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Alexandria Renew Enterprises

Request for Information 21-029:

Billing and Customer Service

General Overview

Alexandria Renew Enterprises ([AlexRenew](#), Alexandria Sanitation Authority) is charged with protecting community health and the environment in the City of Alexandria and parts of Fairfax County through the operation and maintenance of an advanced wastewater treatment facility. A component of the agency's activities is to fairly and accurately bill customers for wastewater service. At present, approximately 25,000 accounts, largely comprised of residential, multi-family and commercial customers, are billed monthly by AlexRenew. Bills are based on water meter data, provided by the private water company that serves the City, and generate over \$45 million in rate revenues annually.

AlexRenew is approaching the end of its current agreement with a billing and customer service vendor. This Request for Information (RFI) is intended to provide AlexRenew with a list of potential vendors that could provide services in wastewater billing, collections, customer service, and information technology.

This RFI is issued solely to obtain information to assist AlexRenew in its planning process and to identify vendors that may be interested in participating in any future procurement. AlexRenew intends to analyze the responses to identify potentially appropriate and suitable solutions to meet its needs and to potentially develop specifications for a future Request for Proposals. This RFI does not constitute a Request for Qualifications, an RFP, or any other solicitation document. This RFI does not commit AlexRenew to contract for any supply or service, nor will any response to this RFI be considered in the evaluation of any response to any future solicitation. AlexRenew will not pay for any information or administrative cost incurred in response to this RFI. If and when AlexRenew issues future procurements related to this RFI, it will be within the bounds of Virginia public procurement and other relevant laws and regulations.

Questions

Please contact Maryam Zahory, Purchasing Agent at AlexRenew, at purchasing@alexrenew.com if you have questions about this RFI. Questions must contain the subject line: RFP No. 21-028.

Submission Instructions

Please submit your response to this RFI to Maryam Zahory, Purchasing Agent at AlexRenew, at purchasing@alexrenew.com. RFI responses are due on **Monday, December 13, 2021 at 5 pm** Eastern time.

Schedule

RFI issued: November 1, 2021

Questions submitted by vendors: November 19, 2021

RFI responses due: December 13, 2021, 5 pm ET.

Information Requested

AlexRenew requests that respondents answer the following questions and/or topics in the format listed below. Note that AlexRenew prefers a single solution provider for all services listed below but will consider a solution comprising multiple vendors. Respondents are encouraged to reply to parts of this RFI in which they have expertise or consider teaming with other solution providers to provide a more complete response. If your solution does not support an item, please indicate that the item is not available.

PART 1 – Title Page

Company name, address, and point-of-contact name, email address, and phone number.

PART 2 – Company Overview

Company profile describing respondent company, products, and services.

PART 3 – Detailed Information

ID	Description	Able to Provide	Comments
1	Billing		
1.1	Provide staff augmentation at 1-2 FTEs to coordinate billing, investigate exceptions, and address customer inquiries.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
1.2	Enable business process for calculating bills based on meter reads and documented rate structure.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
1.3	Enable business process for creating payment plans, applying penalties, and processing adjustments on accounts.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
1.4	Provide solution and business process for deduct meter management.	<input type="checkbox"/> Yes <input type="checkbox"/> No	

ID	Description	Able to Provide	Comments
1.5	Provide bill print and delivery services for paper and paperless options.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
1.6	Create and maintain online customer portal to provide account and billing history and to allow customer information updates.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2	Collections		
2.1	Provide payment processing solution, such as cashiering and returned check.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2.2	Provide lockbox service for walk-in and mailed payments.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2.3	Provide e-lockbox service.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2.4	Provide e-payment portal for ACH and credit card processing.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2.5	Enable delinquency and collections functions, such as shutoffs for non-payment, debt collection, bankruptcy tracking, and written customer communication.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2.6	Provide daily fund transfer.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3	Customer Service		
3.1	Enable setup of new accounts based upon information from Virginia American Water, the water service provider in the City of Alexandria.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3.2	Coordinate account changes with Virginia American Water.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3.3	Provide staff augmentation for the Contact Center at 4 FTEs minimum in English with support for other languages.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3.4	Support AlexRenew customers and Contact Center staff with IVRS phone system that can connect to AlexRenew's IVRS and allows for payment integration.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3.5	Provide customer communications solution with written and digital customer options.	<input type="checkbox"/> Yes <input type="checkbox"/> No	

ID	Description	Able to Provide	Comments
3.6	Enable integration of service orders into the workflow between Contact Center and AlexRenew.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4	Information Technology (IT)		
4.1	Provide customer information system (CIS) solution.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4.2	Implement CIS and provide maintenance and support.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4.3	Enable customer data and account history migration from current CIS (Oracle CC&B).	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4.4	Provide client access to the CIS.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4.5	Ensure that new CIS successfully interfaces/integrates with other components of the full solution, such as the VAW meter reads, AlexRenew website, customer portal, e-payment and lockbox, IVRS, etc.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4.6	Provide staff augmentation to support ongoing IT requests related to CIS, estimated at 2 FTEs.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4.7	Enable client-specified billing and customer data reporting.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4.8	Deliver end-user training and user guide.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5	Project Management		
5.1	Create a project plan for 5-year contract term.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5.2	Provide a relationship manager (1 FTE).	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5.3	Provide a solution for vendor management, including contract management.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5.4	Provide a clear and detailed change management protocol.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5.5	Provide a clear and detailed quality control protocol for software testing and defect resolution, data cleansing assistance, and daily exception reporting of meter reads.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5.6	Provide software and business process documentation.	<input type="checkbox"/> Yes <input type="checkbox"/> No	

PART 4 – Additional Information

Provide any additional information regarding your solution's functionality and its potential benefits to AlexRenew and the community it serves