



Date: August 24, 2022
To: All Vendors
Subject: Addendum #1

REFERENCE: P065-22 Customer Portal

This Addendum forms part of the contract and clarifies, corrects or modifies original proposal document.

Question 1: What is the term of the agreement that BPUB is looking for, i.e. 3 years, 5 years?

Answer 1: BPUB is looking for a three (3) year term.

Question 2: It looks like BPUB is pursuing new technologies for MDMS and AMI head-end. Do we need to consider integration to the existing Aclara MDMS and Metersense or will we be integrating to a new platform?

Answer 2: Upon BPUB Board approval, the platform will be either Aclara MDMS or Metersense MDMS.

Question 3: What is the timeline for the AMI project? Are you looking to do an initial pilot phase coupled with the deployment of the portal?

Answer 3: Upon BPUB Board approval, the tentative timeline for the AMI project is a 2-year integration. No, the intent is to do the installation in phases. The first phase is to install the majority of the application and the second phase will be to interface the AMI features alongside the AMI Project.

Question 4: Do you have a preference for the technology for the mobile app, Apple, Android, responsive/adaptive?

Answer 4: BPUB does not have a preference, however, the technology must work with Apple and Android platforms.

Question 5: What project team resources will BPUB provide to the implementation? Are IT resources available to assist with integrations to the existing in-house systems?

Answer 5: The BPUB CIS team will be working with the implementation, along side a team from BPUB's IT Department.

Question 6: In the scope of work, Attachment A, you mention the need to manage documents for speedier application processes. Outside of the start service application, are there other application

processes that BPUB would like to streamline at BPUB, i.e., energy assistance, builder processes, etc.?

Answer 6: Yes, BPUB has several processes that need to be streamlined, such as, those mentioned and Rebate (Green Living) Program, Survey Program, Billing Messages.

Question 7: What information will the Apogee Energy Advisor application provide to the portal and how does BPUB envision it will be?

Answer 7: This will be a simple link redirecting the customer to the Apogee Energy Advisor application.

Question 8: It appears that the certificate of insurance is not needed until such point that there is an award of contract, is that correct?

Answer 8: Correct, the awarded vendor will need to provide an updated certificate of insurance.

Question 9: Does Brownsville PUB have any requirements for migration of customer accounts?

Answer 9: Brownsville PUB currently maintains a Customer Self-Service (CSS) portal that users can log into using an email address and password. To the extent possible, BPUB would like to migrate these customers. Customers can also report issues and access bill pay without having a CSS log-in.

Question 10: Does Brownsville PUB prefer multi-level authentication?

Answer 10: Yes, BPUB prefers multi-level authentication.

Question 11: Are there specific binding requirements for hardcopy submission?

Answer 11: No, proposers may use binders, spiral/coil bindings, or other similar bindings.

Question 12: Will Brownsville PUB accept a custom solution?

Answer 12: Yes, if such a solution is feasible and meets the requirements, BPUB will consider it. Note, however, that background, experience, and references, as well as price, accounts for 25% of the total score.

Question 13: What if there are additional cost items that aren't in the Proposal Cost Sheet?

Answer 13: In addition to the Proposal Cost Sheet, proposers are asked to submit additional services and costs listed on a separate sheet of paper, if needed.

Question 14: Is Brownsville fully informed and aware of the benefits of live chat and chatbots as a digital customer support portal?

Answer 14: No, BPUB is not fully informed on the benefits of a chat feature(s).

Question 15: If so, how is the organization aware of chatbot benefits? Has the organization seen a live demo?

Answer 15: In recent years, BPUB has not seen a live demo.

Question 16: Is the organization considering a chatbot to complement the overall customer portal for customer service & digital communication/engagement? Why or why not?

Answer 16: Yes, BPUB would consider a chat feature to potentially help lower call volume.

Question 17: If so, would you work directly with a Live Chat and AI Chatbot developer as a subcontractor due to their complexities? Or would the chatbot developer need to subcontract with the primary vendor?

Answer 17: If the chat feature was selected, the developer would need to subcontract with the primary vendor.

Question 18: Does the organization have any existing chatbots deployed in their network of departments/organization? If yes, are you happy with its performance & functionality? Why or why not?

Answer 18: BPUB does not currently incorporate any chat feature/options.

The signature of the company agent, for the acknowledgement of this addendum, shall be required.
Complete information below and return via e-mail to: dsolitaire@brownsville-pub.com.

I hereby acknowledge receipt of this addendum.

Company: _____

Agent Name: _____

Agent Signature: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone #: _____ **E-mail address:** _____

If you have any further questions about the Proposal, call 956-983-6366.

BY: *Diane Solitaire*
Purchasing