



REQUEST FOR PROPOSAL

Utility Billing Software
Electric, Water & Sewer
& Miscellaneous Receipts

Request Date: April 19, 2023

Deadline for Responses: May 17, 2023; 2 pm

TOWN OF WOLFEBORO, NH
Request for Proposal (RFP)
Utility Billing Software – Electric & Water/Sewer Utilities

PURPOSE

The Town of Wolfeboro, NH is seeking proposals to provide utility billing software for the Town's electric, water, and sewer utilities. The software also needs to provide a function to accept miscellaneous revenues on behalf of the general fund. This system shall accurately and efficiently accommodate all current town billing processes and procedures. The Town seeks a well-tested software package with the ability to deliver upgrades, provide training and offer support. Previous experience with government municipalities is required. A cloud-based solution is preferable, but other options will be considered.

The scope of products and services required include utility billing application software to support the Town's utility billing and collection functions; ability to perform miscellaneous billing and cash receipting; integration with the current financial software (MuniSmart); service work order and meter management; on-line access to accounts for consumers; installation and implementation of the software; testing and training; and ongoing maintenance and support as needed.

BACKGROUND

The Town of Wolfeboro, New Hampshire, incorporated in 1770, is a community located on Lake Winnepesaukee with a year-round resident population of 6,547. Tourists are drawn to the area for its small-town charm and seasonal recreational offerings. Wolfeboro's population often triples during the spring and summer months when many people return to enjoy their second homes.

The Municipal Electric Department (MED) customer base consists primarily of residential homes. The majority of customers are located within the town's boundaries; however, the service area extends further to include a few customers in the neighboring towns of Alton, Brookfield and Tuftonboro.

At present the MED bills close to 6,000 accounts monthly; 1,000 of these accounts are general service businesses and 20 large industrial (demand) users. Invoices are produced weekly with sections of the serviced areas being divided up into cycles.

Water and sewer services are provided to only a portion of Wolfeboro. Both services are invoiced on the same bill and are produced monthly. There are approximately 2,000 water and 1,000 sewer customers. Also, there are 200 accounts billed annually (seasonal lines), the majority of which are for water.

The utility billing office also accounts for miscellaneous payments made to the Town. These types of payments are accounted for in the general fund and include such items as transfer station passes, Town rents and leases, refunds, and Parks & Recreation revenues.

The utility billing division consists of four (4) full-time staff members. Staff members are trained in all aspects of the various processes with each member being expected to specialize in designated functions.

The office that handles utility billing is also responsible for billing and collection of property and other types of taxes. The software for these functions was recently updated and is outside of the scope of this RFP.

Utility billing and associated functions currently in use:

- Utility billings, cash receipts, work orders, meter inventory, and miscellaneous cash receipts, customer on-line interface (Webconnect) – enQuesta version 4.1
- Dell server running Linus OS with an Oracle database
- General ledger, Finance – MuniSmart
- Expanded report writer – Cognos version 8.4
- Meter reading (AMR) – Itron (electric) and Equinox (water/sewer)
- Web based on-line payments and account access – Invoice Cloud
- Print vendor - BillTrust

SCOPE OF SERVICES

The Town is issuing this request for proposal (RFP), to provide utility billing software for its electric, water, and sewer utilities as well as the ability to record miscellaneous receipts for the general fund. The proposed solution shall accommodate the Town's billing processes and procedures and it must integrate with the existing financial, meter reading, and on-line applications.

The Town is seeking a qualified and experienced vendor to provide the following:

- Software to support the utility billing and associated functions including meter inventory and service work orders
- Software to support miscellaneous revenue receipts
- Installation of the software package
- Conversion from the existing system to the new software package
- Integration with the on-line payment center (Invoice Cloud) or offer a comparable solution with plan to convert existing accounts to new format
- Integration with existing financial software
- Rate table conversion
- Training for the new software package
- Annual maintenance contract to maintain the system, correct deficiencies, and provide accessible operational assistance as needed

REQUIREMENTS

The Town is seeking a utility and miscellaneous billing software application that will meet the current core functions and the future needs of the Town. The software application should ideally have the ability to integrate with the existing financial, online payment/cash management, and meter reading systems.

1. The vendor will be expected to provide comprehensive services to address the work specifications outlined in this RFP. The requirements listed below may not be all inclusive of the work needed to accomplish the respective tasks. It is expected that the vendor will have sufficient qualifications and experience to provide complete services without having each individual task identified herein. The work involved under the terms of the contract with the successful bidder shall be the full and complete execution of a utility billing system including the items noted below, and as described further throughout the RFP.
 - a. Billing (Utility) – Software shall be able to support multiple service codes and rate structures. Must be able to handle penalty and late fee capabilities and tracking. System should have flexibility and be able to accurately invoice items such as compound meters, deduct meters, connection fees, net meters, rollover meter readings, multiple service charges, and RGGI credits. The system must have the ability to store historical data such as invoices and account histories and be able to reprint these as necessary. (Conversion of three years of existing account history expected as part of conversion.)
 - b. Billing (Miscellaneous) – Software shall have the capability of billing miscellaneous utility items for work order-related services. Miscellaneous revenues due to the Town for non-utility related items such as income from Police & Fire Departments, telecommunication rentals, and solid waste permits do not require invoices but must be able to be collected and accounted for through a cash receipting program.
 - c. Invoices – Utility bills shall be presented in a format designed to meet the requirements of the existing 3rd party print vendor. The ability to reformat and design bills in-house is desirable.
 - d. Collections - Reports such as A/R aging and payment histories must be able to be provided at any specified point in time and be able to be recreated as needed. Aging reports specifying 30, 60, 90 and 120 days are required.
 - e. Cash receipts – A cash management system and web-based payment center with the ability to receive all types of payments (cash, check and credit cards) is required. The software system should report payments in real time. End of day reporting to include payments from all sources.

- f. Interface to Town Financial System (MuniSmart) – Financial information shall be able to be transferred electronically daily to the Town’s financial system (MuniSmart).
- g. Interface to Automated Meter Reading Systems - Readings shall be electronically transferred to customer accounts for billing from Itron (electric) and N-Sight (water). (Both systems are currently AMR – RF. AMI technology may be employed soon.)
- h. Delinquents and Disconnections - Ability to track and process delinquent notices and subsequent disconnections. All types of documents associated with delinquent accounts such as *Payment Agreements* and *Promises to Pay* shall be easy to execute, access, and edit.
- i. Adjustments to Meter Readings, Bills & Payments – The software must have the ability to adjust a customer’s meter readings, billings and/or payments as needed and produce corrected bills based on any corrections.
- j. Reporting Tools - Ability to create custom reports in addition to the systems canned reports and download data to multiple formats. The software shall be able to provide daily, monthly, and annual reports that are summarized by service rates or other specific categories. Reports on usage, invoiced amounts and payments for individual accounts should be accessible on-line. Reports to assist with billing such as high/low consumptions, no readings, customer changes, and possible errors are required.
- k. Notes – The software shall provide the capability to add notes on customer accounts. The ability to add documents such as line extension agreements, water line easements, and other pertinent information is desirable.
- l. User Tracking - The ability to track changes made to customer accounts, service codes, readings, etc. is required.
- m. Rate Tables - Utility service rates at the time of conversion shall be the starting point for the new software. Going forward users shall be able to update rates with previous rates being archived for historical purposes. (Copies of current rate schedules are attached.)
- n. Web-based Accessibility - The software shall provide the ability for customers to view their usage and account history on-line. The ability for customers to request meter readings, ask a question, change an address or make changes to accounts electronically should also be included.

The successful vendor shall work with the Town to develop a plan to convert active on-line accounts to the new format. The plan will include notification to account holders and transfer of all accounts currently enrolled in automatic payments.

- o. Deposits - The system must be able to calculate deposits for electric utility accounts. Deposits are based on an average of the three highest months usage for the location.
2. The vendor will work with the Town's IT Coordinator, contracted IT vendor, and Project Manager as well as lead the installation of the new software and the conversion of the current utility billing data to the new software database.
3. A validated account transfer audit must be prepared for each customer account and meter showing that proper coding has been transferred to the new database.
4. The Town also requires the vendor to train all key personnel and to extend technical support for as long as the Town contracts with the vendor.
5. Submitting vendors should provide references for a minimum of four (4) municipal utilities, similar in size to Wolfeboro, that have been successfully implemented over the course of the last five (5) years. These installations must be current customers of the vendor.

REQUIRED PROPOSAL CONTENT

1. Cover letter
The cover letter should contain the name, address, and brief history of the firm and the reasons for interest in this project.
2. Project Understanding and Proposed Approach
Describe how your firm will analyze and prepare to implement the software for the Town and the approximate length of time it will take. Include significant milestones such as data analysis and conversion, data verification audit, training schedule and "go live" target date.
3. Project Team
Identify the key personnel to be assigned to this project, including qualifications and experience. Resumes for each of these people should be included as well as any recommendation letters received for past projects. Identify any subcontractors that may be used to complete the project and include their qualifications and experience with other similar projects.
4. Experience and References
Provide descriptions of related project experience for at least four (4) utilities having a customer base between 5,000 and 8,000, which have been performed over the past five (5) years. A list of corresponding references shall be provided for these projects.
5. System Requirements
The Town currently has an in-house server and is looking to move to a cloud-based solution. Other options will be considered.

- a. If the system is an in-house solution, what are the server requirements?
 - b. If it is a cloud-based solution, what are the back-up procedures required and security precautions in place to prevent data from being lost or compromised?
 - c. Data security measures, hosting and back-up processes will be subject to comprehensive review and approval by the Town's contracted information technology (IT) partners.
6. Pricing
Provide a complete summary of costs to perform the Scope of Services outlined in this RFP and include a separate line item pertaining to ongoing support costs and upgrades. Costs to include any licenses inherent in the initial set-up of the product and/or future maintenance. The pricing summary should be valid for a minimum of sixty (60) days after the date of submission. The summary shall also provide the name, title, address, and telephone number of individuals with the authority to negotiate a contract and bind the company to the terms of the contract.
7. Exceptions
Include any exceptions being proposed with respect to the Scope of Work. Other information that the vendor may deem to be helpful to the Town's evaluation of the product may also be included.

SUBMISSION AND QUESTIONS

Five (5) copies of the proposal presented in 8 1/2" X 11" format and one electronic copy in PDF must be submitted by 2:00 pm EST on Wednesday, May 17, 2023, presented in a plainly marked envelope and delivered or mailed to:

Utility Billing Software
Electric, Water & Sewer, Miscellaneous Receipts
Wolfeboro Finance Department
PO Box 629
84 South Main Street
Wolfeboro, NH 03894

Questions about this RFP are to be in writing and must be received no later than 4:00 pm on May 10, 2023. Direct inquiries to:

Brenda LaPointe, Tax Collector
PO Box 629
Wolfeboro, NH 03894-0629
Or e-mail: taxcollector@wolfeboronh.us
(Do not e-mail RFP's to this e-mail address.)

Proposals will be publicly opened, and pricing summaries read aloud in the Great Hall located at the Wolfeboro Town Hall, 84 South Main Street, Wolfeboro, NH on May 17, 2023 at 2:00 pm. Any proposals received after this date and time will not be considered.

All questions received and their corresponding responses will be issued as an addendum to this RFP on the Town's website <https://www.wolfeboronh.us/bids> . Prospective vendors shall be solely responsible for obtaining all questions and answers related to this RFP.

The cost of preparing and submitting a response is the sole responsibility of the vendor and shall not be chargeable in any manner to the Town. The Town will not reimburse any prospective company for any costs associated with the preparation and submission of a response or expense incurred in making a presentation, participation in an interview, or negotiating a contract with the Town.

The Town reserves the right to reject any or all proposals, or accept any proposal determined to be in the best interest of the Town. Selection of a vendor will be made at the complete discretion of the Town.

All submissions or their components thereof become property of the Town of Wolfeboro.

FINANCIAL OBLIGATION

The Town of Wolfeboro has appropriated funds in the 2023 budget for this project. Proposals received that exceed the amount of this funding will be considered with the understanding that additional funding will be made available in subsequent budget years pending voter approval.

EVALUATION CRITERIA AND SELECTION

A contract award will be based on price, performance and maintenance requirements. The following criteria shall be used to evaluate the proposals:

- Functionality of the software to best meet the needs of the Utility Department
- Integration with existing software
- Implementation, support, and training services
- Demonstrated stable, consistent product operation
- Qualifications of the vendor and staff
- References
- Overall cost of the initial installation and future costs to maintain the system.

After completing initial proposal evaluations, the Town will select the top 2 proposals and request that the firms provide demonstrations of their product. These shortlist demonstrations will be evaluated and incorporated into the final vendor selection.

The Town reserves the right to reject any and all proposals. The Town reserves the right to award a contract to the vendor that presents the proposal, which in the sole judgement of the

Town best serves the Town's interest. The Town reserves the right to waive minor irregularities in said proposals, and/or negotiate minor deviations with the successful vendor.

PROJECTED SCHEDULE

RFP Issue Date: April 19, 2023

Questions & Response Deadline: May 10, 2023; 4:00 pm

RFP Submission Deadline: May 17, 2023; 2:00 pm

Shortlist Demonstrations and Discussions: May 18 – May 30, 2023

Anticipated Award of Contract: June 15, 2023

INSURANCE REQUIREMENTS

The selected vendor shall procure and maintain, for the duration of the contract, insurance against claims which may arise from or in connection with the performance of the work by the firm, its agents, representatives, or employees. Proof and coverage amount of such insurance, in the form of a Certificate of Insurance, which names the Town of Wolfeboro as an Additional Insured, shall be received, and approved by the Town prior to execution of the contract.

HOLD HARMLESS

The selected firm shall indemnify and hold harmless the Town and its officers, officials, employees and agents from and against all claims, damages, losses and expenses including attorney's fees arising out of performance of the scope of services included herein, caused in whole or in part by any negligent act or omission of the vendor, their officers, employees, agents, representatives or subcontractors, except where caused by the active negligence, sole negligence, or willful misconduct on the part of the Town of Wolfeboro.

ATTACHMENTS

1. Electric Department Rate Schedule, effective date January 1, 2019
2. Water & Sewer Departments Rate Schedule, effective date January 1, 2023

**WOLFEBORO MUNICIPAL ELECTRIC DEPARTMENT
RATE & FEE SCHEDULE
EFFECTIVE: JANUARY 1, 2019**

Business Office: 84 South Main Street PO Box 777 Wolfeboro, NH 03894-0777
Office Hours: Monday – Friday 8 a.m. – 4 p.m.
Telephone: (603) 569-8150, 8183, 8158 Fax: (603) 569-8167

<u>Service Classification</u>	<u>Rate Charges</u>	
*DA - Domestic Service (Residential)		
Monthly Customer Charge	\$ 5.55	
Distribution Charge	\$0.0352 kWh	
Generation Charge	\$0.1024 kWh	
		= \$ 0.1376/kWh
*OP - Off Peak Water Heating (2nd meter)		
Monthly Customer Charge	\$ 0.00	
Distribution Charge	\$0.0352 kWh	
Generation Charge	\$0.1024 kWh	
		= \$0.1376/kWh
* G - General Service (Commercial)		
Monthly Customer Charge	\$ 6.66	
Distribution Charge	\$0.0380 kWh	
Generation Charge	\$0.1024 kWh	
		= \$0.1404/kWh
*GP General Service Demand (Large Commercial)		
Monthly Customer Charge	\$ 23.31	
Distribution Charge	\$0.0125 kWh	
Generation Charge	\$0.1024 kWh	
Distribution Demand Charge	\$ 6.66 kW	
		= \$0.1149/kWh + Demand
YL - Outdoor Lighting	Varied prices	
Reconnection fees – (No reconnections between the hours of 10:00 pm and 6:00 am)		
During normal working hours (8:00 am to 4:00 pm, Monday – Friday)	\$20.00	
After normal business hours	\$45.00	
Reconnections that require the use of Bucket truck and/or line crew	\$90.00	
Meter test per customer request	\$25.00	

All charges as per NHPUC No. 11 – Electricity Municipal Electric Department of Wolfeboro, New Hampshire Tariff for Electric Service. See original document for additional details.

**Town of Wolfeboro, NH
PO Box 772
Wolfeboro, NH 03894-0772**

Business Office: 84 South Main Street
Office Hours: Monday – Friday 8 a.m. – 4 p.m.
Telephone: (603) 569-8150, 8183, 8158, Fax: (603) 569-8167

Water and Sewer Rate Schedule

Effective Date: January 1, 2023
Billing Date: February 1, 2023

<u>Water</u>	<u>Unit Charge*</u> <u>Per Month</u>	<u>Per 1,000</u> <u>Gallon Charge</u>
0 – 1,500 gallons	\$22.51	\$.00
Over 1,500 gallons		\$11.84
<u>Sewer</u>		
0 – 1,500 gallons	\$22.90	\$.00
Over 1,500 gallons		\$18.49
<u>Septic</u>		
Effective 1/1/98	\$.10 per gallon	

*Based on 5/8" meter. Refer to chart below for appropriate unit charge.

Monthly Unit Charge by Meter Size

<u>Meter Size</u>	<u>Water</u>	<u>Sewer</u>
5/8"	\$ 22.51	\$ 22.90
3/4"	\$ 22.51	\$ 22.90
1"	\$ 31.51	\$ 32.07
1 1/4"	\$ 40.51	\$ 41.22
2"	\$ 65.27	\$ 66.42
3"	\$ 247.58	\$ 251.94
4"	\$ 315.12	\$ 320.66
Seasonal	\$ 213.82	\$ 217.59

Monthly water/sewer billing approved by Board of Selectmen August 7, 2013
Rates approved by Board of Selectmen December 18, 2019.

Rate approved by Board of Selectmen on December 21, 2022.

OTHER CHARGES

Manual Reading Charge – Approved by Board of Selectmen 08/07/13

A charge of \$25.00 per month will be billed for each manual reading.

Deduct Meter Charge – Approved by Board of Selectmen 09/04/13

Effective with the April, 2014 bill, a charge of \$5.00 per month will be billed for each deduct meter.

Disconnect/Reconnect Charges – Effective 01/01/99

A charge of \$50.00 will be billed for each disconnection or reconnection of service. A forty-eight (48) hour notice by the customer is required for this service.

Hydrant Rental Charges – Approval Annual with Budget

17.5% of gross appropriations of Water Budget

**Connection Charge Schedule
Approved by Board of Selectmen October 19, 2007
Effective Date: October 19, 2007**

Connection charges include installation of service within 30 feet from main line.

Water (including seasonal)

1. Residential up to 3 bedrooms	\$6,000.00
2. Residential 4 bedrooms	\$8,000.00
3. Residential over 4 bedrooms (per bedroom)	\$2,000.00
4. Commercial, Industrial, all other Non-residential (per gallon, \$6,000.00 minimum)	\$ 13.00

Sewer

1. Residential up to 3 bedrooms	\$6,000.00
2. Residential 4 bedrooms	\$8,000.00
3. Residential over 4 bedrooms (per bedroom)	\$2,000.00
4. Commercial, Industrial, all other Non-residential (per gallon, \$6,000.00 minimum)	\$ 13.33

Note: Connection charge for commercial, industrial, and all other non-residential water and sewer users will be calculated on the basis of the daily flow volume assigned to the proposed type of use in the New Hampshire Department of Environmental Services' Subdivision and Individual Sewage Disposal System Design Rules, Chapter Env-Ws 1008.03.