

Pre-bid questions and answers for:
Town of Wolfeboro, NH
Utility Billing Software – Electric, Water & Sewer & Miscellaneous Receipts
RFP posted April 19, 2023

Submitted: 4/24/23

1. Can you provide more information on RGGI Credits, specifically how they are applied?

Response: The Regional Greenhouse Gas Initiative (RGGI) credit is applied to electric bills once or twice a year, usually for a period of three months. During the designated time frame customer accounts are credited based on kWh usage for the month. These credits are reflected as a separate line item on the bill.

2. Can you provide more information on how Off-Peak Electric is calculated beyond what's listed in the attached Rate & Fee Schedule?

Response: At this point in time the Department does not have any accounts under the Off-Peak rate. The rate was utilized years ago for those with a second meter mostly used for hot water heating. The accounts listed under this rate would not receive a minimum charge for the meter but be charged the same distribution and generation rates as listed under a residential service classification. There are no immediate intentions of adding any customers to this rate and it is likely to be eliminated when rates and fees are next updated.

3. What system/application is the Town using now and will be converting from?

Response: The current system being used is from Systems & Software (a Harris company) and the software is enQuesta v4.0. S&S has been the billing software vendor for utilities since 1996. Several software upgrades have been executed over the years with the last one taking place in 2013.

4. What is the budget set aside for the first year, one-time software acquisition and implementation?

Response: The amount appropriated in the 2023 town budget for software acquisition and implementation is \$40,000.00. This amount may be increased in 2024 in recognition of the fact that full implementation may not be possible by the end of the year.

5. What is the annual budget for ongoing annual support & maintenance for the next five years?

Response: The amount of money in future budgets for maintenance and support will depend upon the software that is chosen for this project. Other software being

utilized by various town departments ranges anywhere between \$4,600.00 and \$40,000.00 per year.

6. What is the annual budget for ongoing hosting for the next five years, if the town prefers a hosted solution?

Response: Again, the amount budgeted will depend upon the software that is chosen for this project. The town seeks to find a solution that will meet the needs of the department and will be reasonably priced to implement and maintain. Currently the town does not have any hosted solutions for comparison purposes.

Submitted 4/25/23

7. Would it be possible to for you to forward samples bills, reminder notices and any other delinquent notices the Town sends to customers?

Response: Copies of sample electric and water/sewer bills and disconnect notices are available upon request. Although the format has been in place for a number of years, we acknowledge that revisions to the bills and/or notices are inherent with the purchase of new software. Certain aspects of the bills such as generation and distribution charges are required to be separated.

8. For the miscellaneous billing requirement -- *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.*

The charge would need to be entered in the application (not necessarily to generate an invoice) for the payment to be collected and accounted for through the cash receipting. These would be entered as miscellaneous charges. Is this what the Town would expect? Is this acceptable to the Town?

Response: Yes. The Tax Collector/Billings & Collections Department receives and deposits miscellaneous revenues on behalf of the Town. The key aspect of this function is to be able to deposit into the general fund and report to the Finance office receipt of the revenue.

9. Our smallest installation, in the past five years, is 22,000 customers. Is the Experience and Reference requirement of 5 -8k customers mandatory?

Response: This requirement is not mandatory however we will look for a bidder to have a price point that meets the needs of a smaller client.

Submitted 4/26/23

10. It looks like you bill Electric on its' own bill and never in the same bill as Water/Sewer – is this correct? The RFP also states it's separate billing now, but we want to make sure it will remain separate billing.

Response: Yes, the electric and water/sewer bills are separate. There are no immediate plans to merge the two into one invoice.

11. Would Wolfeboro consider outsourcing some parts of the billing process?

Response: As a small municipality Wolfeboro takes great pride in keeping as many services as possible at the local level. Bill print for the utilities is the only function we currently outsource.

Submitted 4/27/23

12. In consideration of environmental sensitivity and sustainable practices, will the Town consider accepting an emailed submission and waiving the requirement for a mailed hard copy/usb submission?

Response: Unfortunately, the response to this question is no. Overall response to this rfp has been greater than anticipated and in fairness all, the submission criteria will remain the same. Thank you for bringing this concern to our attention as it will be considered for future projects.

13. Is the Town able to share the appropriated funds amount approved for this project?

Response: The amount appropriated in the 2023 town budget for software acquisition and implementation is \$40,000.00. This amount may be increased in 2024 in recognition of the fact that full implementation may not be possible by the end of the year.

14. Would the Town consider a 1-week extension of the due date to May 24th?

Response: No.

15. Do you have an anticipated Go-Live date?

Response: Ideally the goal is to Go-Live before the end of the year. However, being realistic it is acknowledged that scheduling and data conversion may not permit this to happen so the date is flexible and will be an integral part of discussions with the selected vendor.

Submitted 5/11/23

16. Would the city consider not purchasing software but outsourcing the whole billing process? This would include the billing, call center, payments and collections, print and mail and all the customer web portals.

Response: At this time the Town is not looking to outsource any of these processes. We are a small community that takes great pride in providing local service to our customers.

17. What is meant by Meter Management (Meter Data Management?)

Response: Meter management as we define it is the tracking of device (meters and MIU's or ERT's) information from purchase through to end of use. Shipments of equipment are entered into the system with date of purchase, cost, serial number and other relevant information. These devices are then tracked through the software and include installation date, customer, location. If devices are removed and placed elsewhere this information becomes part of the meter record.

18. Where do we email the PDF of the RFP?

Response: The PDF may be sent to financedirector@wolfeboronh.us . Please state the name of the project and that a hard copy of the proposal is being mailed to the address stated in the RFP.

19. What is the current scope of Integration that you have with your town?

- a. Does this involve things like sending approved warrants (ap invoices) to the town for payment via their software system?

Response: No.

- b. Does this involve Payroll Integration? Do the employees get their check from the town and the town is responsible for all payroll? If this is the case, do you still foresee tracking gross costs for projects and expenses in FIS on Meridian as well for those payrolls?

Response: The Finance Department uses a separate software for payroll, accounts payable and general ledger accounting. Project costs and other expenses are currently tracked through the financial software. Integration with this software occurs for utility billings, deposits and miscellaneous collections.

- c. Other than AP and Payroll (if used) are there any other points of integration?

Response: See answer to previous question.

- d. What do these integration points consist of? Are they files transferred manually during certain processes to MUNISMART? Or is this a web service or integration that currently occurs between the systems?

Response: Currently files are generated daily with a summary of activity. These files are manually sent to a shared drive and uploaded into the MuniSmart system.

20. What are RGGI Credits?

Response: The Regional Greenhouse Gas Initiative (RGGI) credit is applied to electric bills once or twice a year, usually for a period of three months. During the designated time frame customer accounts are credited based on kWh usage for the month. These credits are reflected as a separate line item on the bill.

21. Will you stay with your 3rd party print vendor? What is the current process with print vendor for integration, file transfers, etc?

Response: Although we are currently happy with our 3rd party print vendor we are certainly open to other options. At the present time a text file is created which is uploaded to the vendor's website. We have worked with the vendor on a pre-printed format so that the file only contains the information necessary to fill each document.

22. Do you have backflow devices in your current system?

Response: Our current billing software does have backflow devices into the system. We have talked about this and may be interested in pursuing after the initial phase of implementation has been completed.

23. Do you use grinder pumps? How do you bill for these?

Response: Not at this time. Grinder pumps have been used in the past but not bills were issued.