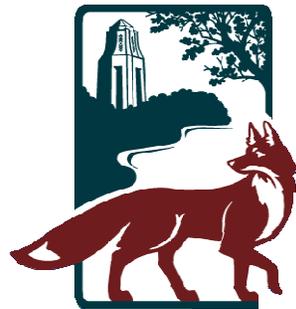


Questions and Answers

For the

Utility Billing/Customer Information System Requirements Identification RFP

City of St. Charles, Illinois



ST. CHARLES

SINCE 1834

- i. The Purpose and Background section mentions the “City’s strategic utility direction”. Is there a documented strategic plan that captures the future needs/changes for the Utility Billing, Electric Utility Division, and Environment Services Division departments?**

This project is integral in modernizing our utility strategic direction, and as such, will help the City define strategic direction for the City’s utilities. Generally speaking the City has the mission of providing services that are considered a good value, in a safe, reliable and efficient manner.

- ii. Is meter reading outsourced or provided by internal employees? If internal, how many meter reading employees are there?**

The City employs internal meter readers. Please refer to the Public Works Organizational Chart at https://www.stcharlesil.gov/sites/default/files/documents/PublicWorks_0.pdf.

- iii. Are field work orders and meter reading handled via mobile cellular applications? Mobile handhelds that require docking? Paperwork?**

Standard Meter readings are completed with mobile capable devices. Reading data is uploaded to, and downloaded from, the Alexander’s DataZeo system into and out of the existing Utility Billing system. The City also has a RADIX system as a backup. Standard, manual entry, reads are done using a mobile device. We have two different types of handhelds with special antennas for electric and water radio reads.

Some commercial and industrial accounts require half hour readings that are recorded in the meter to be downloaded. Such is performed with a laptop and the optical device on the Elster or Itron meters.

Work orders are completed using a paper based process.

- iv. The RFP mentions that an AMI project has not commenced. Outside of a full AMI system, does the current metering infrastructure contain any smart metering capabilities?**

The City has an installed base of thousands of Badger water meters using the Orion transponder, which we pick up with either the Alexander or Datazeo handheld device. We have hundreds of electric radio reads using a Bluetower/Ramar radio under the electric meter glass, which are read by the same handhelds.

We are currently piloting a service from Automated Energy to provide customer access to usage history. We have 1 meter installed and 5 on order for 2 different customers.

- v. Would you be willing to share the existing UB/CIS Requirements collected by City staff to have an understanding of the level of effort that has already been performed?**

Following evaluation of received RFPs, the City will provide existing Requirements to selected proposers. At that time, responders will have the opportunity to submit revisions to their proposals based on this additional information.

vi. Links to City Organizational charts were not functioning in the original posting. the following are the links.

City Organizational chart:

<https://www.stcharlesil.gov/sites/default/files/business/2197-11001.pdf>

Public Works Organizational chart:

https://www.stcharlesil.gov/sites/default/files/documents/PublicWorks_0.pdf.

Finance Organizational chart:

<https://www.stcharlesil.gov/sites/default/files/documents/Finance.pdf>

Information Systems Organizational chart:

<https://www.stcharlesil.gov/sites/default/files/business/2197-9538.pdf>

vii. Do you have a deadline that the requirements need to be done by?

The Requirements document deliverable resulting from this project will be used either in a standalone RFP or will be included in a comprehensive RFP for selection of multiple applications. The projected date for development of a comprehensive RFP is late 2017 to early 2018. Therefore, the Requirements document deliverable should be ready at that time. However, if this timeline will create a risk to the development of a solid Requirements document, please propose a realistic schedule and note the discrepancies in your response.