

# PORTSMOUTH WATER/SEWER DIVISION

## ADDEMDUM NUMBER 2:

RFP No. #25-17

### FINANCE BILLING SYSTEM

Issued: December 12, 2016

**This Addendum forms part of the original document marked RFP#25-17 Finance Billing System.**

#### 1) The following questions were asked and answered:

Q: Has the City of Portsmouth already determined it will replace the current 4.3 version of the Pentamation Utility Billing System rather than upgrade it with the incumbent Vendor's newer version?

A: The incumbent vendor is invited to bid on the RFP. The City will pick the Utility Billing System/Vendor that best fits our current and future needs.

Q: How many People will need concurrent access to the software? How many people in total will need access to the software?

A: An estimated 10 people will need concurrent access to the software and an estimated 20 people in total will need to have access rights to the system.

Q: How many years of history would the City of Portsmouth like to have converted into the new system?

A: From the year 2000 forward, all of the history for open accounts.

Q: Does the City currently have a license of SQL Server? If so, what version and what license model (CAL or Core)?

A: No

Q: Does the City currently have a license of Crystal Reports?

A: No

Q: Our system has other features and add-ons that may be useful to the City of Portsmouth but are not outlined in the RFP. Can any or all of these additional features be included in our proposal for consideration?

A: Yes, as long as all of the RFP noted requirements are met, please include anything that your company believes may be beneficial to the City of Portsmouth

Q: Does the City of Portsmouth currently print (bills) internally or are they sent out to a 3<sup>rd</sup> party? Does the City print postcard or statement sized bills?

A: Invoices are currently all printed internally. No 3<sup>rd</sup> party is used. The City prints statement size bills (8 ½ x11 in size). A sample of a Utility bill has been attached to this addendum.

Q: Miscellaneous Bills – how are they derived? Are they stored as flat fees with units associated based on the job service? Will miscellaneous bills be sent out to residents who do not have an active water/sewer account? Can you provide a complete list of miscellaneous billing functions and are these invoiced to individuals or to properties?

A: Miscellaneous bills are issued by the City for any items not covered by the water/sewer utility bills. Some are flat fees that have been voted in by the City Council. There are other miscellaneous bills that are based on City Agreements/Contracts and the amounts vary from year to year. Some examples of our miscellaneous bills are for police details; loan repayments; job services; signs; etc. Miscellaneous bills are sent out to both individuals and to properties and they can be issued to people who do not have water/sewer accounts with the city (such as a contractor or company). A complete list of miscellaneous billing functions will be provided to those vendors selected to present their products. A sample miscellaneous bill has been attached to this addendum.

Q: Should the following two interfaces be added to the requirements list in section A of the RFP #25-17?

- Interface to Cash Management System (Stone Hill Municipal Solution Software version 1.1)
- Interface to Web Based Online Payment Solution (Invoice Cloud)

A: The City prefers that a vendor have the capability to interface with these two items however it is open to reviewing other options presented in the bid presentations that are received.

Q: Cash Management System – Is this referring to Lock Box payments? If so what banks or collection points does the City of Portsmouth use? Is it expected that utility invoices be made available to pay within the City of Portsmouth online cash receipts system? Is the integration of the Cash Management System to be real-time or file based.

A: The Cash Management System is not referring to a lock box. Bills are currently available both in batch and real-time in the Cash Management System. All payments are processed through the Cash Management System as there is an established vendor for credit cards. The payment information is then sent back to Pentamotion on a daily basis.

Q: What payment types are accepted by the City?

- A: The City accepts over the counter payments (cash, money order, checks and credit cards); Web payments through Invoice Cloud (credit cards, ACH, as well as one-time payments); and payment remittances that go through a lockbox facility.
- Q: Our system also comes with turnkey merchant services and an online payment portal by default. You can choose not to install it and can continue with Invoice Cloud but is the City willing to consider an online payment portal for Water/Sewer customers?
- A: Yes, the City will review all options presented.
- Q: Is your Zenner Meter System read via AMR (touch, drive by, etc.) or via AMI technology (Cell Tower, Network Controller, etc.)? Are you currently using any leak detection technology with the Zenner Meter System?
- A: The Zenner Meter System is read via AMI (a Mesh Network). Zenner is formerly known as Datamatic. Yes, the City is currently using a leak detection system through Zenner.
- Q: Does the City of Portsmouth currently use an automated service work order system of any type? Our system comes with a Mobile Service Order Solution, would the City be interested in this as part of the proposal? If the answer is yes, how many field crews would need the solution?
- A: The City currently uses a staff managed work order system called VueWorks. It is not automated or interfaced with the billing system. Yes, the City would be interested in a Mobile Service Order Solution for 5 field crews.
- Q: Does the City of Portsmouth currently use an automated appointment scheduler for the technicians of any type?
- A: The City currently uses a staff managed appointment scheduler through VueWorks. It is not automated or interfaced with the billing system.
- Q: Does the City of Portsmouth currently use an inventory system for jobbing or for tracking?
- A: The City currently uses a staff managed inventory system. It is not automated or interfaced with the billing system.
- Q: Does the City of Portsmouth currently track and schedule backflow devices and testing?
- A: Yes, it is done through the Public Works Department using an access database.
- Q: Is there currently a way for a customer to see history of their usage in an online environment? Would you like for your customers to have to mobile access to a Customer Web Portal?

A: The City of Portsmouth does not have the functionality for customers to review their account history with its current systems. Yes, we would be interested in having the ability for our customers to have access online to their accounts as well as on their mobile devices.

Q: Is there a way for a customer to log a service call in an online environment?

A: The City of Portsmouth does not have that functionality with its current systems.

Q: Is there an estimated budget for the RFP #25-17 Finance Billing System?

A: The City will negotiate fees with the selected vendors and if terms cannot be agreed upon at that time then the City will move on to the next vendor on the selection list.

**2) Included as part of this Addendum is a copy of both a Utility Invoice (front and back) and a Miscellaneous Invoice.**

**All else remains unchanged.**

**Please acknowledge this Addendum with your proposal. Failure to do so may subject a bidder to disqualification.**



City of Portsmouth, NH  
PO Box 6660  
Portsmouth, NH 03802-6660  
(603)610-7237 or (603)610-7248

Remittance Portion

Amount Paid

Please Pay  
Total Amount \$ 103.29

2016 UTILITY BILL

DUE BY 12/12

Account Number

000000000-00

Customer  
Address

PORTSMOUTH NH 03801

1298000000 01 19 0000010329 8

Service

Location

Property location

PLEASE MAKE CHECK PAYABLE TO: CITY OF PORTSMOUTH

DETACH AND REMIT TOP PORTION WITH CHECK

PLEASE REFERENCE ON THE CHECK: ACCT # 000000000-00

Readings		Current		Previous		Usage
Meter ID	Dial #	Date	Reading	Date	Reading	
20233767	-1	10/31	450	09/30	444	6
1 Unit = 748 gallons or 100 cubic feet, unless otherwise indicated.						

Previous Balance ( 10/18/16 )	\$	119.68
Payments		119.68 cr
<b>Balance Forward</b>	<b>\$</b>	<b>0.00</b>
WATER USAGE		24.90
MTR CHRG RESID 5/8" MTH		4.95
SEWER USAGE		73.44
<b>Current Charges ( 11/15/16 )</b>	<b>\$</b>	<b>103.29</b>

DUE BY 12/12 \$ 103.29

Penalty per month of 1.5% will be added if not paid by due date.

**This bill is for November consumption.**

**Utility rates, payment options and other information on reverse side.**

Drinking Water Quality Information can be accessed on the City's website at:  
<http://cityofportsmouth.com/publicworks/waterqualityreports.htm>

CITY HALL HOURS

Monday: 8:00am - 6:00pm

Tuesday - Thursday: 8:00am - 4:30pm

Friday: 8:00am - 1:00pm

Service Location

Property location

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# RETURN THIS PORTION

## ADDRESS CHANGE

If you wish to change your mailing address, please complete the form below. **If you wish to discontinue service, please contact the billing office by phone.**

Effective date of change: \_\_\_\_\_

Name \_\_\_\_\_ Phone Number \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### INQUIRIES/SERVICE REQUESTS

The Billing Office is available by telephone Monday, 8:00am to 6:00pm, Tuesday through Thursday 8:00am to 4:30pm and Friday 8:00am to 1:00pm. The telephone number is (603) 610-7248 or 610-7237. If you prefer to write please use a separate piece of paper and include your name, address and account number. The Public Works Maintenance Department is available by telephone Monday through Friday between the hours of 7:30am and 3:30pm at: (603) 427-1552.

### METER SERVICE CHARGE

The minimum charge is based on the size of the meter located at the property. The charge is to recover costs associated with making water service available to each customer. It includes such expenses as having the mains and meters available to provide service.

### WATER/SEWER CONSUMPTION CHARGES

Water and sewer consumption charges will be based on a two-tier, inclining block rate structure. The first 10 units of water consumed each month will be charged the first tier rate. Consumption over 10 units of water will be charged at the second tier rate. **Sewer charges are based on water consumption.** Irrigation Meter Consumption will be charged based on the three tier rate structure below.

### ESTIMATED BILLS

An estimated bill is rendered when we are unable to read your meter, as when the reading device has become dislodged. Your bill will indicate that the reading has been estimated. It is important for the City to obtain an actual reading as soon as possible. A corrected billing or issuance of credit will be applied to your account when an actual reading is obtained.

<u>FY17 User Rates For Consumption Used Effective 7/1/16</u>		
	<b>Water Rates</b>	<b>Sewer Rates</b>
<b><u>Water/Sewer First Tier Rate (10 units or less per month)</u></b>	<b>\$4.15</b>	<b>\$12.24</b>
<b><u>Water/Sewer Second Tier Rate (units over 10 per month)</u></b>	<b>\$5.00</b>	<b>\$13.47</b>
<b><u>Irrigation Meter Rate (3 Tiers Effective July 1, 2016)</u></b>		
<b>First Tier Rate (10 units or less per month)</b>	<b>\$5.00</b>	
<b>Second Tier Rate (units over 10 and up to 20 per month)</b>	<b>\$9.70</b>	
<b>Third Tier Rate (units over 20 per month)</b>	<b>\$12.05</b>	

### GRACE PERIOD

Your bill is payable upon receipt. You have 27 days from the date of the bill to pay your balance in full before a penalty will be imposed. Penalty per month of 1.5% will be added if not paid within 27 days of bill date.

### FINAL BILL REQUESTS

Final bills are generated at the request of property owners or their representative. In order to process the final bill request, the following guidelines have been established: readings will be completed within 48 hours of the request access inside the property is necessary between the hours of 8am – 3pm, and authorization by the owner to perform meter maintenance if required. There will be a final bill charge of \$40.00 assessed to your account to perform the final bill process. Please contact the Water/Sewer Billing Office at (603) 610-7248 or 610-7237 for additional information.

### PAYMENT OPTIONS

The City currently has five payment options available for water and sewer customers.

1. Payments are accepted at the Tax Collector's Department.
2. Drop off Grey Box: Payments and payment stub secured in an envelope may be deposited in the grey receptacle located in front of City Hall.
3. By mail, the City encloses a self-addressed envelope with each billing. Please include the payment stub with your payment.
4. City Website Online Payment processing with your checking account or a credit card. Schedule an immediate one-time payment, a future payment, set up auto payments, or set up recurring or flex payments. Visit the City's website at [www.cityofportsmouth.com](http://www.cityofportsmouth.com) and click the "ONLINE BILL PAYMENT" button.

**NOTE: For those customers only who are currently enrolled in the City's Auto-Pay Program, there is no need to do anything at this time. Your payments will continue to be drafted on the payment due date.**



City of Portsmouth, NH  
1 Junkins Ave.  
Portsmouth, NH 03801  
(603)431-2000 ext. 7248  
Cust No: 0000000

Customer  
Address

PORTSMOUTH, NH 03801

INVOICE: POL0007206 Page 1  
Date: Nov 17, 2016 of 1  
Service: POLICE OUTSIDE DETAIL

Total Invoice: 297.00  
Payments/Adjustments: 0.00  
Total Due: 297.00

Due Date: Dec 17, 2016

Service Address:

Service Address

PORTSMOUTH, NH 03801

Please make checks payable to the City of Portsmouth and return above portion with payment.

Description	Qty	Unit Price	Total Price
POLICE OFFICER, OUTSIDE DETAIL	4.00	61.75	247.00
POLICE CRUISER, OUTSIDE DETAIL	4.00	12.50	50.00

\*\*Please note: Effective 9/28/16, the Police outside detail rate has increased to \$61.75 per hour, per a vote of the Police Commission on 9/27/16. The Cruiser Services will remain \$12.50 per hour.

\*\*If you have any questions about your bill, please contact the Portsmouth Police Department Business Office at 603-610-7416. Thank you.

Total Charges:	297.00	Payments:	0.00
Total Tax:	0.00	Adjustments:	0.00
Total Invoice:	297.00	Total Due:	297.00

Please remit payment to:

City of Portsmouth, NH  
1 Junkins Ave.  
Portsmouth, NH 03801  
(603)431-2000 ext. 7248

Attn: Tax Collector

Customer  
Address

PORTSMOUTH, NH 03801

Cust No: 0000000  
Invoice: POL0007206