

# Addendum #4



## Project Information

**Project Name:** CIS Billing System

**Bid Number:** F23-07-062

**Date:** October 13, 2023

**Project Manager:** Krystal Dilka

## Addendum Questions

**Question #1** Will Plante Moran be participating in the demonstrations since they were involved in the RFP development?

**Answer** Brian Pesis is the project manager from Plante Moran and Matt Coats with Plante Moran will be on site and assisting with facilitating the demonstrations. They are working with the City of Greeley in a consulting capacity through the project.

**Question #2** The demo schedule is very tight with only 4 hours to cover the extent of all the applications. What is the best approach or what is most important to cover?

**Answer** Treat it like an overview demo with some expansion and cover our pain points and anything else you think would be important. Our RFP team will narrow down the vendors after these interviews and ask those vendors to come back at another date for 2 full day demonstrations. We are not expecting to cover everything at the first demonstration so review the scope in the RFP.

**Question #3** Community Plus is your current software so can you provide some background on how long you have had it and is it a Central Square product and is it HTE?

**Answer** Community Plus is a Central Square product that we have had since 1990s and is very outdated. They are currently supporting it for us. Not sure on the HTE.

**Question #4** What does the City use for GIS?

**Answer** City of Greeley currently uses Esri and Arc Pro.

**Question #5** Is AMI completely deployed for Badger Beacon at the City and do you put in the meters yourself?

**Answer** We are currently 60% deployed and using UMS to assist us with continued deployment.

**Question #6** On your customer Self Service Portal do your customers have multiple places to go instead of a single experience? You also have Water Smart so can you give some background? Is Water Smart tied back to Community Plus? Is Water Smart tied to bill pay with Wells Fargo? How long have you had Water Smart?

<b>Answer</b>	We have E-Bill Express through Wells Fargo for viewing invoices and making payments through the portal. We use Water Smart for leak alerts and PDF of water bills. If they are on AMI, it is tied to automatic information with a 24-72 hour delay once registered on Water Smart based on when Beacon meters are called in. Water Smart is a one way portal from Community Plus to Water Smart but not integrated back yet. Water Smart is not tied to bill pay currently. We have had Water Smart since 2018.
<b>Question #7</b>	Do you currently have an IVR to accept payments via phone?
<b>Answer</b>	We are not there yet but would like to look at this option.
<b>Question #8</b>	Is the city open to looking at different payment processing options?
<b>Answer</b>	We are entertaining changing payment processing options.
<b>Question #9</b>	Is Oracle ERP completely implemented at City of Greeley?
<b>Answer</b>	Yes, it is fully implemented.
<b>Question #10</b>	Is Teller currently used for centralized cashiering with Community Plus and are you interested in using it as centralized cashiering across the City? Are you interested in seeing the cashiering in the CIS or just Teller for everything?
<b>Answer</b>	Teller is used for non-cashiering. We have Community Plus for water billing and use Teller for everything else. We are open to other options.
<b>Question #11</b>	Can you discuss how the rebate program works with the City?
<b>Answer</b>	We currently have a rebate process as a reimbursement with applications taken via our website. It was tied to Community Plus but the Water Conservation team has taken it out of CIS and using GIS to map them demographically and process via spreadsheets and data analysis. Here is the link to our program <a href="https://greeleygov.com/services/ws/conservation/water-conservation-rebates">https://greeleygov.com/services/ws/conservation/water-conservation-rebates</a>
<b>Question #12</b>	Can you discuss your current collection process and how many steps are involved?
<b>Answer</b>	We don't have a well developed process and using manual door tags due to constraints with our current aged software.