



## **ADDENDUM NUMBER 1 TO MID-RFP-2017-04 Customer Information System**

December 13, 2017

All Interested Parties

The following described changes, corrections, clarifications, deletions/or additions to the Contract Documents, which comprise Addendum 1, are hereby made part of the Contract Documents and shall govern in the performance of the work. This Addendum Number 1 consists of three pages, to include attachments. Bidder shall acknowledge receipt of this addendum in a return email.

### **GENERAL / CLARIFICATION**

1. Amendment/Response to Questions Issued is **Friday, December 15, 2017.**

### **QUESTIONS AND ANSWERS**

1. Our product is implemented for Electric & Auto Gas Service Types and been using by US & Japan markets successfully. However, our existing product does not have the below features. Can we respond to this RFP with the assumption of providing above features' implementation, after awarding the contract:
  - AMI/MDM Integration (Advanced Metering Infrastructure / Meter Data Management)
  - Customer Web Portal with self-service capabilities

**A.** Any feature/function can be responded to as an enhancement. Enter "C" as the response and include the cost of the enhancement on the cost sheet.
2. Please provide more details on Call Center, Cashiers and Purchasing.

**A.** The Customer Services Department consists of 10 Customer Service Representatives (CSR), 1 Senior CSR, and 1 Customer Services Supervisor. The Purchasing Department contains one Purchasing Agent.

Call Center. We use Cisco Unified Communications Solutions to set CSR skill phone levels and run reports on call volume and hold times, etc. The Call Center handles all incoming and outgoing calls for service changes, phone payments, billing inquiries, collections, etc.

Cashiers. All CSR's use cashiering to process payments whether they be in person, web, lockbox, mail, etc. Each is assigned a unique login. CSR's taking cash payments balance cash boxes using a transaction report indicating the total cash transaction less change given.

Other than procurement of the solution, Purchasing has no involvement in the CIS activities.

**3.** Please provide us the approx. budget for this implementation.

**A.** MID determined that it would ask respondents to provide their plans for executing the specified deliverables and associated cost for each. Respondents should consider the current budget environment happening in the state as they prepare their responses; however MID is committed to this initiative and will evaluate each proposal according to the published weighting criteria.

**4.** Please confirm us if you are expecting Product deployment On-premise (or) Cloud hosting.

**A.** Either (or both) option can be proposed.

**5.** Help us understand if you are also looking for support in Water service type.

**A.** Water is not included in this RFP. Water question or either low priority or information only.

**6.** Provide us the list of the Internal Interfaces (with brief information), that need to be integrated.

**A.** Please see the tab labeled "Interfaces" in the requirements spreadsheet.

**7.** Please provide us the list of the Third party services / interfaces, that need to be integrated.

**A.** Please see the tab labeled "Interfaces" in the requirements spreadsheet.

**8.** Is the Business Intelligence Reporting Service in scope?

**A.** There are detailed requirements concerning a dashboard. These can be satisfied either with base functionality or a supplemental application. Please specify the module/product in the appropriate column and include any costs.

**9.** Please provide details on "device inventory and maintenance", which is mentioned in CIS functions.

**A.** There is a requirement to track the status and maintenance history of certain inventory items (meters, etc.). Details are included in the detailed requirements.

**10.** Please provide us the billing details that are expected in scope (eg. Supplier consolidated, Utility consolidated,..).

**A.** The level of billing details required are included in the Billing requirements tab of the spreadsheet.

**11.** Is it mandatory that five (5) potential site visit locations should be of comparable size to MID?

**A.** The size is not as important as the services the site location provides.

**12.** Does this RFP include the Data migration to the new system.

- Please suggest if there is a need of migrating historical data ? If yes how old is the data.
- What are the different types of RDBMS and unstructured data source(s) that are part of existing CIS (i.e. that is to be migrated)?
- What is the number of source system? What is max size of the object per source ? What is the total count of objects per source?

**A.** Data migration is to be proposed, including multiple years of history. Please provide details of your conversion methodology in the appropriate section along with an estimate based on previous projects. Short-listed finalists will be afforded an opportunity to go into the details with MID IT prior to delivering their best and final offer.

**13.** Does the scope include Mobile App? If yes, please provide

- Details on applicable mobile devices (IOS or Android tablets).
- Do we need to develop Native Mobile app (or) Develop responsive web application that can be accessible from mobile devices' browser.
- Typical functionalities on mobile devices.

**A.** There are two discrete areas for a mobile application. (1) MID wants to deploy basic service order work in a paperless environment. This includes all short-cycle work associated with MID customer locations. The technology is open for recommendations. (2) A separate mobile app for customer self-service is not required as long requirements are supported by a responsive design. See the field services and customer self-service tabs for detailed requirements.

**14.** Is there any flexibility in the performance bond requirement?

**A.** Anything above \$25k per California Public Contract Code 20111 requires a 100% payment and performance bond. It's not flexible.