



Board of Directors

John Hill, Chair
James Beall, Vice Chair
William Dickinson, Sec'y-Treas
Bruce Johnson
Adriana Caldarelli

Chief Executive Officer

Karen Pallansch, P.E., BCEE

General Counsel

McGuire Woods, LLP

Alexandria Renew Enterprises

Addendum 1 to Request for Information 21-029:

Billing and Customer Service

November 23, 2021

This Addendum 1 is being issued to amend and/or clarify certain information contained in RFI 21-029 issued on November 3, 2021 and to answer questions that were submitted by prospective respondents by the deadline of November 19, 2021.

Please note that the document is a Request for Information (RFI), not a Request for Proposal (RFP). AlexRenew does not intend to make any awards following receipt of the RFI responses and will instead be reviewing them to identify potentially appropriate and suitable solutions to meet its needs and to potentially develop specifications for a future RFP.

Please also note that the correct RFI number is 21-029 as shown on the cover of the document. The reference to RFP No. 21-028 that appeared under the heading Questions was incorrect and is hereby changed to RFI No. 21-029. All submitted questions were reviewed regardless of subject line. Please make note to submit your response referencing the correct RFI number 21-029.

Answers to Questions Submitted by Prospective Respondents

1. Is there the ability to subcontract if needed?

Yes. Teaming relationships, to build the most comprehensive solution portfolio, are also acceptable, if desired.

2. Do you have any information on the last RFP awarded? e.g. total cost, one or multiple vendors, subcontracts, duration of contract.

The current agreement is with the Greater Cincinnati Water Works (GCWW) which is a local government entity in Ohio; that contract was not awarded via RFP, in part because Virginia procurement regulations allow for direct contracting between local government entities without competitive procurement. The current solution is of a turn-key nature for AlexRenew; AlexRenew contracts with GCWW and GCWW manages a variety of staff and vendor subcontracts to provide the portfolio of needed services. The most recent contract between AlexRenew and GCWW was entered into in January 2019 for a 5-year term at an approximate cost of \$1.2 million per year, which included annually recurring costs as well as amortization of the start-up costs associated with moving to the current billing system (Oracle CC&B).

2. Who is your current vendor?

Greater Cincinnati Water Works (GCWW) is the current provider to AlexRenew. GCWW subcontracts with multiple other vendors on behalf of AlexRenew including Wipro, Kubra, Fifth Third Bank, and the Burkhardt Group.

3. As stated in the RFI, you are approaching the end of your current agreement with your billing vendor and your customer data and account history will need to be migrated from the current CIS, which is Oracle CC&B. I wanted to confirm that AlexRenew is NOT the owner of the currently used Oracle CC&B software and production instance but only the transactional data that needs to be migrated to the new system.

That is correct; AlexRenew is not the owner of the Oracle CC&B software and production as those purchases were made by Greater Cincinnati Water Works in their name.

4. I have come across your RFI that you have released, and I am trying find documentation of your CC&B purchase. Can you share the Ordering Document Number? or a CSI?

There is not a license purchase or CSI number for AlexRenew's CC&B licenses because they were purchased in Greater Cincinnati Water Works's name. Transferring them to AlexRenew may be possible depending on the future direction of the project.

5. Is it possible to obtain your current contract with the billing fee costs AlexRenew is paying now for all sewer billing services? (or budget estimate)

Following this addendum is the current contract with Greater Cincinnati Water Works, which includes a fee schedule on page 117 of the PDF.

6. What are the key reasons AlexRenew is considering another billing solution?

The key reason AlexRenew is considering another billing solution is that Greater Cincinnati Water Works provided AlexRenew notice that they were exiting the contract services business and thus would be unable to renew the contract beyond its current expiration in January 2024.

7. Is AlexRenew open to a turnkey solution that includes a billing system, call center, payments and collections, print and mail and all web portals for customers and staff all from one vendor?

Yes.

8. Would AlexRenew be open to having all customer service calls answered by one company? Only items that could not be solved would be escalated to AlexRenew – would this work?

Yes – the current Greater Cincinnati Water Works (GCWW) relationship includes workflows for the types of customer matters that are handled directly by GCWW customer service representatives versus those that are escalated to AlexRenew customer service and/or senior management.

9. What are the 3 most important things you are looking for in a new vendor?

At this phase, AlexRenew is using the RFI to survey the market to determine the range of possible solutions, which may involve contracting with a single vendor or multiple vendors.

AlexRenew generally wishes to maintain or enhance the current level of service and functionality its customers have, in a manner that is reliable, secure and efficient.

10. Am I correct in understanding that AlexRenew is currently using contract employees working on-site to perform billing, collections, customer service, IT and management functions?

Not exactly. AlexRenew currently has one full-time employee on site in Alexandria, who manages the contract with Greater Cincinnati Water Works (GCWW) and interfaces with customers in person as needed. For the most part, all of the services referenced in the question are provided by GCWW by their employees that are on site in Ohio, not on site at AlexRenew.

11. It is our understanding a third-party (Greater Cincinnati Water Works) currently provides the full suite of billing and customer services to AlexRenew/City of Alexandria – both software solutions for customer data management and payments (Oracle CC&B) and manpower/staff augmentation for all billing and call center operations. Can AlexRenew clarify if, as part of this RFI, it would be open to entertaining responses proposing only the software/technology solution for all the aspects of utility billing and customer services listed in the RFI, or if it is solely looking for a fully outsourced billing and customer service operations provider such as Greater Cincinnati Water Works? Thanks!

AlexRenew is open to both types of responses and is interested in hearing from firms that can provide only certain portions of the solution as well as those that could provide a more fully outsourced turn-key solution similar to the one AlexRenew has with Greater Cincinnati Water Works today.

12. What is the AMI water metering system currently in place? (do you want daily exception reporting)?

AlexRenew bills its customers for wastewater services based on water meter data provided through a daily data file from the private water company Virginia American Water (VAW) that serves the City of Alexandria. AlexRenew has no control over the water metering system(s) in use by VAW now or in the future. Yes, there is likely to be daily exception

reporting and other forms of quality control checks in place to ensure the billing system AlexRenew ultimately implements is ingesting the VAW data file accurately.

13. What is the implementation timeline? Would this be something you may issue an RFP in 2022?

Yes, it is possible AlexRenew issues a formal solicitation or solicitations such as a Request for Proposal for these services in the future. The preliminary implementation timeline would begin as early as fall 2022 with the goal to go-live on the new solution no later than January 2024 when the current contract expires.

14. Is the sewer billed at full usage or summer average?

AlexRenew does utilize winter averaging to cap summer billed usage. More information can be found about this methodology under the FAQs in AlexRenew's existing customer portal: <https://alexrenew.myutilityportal.com/>

15. RFI mentions shut-offs/disconnections for non-payment. Is this coordinated through the water or done independently?

The business process for shut-offs/disconnections for non-payment is managed by AlexRenew and Greater Cincinnati Water Works but the process to actually shut-off or disconnect the water service at the residence is indeed managed by the private water company Virginia American Water (VAW).

16. Are you open to billing water and sewer on one invoice?

This is unlikely to be a viable solution since water is provided by a private water company, Virginia American Water (VAW) while AlexRenew is an independent authority that also bills a component of its fees on behalf of the City of Alexandria. AlexRenew used to bill customers through a combined water/wastewater bill managed by VAW, but the water company terminated that arrangement in 2012.