

Requirements Survey Utility Billing			Requirements Response Rules:							
<p>The following functional, technical, workflow and reporting needs provide the minimum requirements of City of Madison. Please review the items carefully and respond in accordance with the requirements response rules provided. Any partial response will be deemed as an invalid response. MANDATORY: EVERY REQUIREMENT (Req#) MUST HAVE A RESPONSE TO BE CONSIDERED COMPLETE.</p>			<p>Column #1. Mandatory : Proposers are required to input one response per requirement using the drop down list provided. Response Types: F=Fully provided out of the box, or fully provided out of the box through basic configuration Mod= Provided through a technical modification of the software (i.e. a customization) TP = Provided through a proposed third party application or capability RT = Provided through a built in or proposed reporting tool NA = Not Available</p> <p>Column #2. Proposers are requested to itemize estimated costs for all modification requirements. Column #3. Proposers are requested to list the third party product name for all Third Party Product requirements. Column #4. Mandatory : Proposers are required to mark yes or no to whether the implementation costs of this functionality is included in their cost proposal. Column #5. Mandatory : Proposers are required to mark yes or no to whether the training costs of this functionality is included in their cost proposal. Column #6. If a subcontractor is implementing or providing training for this functionality, please indicate the name of the subcontracting firm responsible for this functionality. Column #7. Mandatory : Proposers are required to list the version number for all functionality proposed to the City.</p>							
Req#	PROCESS	Ranking	1.Response	2.Costs for Mod response	3.Third Party Application for TP response	4. Included in Implementation Costs Yes/No	5. Included in training costs Yes/No	6. Subcontractor	7. Version Number	Comments/Narrative
Utility Billing										
Critical & Unique Requirements										
M1	Ability for the Utility billing software to accommodate both premise-based billing (current regulation which allows assignment to tax bill) and customer-based billing (future consideration?)	6								
M2	Ability for Utility Billing system to accommodate the following billing types: 1) Water – Based on Consumption; Based on Meter Size 2) Sewer – Based on Water Consumption; Based on Flat Charge; Surcharge Billing; Special Billing; Based on Deduction Meter (e.g. irrigation) 3) Public Fire Protection – Based on Meter Size 4) Storm Water – Base Charge + Adjustments for Land Attributes; Exception Charges (\$ or %) for Additional Charges/Credits 5) Landfill Remediation – Based on Meter Size 6) Private Fire Protection – Based on size of service (pipe)	6								
M3	Ability for Utility billing system to calculate stormwater billing based on a calculation similar to: Rate x Area x Multiplier to assist in monthly stormwater billing adjustments.	6								
Utility Billing										
1.00	Ability to generate the following documents with associated text files:									
2.00	- Bills	5								
3.00	- Reminder Notices	5								
4.00	- Tax Transfer Notice	5								
5.00	- Final Bill for Previous Service (final reads)	5								
6.00	System provides the ability to schedule various processes (reports, billing, etc) during or off work hours.	5								
7.00	Maintains utility account master file information in a relational database, including:									
8.00	- User Defined Account Number (15 alphanumeric characters minimum)	5								
9.00	- Contact Phone Numbers	5								
10.00	- E-mail address	5								
11.00	- Cycle/book number (Cyxxxx where xxxx is the Book/Route number)	5								
12.00	- Route Sequence Number (4 digits numeric minimum)	5								
13.00	- Account status (active or inactive)	5								
14.00	- Unlimited Services (water, sewer, sewer flat rate, water flat rate, stormwater, landfill, private, public fire protection, refuse, recycling, street)	5								
15.00	- Number of Units (stores, apts., etc.)	5								
16.00	- Meter size	5								
17.00	- Reminder notice override	5								
18.00	- Final bill indicator	5								
19.00	- Turn on Date	5								

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						Yes/No	Yes/No			
20.00	- Multiple Customer types (residential, commercial, industrial, out of City)	5								
21.00	- Billing /Usage/Collection History	5								
22.00	- Multiple Names and Addresses (both service, billing, property)	5								
23.00	- EFT Bank Account & ABA Routing Number	5								
24.00	- EFT Start/Stop Dates	5								
25.00	- EFT Bank Account Type	5								
26.00	- Tax ID/Parcel Number	5								
27.00	- Amount Due/Received	5								
28.00	- Comments/Notes (unlimited)	5								
29.00	- Meter type	5								
30.00	- Meter Reader Instructions (unlimited)	5								
31.00	- Meter Number (with ability to assign multiple meters per account)	5								
32.00	- Remote Location Description (unlimited)	5								
33.00	- Remote ID Number	5								
34.00	- Multiple Rate Codes	5								
35.00	- Billing specific comments and notes	5								
36.00	Accommodates unlimited user-defined utility types/services and associated charges. Establishes required services and adds new services, as necessary, without additional programming. Includes, but is not limited to, utility types/services such as:									
37.00	- Turn On Fee (regular)	5								
38.00	- Turn On Fee (after hours)	5								
39.00	- Sewer Only Flat Rate or Variable Flat Rate (dollar or units)	5								
40.00	- Water (Consumption-based rate)	5								
41.00	- Sewer (Consumption-based rate)	5								
42.00	- Sewer Deduct Meters (Consumption-based rate)	5								
43.00	- Multiple Meter Charges	5								
44.00	- Sewer Surcharges	5								
45.00	- User Defined Automatic Bill Payment	5								
46.00	- User Defined NSF Fee	5								
47.00	- Private & Public Fire Protection Charges	5								
48.00	- Late Payment Penalty	5								
49.00	- Domestic Meter Capital Charge	3								
50.00	-Stormwater	5								
51.00	-Landfill	5								
52.00	- Construction Water	3								
53.00	- Hydrant Meter	3								
54.00	- Other User Defined Charges	5								
55.00	Ability to enter new customer information into the system and pre-print out the application form with entered information for the customer to sign that includes all associated charges.	4								
56.00	Provides multiple customer classes and rate schedules	5								
57.00	Allows for different charge methods for each user-defined service charge type:									
58.00	- Flat charge (amount based or day based)	5								
59.00	- Multiplier based on meter definition or user defined multiplier	5								
60.00	- Based on consumption, measured by meter	5								
61.00	-Meter size	5								
62.00	-Service (pipe) size	5								
63.00	-Parcel Data (pervious and/or impervious areas)	4								
64.00	- Sewer Only Flat Rate or Variable Flat Rate (dollar or units)	5								
65.00	Ability to have multiple meters accounts associated with the same address.	5								
66.00	Provides for mass changes to accounts due to the deletion of a cycle, the merging of existing cycles, or moving a sub-segment of a cycle to another.	5								
67.00	Ability to add, delete, or suspend (for a user-defined time period) and itemize service charges and/or any miscellaneous fees to utility bill.	5								
68.00	Ability to create, edit and revise rate tables, tracking history of prior rate tables.	5								
69.00	Ability to create / update Meter numbers.	5								

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70.00	System allows the ability to track the following for installed meters:									
71.00	- active / inactive	5								
72.00	- age	5								
73.00	- size and type	5								
74.00	Capability to support compound water meters.	5								
75.00	Ability to reinstate an inactive account.	5								
76.00	Ability to maintain inactive accounts on-line for a user-defined period of time before purging from the system.	5								
77.00	Ability to retain inactive account information.	5								
78.00	Ability to change account status to 'off' or inactive, but with past due amount.	5								
79.00	Allows the addition and reassignment of cycles and routes without affecting the customer or location identification numbers.	5								
80.00	System must accommodate and identify the following read types:									
81.00	a) Capability to interface with any hand-held electronic meter reading system	5								
82.00	b) Capability to interface with the City's current hand-held electronic meter reading system (Itron-EVRS)	5								
83.00	c) Ability for a user to enter a manual estimate.	5								
84.00	d) Ability for system to estimate read based on usage from last billing AND the same period of the prior year - estimate is displayed on customer bill	5								
85.00	Ability to update G/L with journal entries made in utility billing after proper approvals.	5								
86.00	Ability to export a file of utility bills to an external bill printing organization.	5								
87.00	Uses Zip+4 software for sorting of utility bills by zip code to obtain the best postal rate possible.	3								
88.00	Interfaces with General Ledger, Accounts Receivable, Inventory, Cash Receipting/P.O.S and an office automation suite.	5								
89.00	Ability to interface with point-of-sale terminals and PC's with OCR or bar code reading devices, including hand held scanners.	5								
90.00	System integrates with an integrated voice response system to allow customers to be able to inquire on account and bill information via phone.	3								
91.00	System integrates with the City's web site to provide online functionality where customers can access information related to their account, secured by an account password. Including:									
92.00	- Consumption History	5								
93.00	- Payment History	5								
94.00	- Current Bill	5								
95.00	- Ability to pay online	5								
96.00	- General Account information	5								
97.00	-Other User defined	5								
98.00	System provides the ability to apply security deposits to accounts, either after meeting criteria, or when the customer is inactivated from an account.	4								
99.00	System will calculate interest on customer utility bill deposits at a rate the City determines.	4								
100.00	System will print a detailed receipt for all customer deposits.	4								
101.00	System will allow customer deposits to default to a City determined rate, which can be over-ridden when the deposit is taken	4								
102.00	Capability to prompt the meter reader by displaying route & read sequence.	5								
103.00	System provides the ability to establish billing cycle records with month / year; bill distribution date; bill due date and final due date.	5								
104.00	System has the ability to calculate all bills.	5								
105.00	Allows an authorized user to estimate a utility bill based on criteria established by the City	5								
106.00	Capability of automatically applying certain misc. charges of varying amounts against selected accounts.	5								
107.00	Ability to double-bill user-specified services for accounts.	5								
108.00	Ability to handle meter readings with 3, 4, 5, 6 or 7 significant digits.	5								
109.00	Ability to calculate a credits.	5								

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110.00	Ability to bill accounts in excess of x,xxx,xxx dollars.	5								
111.00	Ability to process seasonal billings.	3								
112.00	Ability to allow for the cration of account level recurring adjustments to billings based on the following methods: Water consumption based on one or more separate meter readings	5								
113.00		5								
114.00	Flixed addition/reduction by quantity or percentage to pervious and/or impervious areas	5								
115.00	User has the ability, when working in a billing cycle, to change a read, and then to either individually rebill or recalculate the bill.	5								
116.00	Ability to generate bills capable of being read via OCR or bar code scanners. Information on barcode must include:									
117.00	- Account #	5								
118.00	- Bill Amount	5								
119.00	-Customer #	5								
120.00	-Other User defined	5								
121.00	Ability to place accounts on hold until the rate(s) are confirmed for the next billing cycle/period	5								
122.00	System provides an audit trail/exception report that lists detailed bills that meet the City's user-defined criteria.	5								
123.00	Systemallow for recomputation report that details accounts that have an actual read for the current billing cycle and estimated read the prior billing cycle.	5								
124.00	System provides the ability to post updates to accounts with new billing information once bills are mailed (e.g, amount due, reads, dates, etc.).	5								
125.00	System provides the ability to recreate current bills.	5								
126.00	Delineates tenant-landlord relationship. Allows user to specify who receives the bill and who is responsible for delinquencies.	5								
127.00	System provides the ability to send final notices to the landlord if a tenant is responsible for the bill, and the landlord would like to be informed of non-payment.	5								
128.00	Generates final bill, once the date and final read is entered, at any point during the billing cycle.	5								
129.00	Ability to apply credit and debit adjustments and positive / negative consumption adjustments to accounts anytime during the billing cycle.	5								
130.00	Adjustments report displays adjustment details including dollar amount, consumption volume and rate code.	5								
131.00	Adjustments report displays amount of adjustment based on demand (service charge) amount .	5								
132.00	Ability to edit reads at any time, before, during, or after billing.	5								
133.00	Ability to prorata service fees for partial billing due to initiation or termination of accounts.	5								
134.00	Provides the ability to enter adjustments to customer accounts and reprint single billing statements reflecting the adjustments made.	5								
135.00	Capability to print previous period/last year's comparative period consumption and current period consumption on each bill.	4								
136.00	For accounts that are paying via ACH, still generate a bill with a message indicating that the charge should not be paid.	5								
137.00	Ability to bill various cycles at differing frequencies.	5								
138.00	Ability to provide general system messages and account specific messages for printing on bills with the ability to modify those messages for each bill run.	5								
139.00	Bills can be based on multiple components.	5								
140.00	Ability to calculate and print all bills due in a given month, within a single cycle or for all cycles.	5								
141.00	Ability to re-calculate bills before posting to accounts.	5								
142.00	Capability to include total arrearages on the bills.	5								
143.00	Reverses payment for bad checks and optionally assesses a user-defined NSF charge.	5								
144.00	Ability to process user-defined payment arrangements and flag if payments are not being met.	5								

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145.00	System provides ability for the City to either prorate mid-cycle rate increases for existing billable services, or not.	5								
146.00	Ability to indicate date payment was received and perform an override such that a penalty is not applied to an account.	5								
147.00	Ability to automatically charge a user-defined penalty based on a percentage of an outstanding account balance for a bill past due.	5								
148.00	Ability to override and/or credit penalty.	5								
149.00	Ability to automatically generate a Reminder Notice for both the billing and occupant addresses.	5								
150.00	Optionally, be able to override the generation of the Reminder Notice.	5								
151.00	System integrates with Tax billing software to establish tax lien for delinquent accounts:	4								
152.00	- Ability for payments to link directly to a Tax Billing system and make the appropriate GL interfund entries	4								
153.00	Allow for a user-defined minimum outstanding balance before rolling as delinquent to the tax roll.	5								
154.00	Ability to support bankruptcy processing that may include wiping out an existing balance, establishing a payment plan on an existing outstanding balance or eliminating penalty charges for past balances due.	5								
155.00	System accommodates the following payment types for utility payments and applications:									
156.00	- Cash	5								
157.00	- Check	5								
158.00	- EFT	5								
159.00	- Credit Card Payments	5								
160.00	- Credit Card Payments taken over the Internet or phone via a third-party	5								
161.00	- File import from 3rd party payment organization	5								
162.00	System provides the ability to generate a receipt with payments for multiple accounts. The printed receipt should show the detail of each account.	5								
163.00	Capability to accept more than one payment in a single day from a single customer.	5								
164.00	Ability to apply partial payments.	5								
165.00	Performs electronic on demand posting to General Ledger after accounting approval step is performed.	5								
166.00	Automatically splits total receipted amount to appropriate General Ledger account.	5								
167.00	System accepts ACH payments from banks.	5								
168.00	Ability to post cash receipts to utility billing module automatically from multiple terminals without interfering with other utility transactions.	5								
169.00	Ability for a user-defined order of payment to be applied.	5								
170.00	System provides the capability to set the priority for each type of service in order to automatically pay off arrears first.	5								
171.00	Ability to automatically distribute receipt of payments against the individual accounts on a "Group Bill" when payments are received	4								
172.00	Allows for credit balances, but does not apply penalties to such balances.	5								
173.00	Ability to create custom reports using any user defined data fields	5								
174.00	Ability to view accounts by Customer Identifier.	5								
175.00	Allows inquiry into account status via name, account number, address, meter number or other user-defined criteria.	5								
176.00	Retains and displays multiple years of billing and collection history on-line in 'Live' database.	5								
177.00	Allows inquiry to meter history by meter number, remote ID number, account number or service address.	5								