase to determine the optimal level of involvement to be provided during system implementation. As CCWA is requesting a lump sum proposed cost for all services is there any guidance you can provide as to the level of involvement expected during system implementation or should we provide such assumptions in our proposal response?

Answer: CCWA's expectation of the proposer during Phase III is to provide general oversight and management at a high level throughout the implementation phase of the project. The proposer is not expected to provide subject matter experts on the CIS software selected.

4. To what level of detail have current CIS business processes already been documented?

Answer: The majority of the processes were documented using flow charts over five years ago. Changes have occurred therefore the documentation will need to be reviewed and updated.

# CLAYTON COUNTY WATER AUTHORITY

## Request for Proposals

### CONSULTING SERVICES FOR CUSTOMER INFORMATION SYSTEM EVALUATION AND SELECTION

**RFP Opening:** Tuesday, October 20, 2015 at 2:00 p.m. (local time)  
1600 Battle Creek Road, Morrow, GA

**Non-Mandatory Pre-Proposal  
Conference Call** Tuesday, October 6, 2015 at 2:00 p.m. (local time)

#### **A D D E N D U M # 1**

---

5. **Does the Master Services Agreement contemplate potential Statements of Work that involve other systems currently being used by CCWA (e.g., J.D. Edwards, CityWorks, etc.) that may be considered for evaluation and/or replacement?**

Answer: No, the focus of the terms of the Master Service Agreement will be on the Customer Information and Billing System as well as a Mobile Workforce Management system.

6. **Is there a budget that has been established for the Consultant services to be provided on this project? If so, can that information be shared?**

Answer: Monies have been set aside for the Consulting Services and the purchase of a new Customer Information System.

7. **Is it CCWA's plan to implement AMI technology after the new CIS implementation?**

Answer: Our 10-year master plan targets the implementation of AMI technology in approximately 5 years.

8. **What are you indicating when you mention "Workforce Management/Systems" as part of the RFP scope? Are you referring to the Human Resources aspect or Work Orders / Service Orders?"**

Answer: Currently we have an add-on module to our CIS that allows CCWA to manage service orders (new service, out orders, disconnects, reconnects, etc). With a new Customer Information System, a new Mobile Workforce Management software will be a requirement. We are not referring to Human Resources management.

9. **How does CCWA define Mobile Workforce Management/Systems?**

Answer: At this point, CCWA is defining Mobile Workforce Management as a software that is used for field service management to include but not limited to

# CLAYTON COUNTY WATER AUTHORITY

## Request for Proposals

### CONSULTING SERVICES FOR CUSTOMER INFORMATION SYSTEM EVALUATION AND SELECTION

**RFP Opening:** Tuesday, October 20, 2015 at 2:00 p.m. (local time)  
1600 Battle Creek Road, Morrow, GA

**Non-Mandatory Pre-Proposal  
Conference Call** Tuesday, October 6, 2015 at 2:00 p.m. (local time)

#### ADDENDUM # 1

---

demand management, workforce scheduler, workforce dispatcher, real time communication between dispatcher and field technician, etc.

- 10. What functionality does CCWA's current portal have? What functionality does CCWA envision for the future customer portal?**

Answer: The existing customer portal allows CCWA customers to view last 12 bills, pay their bill, view monthly usage comparisons, and contact CCWA via email. A future customer portal would continue to provide the same features along with service order requests, outage information, etc. CCWA's expectations of the desired features in the future customer portal would be defined in Phase I.

- 11. Does CCWA have an expected duration of Phase I, Phase II, and Phase III as defined in the RFP?**

Answer: See question 2.

- 12. What goals would CCWA like to achieve with the implementation of a new Customer Information System?**

Answer: CCWA's objective is to select a system that will:

- Provide tools to enhance the current service offering to CCWA customers.
- High performance standards.
- Has the ability to perform current process with process improvements where it makes sense.
- Allows for integration with other software at CCWA.
- Provides a road map for future changes to include AMI.

- 13. What does CCWA have in terms of related business process documentation for this project?**

Answer: See question 4.

# CLAYTON COUNTY WATER AUTHORITY

## Request for Proposals

### CONSULTING SERVICES FOR CUSTOMER INFORMATION SYSTEM EVALUATION AND SELECTION

**RFP Opening:** Tuesday, October 20, 2015 at 2:00 p.m. (local time)  
1600 Battle Creek Road, Morrow, GA

**Non-Mandatory Pre-Proposal  
Conference Call** Tuesday, October 6, 2015 at 2:00 p.m. (local time)

#### ADDENDUM # 1

---

14. Will CCWA have a dedicated internal Project Manager, and how many dedicated team members from your Customer Service, Billing and IT Departments will CCWA have on the project?

Answer: Yes, CCWA's intention is to appoint an internal Project Sponsor and Project Manager as well as adequate staff on the team.

15. What level of involvement do you expect from CCWA's internal project team?

Answer: The project team will be involved at every step and will be made available as needed.

16. Do you envision any training requirements for Phases I and II?

Answer: No, we do not envision any training requirements in Phase I and II. However, if training is part of your approach please include it.

17. For Phase III, could you please describe the audience(s) that will require training.

Answer: See question 15.

18. Does the project budget include the type of training contemplated in your answer to question 2?

Answer: See question 16.

19. Please describe the types of training that have worked best for CIS and its constituents, and describe the type of training that you envision will be effective for this project.

Answer: See question 16.

20. On a scale of 1 - 10 (1 = not important - 10 = Critical) how important is training to the success of this project?

Answer: See question 16.

# CLAYTON COUNTY WATER AUTHORITY

## Request for Proposals

### CONSULTING SERVICES FOR CUSTOMER INFORMATION SYSTEM EVALUATION AND SELECTION

**RFP Opening:** Tuesday, October 20, 2015 at 2:00 p.m. (local time)  
1600 Battle Creek Road, Morrow, GA

**Non-Mandatory Pre-Proposal  
Conference Call** Tuesday, October 6, 2015 at 2:00 p.m. (local time)

#### **A D D E N D U M # 1**

---

- 21. Should the Non-Collusion Certificate Div3/Sec4, p 3-4.1 be submitted with the proposal?**

Answer: No, that Non-Collision Certificate is only required from the awarded firm and will need to be executed with the MSA.

- 22. Are responders permitted to propose changes and a redline version to the MSA included with the RFP?**

Answer: Any exceptions to the MSA or any other documents should be submitted with the firm's proposal submission.

- 23. Is there a requirement (percentage) for the successful proposer to utilize a qualified MBE/WBE business for this project?**

Answer: CCWA does not have a required goal for utilization of MBE/WBE or SLBE for this project. However, we do encourage the use of such firms.

- 24. As a Partnership, we do not provide audited financial statements to our clients. Is there the ability to provide other information that attests to the strong financial viability of our firm (e.g., bank reference, credit reference, summary financial information)?**

Answer: CCWA will accept the following items in lieu of two years of audited financial statements: Three years of unaudited financial statements, Balance Sheet and Income Statement and three years of tax returns for the LLC. However CCWA reserves the right to request follow up documents at its sole discretion in determining the financial viability for any proposer that cannot or do not provide the original documents as required.

- 25. Can we include references for a proposed staff person who performed the services requested by CCWA for clients while employed at a previous organization?**

Answer: No, the references needs to be representation for the firm submitting the proposal, not necessarily the specific staff member.

**CLAYTON COUNTY WATER AUTHORITY**

**Request for Proposals**

**CONSULTING SERVICES FOR CUSTOMER INFORMATION SYSTEM  
EVALUATION AND SELECTION**

**RFP Opening:** Tuesday, October 20, 2015 at 2:00 p.m. (local time)  
1600 Battle Creek Road, Morrow, GA

**Non-Mandatory Pre-Proposal  
Conference Call** Tuesday, October 6, 2015 at 2:00 p.m. (local time)

**A D D E N D U M # 1**

---

**26. Who is the Contracting Officer for this RFP?**

Answer: The CCWA Contracting Officer for this RFP is Karen Riser.

**27. Are you asking for a Contractor's License Number or Business License Number on the front of the "Sealed Proposal"?**

Answer: No, that is not required to on front of the "sealed proposal" submittal. However the firm will be required to be registered to do business in the State of Georgia. Proof of such is not required as a submittal, as verification of such will be performed by CCWA.

---

SIGNATURE

---

COMPANY NAME

---

DATE

## **Division 1**

## **Project Description**

### **Section 2: General Overview (Revised)**

#### **2.1 Objective**

The purpose of this Request for Proposal (RFP) is to enable CCWA to select proposers which can provide the best solution and services and possess highly qualified and reliable personnel that specialize in customer information systems to assist in assessing the CCWA's current customer service objectives, evaluating current technology and CIS products to determine requirements for a CIS and associated modules including but not limited to Mobile Workforce Management, Customer portal, and Meter Data Management and to assist in acquisition and implementation of such a system.

Proposers must be United States based companies, with headquarters physically located within the Continental United States. Not less than 70% of the personnel resources of proposers to be assigned to these tasks must all be physically located within the Continental United States. All management personnel of proposers to be assigned to these tasks must be physically located within the Continental United States.

The initial term of this contract will be for three (3) years, with the option to extend for a four and/or fifth year with no changes in price, terms, and conditions, by written mutual consent by both parties.

It is the intent to award Consulting Services for CIS selection and evaluation to a single proposer. CCWA will issue a Master Service Agreement (MSA) followed by the issuance of a Statement of Work for each authorized task or project. A copy of our Master Service Agreement and Statement of Work template is included in this RFP. CCWA reserve the right to request consulting services on future projects outside the scope as currently defined in this RFP. Any future consulting services will be negotiated with the successful proposer based on a defined scope and will be authorized under the MSA by the issuance of a separate Statement of Work.

#### **2.2 Scope of Services**

The selected proposer will work with CCWA staff on all three phases by providing services including but not limited to:

##### Phase I

- a) Assessment of CCWA's business process and practices related to customer information and billing.



## **Division 1**

## **Project Description**

### **Section 2: General Overview (Revised)**

- b) Analysis of the business, customer, and stakeholder needs related to customer information and billing.
- c) Review of functionalities, strengths and weaknesses of the existing utility billing system.
- d) Analysis of systems and processes that interface with the current billing system (Cisco, JD Edwards Financial and Asset Management software, Cityworks CMMS, Badger Metering, CheckFree, Metavante, Suntrust, Western Union (Speedpay), CCS Bill Print, and Online Utility Exchange.) along with consideration for future (next 3-5 years) implementation of AMI technology.
- e) Provide project team with a detailed overview of the current and potential future trends in CIS marketplace including functionalities, integration capabilities, and support and maintenance requirements of a typical off-the-shelf CIS software.
- f) Facilitations of strategic objectives and business process development workshops which develops and documents a list of business process categories, and high level “to be” process diagrams to be supported by a new CIS and its integration points with other software as required.
- g) Development and documentation of project vision and strategic objectives.
- h) Identification of industry best practices, opportunities for business process improvements at CCWA, and systems integration opportunities (existing or proposed).
- i) Development of detailed functional and technical requirements document for the CIS Request for Proposal.
- j) Development of CIS selection criteria and vendor demonstration scripts.

### **Phase II**

- a) Assist CCWA project team in evaluation of CIS products and selection of a vendor, including facilitation of vendor demonstrations.
- b) Recommendation from vendor on their preferred CIS for CCWA, and why they are recommending those particular products.
- c) Assist in development of overall project implementation timeline.
- d) Assist in presentation to CCWA Management and the Board of Directors.

## **Division 1**

## **Project Description**

### **Section 2: General Overview (Revised)**

#### Phase III

- a) Assist CCWA project team and procurement department in the negotiation of scope of work and costs for the new CIS.
- b) Review implementation, data conversion and training schedules with vendor and CIS project team.
- c) Assist CIS project team and selected vendor in development of criteria for data conversion and testing to ensure accurate data conversion.
- d) Assist in identifying timeline for integration with other systems.
- e) Assist CCWA Project Manager in project oversight and management.

#### Future Services

To assist CCWA, the Consultant will, upon specific written authorization by CCWA, perform certain future services, which the Consultant is qualified and willing to furnish, but which were not included in the original scope of work. Any future consulting services will be negotiated with the successful proposer based on a defined scope and will be authorized under the MSA by the issuance of a separate Statement of Work.

### **2.3 Proposal Submission**

One (1) original and five (5) bound copies, and one (1) electronic submission in pdf format of the Proposal (**excluding the cost proposal form\***) shall be submitted in a sealed container, and delivered by hand, courier service, or via the United States Postal Service to *Clayton County Water Authority, 1600 Battle Creek Road, Morrow, Georgia, 30260*. No facsimiles will be accepted. At the time specified for the Proposal Opening, the sealed containers shall be publicly opened, but only the names of the Contractors shall be read aloud.

***\* One original paper copy of the cost proposal form must be submitted in a separate sealed envelope and placed within the sealed submittal package. The cost proposal envelopes will NOT be opened until all evaluations and references are completed for all proposers.***

### **2.4 Proposal Requirements**

The awarded proposer along with designated Clayton County Water Authority personnel will be responsible for managing the tasks under this RFP.

## **Division 1**

## **Project Description**

### **Section 2: General Overview (Revised)**

#### **2.5 Proposal Format**

The Executive Summary section must highlight your current services portfolio. Please include specific details of any services funneled offshore. Please detail the amount of resources and clients that are performing RFP services work for CIS systems. Proposers must provide full name and address of the organization and the branch or office that will perform the work. Include telephone number, point of contact and official signature of an authorized company representative. Indicate whether you operate as a single proprietorship, partnership, or corporation. Include the State(s) in which you are incorporated and/or licensed to operate.

All proposals should be limited to 30 pages, exclusive of audit financial reports, balance sheet, Dun & Bradstreet report, and required forms. All proposals should include the information outlined below and be tabbed to denote the sections as noted:

#### **A. Qualifications/Experience/Service Level**

Please describe your qualification/experience with regards to the following, including the number of clients in the last two years and where you have gained that experience:

- a) Utilities in general and Water Utilities.
- b) Customer Information Systems, Mobile Workforce Management/Systems, Customer Portal, and Meter Data Management.
- c) Assisting customer in the selection of customer information system and workforce management systems.

#### **B. Project Understanding and Approach**

The following are requirements for services to be provided to CCWA and should be described in details in the proposal submission. In an attempt to illustrate their appreciation of the type of services offered and needed, proposers are encouraged to include any additional options to enhance their offering.

1. Project vision and objectives.
2. Business Process Development.
3. System Requirements.
4. Available product analysis and pricing.

## **Division 1**

## **Project Description**

### **Section 2: General Overview (Revised)**

5. Development of scope of work and implementation strategy.
6. Development of RFP and associated activities.
7. Detailed Timeline for Selection of CIS and Implementation.
8. Issue Escalation and Warranty
9. Other

#### **C. References**

List of at least 3 references (with contact information to include: contact name, title, phone number and email address) in which you have provided services in the last five (5) years to include:

1. Utility customers that you have supported on a CIS RFP for selection, evaluation and system implement; and
2. Customers in the Utilities Industry servicing water, reclamation and storm water.

#### **D. Financial Viability**

Include the most recent two years of financial data, including:

1. Audited Financial Statement.
2. Balance Sheet.
3. Dun & Bradstreet Report.

#### **E. Cost Proposals**

CCWA is requesting a lump sum proposed cost for all services as described in this RFP. The lump sum cost shall include all cost including but not limited to labor, travel, per diem, administrative costs. CCWA reserves the right to negotiate cost with any and all Proposers that may be awarded work under this Request for Proposal. Such negotiations are at the sole discretion of the CCWA.

Payments will be based on milestones as proposed by each perspective proposer in their proposal response. CCWA reserves the right to negotiate milestones. Such negotiations are at the sole discretion of the CCWA.

For future services which are yet to be defined, CCWA is requesting hourly rates. These hourly rates shall include all costs including but not limited to

## **Division 1**

## **Project Description**

### **Section 2: General Overview (Revised)**

labor, travel, per diem, administrative costs. CCWA reserves the right to negotiate cost with the successful proposer on all future services under this Request for Proposal. Such negotiations are at the sole discretion of the CCWA.

Only the lump sum proposed cost will be used as part of the evaluation of the cost of RFP response.

#### **2.6 Proposal Schedule**

The following is a proposed schedule and a guideline for all proposers (all time listed are local time):

Non-Mandatory Pre-Conference Call	Tuesday October 6, 2015
Deadline For Questions - 2:00 PM	Thursday, October 8, 2015
Issue Last Addendum - 2:00 PM	Tuesday, October 13, 2015
Proposal Opening - 2:00 PM	Tuesday, October 20, 2015
Short List Notification, if needed	On or about Thursday, December 3, 2015
Shortlist Vendor Presentations, if needed	Thursday, December 10, 2015
Award of Contract at Board Meeting	Thursday, January 7, 2016
Estimated Completion of Agreement	Monday, February 1, 2016
Projected Contractor Kick Off Meeting	Tuesday, February 2, 2016

#### **2.7 Addenda**

Proposers may ask questions regarding this Contract prior to the proposal opening. To be considered, all questions must be received in writing to **CCWA\_Procurement@ccwa.us** by **2:00 p.m. (local time)** on **Thursday, October 8, 2015**. Any and all responses to proposers' questions will be issued in the form of an Addenda by fax or email. All addenda issued shall become part of the Proposal Documents.

#### **2.8 Proposal Preparation Costs**

Costs for developing proposals are entirely the responsibility of the Proposer and shall not be chargeable to the Clayton County Water Authority.

**Division 1**

**Project Description**

**Section 2: General Overview (Revised)**

**2.9 Evaluation Criteria**

Proposals will be evaluated by CCWA staff and ranked based on the following criteria items 1-4 below. CCWA staff will then evaluate the cost submission portion of the proposals. CCWA reserves the right to develop a short list of the top ranked firms. At the discretion of CCWA and after a short-list of the top ranked firms is completed, presentations and interviews may be conducted to complete the selection process. Ranking of proposals, short-listing and proposed contract award will be made at the sole discretion of the CCWA and may or may not be required for this RFP.

Item	Evaluation Criteria	Points
1	Qualifications/Experience/Service Level	35
2	Project Understanding and Approach	35
3	References	20
4	Financial Viability	10
5	Cost Proposal <sup>(1)</sup>	30
<b>Total Points without presentation</b>		<b>130</b>
Presentations - <i>By short-listed firms (if requested by CCWA)</i>		20
<b>Maximum Total Points with Presentation</b>		<b>150</b>

<sup>(1)</sup> **Cost Proposal Form.** *The Cost Proposal Form must be submitted in a separate sealed envelope, and placed within the completed sealed RFP submittal package. No other references or mentioning of costs should be included in any other section of your submitted proposal. The Cost Proposal Form is to be opened after the first initial Evaluation of the proposal.*

**Division 1**

**Project Description**

**Section 2: General Overview (Revised)**

**2.10 Special Provisions**

No work will be assigned to subcontractors without the written approval of the CCWA.

Proposers must be United States based companies, with headquarters physically located within the Continental United States. Not less than 70% of the personnel resources of proposers to be assigned to this task shall be physically located within the Continental United States. All management personnel of proposers to be assigned to this task shall be physically located within the Continental United States.

The Contractor shall provide the necessary insurance and other requirements as per attached "Risk Management Requirements".

I have read and understand the scope of work, conditions, and requirements. I also understand, and have provided, all documentation required to be included for the CCWA's evaluation of criteria in this Request for Proposal. Omission of any part of the requested documentation may result in the disqualification of the proposal by the CCWA.

Signed: \_\_\_\_\_

Name (Printed): \_\_\_\_\_

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

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

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

**END OF SECTION**

## **Division 2**

## **Proposal Submittals**

### **Section 3: Required Proposal Forms (Revised)**

#### **3.1 Required Submittals (Forms):**

The following forms are required to be included as part of the proposal submittal. Failure to include any of these items may result in the proposal being deemed non-responsive:

- A. Cost Proposal Form – Proposers must submit their completed and signed Cost Proposal Form in a separate sealed container which should be marked “Cost Proposal Form”, and include the proposal title, opening date and time. **Cost Proposal Forms shall not be altered or modified.**
- B. Proposer Qualification Information Form.
- C. Georgia Security and Immigration Compliance Act of 2006 Form.
- D. Contractor Affidavit and Agreement Form.
- E. Subcontractor Affidavit Form.

If a Contractor/Subcontractor will not be performing any services under this contract, the Contractor/company submitting the bid **MUST** also complete, sign, date, and have both Affidavit forms notarized and make proper notation of "N/A" - Not Applicable.

Clayton County Water Authority (CCWA) cannot consider any proposal which does not include completed affidavits. It is not the intent of this notice to provide detailed information or legal advice concerning the Georgia Security & Immigration Compliance Act of 2006, as amended on May 11, 2009. All Proposers intending to do business with CCWA are responsible for independently apprising themselves and complying with the requirements of that law, and its effect on CCWA procurements and their participation in those procurements.

#### **F. Special Provisions Form.**

- G. Addenda (if any).

**END OF SECTION**