

PUBLISH: May 16 and May 23, 2008

REQUEST FOR PROPOSAL

Notice of Request for Proposal from the City of Sioux Falls, SD, for a Customer Information System.

To request a copy of the RFP, please contact the following:

City of Sioux Falls
Budgeting/Purchasing Office
224 West Ninth Street
P.O. Box 7402
Sioux Falls, SD 57117-7402
Phone: (605) 367-8013

The RFP response must be submitted by June 26, 2008, 2 p.m. CST to the above address.

City of Sioux Falls

Request for Proposals
for
Customer Information System

Guidelines and Requirements for Submittal

RFQ No. 08-0079

City of Sioux Falls, South Dakota
May 16, 2008

Request for Proposals for Public Works Customer Information System

The City of Sioux Falls, South Dakota, is requesting proposals from qualified firms for services for providing Public Works Customer Information System (CIS).

Introduction:

Public Works Utility Billing Software Summary:

The City of Sioux Falls is soliciting proposals for a Customer Information System (CIS) to replace its Utility Billing (UB) system. Improved customer service, including program offerings and services, as well as enhancement of decision-making are the primary drivers for replacing the UB system. However, information accessibility, including timeliness and accuracy, is also a driver for this replacement.

Existing Utility Billing System Background:

The City of Sioux Falls, located in the southeast corner of South Dakota, is the largest city in the state with a population of about 154,000. Sioux Falls covers an area of approximately 67 square miles. The City employs about 1,075 full time employees that provide a wide range of municipal services including police and fire protection, construction maintenance of highways, bridges, and streets, public utilities, public parking and transit, health and social services, cultural and recreational activities, planning and zoning enforcement, and general administrative services.

The City owns and operates its own water and sanitary sewer systems as well as an electrical system, with each division being part of the Public Works Department. The City currently bills approximately 46,500 water and sewer customers and 2,100 electric customers. Growth in new water and sewer connections has been about 1,200 accounts each year for the past three years. All billing, payment, customer service, and field service functions of these accounts are handled by a staff of 16 employees.

Meter readings are obtained by two Automatic Meter Reader (AMR) technologies; telephone dial in-bound (TDI) and fixed-network radio frequency. The TDI technology is slowly being phased out. A small percentage of meters are manually read with a hand-held meter reading system. Readings may also be manually entered into the system.

The City currently uses a Legacy system built on the I-Series platform. The City is on a monthly billing cycle with about 21 water/sewer "billing districts" billed over eight to ten business days. The electrical accounts are handled in a separate I Series database from the water/sewer accounts. Electrical accounts are billed monthly. Printing and mailing of all utility bills are outsourced to a third-party vendor.

Current methods of processing payments are:

1. Remittance Processing System (Panini DTS200 with Standard Register operating system).
2. City-initiated ACH.

3. Third-party ACH (Metavante Corporation).
4. Over-the-counter utilizing functions written into the software, PCs, and manual cash drawers.
5. Credit card utilizing third-party software (POS Partners).

Project Objectives:

The City of Sioux Falls is seeking a complete product solution to replace its current UB system. The system provider's solution must specify all required hardware, software, and professional services.

The following objectives have been identified for this procurement:

- The new CIS must be composed of a set of integrated modules offered by a System Provider.
- The selected CIS software must be a commercial off-the-shelf (COTS) solution that has been successfully implemented in several other organizations similar in size, requirements, and function.
- Sioux Falls would prefer to limit the number of third-party modules as part of the Systems Provider's solution.
- The use of custom software components will be permitted only when COTS solutions are not available.
- Sioux Falls prefers solutions that require no modifications to base code, but are highly configurable to meet Sioux Falls' needs.
- Sioux Falls is open to any software architecture suggested by the System Provider, but believes a Web-based architecture or client server using a thin client solution is the preferred solution.
- Sioux Falls prefers to contract with the System Provider as the prime contractor. If the System Provider wishes to use an integration partner, the City would prefer that the integration partner be a subcontractor for the System Provider. Sioux Falls will reserve the right to accept or reject any proposed integration partners, while retaining the software vendor's solutions.
- Sioux Falls, to the extent possible, will rely upon product configuration rather than product modifications, and will make cost effective business process modifications to fit the technology workflow.
- Sioux Falls will only consider product solutions hosted in-house.
- The offeror must provide a Graphical User Interface (GUI) or Browser/Portal Based User Interface (BUI) for system use, but must also allow for efficient data entry and high volume data access through keypads, hot keys, etc. without utilization of a mouse.
- Sioux Falls prefers to select a CIS that is enhanced through tailoring and configuration rather than code modification. Custom code modification will only be allowed in extreme cases.

Budget:

The City has budgeted \$600,000 for new CIS in FY 08. All proposals should not exceed the budgeted amount by no more than 10 percent including all hardware, software and licensing costs and all other associated costs.

Scope of Services:

This procurement is for the implementation of a CIS that will meet the City's needs. The successful System Provider's solution will best address all the elements of this RFP. The major items that are to be provided by the System Provider for the implementation of the CIS may include the following:

CIS software:

- Software modules
- Software maintenance and support
- Software upgrades
- Software licenses
- Software warranties
- Data dictionaries for all system components
- Entity relationship diagrams

Recommendations on computing hardware infrastructure to support the CIS:

- Hardware specification/configuration to obtain performance requirements
- Workstation specifications
- Printers and other peripheral equipment
- Network requirements
- Mobile device (PDA or laptop) specifications
- Other automations equipment

Professional services for implementing the CIS:

- Project management
- Software installation and configuration
- Hardware configuration support
- Database optimization
- Interface/integration design, development, and implementation
- Database conversions
- Unit, system, and functional testing
- Definition and implementation of new business practices
- Forms design
- Change management services
- Design and development of customized reports
- Sioux Falls staff training
- Cut-over support
- Post-implementation support
- Period-ending support

Each of the items listed above need to be addressed in the RFP response. Failure to address all the items may result in the response being considered nonresponsive and preclude the bidder from further consideration by Sioux Falls.

Functional Processes:

Table 1 lists the functional processes that Sioux Falls wishes to include in the scope of this procurement. These functional processes must be included at a minimum. Table 2 lists the optional modules that the City is considering to implement as part of the CIS project.

Table 1—Core Functions Included for the CIS Implementation		
System Functions	Included in Core CIS Implementation	Notes
Customer Management	Yes	This describes a resident, business, or other entity. A customer should only have one record in the customer system.
Account Management	Yes	Accounts made for customers. A customer can have one or many accounts. Account data should be linked to customer data. This will ease updates and locating all accounts for a particular customer.
Premise/Location Management	Yes	This is the location of the service(s) being provided. These should be permanent records in the database that can only be deleted by authorized users. Accounts exist at locations.
Service Management	Yes	These are the individual services that are billed. Water, sewer, electric, etc. These should also be permanent records in the database created at each premise. Services as well should only be deleted by authorized users.
Billing Management	Yes	Preparation, calculation, printing, and mailing of bills.
Financial Management	Yes	Payments, adjustments, refunds, and accounting entries all fall under financial management.
Rates and Fees Management	Yes	All of the utility rates, as well as miscellaneous charges, fees, taxes, and surcharges, are maintained here.

Table 1—Core Functions Included for the CIS Implementation

System Functions	Included in Core CIS Implementation	Notes
Device Management	Yes	Devices include meters, backflow valves, detector check valves, transponders, registers, and other utility devices.
Contact Management	Yes	Any and all communications with customers need to be recorded in the system. All activities and communication with customers/accounts will be maintained in the contact system.
Service Order Management	Yes	Investigations and work activities related to customer accounts and locations will be maintained through service orders.
Web Solution	Yes	Provides customers with account information, financial and usage data, online payment capabilities, service requests, and electronic bill presentation via the internet.
Credit and Collection Management	Yes	The processes for identifying, notifying, collecting, and terminating service for customers who fail to pay their utility bills.

Table 2—Optional CIS Functions considered for the CIS Implementation

System Functions	Included in Core CIS Implementation	Notes
Interactive Voice Recognition	Optional	Provides customers with automated telephone-based information such as account status, account balance, recent payment information, and the ability to make a payment via the telephone.
Mobile Work Management	Optional	The City desires to have a mobile solution available for field operations to manage their workload for service orders, door tags, lock-off, and other collections activities.

CIS Users:

The vision of how the various Sioux Falls Staff will access and use the new CIS is presented in Table 3-CIS User Identification. The CIS users are grouped into four (4) general categories. Each of these general categories will require different CIS capabilities, information access requirements, and training. The estimate of the number of users in each category is based on current Sioux Falls employment numbers for each department. It should also be noted that the specific functions and access requirements for each category of users will be refined during the development and implementation of the CIS. The City anticipates needing 30 concurrent licenses for the new system.

Table 3—CIS User Identification			
Category	Description	Type of Access	Current Numbers
Customer Service Rep	The Sioux Falls staff charged with the maintenance of the CIS and the generation of bills, the collection of payments, and general customer service.	The core CIS staff must have access to all of the CIS functions that they need to accomplish their job assignments. It is reasonable to assume that all the staff in this category will require simultaneous access to the CIS.	8
IT Support Staff	The Sioux Falls staff that provides the technical, programming, and database management support for maintaining the computing and communication system.	The IT support staff will provide the system administration and database functions. This is the group that will develop any customized reports and programs for transferring data between applications.	5
Meter Specialists	The Meter Specialist is responsible for all field service activities.	The Meter Specialist is responsible for meter reading, door tags, and lock-off activities.	4
Other City Departments	Other users who need access to the data in the CIS. These users will have limited access to system and data.	These users will need limited access to CIS functions and data. Most access will be limited to customer, meter, and consumption data. They will not have any access to account-specific financial data.	11

Interfaces:

The new CIS system will require interaction with other Sioux Falls systems and will send and receive data. These interfaces may be one-way or bi-directional. Some systems will only be required to send information to CIS. Others will require data going both ways, to and from the CIS. Others will only receive data from the CIS.

The interface requirements will identify the interfaces between the new CIS and other systems maintained by Sioux Falls. Table 4 lists the interfaces that have been identified and will be described in the RFP.

Interface	Description
CMR-MAX Schlumberger Hexagram Star—Aclara	Automatic Meter Reading Systems.
HTE—Sungard	The City of Sioux Falls Financial Packages.
ESRI ArcGIS v9.2	The City desires to have the new CIS interfaces with ESRI's ArcGIS platform. Sioux Falls is utilizing ArcSDE for data storage. A Map Objects or ESRI ArcGIS Engine interface should be available in the CIS for locating premises and customers via a GIS map.
Nova	Credit Card Processing via Internet.
Standard Register	Remit processing system(replacement concurrent with CIS package).
Metavante	Third-Party Payment Option via Internet.

Current City Standard:

The City of Sioux Falls has approximately 1,100 computer users. The client computers are a mix of Windows 2000 and Windows XP Service Pack 2. The City of Sioux Falls utilizes Active Directory 2003 in native mode for all directory services. The current database standard is MS SQL Server 2005. The City web server is Microsoft IIS and the web browser is Internet Explorer 7.

This section of the RFP focuses on establishing the requirements for computer hardware, systems software, database software, and network configuration. Key components of this are:

- **Hardware Standards:** Sioux Falls has standardized on IBM blade servers with a Net App SAN for major system applications.
- **System Software Standards:** Sioux Falls has standardized on Windows 2003 Server for Windows platforms.
- **Database Standards:** The City has standardized on Microsoft SQL 2005.
- **Desktop Standards:** Desktop units operate with Windows 2000 or Windows XP and the Microsoft Office suite.
- **Networking Standards:** The City has standardized on the TCP/IP protocol running on 100mb Ethernet with a gigabit backbone.

- **Security Standards:** The City requires that the system be capable of providing field-level security. In addition, application security needs to extend to the database to prevent unauthorized access to data from other data access tools, such as ODBC.

The City requires a system that utilizes redundancy capabilities and uses a SAN option and Application Server. The City currently uses a VMWare for some of the applications.

Implementation Requirements:

Sioux Falls requires that each consultant prepare, in sufficient detail, an Implementation Plan outlining the required tasks, estimated hours, responsibility, major deliverables, and timing. At a minimum, the RFP response will cover the following areas:

- Project management.
- Database set-up and configuration.
- Application(s) installation.
- Application set-up (tailoring, configuration, user set-up).
- Configuration change management control.
- Data mapping and conversion.
- Interfaces.
- Testing—unit, system, process, and interface.
- Process changes.
- Forms changes and design.
- Reports.
- Training—administrator and end-user.
- System acceptance testing.
- Transition to full operations (cut-over) including parallel processing.
- Period ending reporting.
- Onsite post go-live support for up to two weeks plus six weeks of additional on-call support (consulting support).
- Backup and recovery.
- Monthly design meetings with the City Steering Committee will be necessary. The consultant shall provide the agenda and meeting minutes. The meeting minutes shall list the decision items and action items and sent electronically in PDF format to the project manager.

Each implementation task should define the level of resources required, timing of resource needs, and deliverables for both the system provider and for Sioux Falls.

Data Conversion:

Sioux Falls desires to bring over as much history as possible to allow analysis of customer data to continue in the new system without having to wait for history to be developed from scratch. All master file data needs to be converted: customers, accounts, premises, services and meters. Open account balances will need to be converted into a

new system. Up to five years of usage history needs to be converted, two years billing and payment, as well as work order history and payment arrangements. The City desires to convert all customer notes and contacts currently contained in the UB system. The solution provider will be responsible for converting the data, prior to going live.

Training Requirements:

The consultant will be responsible for training Sioux Falls core team of eight to ten persons in all aspects of the product. This core training is required to allow Sioux Falls core team staff to understand system capabilities before set-up and configuration activities begin. The core group will be responsible for performing and documenting system testing, documenting business processes and procedures, and for training end-users. The consultant will assist Sioux Falls in developing the end-user training plan. The end-user training should be specific to the way the City's system has been configured and set up to operate. Sioux Falls is not looking for generic training in the system for this end-user training. In addition, a complete installation and operating instruction manual must be included for all aspects of the software capabilities.

Ongoing Support and Maintenance:

At a minimum, the proposal must include information and pricing associated with all aspects of ongoing support and maintenance activities. This proposed support must include: onsite software maintenance, product help desk 24/7, product fixes, product enhancements, and regular product releases based on a defined ongoing maintenance fee. The consultant should discuss its upgrade policies and upgrade history of the proposed solution. The consultant must have the ability to connect to the customer's system, according to the City's Security Standards, to diagnose and correct problems real-time. The consultant should also include a trouble shooting plan during implementation, configuration, and construction of the utility billing software system to ensure the project stays operational 24 hours a day, seven days a week. The consultant should describe the process for Sioux Falls to request future product enhancements. Installation and operations manual and a troubleshooting plan shall be submitted electronically in PDF format and also one bound paper copy.

Schedule:

It is imperative for a customer system that the level of complexity, resource constraints, and funding considerations all dictate a realistic phasing and timeline of activities. For planning purposes, Sioux Falls has identified a total installation timeframe spanning up to 12 months for the successful completion of CIS implementation activities. The consultant must review and confirm this timeframe or suggest other optimum timelines that more readily support the consultant's solutions and associated resource requirements.

RFP Evaluation:

Criteria:

Bidder's proposal responses will be evaluated based on the following two major criteria:

- Functional requirements make up 60 percent of total score.
- Nonfunctional Requirements make up 40 percent of total score.

Functional Requirements:

The functional requirements include:

- Requirements scorecard
- Solution architecture
- Scripted scenarios (top proposals only)
- Site visits (top proposals only)

Nonfunctional Requirements:

The nonfunctional requirements include:

- Bidder's qualifications and responsiveness to RFP
- Vendor profile
- Implementation plan
- Vendor's ability/willingness to sign City of Sioux Falls contract
- Price
- References

City of Sioux Falls will not disclose the weightings and priorities assigned to each element of the scoring.

Cost Proposal:

The software company should provide a detailed cost proposal including a list all of **all** costs for associated hardware whether needed or not, cost for the software licensing agreement, warranties, cost for additional licenses, and the cost for annual/maintenance support agreement for the software and the hardware.

All costs associated with the contract must be stated in U.S. currency. Any commodities being imported must be identified, and the price must include any applicable customs, brokerage agency fees, and duties.

The software company must list any additional service charges not identified.

Proposals must remain open and valid for at least 90 days from the deadline specified for submission of proposals. In the event award is not made within 90 days, the City will send a written request to all offerors deemed susceptible for award asking offerors to hold their price firm for a longer period of time.

Submittal Requirements:

Prior to submittal of the RFP response, potential respondents should submit a letter of intent to the City acknowledging receipt of the RFP and inform the City of its intent to respond. The Software Company should also provide the name, address, telephone, and facsimile number of the individual who can address inquiries related to this RFP and the Software Company's proposal, and receive clarifications or addenda from the City.

Questions concerning this RFP should be submitted in writing, and may be sent via fax to Perry Eckhoff at 605-367-7341. Responses to the questions will be provided in writing and posted to the City's website.

Software Companies are required to submit information in the order and format requested in this RFP. Failure to do so may cause the proposal to be deemed nonresponsive to the RFP. Information requested in the RFP, which you deem privileged and confidential, may be submitted in a separate envelope marked "RFP to Provide Customer Information System." The City will use its best efforts to protect such information from disclosure to the extent allowable by law.

Cover Letter:

The Cover Letter should include the following items:

- The identity of the Software Company and any partners, consultants, or contractors included as part of the response.
- The names of individuals involved in the preparation of the RFP response along with their relationship to the Software Company.
- A statement confirming that the Software Company has sole and complete responsibility for performing the services as defined in the RFP and any addenda issued to this RFP.
- A statement signed by a representative authorized to legally bind the Software Company, which shall include an identification of the Management Company as a corporation or other legal entity.

Software Company Profile/Approach:

- Data describing the Software Company's current organization date of incorporation, ownership, corporate office, number of years in business, size of business, services offered, operating philosophy, financial performance, and personnel policies.
- A list of five similar City's under contract to the Software Company. Include name, address, and type of facility, and the name, title, address, telephone, and facsimile number of the client contact or contract administrator.
- Provide the City with a comprehensive list of contracts that have not been renewed with the Software Company since January 1, 2001. Include name, physical address and type of facility, plus the name, title, address, telephone, and facsimile number of the client contact or contract administrator.
- The most recent audited financial statement of the Management Company.
- Provide the name of Project Manager and other team members to be assigned to this project. Please address contingency plans should one of these employees be unavailable during the design phase.
- The firm's approach to the Project. The approach should include, but not be limited to, all items listed above, a task list, and estimated personnel hours per task.
- A proposed schedule for the project.
- A current copy of professional liability and statutorily required insurance will be required, upon selection.

Schedule:

A software selection team comprised of Sioux Falls Public Works Administration, Utility Billing and Engineering, Finance, and also Information Technologies staff will review all proposals. The selection team shall select the firm they feel will supply the City the best and most complete effort. The selection of a qualified firm will be made no later than August 22, 2008. Oral interviews will be required from the selected software companies.

The evaluation of proposal shall proceed on the following schedule:

Date	Item
May 16, 2008	RFP Issue Date
June 26, 2008	Responses Due
July 10, 2008	Short List for Selection
July 24, 2008	Onsite Interviews and Demonstrations
August 2008	Anticipated Finalist Selection and Contract Negotiation
August 22, 2008	Final Selection
August 28, 2008	Complete Contract Negotiations Execute Contract
October 1, 2008	Anticipated Project Start Date (Implementation)

Please furnish **six (6)** copies of the proposals to the City of Sioux Falls, Purchasing Office, 224 West Ninth Street, P.O. Box 7402, Sioux Falls, SD 57117-7402 by 2 p.m. Central Time, June 26, 2008. Submittals received after the stated time will be returned unopened and will not be considered.

All proposals received by the City will be **confidential**.

Questions regarding the proposal can be directed to Perry Eckhoff, Utility Billing Manager, at 367-8127.

Special Conditions:

The RFP does not commit the City to procure or award a contract for the scope of work described herein.

The City of Sioux Falls reserves the right to reject any and all proposals, to waive formalities, and to select the proposal and developer(s) that, in the City's sole discretion, are in the best interests of the City of Sioux Falls, South Dakota.

1. The City reserves the right to:
 - a. Amend, modify, or withdraw this RFP;
 - b. Revise any requirements under this RFP;
 - c. Require supplemental statements of information from any responding party,
 - d. Extend the deadline for submission of responses hereto;

- e. Negotiate or hold discussions with any bidder to correct insufficient responses that do not completely conform to the instructions contained herein;
- f. Waive any nonconformity with this RFP; and
- g. Cancel, in whole or in part, this RFP if the City deems it is in its best interest to do so.
- h. Request additional information or clarification of information provided in the response without changing the terms of the RFP.
- i. Waive any portion of the selection process in order to accelerate the selection and negotiation with the top-ranked Software Company.

The City may exercise the foregoing rights at any time without notice and without liability to any bidder, or any other party, for expenses incurred in the preparation of responses hereto or otherwise. Responses hereto will be prepared at the sole cost and expenses of the bidder.