



**1355 Capital Blvd
Reno, NV 89502**

**REQUEST FOR PROPOSAL
(RFP #2019-003)**

For

Customer Information System (CIS)

Release Date: August 23, 2018

REQUEST FOR PROPOSAL

Notice is hereby given that proposals will be received by Truckee Meadows Water Authority ("TMWA") for:

RFP #2019-003

Customer Information System

Please send sealed proposals, as per the instructions contained herein, to:

Attention: Laura Rader, CPPB
Purchasing and Contracts Administrator
Truckee Meadows Water Authority
1355 Capital Blvd
Reno, NV 89502

Email: lrader@tmwa.com

Due: September 27, 2018

By: 2:00pm PST

Proposals submitted after the due date and time will not be considered. Proposers accept all risks of late delivery of mailed submittals regardless of fault.

TMWA reserves the right to:

- Reject any and all proposals, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate TMWA to pay any costs incurred by respondents in the preparation and submission of a proposal, including but not limited to a respondent doing an onsite scripted product demonstration. Furthermore, the RFP does not obligate TMWA to accept or contract for any expressed or implied services.
- Accept the proposal(s) or parts of a proposal deemed most advantageous to TMWA.
- Amend the RFP in any manner prior to contract award.
- Cancel or reissue the RFP.
- Obtain clarification of any point in a vendor's proposal. Such clarifications can be in any form such as but not limited to conference calls, email communications, web demonstrations, onsite demonstrations or vendor headquarters visits.

- Share the RFP, proposals and subsequent vendor provided information with its consultant(s) to secure expert opinion.
- If applicable, request from the software vendor a different implementation provider or implementation team member(s) than the one proposed or at its sole discretion, select a different implementation provider or implementation team on its own.
- Materials submitted to TMWA will not be returned to the proposer.

Public Disclosure Notice

In order to protect the integrity of the contracting process, proposals will not be disclosed until after award and signing of any and all contracts that may result from this Request for Proposal.

TMWA is a public entity as defined by state law and, as such, it is subject to the Nevada Public Record Law (Chapter 239 of the Nevada Revised Statutes). Under said law, all TMWA records are public (unless otherwise declared by law to be confidential), subject to inspection and may be copied by any person. Any privileged or confidential information in the Proposer's proposal shall be specifically identified as such by the Proposer. If any information is considered to be confidential, the Proposer shall agree to indemnify TMWA for any and all attorney fees TMWA may incur in defending the withholding of such information. Should TMWA receive a request for the release of any information in the Proposer's proposal in accordance with the open records law, TMWA will review the Proposer's proposal, giving consideration to the portions that the Proposer indicated contained trade secrets, privileged information, or confidential commercial or financial data, and may release only that information which has not been identified as confidential. Proposers will be notified of any open records requests prior to the release of such information. If, in the opinion of TMWA's legal counsel, TMWA is nonetheless compelled to disclose any portion of such information to anyone or else stand liable for contempt or suffer censure or penalty, TMWA may disclose such information without liability.

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1. PURPOSE

The purpose of this RFP is to solicit proposals from software vendors, systems integrators, implementation partners and/or Value Added Resellers (VARs) who can demonstrate that they possess the organizational, functional and technical capabilities to provide a Customer Information System (CIS) that meets Truckee Meadows Water Authority's needs.

The ideal vendor shall have experience in successfully implementing the proposed solution at water authorities/districts or comparable public agencies with similar requirements to TMWA. The successful vendor shall be responsible for the final approved design, installation, and implementation and commissioning of the CIS including development of user acceptance testing, system integration and connectivity to existing resources.

This RFP process seeks to provide the best overall CIS determination specifically for TMWA. Other factors that may contribute to the selection process include but are not limited to:

- Project approach and understanding of TMWA's objectives and requirements
- Ability to meet TMWA's selection and implementation timeframe
- Ability to meet TMWA's requirements (software functionality, usability, performance, flexibility, integration, and technology)
- Vendor's installed base and experience with customers like TMWA
- Feedback from customer references
- Vendor's implementation methodology and success
- Ongoing maintenance and support

2. BACKGROUND

Truckee Meadows Water Authority (TMWA) is a not-for-profit, community-owned water utility located in Washoe County, Nevada. TMWA serves over 400,000 customers in a service territory that covers over 150 square miles. TMWA currently has over 127,000 active accounts, with a mix of approximately 90% residential and 10% commercial and industrial. The majority of TMWA's services are metered, and billing occurs monthly for 20 billing cycles. Rate structures are reasonably straightforward, with most consisting of a fixed Customer Charge based on meter size, and a variable, tiered Commodity Charge based on usage. Multiple-unit rates also have a per-unit element. Seasonal irrigation rates have off-peak/on-peak Commodity Charges. TMWA collects a Right-of-Way Toll for the two cities in its service territory, and a Regional Water Management Fee for the county.

3. CUSTOMER INFORMATION SYSTEM REQUIREMENTS

TMWA’s objective is to replace the current legacy CIS (eCIS+ by Vertex) which will optimally include the following areas of functionality:

Functionality	
Customer Accounts / Customer Service	Rates
Service Orders	Meter Management
Billing	Backflow Prevention Management
Payments / Collections	Reporting

The more detailed functional requirements are in Attachment A – Key Requirements & Pricing Estimates.

4. SUBMITTAL REQUIREMENTS

Responses to this RFP must adhere to the submittal format described below with the information as identified in the following table. Please complete and submit all the forms in their native format (MS Word).

SECTION	TITLE	INFORMATION TO BE INCLUDED
Section 1	Cover Letter	Provide a signed Cover Letter.
Section 2	Key Requirements & Pricing Estimates	Complete the Key Requirements & Pricing Estimates form – Attachment A.
Section 3	Customer References	Complete the Customer References form – Attachment B.
Section 4	RFP Exceptions	Complete and sign the RFP Exceptions form – Attachment C.
Section 5	Performance and Payment Bonds	Complete Performance and Payment Bond as prescribed in the General Conditions – Attachment D.
Section 6	Implementation Methodology	Provide a brief overview of your implementation methodology and the expected timeframe for this project. Please limit this to no more than three (3) pages.

Submittals shall be delivered in a sealed envelope or sealed box clearly marked: **RFP #2019-003 TRUCKEE MEADOWS WATER AUTHORITY CUSTOMER INFORMATION SYSTEM** by the deadline listed below.

Required Number of Proposals

Two (2) complete and bound proposals as well as one (1) electronic USB format drive should be submitted to TMWA. The USB drive submitted should have the electronic proposal response in BOTH PDF FORMAT AND THE NATIVE FILE FORMAT OF THE FORMS (MS Word) and must be received by the date and time listed. TMWA, at its discretion, may make additional copies of the proposal for evaluation only. The original proposal must include original signatures, in ink, by authorized personnel.

5. RFP SCHEDULE

These dates are estimates and are subject to change by TMWA.

Event	Date
Release RFP	August 23, 2018
Questions (if any) Due	August 30, 2018
TMWA Response to Questions	September 12, 2018
Proposal Responses Due	September 27, 2018
Short List Vendor Demonstrations	December 2018
Reference Checks	December 2018 – February 2019
Contract and Statement of Work Negotiations	January 2019 – March 2019
Contract Award	March 2019

6. RFP COORDINATOR/COMMUNICATIONS

Upon release of this RFP, all vendor communications should be directed to TMWA's Purchasing Agent, Laura Rader, listed above. Unauthorized contact regarding this RFP with TMWA employees may result in disqualification. Any oral communications will be considered unofficial and non-binding.

7. EVALUATION PROCEDURES

SoftResources, alongside TMWA core team staff, will evaluate the submitted proposals.

The evaluators will consider the completeness of the proposal, how well the vendor complied with the response requirements, responsiveness of vendor to requests, the number and nature of exceptions (if any), the total cost of ownership and how well the vendor's proposed solution meets the needs of TMWA as described in the response to each requirement and form.

SoftResources, on behalf of TMWA, reserves the right to request additional information, conduct clarifying conference calls, ask for a web demonstration, or take any other action it deems necessary in order to do a thorough and objective evaluation of each response. In addition, TMWA will require that a short list of finalist vendors conduct an onsite scripted product demonstration for its selection team in Reno, NV.

8. CONTRACT NEGOTIATION

TMWA reserves the right to negotiate with the selected vendor that, in the opinion of TMWA, has submitted a proposal that is the "best value." In no event will TMWA be required to offer any modified terms to any other vendor prior to entering into an agreement with a proposer and TMWA shall incur no liability to any proposer as a result of such negotiation or modifications. It is the intent of TMWA to ensure it has the flexibility it needs to arrive at a mutually acceptable agreement.

9. CONTRACT AWARD AND PROTEST

TMWA reserves the right to make an award without further discussion of the proposals. The selected vendor will be expected to enter into a contract with TMWA. TMWA shall not be bound, or in any way obligated, until both parties have executed a contract. No party may incur any chargeable costs prior to the execution of the final contract.

Any formal protest which is to be made by an aggrieved Proposer concerning the Proposal solicitation must be in accordance with NRS 332.068, and submitted in writing to:

Laura Rader, CPPB
Purchasing and Contracts Administrator
Truckee Meadows Water Authority
1355 Capital Blvd
Reno, NV 89502

The protest must be received within five (5) business days after notice of intent to award is posted. The protest shall include a clear and detailed statement of the basis upon which it is filed (refer to NRS 332.068). The failure of the Proposer to file any protest within the time limits prescribed herein shall be deemed a material prejudice to the interests of TMWA and shall constitute an absolute waiver of the protest and the right to thereafter prosecute same.

10. OWNERSHIP OF DOCUMENTS

Any proposals, reports, studies, conclusions, software modifications, and summaries prepared by the vendor for this project shall become the property of TMWA.

ADDITIONAL TERMS AND CONDITIONS

11. LOSS OF AGREEMENT AND/OR INABILITY TO FULFILL REQUIREMENTS

If Proposer has had an agreement terminated, or has a pending termination, or a settlement to avoid litigation or termination for default during the past five (5) years, all such incidents must be described.

Termination for default is defined as notice to stop performance due to Proposer's non-performance or poor performance, and the issue was either: (a) not litigated; or (b) litigated and such litigation determined Proposer to be in default.

Proposer shall submit full details of all terminations for default, settlements, or pending terminations experienced in the past five (5) years including the other party's name, address, and telephone number. Proposer shall also present its position on the matter.

TMWA shall evaluate the facts and at its sole discretion may reject the Proposer's response if the facts discovered indicate that completion of an agreement resulting from this RFP may be jeopardized by selection of Proposer.

If Proposer has experienced no such settlement or termination for default in the past five (5) years, and has no pending terminations, it must affirmatively declare to be so.

12. PERFORMANCE AND PAYMENT BONDS

Proposers shall furnish performance and payment (labor and material) bonds in an amount of the final Contract Price (consisting of the total cost of equipment, software and integration services, installation, project management and all other goods and services supplied), as security for the faithful performance and payment of all of Contractor's obligations under the Contract Documents. This bond will remain in effect until one year after the date of final project acceptance. These bonds must be secured prior to or at contract signing.

All bonds shall be in the form prescribed by Attachment D – General Conditions except as provided otherwise by Laws or Regulations, and shall be executed by such sureties as are named in the list of "Companies Holding Certificates of Authority as Acceptable Sureties on Federal Bonds and as Acceptable Reinsuring Companies" as published in Circular 570 (amended) by the Financial Management Service, Surety Bond Branch, U.S. Department of the Treasury. All bonds signed by an agent or attorney-in-fact must be accompanied by a certified copy of that individual's authority to bind the surety. The evidence of authority shall show that it is effective on the date the agent or attorney-in-fact signed each bond.

If the surety on any bond furnished by Contractor is declared bankrupt or becomes insolvent or its right to do business is terminated in any state where any part of the Project is located or it ceases to meet the requirements stated above, the Contractor shall promptly notify TMWA and shall, within 20 days after the event giving rise to such notification, provide another bond and surety, both of which shall comply with the same requirements stated above.

All bonds and insurance required by this Contract shall be purchased and maintained by the successful Proposer and shall be obtained from surety or insurance companies that are duly licensed or authorized in the jurisdiction in which the Project is located to issue bonds or insurance policies for the limits and coverages so required.

Bonds shall meet the requirements of applicable Nevada Revised Statutes (NRS), including but not limited to Sections 339.025 with regard to the Payment Bond and Section 339.025 with regard to the Performance and Payment Bonds. Each Proposer shall familiarize himself with the requirements of NRS Section 339.025 and shall be responsible for compliance with this Act.

Surety and insurance companies from which the bonds and insurance for this Project are purchased shall have a Best's rating of no less than A: FSC VII, in addition to the other requirements specified herein.

At its discretion, TMWA may reduce the amount of bond required based on successful project progress.

13. INDEMNIFICATION

The successful proposer shall defend, indemnify, and hold harmless TMWA, its officers, directors, agents and employees from and against all claims, damages, losses, and expenses, including attorneys' fees, arising out of negligent acts, errors or omissions or willful misconduct in the performance of this project and those of its agents or employees. The successful proposer is not obligated to indemnify TMWA in any manner whatsoever for TMWA's own negligence.

14. GOVERNING LAW

Should there be any contract/agreement acquired, Proposer agrees that it shall be governed by and construed in accordance with the laws of Nevada. No action involving this contract agreement may be brought except in the district and federal courts located in Washoe County.

15. FUNDING OUT CLAUSE

Should the funding authority of TMWA fail to appropriate funds to continue payment on a resultant agreement, TMWA shall cancel said agreement without termination charge or penalty. Written notice shall be made should this occur.

16. FORCE MAJEURE

Neither party shall be liable for failure or delay in performance under any agreement anticipated by this order in whole or in part to an act of God, strike, lockout or other labor dispute, civil commotion, sabotage, fire, flood, explosion, acts of any government, unforeseen shortages or unavailability of fuel, power, transportation, raw materials or supplies, inability to obtain or delay in obtaining governmental approvals, permits, licenses or allocations, and any other causes which are not within such party's reasonable control, whether or not the kind is specifically enumerated above. During any period of Proposer's inability to perform, TMWA may acquire from others said goods or services without incurring liability to Proposer.

Attachment A – Key Requirements & Pricing Estimates

Company Qualifications and Information	
1. Vendor Company / Contact Information	
▪ Company Name and Address	
▪ Contact Person: Name and Title	
▪ Phone, Email, Website	
2. Company Information	
▪ Year Founded	
▪ Public or Private	
▪ Nearest regional office to Reno, NV	
3. Vendor Employee Counts for the Proposed Solution	
▪ Total US	
▪ Product Development	
▪ Support: Implementation and Help Desk	
▪ Sales	
▪ Administration	
4. Proposed Solution	
▪ Name of Proposed Solution	
▪ Core Competency of Proposed Solution	
▪ Brief Solution History/Genealogy (No more than 5 sentences)	
5. Number of Customers on Proposed Solution	
▪ Total	
▪ Total US	
▪ Total Water Authorities / Districts of Similar Size and Scope	
6. Implementation Model	
▪ Direct, Implementation Partner, Value Added Reseller	
▪ Typical Implementation Duration for Core Functionality (6, 12, 18 Months...)	
7. Software as a Service (SaaS) / Application Hosting Option	

Company Qualifications and Information	
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<ul style="list-style-type: none"> ▪ Brief description of SaaS/ Application Hosting models (No more than 5 sentences) 	
8. Version Releases	
<ul style="list-style-type: none"> ▪ Current version for proposed solution 	
<ul style="list-style-type: none"> ▪ Next version release 	
<ul style="list-style-type: none"> ▪ Version proposed for implementation 	
<ul style="list-style-type: none"> ▪ Number of prior versions supported 	
<ul style="list-style-type: none"> ▪ Describe major and minor release schedules 	

Pricing Estimates, On-Premises	
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<p>1. Software Licensing – On Premises – Include concurrent user / per user /per site pricing model details. Differentiate between modules that are included or optional. Assume 50 concurrent or 200 named users.</p>	
<p>2. Portal Licensing (if applicable) – Citizen Payment Portal</p>	
<p>3. Implementation – Training, travel expenses, installation, data conversion, integration, etc.</p>	
<p>4. Annual Maintenance</p>	
<p>5. Total Year One:</p>	
<p>6. Total Five Years:</p>	

Pricing Estimates, Hosted / Software-as-a-Service	
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<p>1. Software Licensing – Other than or in addition to annual subscription.</p>	
<p>2. Portal Licensing (if applicable) – Citizen Payment Portal</p>	
<p>3. Implementation – Training, travel expenses, installation, data conversion, integration, etc.</p>	
<p>4. Annual Subscription</p>	
<p>5. Total Year One:</p>	
<p>6. Total Five Years:</p>	

This following table contains the Customer Information System requirements. This is not a comprehensive list of all TMWA’s CIS requirements, but includes the key requirements that will be used to evaluate the proposals and will be incorporated into the signed contracts.

For each line item a ranking has been provided indicating the importance to TMWA. Rankings used are “R” for Required, “I” for Important, or “N” for Nice to Have and “E” for Explore. Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must **provide a rating and a comment for every line item**. If the requirement does not pertain to the proposal being submitted, enter “N/A”. The comment should include a **brief, 1 to 3 sentence, explanation** of how the item is supported. **Please do not modify the format, font, numbering, etc. of this form**. If a submitted RFP includes blank responses the document may be eliminated from consideration. Apply the following rating system to each line item requirement:

Y	Fully supported by the current release of the software.
3P	Supported with third party software (i.e. software not directly owned or controlled by the vendor submitting the proposal).
C	Customization is required to meet the requirement (e.g. changes to the underlying code must be made, a report must be specifically developed for the customer, tables have to be created or modified, etc.). Causes extra coding or upgrade work to implement new versions or upgrades.
F	Future functionality supported in the next release of the software (or releases) within the next 1 – 2 years.
N	Not supported.

Sample Response Format: Please use the format below when completing your response.

	General	Rating Response
R	1. Audit Trail with user, date, time stamp throughout all modules.	Y System logs all transactions and stamps them with user, date, time and before/after values. A report can be generated to review audit history.

Truckee Meadows Water Authority Key Requirements Customer Information System (CIS)

R = Required
I = Important
N = Nice to have
E = Explore

		Key Functional Criteria	Rating Response
		Functional Footprint	
1	R	Customer Accounts / Customer Service	
2	R	Service Orders	
3	R	Billing	
4	R	Payments / Collections	
5	R	Rates	
6	R	Meter Management	
7	N	Backflow Prevention Management	
8	R	Financials	
9	R	Reporting	
	R	General Features	
10	R	“Real-time” online account information.	
11	R	System navigation with “click” drill down to transaction level detail and across to other modules.	
12	I	Data input supported by drop down menus, lists with selection options, or context-sensitive choices.	
13	R	Customer definable rules-based workflow rules for sequential, broadcast, and event-based approval routing and record distribution with flags, alerts, triggers and actions based on defined events and thresholds.	
14	I	Workflow management to include automated escalations, delegates, and aging notifications.	
15	I	Unlimited notes or text fields.	
16	I	User configurable landing page (e.g. CRSs see customer meter readings).	
17	R	Full audit trail and history throughout all modules: Date, time, who made the change, retain what was changed, and show new record.	

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		Key Functional Criteria	Rating Response
18	R	Maintain unlimited history throughout the system (accounts, meters, locations/premises, billings, etc.).	
19	R	Effective dating throughout the system; including snapshot in time of customer bills.	
20	I	Ability to view three (3) years of historical usage in side by side comparison (complete with icons representing seasons).	
21	R	Date effective changes throughout the system (e.g. rate changes).	
22	I	Customer definable forms, letters and notifications with ability to automate via workflow.	
23	R	3 rd Party billing provider support.	
24	I	Role-based, user configurable menus, screens, fields, and reports.	
25	I	Context sensitive help, including mouse roll over.	
26	N	Customer defined help.	
27	R	System design supports Disaster Recovery and fail-over features.	
28	N	Support user definable data retention policies (e.g. remove inactive account data after X number of years to manage system performance and TMWA risk position).	
29	I	Features that support a remote, outsourced CSR business model.	
	R	Technology	
30	R	List supported technology platforms (e.g. Microsoft, Oracle, etc.).	
31	E	Cloud deployment. Indicate if single-tenant (hosted) or multi-tenant (SaaS).	
32	I	Bi-directional integration with MS Office 365.	

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		Key Functional Criteria	Rating Response
33	N	Bi-directional interface with Microsoft Outlook and Microsoft Exchange Server (Exchange Online).	
34	R	Support Microsoft Active Directory with single sign on capability.	
35	R	Support ADFS and SAML 2.0 for authentication.	
36	R	Support PII compliance; field encryption and masking.	
37	N	General Data Protection Regulation (GDPR) compliance.	
38	R	List supported web browsers.	
39	I	Web-enabled/ web-based architecture.	
40	R	Granular user defined permissions for user access for both role based groups and individual users.	
41	R	Attach electronic JPEG, PDF, Word, and TIF files to various records and fields (e.g. specific assets).	
42	R	Email distribution of reports, approval requests, etc. from within the system.	
43	R	Remote access for internal users; e.g. field users.	
44	R	Briefly describe your support of mobile technologies (e.g. VPN, synchronization), and various handheld devices (e.g. Phones, Tablets, etc.).	
45	N	Native mobile applications.	
46	R	Mobile responsive design (e.g. HTML5).	
47	I	Mobile store and forward functionality for field crews and technicians.	
48	R	The following are possible interface/integration technologies. Place an "X" in the "Comments" section to the right for those which you use.	

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		Key Functional Criteria	Rating Response
49		➤ Application Program Interfaces (APIs) – Vendor Published	
50		➤ Application Program Interfaces (APIs) – Client Developed	
51		➤ Web Services	
52		➤ Flat File (e.g. csv, proprietary templates and uploads)	
53		➤ Direct Database Integration	
54		➤ Other – If other interface/integration technologies are used, please specify.	
55	E	<p>Possible key systems for interfacing/integrating with CIS.</p> <ul style="list-style-type: none"> ▪ Place an “X” in the “Comments” section to the right for those which you have experience with. ▪ For “E” line items, indicate preferred or 3rd party partners. 	
	R	➤ ESRI ArcGIS – GIS	
	R	➤ MS Dynamics AX – Financials	
	I	➤ Cityworks AMS and PLL – Enterprise Asset Management and Community Development	
	R	➤ Fuel Master – Bulk Water Measurement	
	N	➤ OnBase – Document Management	
	N	➤ Energy Star Portfolio – Benchmark Energy Efficient Businesses for Certification	
	N	➤ Water Where – ArcGIS API for JavaScript Web-based Map Viewer	
	R	➤ MS SQL – Data Warehouse	
	I	➤ Cisco – PBX	
	E	➤ TBD – Credit Card Processor	
	E	➤ TBD – eCheck Processing	

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		Key Functional Criteria	Rating Response
	E	➤ TBD – MDM (Meter Data Management)	
	E	➤ TBD – Print Vendor (e.g. Bill printing)	
	E	➤ TBD – IVR	
	R	System environments (e.g. Development, Training, Testing, Production).	
	R	Customer Accounts / Customer Service	
56	R	Account attributes: multiple contacts (spouse, tenants, property manager, etc.) and contact information (multiple addresses for one person, etc.), account number, classification codes, customer name (tenant and owner), additional contacts and contact information, billing address(s), partial or full service address, premises, meter serial number, register ID, route number, MXU ID.	
57	R	Identify duplicate accounts or persons in the system during and after account creation (e.g. check for duplicate SSN).	
58	R	Indicate customer types (e.g. health alert, elderly, etc.) for “never disconnect”.	
59	R	Ability to attach documents to customer accounts (e.g. lease agreements).	
60	I	Ability to flag accounts to watch based on status, history, etc. (e.g. liens, variance between payment and account balance, etc.).	
61	R	Integration with GIS to include display of service locations.	
62	I	Premises/lot attributes: service location, service address, lot number, inside/outside city, lot/impervious size, dwelling size, meter application number, date set up, etc.	
63	I	Track information on a premises by customer account or service address including all accounts at a service location.	

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		Key Functional Criteria	Rating Response
64	R	Manage Location IDs that do not have any associated Customer IDs, such as GPS coordinates.	
65	I	User defined categorized comments field, unlimited character length with option to separate comments that will follow the premises, meter and/or customer.	
66	R	Date effective, user defined queries, multi-parameter, for all account attributes.	
67	R	Online Customer Portal with account access including visibility of current bill, meter reading/consumption, projected water usage for next billing cycle, online bill payment, and TMWA announcements and communications to the customer. If offered through a 3 rd party, please specify.	
68	I	Online Customer Portal with ability to make account changes (e.g. name change, account history including past statements, meter reading history, service history and service request history -to address, etc.) with approval routing.	
69	R	User definable TMWA communications with customers through Customer Portal via global messages in mass (banners).	
70	I	User definable TMWA communications targeted at the individual or group customer level.	
71	N	Outbound IVR: Emergency shut off services.	
72	N	Customer Portal usage analytics.	
73	R	Call center features. NOTE: TMWA has an outsourced customer service call center. Faneuil – Outsourced Customer Service/Call Center (IVR, PBX)	
	R	Service Orders	
74	R	Service Order attributes: Department, group, category, code, status, location,	

**Truckee Meadows Water Authority Key Requirements
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		Key Functional Criteria	Rating Response
		Project #, Service Order #, description, assigned staff, meter information and change outs, test results, user defined fields, etc.	
75	I	Capture labor, equipment and materials for billable services (flat fees) that are added to utility bill.	
76	R	Generate Service Orders for unplanned work as it occurs (leaks, flooding, failures, etc.).	
77	R	Time stamp requirements for when work begins and ends on a service order.	
78	R	User definable fields for additional information that needs to be collected (e.g. visual inspection notes, attached pictures, etc.).	
79	I	Establish mandatory fields (which may be standard or user defined fields).	
80	R	Full mobile-based service order features and functionality.	
81	R	Ability to add fields and attachments remotely, through browser or mobile device.	
82	R	Unique ID to tie Service Orders to related Work Orders in Cityworks.	
83	N	Interface with Cityworks for transitioning Services Orders to Work Orders.	
84	R	Generate a single Service Order that defines an activity that will occur multiple times; e.g. meter reading routes.	
85	I	Assign service orders by proximity to the location field crew.	
86	N	Assign Water Conservation Consultants to Service Orders with ability to take action on water usage issues.	
87	I	Skills based routing of field crew.	
88	I	Field crew (technician) workload balancing.	

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		Key Functional Criteria	Rating Response
89	R	Assign work order priority status (e.g. priority 1 – 3) with ability to escalate.	
90	N	Location tracking of field crews – possible interfaced with vehicle tracking systems.	
91	I	Ability for field crews and technicians to make adjustments in the field; ability to attach pictures; with workflow routing for approval.	
92	I	Ability to flag a Service Order as billable (e.g. meter box damage) and pass through to Dynamics AX as a miscellaneous receivable.	
93	I	Tie service on/service off service orders (e.g. one dispatch to turn off for one customer and turn on for another).	
94	I	Create, print and mark the service order as completed from the same screen.	
95	I	Capture notes and attachment on service orders prior to printing and at completion – with ability to segregate notes by role/individual (e.g. technician notes).	
96	N	Service level management (e.g. KPI's, response time, completion time, etc.)	
	R	Billing	
97	R	Support multiple billing cycles in a month (currently 20).	
98	R	Summary (consolidated) billing – one owner received a single bill for multiple properties.	
99	R	Provide billing by multiple meter and customer types; ditch water (flat fee), construction water (by delivery), bulk water, etc.	
100	R	Ability to automatically calculate and pro-rate billing.	
101	R	User defined special charges or deductions (e.g. leak adjustments).	
102	R	User defined statement messages on individual bills or globally for all accounts.	

Truckee Meadows Water Authority Key Requirements Customer Information System (CIS)

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		Key Functional Criteria	Rating Response
103	I	Ability to print consumption bar graph information on bill based on a single meter and cumulative total from multiple meters on the account and compare to prior periods.	
104	N	Print barcode on bills.	
105	R	Ability to correct bills by batch or individual bill before submitting for printing and posting.	
106	R	Ability to “Final Bill” between regular billing cycles, off cycles.	
107	R	Calculate tax for multiple jurisdictions based on location ID, City of Reno, City of Sparks, possible others.	
108	R	Budget billing – calculate average bill for summer/winter billing with user defined yearly reconciliation and payment adjustment.	
109	I	No load billing capability.	
110	E	Future potential to include sewer connection and billing (currently managed through cities).	
	R	Payments / Collections	
111	N	Scan billing barcodes for account payments.	
112	R	Multiple payment types: Cash, Checks and Money Orders in office; Credit Cards, Debit Cards, eChecks online; IVR payments – currently filtered through Western Union.	
113	R	User defined priority allocation of payment (e.g. late fees, service order fees, water usage, etc.).	
114	R	Maintain credit history for customers (e.g. history of late payments) for deposit requirements.	
115	R	User-definable rules for deposit refunds (e.g. 13 months of continuous on-time payments).	

Truckee Meadows Water Authority Key Requirements Customer Information System (CIS)

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		Key Functional Criteria	Rating Response
116	R	Auto-calculate deposit interest based on a federal interest rate rules.	
117	R	Ability to do deposit corrections.	
118	R	Ability to track deposits and automatically calculate interest due to customers for retained balances.	
119	R	Batch payment processing with exception reporting.	
120	I	Online bill pay option with effective dating (e.g. sent a future payment).	
121	R	Online option to make partial bill payments.	
122	R	Online option to set up recurring payments via eCheck or Credit Card.	
123	I	Payment pending status to display when paid via credit card but not yet processed (e.g. due to portal lag).	
124	I	Calculate user defined penalty on unpaid balance, late fees, etc. with user-controlled start and end dates.	
125	R	Establish payment arrangements/promise to pay on accounts with automated alerts for due dates.	
126	I	Generate letters and email reminders to customer to fulfill promise to pay arrangements.	
127	R	Flag for ineligibility for promise to pay arrangements.	
128	N	Ability to create online promise to pay with user defined rules (e.g. options for payment, pay by, etc.).	
129	R	Rules-driven, date-driven collections management including: 10 days friendly reminder, 48 hour notice for late fees, after 3 months or \$100, send a shut off notice.	
130	I	Date-driven or day of the week ability to stop collections, e.g. no shut off on Fridays; no shut off during the holidays.	

Truckee Meadows Water Authority Key Requirements Customer Information System (CIS)

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		Key Functional Criteria	Rating Response
131	R	Bad debt management with rules-based workflow for status, invoicing and collections.	
132	R	Audit trail for dunning process by customer (e.g. letters send, systematic notification, emails, IVR calls, etc.).	
133	I	Send collection file to 3 rd party collection agency for bad debt write-off.	
134	I	Outbound IVR – automated call notification for outstanding payment, collections, shut off.	
135	N	Lockbox functionality (e.g. print check images, etc.).	
136	N	Credit Balance Refund functionality including capability to manage, select, create and Issue payments (Checks) to customers leaving TMWA’s service territory.	
	R	Rates	
137	R	Support unlimited number of rates per service, inclining block rates, seasonal rates, flat rates, usage rates, standby rates, bulk rates.	
138	R	Support multiple tiered rate structures by type, ranging from at least 2 – 5 tiers.	
139	R	Auto-calculate multiple-family units based on number of dwellings.	
140	R	“Firm, standby and partial requirement” PSPR – special rates for customers where the Authority does not currently supply the water but is on standby if needed to do so on demand.	
141	N	Ability to base sewer rates on water usage.	
142	I	Mass updates of rates; may be in total or a sub-set of accounts.	
143	R	Visibility of rate tables with print to paper or PDF functionality.	

Truckee Meadows Water Authority Key Requirements Customer Information System (CIS)

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		Key Functional Criteria	Rating Response
144	R	Ability to make rate changes by flat amount, percentage or per service.	
145	I	Multiple user defined rate proration calculations based on install date, usage, customer type, service type, etc.	
146	R	Define service rates based on flat rates, consumption or user defined formula (e.g. acre feet, pipe size, etc.).	
147	R	Ability to average flat rates on an annual basis.	
148	R	User defined calculations to adjust base rate by type.	
	R	Meter Management	
149	R	Meter attributes: route number, sequence number, meter serial number, register number, install date, manufacturer code, MXU number, meter size, number of digits on the meter, unit of measurement, number of EDU's, latitude and longitude, meter location notes, reading date, current read.	
150	R	Allow for meter change-outs with smooth transition and continuity of account and meter history tracking.	
151	R	Support compound meters including unread meters, high/low exceptions based on prior consumption and a proof list of all meters on the route.	
152	R	Full meter inventory management.	
153	R	Duplicate meter checking.	
154	R	Complete support for AMI features and management including MDM.	
155	I	Support backflow management and tracking.	
156	R	Support various meter reading methods: hand entry, wand and wireless radio reading devices.	
157	R	Units of measure conversion: gallons.	

**Truckee Meadows Water Authority Key Requirements
Customer Information System (CIS)**

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		Key Functional Criteria	Rating Response
158	R	Provide a list of what meter reading hardware and software is supported including the ability to upload meter reads.	
159	R	Hydrant meter rental management interfaced with Accounts Receivable for billing.	
160	N	Indicate any built-in MDM functionality and features. If using 3 rd party partners, please specify.	
	N	Backflow Prevention Management	
161	R	Backflow testing tracking – tested, failed, repaired, replace.	
162	R	Track one to many relationship - meters and backflow devices.	
163	R	Workflow that can trigger multichannel communications including email, IVR calling, door tags, etc.	
164	N	Ability to generate and track “Tags” issued to external testers.	
165	N	Customer/vendor portal for test result input.	
166	I	Integration with GIS for device location.	
167	R	Full device testing history maintained, by action, labor, date, status, etc.	
168	R	Support Nevada state reporting requirements.	
	R	Financials	
169	R	Realtime or near-real-time integration with MS Dynamics AX General Ledger, Purchasing, and Accounts Receivable.	
170	R	Describe GL functionality (e.g. full ledger, “shell” for pass through to financial system, etc.).	
171	R	Ability to post sub-ledgers to the GL (e.g. deposit, cash, etc.).	

Truckee Meadows Water Authority Key Requirements Customer Information System (CIS)

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		Key Functional Criteria	Rating Response
172	R	Fee distribution to multiple general ledger accounts based on user defined account type, fee category, service type, etc.	
173	I	Support automated reconciliation of returned deposits that are put back on account compared to check issuance file in financial system.	
174	R	Provide summary GL report daily, weekly or monthly.	
175	R	Interface with Accounts Receivable for collections and aging reports by date and by billing cycle (e.g. fees for cut-in/cut-out repairs, after hours, etc.).	
176	N	Interface with Adaptive Insights for budget information and revenue forecasting.	
177	R	Support Positive Pay.	
	R	Reporting	
178	R	Indicate reporting tools offered. If 3 rd party, identify vendor.	
179	I	Modify report templates or standard reports and save new format for use in the future.	
180	R	Search and report on all fields in the database, including user-defined fields, with ability to organize, summarize, sort, and sub-total in a variety of ways.	
181	R	Intuitive searches such as: Account number, customer name, partial name, partial or full-service address, premises, meter serial number, register ID, route number, and MXU ID.	
182	R	Ad hoc queries for end users with wild card search and drop-down lists. Search, sort, set report parameters (e.g. date ranges).	
183	R	Multi-parameter filtering and reporting (e.g. transaction report by date range, by specific cycle); example – account write-offs within last 12 months; accounts sent to collections.	

Truckee Meadows Water Authority Key Requirements Customer Information System (CIS)

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		Key Functional Criteria	Rating Response
184	I	Save a query as a report on desktop or to a library in the system.	
185	R	Create specific formattable reports, e.g. consumption reports, based on specific criteria, including external consumers (e.g. Service County and Service City).	
186	R	User defined automated reports (e.g. water consumption irregularity – high/low, no change, etc., missed meter reading, etc.).	
187	I	Revenue and collections dashboard.	
188	I	Access reports through graphical dashboard display.	
189	N	Executive Dashboard tailored to each user.	
190	N	Analytical reporting tool to analyze trends, etc. Describe. If 3 rd party, list vendor.	
191	I	Drill down from report to detail transaction.	
192	N	Monitor and report on user-defined Key Performance Indicators.	
193	I	Search on comments fields.	
194	N	Flexible reporting and integration with data from disparate sources to comply with external reporting requirements.	
195	R	Support data warehouse, either export of data to warehouse, or consolidation of disparate system data in system (e.g. projections including financial data).	

Attachment B – Customer References

Provide at least three references that are similar in size and scope to TMWA, and that have implemented your software in the past five years. Reference sites should be fully implemented and live on the current version of the software.

Name of Customer:	
Concurrent Users:	Named Users:
Contact Name/Title:	Telephone #:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Name of Customer:	
Current Users:	Named Users:
Contact Name/Title:	Telephone #:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Name of Customer:	
Concurrent Users:	Named Users:
Contact Name/Title:	Telephone #:
Modules/Functionality Installed:	
Go Live Date:	
Other comments:	

Attachment C – RFP Exceptions

It is the intent of TMWA to contract with a Customer Information System vendor. All vendor representations, whether verbal, graphical or written, will be relied on by TMWA in the evaluation of the responses to this Request for Proposal. This reliance on the vendor's represented expertise is to be considered as incorporated into any, and all, formal Agreements between the parties.

PRINT THE WORDS "NO EXCEPTIONS" HERE _____ IF THERE ARE NO EXCEPTIONS TAKEN TO ANY OF THE TERMS, CONDITIONS, OR SPECIFICATIONS OF THESE REQUEST FOR PROPOSAL DOCUMENTS.

IF THERE ARE EXCEPTIONS TAKEN TO ANY OF THESE TERMS, CONDITIONS, OR SPECIFICATIONS OF THESE REQUEST FOR PROPOSAL DOCUMENTS, THEY MUST BE CLEARLY STATED ON THE TABLE BELOW AND RETURNED WITH YOUR PROPOSAL.

Firm or Individual	
Title	
Telephone	
Email	
Address	

PRINT NAME AND TITLE

AUTHORIZED SIGNATURE

DATE _____

Add any additional line items for exceptions as necessary and reference any explanatory attachments within the line item to which it refers.

	RFP Section #, Page #	Exception	Explanation	Proposed Alternative
1				
2				
3				
4				
5				

Attachment D – General Conditions

Please see separate attachment file:

Attachment D - DOCS-#377092-v4-MASTER_FORM_Nrs_332_General_Conditions.pdf