

PORTLAND WATER DISTRICT
ABC PROJECT
ASSET MANAGEMENT, BILLING, AND CUSTOMER SYSTEM

RFP No. PWD-17-002ABC

ADDENDUM NO. 2
May 22th, 2017

ITEM 1: **Additional Bidder Questions**

Question: We will be responding with our partner to provide a total solution. Trying to figure out how to answer all pertinent questions for both companies/solutions. If companies are partnering and we are doubling our answers in some areas – would you consider giving us more than just 100 pages to answer completely?

Answer: No. Per the previously supplied responses, the 100 page limit now excludes Forms E & F. Additionally, The District stated that we are open to receiving your system documentation and training material requested in the RFP as a URL link. Our current system provides a detailed data element dictionary, entity relational diagrams, a search index (field and table), an online reference with explanations of the application forms, a visual help that presents the form and allows user to click in box for explanation as well as table and field residence and any key relation or validation that applies, a how-to guide for all the key set up forms or processes in Hansen. We expect no less in newer systems. So this is not something out there for public consumption. You will have to give us a glimpse under the hood.

Question: We have a lot of customers using MV-RS; however, we don't support all features. What features is Portland using?

Answer: Focus on the Host Upload and Host Download file formats.

Question: Clarify your meaning of "Aggregate Account"?

Answer: An aggregate account is a master account that represents the sum total of a specified collection of accounts. The individual accounts may exist in different billing cycles. For example, the District has many accounts across our entire service territory. We receive bills for individual accounts each week depending on the cycle being billed. An aggregate account would allow for a single bill to be generated and mailed rather than all the individual accounts. Payment to the aggregate account would be dispersed accordingly to the underlying individual accounts.

Question: Please clarify: AM-10 Ability to automate workflow for move in and move out process, while still allowing for manual modifications.

Answer: Occasionally, the move in and move out dates must be changed individually and or billing services added or removed. For example: customer A is moving out on Oct 21, an automated system may set up customer B to move in on Oct 22. However, the new customer is not actually moving in until Nov1. We would need to adjust the date.

Question: Please clarify: AM-27 Ability to directly link account to the service line.

Answer: We would like to have a direct association between the account and the service line rather than having to find the service line via the association between account and meter and meter and service line. A direct link provides a clear control point to turn service on or off for a specific customer.

Question: Please clarify: AM-38 Ability to display if service line bypass exists?

Answer: Ideally this displays both on spatial presentation of the data as well as on the tables or forms.

Question: Please clarify: CCM-2 System should be able to perform dunning per MPUC (Chapter 660) regulations based on type of billing service (Water, Sewer, or Water and Sewer)

Answer: Maine Public Utilities Commission Chapter 660 Consumer Protection Standards for Water Utilities establishes the minimum standards for the provision of service and the administration of credit and collection programs by water utilities. These rules govern granting and denying service, credit and deposit practices, billing, disconnection, customer complaint procedures and methods of obtaining waivers from this Rule.

Section 2 Definitions defines Basic Service as:

Basic Service. “Basic service” means utility service where the Commission regulates the rate or charge for the service and the rate or charge for the service is contained in the utility's rate schedules. For utilities authorized to disconnect water service for the non-payment of sewer charges pursuant to 35-A M.R.S.A. Section 6111-C, sewer charges constitute as “basic” service for the purpose of this Rule.

Portland Water is authorized to disconnect water service for non-payment of sewer. The District can not shut a Sewer only customer since there is not a water service to operate. Chapter 660 sets the rules to follow for disconnection notices and posting of single meter multi-unit residential properties.

District Terms and Conditions set the threshold amounts for eligibility for disconnection as 51 days old and \$101 for water only or \$201 for water and sewer.

Question: Please clarify: CCM-20 Ability to repair payment arrangements after disconnection notice.

Answer: Per MPUC Chapter 660, Section 12(B): If the cause of the disconnection was a broken payment arrangement, the utility may require the customer to pay the catch-up amount on the arrangement, in addition to a deposit if a deposit is allowed by Section 7(A) of this Rule, and a reconnection fee as a prerequisite for reconnection.