

Addendum No. 1

Customer Information System (CIS)

Request for Proposal RFP: #2019-003
August 23, 2018

The following information, clarifications, changes and modifications are by reference incorporated into the bid documents for the above referenced project. Any work item or contract provision not changed or modified will remain in full force and effect. The bid date and time and construction schedule remain the same.

CLARIFICATIONS

QUESTIONS AND RESPONSES

Note: Questions have not been edited and are reproduced exactly as received.

Question No. 1:

Will TMWA adjust their budget for this project based on submissions received for this RFP? Is there already a fixed budget approved?

Response to Question No. 1:

Yes to both questions.

Question No. 2:

Re: Key Functional Criteria #112 (R): Is cashiering going to be a requirement? We do not see it listed in the Interface/Integrations section.

Response to Question No. 2:

Yes, cashiering is a requirement.

Question No. 3:

Re: Key Functional Criteria #73 (R): Can you please confirm that TMWA will continue to use their outsourced customer service call center? Should we budget to train external company in addition to TMWA employees?

Response to Question No. 3:

Yes, TMWA will continue to use their outsourced call center and back office (billing and collections) provider. Estimates should include training for the external company.

Question No. 4:

Would TMWA be looking to handle field service orders digitally in lieu of paper based orders and is this scope assumed by the vendor to provide

Response to Question No. 4:

Yes, TMWA is expecting an integrated, digital service order/dispatch/field workforce management system as part of any proposal.

Question No. 5:

Is it possible to receive a better breakdown of employees/contractors utilizing the proposed solution by number and role type? For instance, field service technicians, cashiers, call center, billing, etc.

Response to Question No. 5:

An approximate breakdown is: 4 cashiers, 6 dispatch, 10 back office, 12 call center, 4 field services, 14 other administrative/occasional users. This number fluctuates depending on time of year.

Question No. 6:

Would TMWA please indicate how many Dynamics AX user licenses are active, and how many of the users currently in AX would also be users of the proposed CIS solution? Would TMWA procure additional users of AX if required for the proposed CIS solution, outside of the vendor quote?

Response to Question No. 6:

161 active Dynamics AX user licenses. 10 current AX users would also be users of the proposed CIS. Yes, TMWA would procure additional AX user licenses if necessary for the proposed CIS solution.

Question No. 7:

What is the approach TMWA will employ on change management internally, and what affect do the outsourced roles play in change for this project?

Response to Question No. 7:

TMWA will launch and lead a formal project. The outsourced roles are a critical part of TMWA's operations.

Question No. 8:

Does TMWA have the appropriate internal resources for data extraction/cleansing to perform in the data conversion process?

Response to Question No. 8:

Yes.

Question No. 9:

Will an external consultant have an ongoing role in the project implementation as part of the project team?

Response to Question No. 9:

Yes.

Question No. 10:

How many of the TBD solutions listed for possible integrations will be finalized before a contract is expected with the CIS vendor (eg payment processor, MDM, echeck, printer, IVR)

Response to Question No. 10:

All TBD solutions will be finalized before a contract is signed with the CIS vendor.

Question No. 11:

Does TMWA have an estimate of project duration in mind for this project?

Response to Question No. 11:

This depends on the final, agreed scope of the project, but TMWA is expecting an implementation and testing period of 12-18 months, and post go-live project support of around six months.

Question No. 12:

On page 6, Section 5 states complete performance and payment bond in attachment D, which we cannot find and do not think is applicable until contractor is awarded. Can you confirm this section 5 is not required for our submission?

Response to Question No. 12:

Bonds are not required at time of proposal submittal; appropriate bonds will be required of the awarding vendor.

Question No. 13:

Are performance bonds required to be active and submitted with the proposal or are they required after vendor selection (but before contract signing)?

Response to Question No. 13:

See response to Question No. 12.

Question No. 14:

There is no mention of call center services being required. Will the selected vendor need to provide access to a third party call center or will TMWA be providing the services on their own? This question is relevant with regard to training of staff as well; Is there a need to train TMWA staff only or TMWA staff and third party staff?

Response to Question No. 14:

TMWA will continue to use its existing third-party call center and back office billing provider. Separate training will be needed.

Question No. 15:

From a conversion standpoint; is TMWA looking to convert a specific amount of data (5 yrs) or utilize a "balance forward" approach?

Response to Question No. 15:

TMWA is looking to convert a specific amount of data.

Question No. 16:

Will the selected vendor be responsible for extracting data from the current system or will TMWA provide the extracted data in the vendor's prescribed format?

Response to Question No. 16:

To be determined, but TMWA most likely has the knowledge and ability in-house to provide the data in the vendor's prescribed format.

Question No. 17:

There does not appear to be a requirement for a "Solution Overview" or overall description of the proposed solution. Would you like that in the cover letter or as an addendum elsewhere?

Response to Question No. 17:

The proposer can include an addendum if they feel this is necessary.

Question No. 18:

In Section 6 – Implementation Methodology; would you like to see a Gantt chart of activities (which may push the 3pg limit) or simply an overview of the timeline?

Response to Question No. 18:

An overview of the timeline will suffice at this point in time.

Question No. 19:

Was the list of other vendors names/emails phone numbers published? I did not see this on website.

Response to Question No. 19:

Since there was no pre-proposal conference, or other form of registration, TMWA does not have a definitive list of vendors that are participating. A full list of responding vendors will be released after contracts are signed with the finalist vendor at the end of the selection.

Question No. 20:

With regard to documenting exceptions to terms/conditions, clauses, phrases, words, etc. in the RFP; Attachment D – General Conditions appears to be much more closely related to a contractor doing construction work than professional services proposed in a billing system. Is it TMWA's expectation that vendors will "red-line" or highlight and note each area of Attachment D that does not pertain to the proposed services?

Response to Question No. 20:

No, although most of the General Conditions may not apply, any discrepancies will be handled during contract negotiations.

QUESTION CUT-OFF DATE: August 30, 2018
END OF ADDENDUM NO. 1