Mountain Regional Water Special Service District

QUESTION	ANSWER
Are you looking for a single vendor or are you open to accepting best of breed for the utility billing portion of the RFP?	We are open to accepting a separate provider for Utility Billing as long as it is part of the project and sufficiently integrated to feel seamless at the end.
Are there budgetary guidelines for this project in terms of not to exceed? If open to a best of breed solution for utility billing and you found the right system with value-add and demonstrated ROI would budget or Value-Add / Demonstrated ROI take precedence for the District?	An amount has been budgeted for 2025 in part from what we have learned while pursuing an EAM solution in 2024. The final decision by the District will be based on several factors including ROI, however functionality, ease of use, and integration with the EAM will also be considered.
Requested clarification of Appendix A	https://www.mtregional.org/procurement
Is the City able to provide a Word or Excel version of Appendix A?	https://www.mtregional.org/procurement
Would the City consider increasing the page limit from 20 to 30 pages?	Please use only 20 pages as requested. Review guidelines in the RFP (page 7).
Has the City identified the budget range for the current project's implementation cost and annual cost? If so, is it possible to share?	We have identified a budget range and an expectation for annual costs. We will not be sharing that at this time.
Does the City have an anticipated Go-Live target date(s)? If phased approach is preferred does the City have a tentative go-live schedule based on module or department?	The desire is to be able to begin the 2026 financial year in the new system. In other words, close the 2025 financial year (December 31, 2025) in the current system but be ready to go for 2026. We suspect this will include some phased items in 2025.
Please break down admin user numbers based on job/task, specifically how many of the 12 users do the following actions (include if the same people doing several tasks) Enter PO's, ENTER JV's , Enter AP Invoices	Enter PO's - 2, enter JV's - 2, enter AP invoices - 2, Expandable in the future (if referencing licensing)
What is the frequency of the State reporting requirements?	That State of Utah Auditor's office requires quarterly uploads of revenue and expenses and an annual upload of payroll information. Payroll will be done through ADP.
Please provide a breakdown of number of meters by type (AMI, AMR, manual, etc.) and by service.	We have approximately 5,700 AMI (Badger/Beacon) meters of which less than 1% are read manually monthly. We are only a water service provider.

Mountain Regional Water Special Service District

QUESTION	ANSWER
What does a Google Drive integration look like for you? Are you willing to consider another file storage system?	Google drive does not function as a direct intergration, more as a general storage option. Yes, we would consider with adequate justification.
Is Xpress Bill Pay both your inbound and outbound billing provider and your payment processor?	Meter data and billing amounts are generated in Caselle (current ERP). A file is uploaded to Xpress so customers can see their bill online. A separate electronic file is sent to a different 3rd party for printing and mailing of paper bills. Xpress is our payment processor except for a small amount of checks that get mailed directly to our office.
How is Swift Comply Cross Connection Control program tracking being utilized? Do you use it to identify cross meter installs? Would reports in the CIS be sufficient?	Swift Comply is a backflow compliance software solution allowing 3rd party testers to submit inspections online. The ERP at a minimum will need to be able to export customer account and contact information.
Can Mountain Regional Water please confirm that there is an approved budget and provide the approved amounts and fiscal year(s)?	There is an approved budget, but amounts are not being given at this point in time.
Is there a consultant aiding Mountain Regional Water on this initiative? If yes, are they also a member of the evaluation committee?	Yes, Jacobs has helped us create this RFP. They will provide some analysis of responses but are not part of the evaluation committee.
We understand that APIs for external systems will be provisioned by the authority?	Unsure of question
What are the tools & technologies used in these systems including database?	Unsure of question
Do you have any preference i.e. On Premise or Commercial Cloud Hosting?	We prefer cloud hosting.
Which one to follow i.e. one page or 2 pages of resume for each key project team member?	One or two, your choice.
Functional requirements are missing in Appendix A. Please provide	https://www.mtregional.org/procurement
Functional Requirements Proposer Response Workbook is missing.	https://www.mtregional.org/procurement

Mountain Regional Water Special Service District

https://www.mtregional.org/procurement

QUESTION	ANSWER
It would be great, if you share MS Excel version of the "Functional and Technical Requirements Proposer Response Workbook" with us.	Inlcuded in email or on our website
Please enlighten us about your expectations? This is critical to calculate resource engagement.	We have explained our expectations sufficient at this time to respond to the RFP.
It would be great, if you share the data volume with us.	Unsure of question
Is vendor going to provide the equipment, tools and training venue and logistical support?	Training will be on premise with our existing systems. Remote training is also possible via Zoom, etc..