



Date: August 30, 2022  
To: All Vendors  
Subject: Addendum #2

**REFERENCE:** P065-22 Customer Portal

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

**Question 1:** What “other” projects are running in parallel that would introduce dependencies to this project (for instance AMI)?

**Answer 1:** The other projects are the AMI, Outage Management System (OMS).

**Question 2:** Is there insight at the moment into the preferred methodology to run the project (i.e. Waterfall, Agile)?

**Answer 2:** There is no preferred methodology.

**Question 3:** Is there a methodology the Vendor is expected to comply with? Or would the Vendor’s methodology be the main delivery mechanism?

**Answer 3:** There is no methodology but the vendor should be expected to accommodate BPUB’s resource constraints.

**Question 4:** You indicate that the SaaS model is strongly preferred, however, if another model, i.e. PaaS would pencil out to be more advantageous financially for BPUB, would this be considered? In this case, would you be willing to provide the infrastructure on-premise in order to host the application, with the provider managing the platform? Execute a perpetual license?

**Answer 4:** BPUB is open to review any of the options provided by vendor.

**Question 5:** Are you anticipating incorporating any additional tools to be exposed through the portal (via API or iFrame) to support functionality such as Home Audit, Rebates, DER/Battery management, gamification, etc. or are you looking for these types of functionality to be native to the proposed portal?

**Answer 5:** Either would be acceptable.

**Question 6:** Would you be willing to expand the number of pages allowable in the Executive Summary to provide for a more robust overview of the proposed solution/approach?

**Answer 6:** Yes, it can be expanded to three or four pages.

**Question 7:** Would you consider a two-week extension to the due date?

**Answer 7:** Due to the time constraint, BPUB is not able to extend the time.

**Question 8:** What information does BPUB seeing available after the upcoming AMI project?

**Answer 8:** Daily, weekly, monthly real time consumption history and Outage reports.

**Question 9:** What is BPUB's existing customer portal?

**Answer 9:** BPUB's existing customer portal is Cayenta-Customer Self Service Portal Gen 3.

**Question 10:** How many accounts/users utilize the existing portal?

**Answer 10:** Currently, BPUB does not track the number of users.

**Question 11:** Is payment processing in the new portal assumed with Invoice Cloud?

**Answer 11:** Yes, Invoice Cloud will be BPUB's payment processor.

**Question 12:** Do we need to complete the OSHA 300 log as listed in the checklist?

**Answer 12:** No, the OSHA 300 log is required for construction projects.

**Question 13:** Under minimum qualification, there is a clause "If the proposal is from an Engineering Firm, a copy of the firm's Professional Engineer license, including staff engineers, performing work on this project". We are a product-based company. What do we need to furnish regarding this clause?

**Answer 13:** The clause does not apply to this project.

**Question 14:** Under Tab 3: Solution Narrative, you have asked to respond in Use cases. Do you have any specific format for the Use Case?

**Answer 14:** No, as long as all use cases described are addressed.

**Question 15:** What is the scope of "Managing customer documents (e.g., lease agreements, drivers' licenses, etc.) more efficiently, for speedier application processing" in the RFP?

**Answer 15:** This question was answered in Addendum #1, Answer 6.

**Question 16:** What is City's preferred weather-related data website?

**Answer 16:** There is no preference.

**Question 17:** How the city is planning to migrate current Customer Login ids to the Customer Portal?

**Answer 17:** The awarded vendor will need to coordinate with Invoice Cloud.

**Question 18:** Is City looking for Auto-pay opting in the Customer portal?

**Answer 18:** Auto-Pay options are hosted by Invoice Cloud, however, Billing Preferences can be changed through the customer portal.

**Question 19:** What is the scope of the service orders?

**Answer 19:** The customer portal will need to display the status of the service order. Customer will be able to submit service order, such as start, stop and transfer service orders.

**Question 20:** What is the scope of the “Provide electric vehicle and battery management tools to identify when DERs are being used and provide automated messaging to optimize when they are used.”?

**Answer 20:** This is an optional requirement and BPUB would like to explore.

**Question 21:** Currently which vendor is providing “Customer Portal”?

**Answer 21:** See Question 9 above.

**Question 22:** Can we get a copy of the current “contract” with the existing contractor for providing the “Customer Portal”?

**Answer 22:** No, the current contract is not available.

**Question 23:** What is the budget range for the current project’s implementation cost and annual cost?

**Answer 23:** BPUB will select the best value and will not provide a budget at this time.

**Question 24:** Provide the number of customers that will access the customer portal.

**Answer 24:** See Question 10 above.

**Question 25:** Will your proposed system be used by your staff only? If yes, then provide us with the number of employees who will use it. Provide us a list with number of admins, end-users, and others.

**Answer 25:** The proposed system will be accessed by customers and some of BPUB employees: 50 Customer Service Representatives, 3 Administrative personnel.

**Question 26:** How many employees will be trained on the Customer Portal?

**Answer 26:** Fifty (50) Customer Service Representatives and three (3) administrative personnel.

**Question 27:** Who developed and is currently maintaining the existing Customer Self-Service (CSS) portal?

**Answer 27:** See Question 9 above.

**Question 28:** What are all the limitations on the existing portal? Why the Brownsville PUB procure the new portal?

**Answer 28:** The current CSS Portal is no longer supported.

**Question 29:** Do you have any preference in terms of technologies to develop the portal?

**Answer 29:** No, BPUB is open to any technologies.

**Question 30:** Do you have any hosting preference (e.g. Azure, AWS, GCP)?

**Answer 30:** No, BPUB has no hosting preference.

**Question 31:** Can you please provide details on the data system information – database type, size, data dictionary, layouts, connection type, where is it hosted, etc.

**Answer 31:** The vendor is responsible for sizing the system based on the information provided in the RFP.

**Question 32:** How many years of historical data do you have? What is the annual data growth rate?

**Answer 32:** Currently, there is twelve months of monthly data, however, when AMI is implemented, there will be three years of hourly data.

**Question 33:** Do we get access to the existing data system during the development?

**Answer 33:** Yes, the awarded vendor will have access to the existing data system during the development.

**Question 34:** Can we expect Brownsville PUB provide APIs to existing systems to transfer data into new system?

**Answer 34:** Yes, BPUB will provide API's to the existing systems.

**Question 35:** Do we need to push updated data from new database to existing database?

**Answer 35:** Yes, Service Orders and Billing Preferences.

**Question 36:** Do you expect the portal to update data in real-time or in batch from the data system?

**Answer 36:** Real-Time for Payment Processing, Service Order status, and Bill Prints, otherwise, batch.

**Question 37:** Does the Brownsville PUB expect the portal to have data dashboards?

**Answer 37:** Dashboards are acceptable for providing information to the customer or BPUB.

**Question 38:** Do you expect the portal to have capability for bills and payment acknowledgment/invoice print option?

**Answer 38:** Yes

**Question 39:** Do we need to migrate any existing customer data into the new system? If yes, how many years of customer data must be migrated to the new system?

**Answer 39:** See Question 32 above.

**Question 40:** What is the budget cap for this customer portal implementation?

**Answer 40:** See Question 23 above.

**Question 41:** What is the anticipated implementation timeline and portal go-live date?

**Answer 41:** Twelve months; go-live date is open for discussion.

**Question 42:** Do you expect the vendor to provide post-implementation support up to the 3-year contract period?

**Answer 42:** Yes, standard support is expected.

**Question 43:** ID#10: Mark different tiers of consumption on a usage graph. Can you define what tiers means here? Kindly provide an example.

**Answer 43:** Tiers refers to Billing Tiers.

**Question 44:** ID#18: Accept scheduled batch files. Can you provide more information on the use cases for batch files?

**Answer 44:** Batch files will be used for customer consumption and account information.

**Question 45:** ID#46: Provide usage data to customers within 1-hr. of receipt. Kindly elaborate on the frequency in which meter reads are loaded into the MDM system.

**Answer 45:** Reads will be delivered to the customer portal at set intervals after the MDMS has validated the readings.

**Question 46:** ID#62: Provide mechanisms that audit access and modification events within the system. Is Brownsville asking for an audit mechanism for the system administrator? Or do we need to provide this audit mechanism to the consumer?

**Answer 46:** BPUB is asking for an audit mechanism for the System Administrator only.

**Question 47:** ID#81: Provide automated customer leak notification and provide users a library of leak resolution tips/help to resolve leaks without utility intervention. Is the meter/AMI currently able to identify leakage events?

**Answer 47:** Yes, the AMI system will identify the leaks.

**Question 48:** ID#115: Integration with customer-side renewable energy and storage resources. Please confirm if the idea is to show the consumption/generation patterns of renewable and storage resources. What is the source system that stores this information?

**Answer 48:** Yes, this is an optional requirement and something BPUB will explore in the future.

**Question 49:** ID#133: Support utility-configured notifications to alert customers when they are approaching the next billing tier. Are you referring to the High usage/bill alert? Kindly provide extra clarity on "tiers" and the business process.

**Answer 49:** Tiers refers to Billing Tiers.

**Question 50:** Do the systems that are listed (MDM, Cayenta, Apogee Energy, City Works, Invoice Cloud etc.) have the capability to expose integration APIs for the customer portal?

**Answer 50:** Yes

**Question 51:** What is the unique identifier among the listed external systems?

**Answer 51:** Account Number, Location Number or both.

**Question 52:** Are different systems individual applications or are docker images?

**Answer 52:** The different systems are individual applications

**Question 53:** Do you have an existing integration middleware for exchanging information between systems?

**Answer 53:** No

**Question 54:** Is there a proposed Load Balancing Mechanism that can be used for performance?

**Answer 54:** No

**Question 55:** How many Payment Gateways are being integrated, and what are the names?

**Answer 55:** One, Invoice Cloud.

**Question 56:** Do you have an existing customer portal?

**Answer 56:** Yes

**Question 57:** What are the types of meters? Manual, Smart, or Both.

**Answer 57:** Currently, BPUB has manual type meters, however, Smart meters after AMI implementation.

**Question 58:** Will wastewater be part of the Customer Portal as the existing numbers do not indicate so?

**Answer 58:** No, wastewater is not separately metered.

**Question 59:** What is the frequency of data exchange from MeterSense and Apogee Energy to the customer portal?

**Answer 59:** There is no data exchange between both systems.

**Question 60:** Can we pull real-time information from MeterSense or will it execute logic on demand?

**Answer 60:** Either is acceptable.

**Question 61:** Where do you want the attached documentation (like lease, driving license etc.) to be stored?

**Answer 61:** Those documents will go into an in-house Paperless Application; however, they can also be temporarily stored in the Portal system.

**Question 62:** Is OMS capable of pushing notifications including the Estimated Time of Restoration and all other updates related to a specific event?

**Answer 62:** Yes

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](mailto: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