
Request for Qualifications

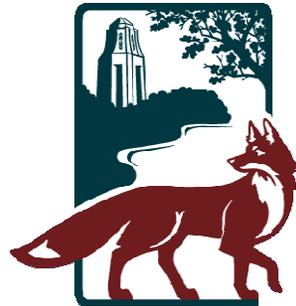
Application Support and Programming Qualifications

for

Utility Billing System

for the

City of St. Charles, Illinois



ST. CHARLES
S I N C E 1 8 3 4



1.0 Request Summary

1.1 INTRODUCTION

The City of St. Charles (the “City”) seeks one or more partners who can provide enhancement development and back up application support for the City’s Utility Billing applications. This Request for Qualifications is the first step in achieving this objective. The Request for Qualifications will help the City identify organizations with the skill sets necessary for such an engagement. Organizations identified as qualified through the Request for Qualification process will be asked to respond to a subsequent Request for Proposal to provide application enhancement development and backup application support services for the City’s Utility Billing applications.

The City’s Utility Billing application consists of two main components. The first, and largest, component consists of a series of application functions allowing City Utility Billing department employees to maintain customer accounts, produce utility bills, receive utility bill payments, and perform other supporting functions. This component runs on an IBM i 720 server. The application code is written in various versions of RPG and other codes sets complementary to RPG. It consists of programs running in a mix of the native and the S36 environment. The second component consists of a Utility customer portal written in .Net Visual Basic. It is a web application running on a Windows platform. The customer portal allows City utility customers to view copies of their bills and submit check or credit card payments.

For purposes of this Request for Qualifications, the City deems proficiency in skill sets related to application functions running on the IBM i 720 as mandatory. Proficiency in skill sets related to the web application running on a Windows platform is desirable. Organizations demonstrating proficiency related to both components will be given priority in evaluation of this Request for Qualifications.



1.2 CITY OF ST. CHARLES OVERVIEW

The City of St. Charles is located 35 miles west of the City of Chicago in both DuPage and Kane counties with a population of approximately 33,000 residents. The City has an Aldermanic form of government with an elected Mayor and a City Administrator responsible for daily operations. The City is a home rule municipality.

Table 1.1 – St Charles Background Statistics	
Background Summary	
Population	32,267
Number of Employees	233 full-time 67 part-time
Number of Utility Customers	13,217 Residential 3,044 Non-residential
Utility Services	Electric, Water, Wastewater, Refuse, Green Power
Meter routes	9
Billing cycles	5 monthly billings and weekly “Final” billings
Operating Budget	Total Budget: \$164,825,762 General Corporate Fund - \$41,414,302 Enterprise Funds - \$81,315,172 Capital Projects - \$14,702,067 Other Funds - \$27,394,221
Fiscal Year	May 1 to April 30

The City’s organizational structure consists of the City Administrator’s Office, and the departments of Community and Economic Development, Finance, Fire, Human Resources, Information Systems, Police and Public Works. Following is a link to the City’s organizational chart: <http://www.stcharlesil.gov/sites/default/files/business/2197-11001.pdf>

1.3 INFORMATION SYSTEMS DEPARTMENT BACKGROUND

The Information Systems Department consists of the following four functional areas:

- 1) Technical Services - Responsible for maintaining the application infrastructure including network communications, computer hardware, software, wireless communications, Internet connectivity, servers, telephones, audio/visual systems, and electronic building security.
- 2) Application Development and Support - Responsible for the implementation and support of the City’s software applications. This includes selection, configuration and development of new applications or enhancements to existing applications, web design, content management support, and support of specialized systems throughout the City.
- 3) Records Management - Manages records for the entire City with the exception of the Police department. Records Management works with each department to determine appropriate storage and retention requirements for each type of record, and performs scanning and indexing functions for the document management system.



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- 4) Geographic Information Systems - Provides programming, GIS analysis, GPS locates, and mapping services to other City departments. GIS is responsible for creation, maintenance, and distribution of the City's geographic data.

Following is a link to the Information Systems Department organizational chart:

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



2.0 The Process

2.1 OBJECTIVE

Ultimately, the City seeks to partner with one or more organizations to provide enhancement development and back up application support for the City's Utility Billing applications. This Request for Qualifications is the first step in achieving this objective. The Request for Qualifications will help the City identify organizations with the skill sets necessary for such an engagement. Organizations identified as qualified through the Request for Qualification process will be asked to respond to a subsequent Request for Proposal to 1) develop a variety of software enhancements to the City's Utility Billing application, and 2) provide back up support services to the City in instances where the City's primary support resources are unavailable.

2.2 QUALIFICATIONS

2.2.1 Mandatory qualifications

A qualified partner **must** have verifiable successful experience in the following skills:

- Basic administration skills on the IBM i 720 server
- Write and maintain source code, compile and test RPT36, RPG36, RPG, RPGLE, and RPG Free programs
- Write and maintain source code, compile and test CL and CLLE programs
- Write and maintain source code and compile DSPF36, DSPF, and PRTF objects
- Write and maintain source code and test OCL
- Ability to use debugging tools for all of the above object types
- Ability to interpret and troubleshoot IBM i 720 job error messages

2.2.2 Desired qualifications

A qualified partner **may** have verifiable successful experience in the following skills:

- Prior experience supporting municipal utility billing applications, including an electric utility
- Basic administration skills of Windows Server 2008 and Windows Server 2012
- Use of Microsoft Visual Studio to write and maintain source code, test and publish Visual Basic .Net web applications
- Ability to maintain Microsoft IIS and the installed .Net framework
- Ability to maintain Microsoft IIS to publish new applications

2.3 ELEVATION AND INTERVIEWS

The City will review submitted Qualification responses and will elevate qualified proposers to Interview status. Interviews may be conducted as conference calls or in a web conference format. Interviews are the proposer's opportunity to better understand the City's applications and architecture and the City's opportunity to understand the proposer's skill sets. Proposers should also use the interview time to obtain an understanding of the anticipated enhancement development and application support requirements that will be expected as part of the future Request for Proposal.

2.4 SELECTION OF QUALIFIED PROPOSERS

Following the interviews, the City will elevate qualified proposers to RFP eligible status. RFP eligible proposers will be asked to respond to a separate Request for Proposal for application enhancement



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development and application support services. Qualified proposers are those who satisfactorily demonstrate proficiency in all mandatory skill sets. Priority will be given to proposers who satisfactorily demonstrate proficiency in both skill sets.

All judgements as to proposer qualification are the sole right of the City.



3.0 Qualifications Response

3.1 ORGANIZATION REQUIREMENTS

The proposing organization must be able to demonstrate successful experience with the listed mandatory skill sets. Though not required, organizations also demonstrating successful experience with the listed desirable skill sets are preferred.

3.2 PROPOSAL RESPONSE

All proposals are required to include the following:

- Executive Summary and Organization Profile
- Organizational qualifications and experience with IBM i administration and application development and support – preferably related to Utility Billing software
- (Optional) Organizational qualifications and experience with Visual Studio VB .Net, ASP, and IIS administration and application development and support
- Resumes of proposed resources
- Client reference information for engagements in which similar skill sets were utilized

Proposals are due by February 12, 2016 to:
Penny Lancor, Sr. System Analyst/Programmer
plancor@stcharlesil.gov

3.3 TIMELINE

The Information Systems Department has established the tentative project timeline:

- Elevate qualified proposers to Interview status – February 29, 2016
- Complete Interviews – March 18, 2016
- Issue Request for Proposal to selected proposers – April 1, 2016