



ADDENDUM No. 1	
RFP No.	22-015
RFP TITLE:	Customer Information System, Billing, and Customer Service Solution
ISSUE DATE:	May 11, 2022

To all potential offerors:

This Addendum is being issued to amend and or clarify certain information contained in the above named RFP. All information is binding on all Offerors who respond to this RFP. The following are changes and or modifications:

1. Attached are AlexRenew's answers to the questions received.
2. Attached is the attendee list in the preproposal conference
3. Attached is the presentation material provided at the preproposal conference.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

Acknowledgment

Name of the Firm:
Signature/Title:
Date:

RFP No. 22-015
Customer Information System, Billing, and Customer Service Solution

Updated RFP Schedule

The RFP schedule has been slightly amended since the issuance on 4/15/22. Changes are included in the table below and are highlighted in yellow.

Event	Date	Time (all times EDT)
RFP Issuance	Friday, 4/15/22	5:00 pm
Preproposal Conference	Friday, 4/29/22	1:00 pm
Deadline for Submission of Questions	Friday, 5/6/22	5:00 pm
Deadline for Submission of Proposals	Wed, 6/1/22	12:00 pm
Evaluation of Written Submissions and Shortlisting of Offerors	Fri, 6/10/22	5:00 pm
Begin Interviews and Product Demonstrations	Mon, 6/13/22	9:00 am
Begin Contract Negotiations	Mon, 6/27/22	9:00 am
Issuance of Notice of Award	Wed, 7/20/22	5:00 pm
Potential Project Kickoff Meeting	Mon, 8/1/22	9:00 am
Potential Project Start Date	Mon, 8/8/2022	9:00 am

RFP No. 22-015
Customer Information System, Billing, and Customer Service Solution

Answers to the Questions Received Via Email or During Non-Mandatory Pre-Bid Meeting

#	Question	Answer
1	Can companies from Outside USA can apply for this (like, from India or Canada)?	Yes. Please keep in mind that all firms prior to the award of a contract must present authorization to conduct business in the Commonwealth of Virginia.
2	Is it required to come onsite for meetings?	No. It is not required for the RFP submission process or vendor selection process. Yes. If awarded the contract, some onsite time may be required to fulfill contract obligations.
3	Can we perform the tasks (related to RFP) outside USA (like, from India or Canada)?	Please refer to the response to Question #1. While some of the work can be accomplished offsite, from time to time onsite presence may be required.
4	Can we submit the proposals via email?	No, as explained in the RFP proposals must be submitted by mail, courier (such as FedEx, UPS, etc.), or in person.
5	What is the number and/or percentage of customer communications sent by mail and by email?	AlexRenew averages approximately 19,000 bills sent by mail and 8,000 bills sent by email (paperless billing) each month. Additionally, pre-pandemic past due notices, or various other mailings, numbered at less than 1,000 per month.
6	Are postage costs to be included in proposed service fees?	postage costs should be included in the print/mail services.
7	What is the approximate number of customers who walk-in in an average month?	Approximately 95% of account holders who walk into AlexRenew's lobby looking for customer service, do so to make a payment. Pre-pandemic, there were approximately 20-40 walk-ins a month. Since 03/01/20 the number of customers who walk in has dropped to approximately 4 per month.
8	Will AlexRenew provide a desk and computer in your offices for a vendor employee to handle walk-in customers?	Walk-ins will be handled by AlexRenew staff.
9	Do you expect debt collection services to extend beyond the traditional first notice, second notice, shutoff?	Yes. Currently, GCWW attempts to collect outstanding debt on inactive/closed accounts for up to 1 year. Then the debt goes to a third-party collection agency (which GCWW oversees) for a year.

#	Question	Answer
10	Is remittance advice included with payments from outside agencies?	Ideally, yes, but not 100% of the time. Sometimes checks or money orders are received without the remittance advice and the payment has to be manually applied to the correct account.
11	Does that remittance advice include a delimited file with the account number and amount for each account that is being paid?	Ideally, yes, but not 100% of the time.
12	Number of accounts by Res, Com, OPA, & Ind	At any given time AlexRenew averages approximately: <ul style="list-style-type: none"> • 23,000 residential accounts, • 3,300 commercial accounts, • 175 OPA (Other Public Agency--mostly City of Alexandria, but also some state and federal) and • 4 industrial accounts.
13	Number of accounts that close and open, on average, each month	Approximately 400 accounts are opened and approximately 400 accounts are closed each month.
14	What are the areas of the existing applications AlexRenew is not very satisfied with? Please give us some examples.	There is not a particular area of functionality of the current application that is unsatisfactory. AlexRenew is looking for a new solution because the contract with the current service provider is ending. However, AlexRenew seeks to use this opportunity to upgrade and enhance service to its customers where possible.
15	What are the new features that AlexRenew is looking to implement in the proposed system?	AlexRenew is looking to evaluate and potentially implement a best-of-breed industry-leading solution that provides value-added services that enable the Agency to meet the expanding needs of our technology sophisticated customers, such as convenient and flexible payment options; expanded communications channels, and access to relevant information. AlexRenew will evaluate recommended best practices from the proposer.
16	Currently, how much is AlexRenew is spending annually on the "CIS, Billing, and Customer Service Solution"?	The current annual spend is approximately \$1.2 million as shown at the end of Appendix B of the RFP (Current Agreement with GCWW)

#	Question	Answer
17	What is the budget range for the current project's implementation cost and annual cost?	AlexRenew is open to a range of budget levels depending on the benefits of the solution to AlexRenew and its customers and stakeholders. It is possible the project budget would have additional flexibility if some implementation costs were able to be expensed upfront as a project expense rather than incorporated into a monthly subscription fee model. For example, AlexRenew's draft FY23 budget includes \$2.2 million in dedicated project funding for this transition in FY23-24, while any remaining funding would likely come from AlexRenew's annual operating budget.
18	The RFP states that "Electronic files must be in MS Word, Adobe Acrobat, or Excel format.". Is it possible to submit the proposal in PDF format?	Yes. The proposal may be submitted in a PDF format that can be opened in Adobe PDF.
19	The Proposal shall not exceed 50 pages. Can we add additional information supporting this RFP in another section "Additional Information"?	The proposer may add an addendum containing additional information at the end of the proposal. However, the proposal (response) must follow the format defined within the RFP, with primary information within the sections specified.
20	Can the customer support services be handled from a remote place?	Yes, some can. However, other tasks such as Lockbox, payment processing, bill printing/mailing, etc. would need to be handled in the USA. An additional point of clarification: vendor/s will not be expected to perform any tasks physically at AlexRenew. For example, walk-in payments will be handled by AlexRenew staff.
21	What are the working hours and days for providing Customer Services?	Currently, M-F 7:30 am - 5:00 pm Eastern time (except major holidays). However, AlexRenew might be interested in proposals that include options for additional days or hours.
22	Is service order management part of the RFP scope?	<p>AlexRenew does not directly provide field service operations. Meters are read and maintained by Virginia American Water (VAW). This arrangement will remain in place.</p> <p>The proposer may offer a solution (integration) that allows AlexRenew to view open service orders within the CIS, but it is not a requirement.</p>

#	Question	Answer
23	How many years of data need to be migrated?	AlexRenew's current CC&B data goes back to May 2020, so the expectation is to migrate this data at a minimum. The previous CIS, Customer Suite, has data from 10/01/12 to 04/31/20--migrating that data would be desired as well.
24	What is the preferred method (on-site or remote) of training?	Depending on who is being trained for what, this can be negotiated. A combination of remote and on-site at our location and on-site at the contact center should be expected.
25	How many staff members will be trained?	Depending on the training topic 2-5 (1-2 on Customer Service and 2-3 on reporting). If the proposed solution requires support or operation by the AlexRenew Information Technology group, training for 1-2 IT staff members would be expected.
26	How many staff members will access the proposed system?	Two to five AlexRenew staff apart from the staffing provided by the vendor.
27	What is the tentative date for awarding the proposal?	Please see schedule in RFP or addendum if updated
28	Provide a list of all payment processors that are to be integrated?	AlexRenew would like proposers to provide payment options as reference in the RFP, such as, credit card, ACH, web portal, mail and other recommended options. AlexRenew has not mandated use of specific payment service providers. The proposer will need to bring payment processors with their team, none will be migrated from the current agreement.
29	What tender types (Debit/Credit/ACH, etc.) are exercised by AlexRenew?	AlexRenew is looking to support all major payment types.

#	Question	Answer
30	Which Electronic Bill Payment and Presentment currently need to be integrated?	Electronic bill payment and presentment are currently provided by GCWW and will not be available past the end of the current contract period. AlexRenew is interested in a new solution that offers electronic bill payment and presentation via the web, IVR, and potentially 3 rd Party offerings.
31	How is consumption data is received?	The data is received in a pre-defined text file format via FTP
32	Daily/monthly via files from VAWC?	Consumption files are received daily from Virginia American Water.
33	What general ledger, refund system, bill print & mail system, and collection system, need to be integrated?	AlexRenew uses Microsoft Dynamics Great Plains general ledger and refund software. Bill print & mail and collections services are sought as part of the proposed solution.
34	What is the current process for resolving Customer's complaints?	The contact center handles initial interaction. As needed, front-line agents escalate up to leads or supervisors. If needed they escalate to the manager. And then, if needed, the contact center manager escalates up to AlexRenew Senior Customer Service Manager.
35	Does AlexRenew record all communication in the current system?	Yes
36	Does the new system need to be integrated with AlexRenew's Centralized Cashiering system?	No. Currently, AlexRenew accepts check and money order walk-in payments. The payment information is forwarded to the GCWW contact center for entry into the existing CC&B billing system. AlexRenew is open to improving this process if the option is available in the new proposed solution.
37	Which vendor is used for print, mail & delivery? Is AlexRenew looking for this service from the vendor?	Kubra is the current vendor GCWW uses. Yes. New vendor/s would need to provide these services. However, AlexRenew has not mandated a specific vendor for print and mail & delivery services for the new proposed solution

#	Question	Answer
38	Under “Language Interpretation Services”, how many languages need to be provided?	Currently GCWW uses a third-party vendor that supports 12-16 languages. Something like this, or as close to it as possible, would be expected. If new vendor had in-house contact center agents fluent in Spanish that would be a plus.
39	Please clarify the scope of the services for Collection Agency, Returned payment, and banking services?	<p>Closed/inactive accounts with a past due balance older than a specified amount of time and over a specified amount of money go to a third-party collection agency working for GCWW. Our new vendor/s would need to handle this.</p> <p>The new solution must accept return payment info whether manually or electronically, then accurately reflect account debt and credit status based on returned items.</p> <p>AlexRenew will evaluate the relevance of any banking relationships/services proposed in the proposals received. Such services should be consistent with the scope of work outlined in the RFP for billing, payment and collections services.</p>
40	Please clarify the scope of the service for Phone System Maintenance?	AlexRenew currently ports our incoming Customer Service number to GCWW. The new vendor/s would need to handle these incoming calls and maintain their own phone/IVRS system/s for this. Phone system maintenance costs would include licensing and support for the proposer’s IVRS.
41	Our assumption is that the account ID used today and the one you want to continue to use is the 10 digit account number generated by CC&B, or was another legacy account identifier used?	AlexRenew prefers that all existing accounts to keep the current account number, which is ten digits, and for new accounts also have a ten-digit number.
42	Regarding the requested support provided by the Proposer, are there any geographical or co-location restrictions of the support members? i.e. Can the call center staff be located remote and offshore?	Contact/Call center staff may be located remotely at a physical contact center or centers, and/or remotely working from home (provided all proper security procedures are in place). Other support staff, depending on their role and access, may be located remotely outside of the United States.

#	Question	Answer
43	Can you give a completed listing of all software tools used today beyond Oracle CC&B? i.e. Reporting or Query, Bill/Letter Formatting	Reporting, query, and bill/letter formatting services are provided by GCWW. Reports and queries requested by AlexRenew are generated by GCWW and provided via email. The software tools used to provide these services are owned/managed by GCWW. The proposer is encouraged to include the necessary tools and processes required to meet the scope of work and services requested in the RFP. GCWW manages the relationship with a 3 rd party to print and mail bills and letters. The following is a list of 3 rd party vendors used by GCWW: Telephony/IVR - Aspect Billing/Mailing - Kubra Lockbox – 5 th Third Bank EPayments - Kubra
44	What third party service is being used presently to store, manage, and process credit card and bank draft payments and handle PCI compliance?	Kubra
45	What current level of self-service do AlexRenew customers have within the legacy system?	Customers can currently sign-up for auto-pay and for paperless billing on the account holder portal. They can also view usage and print copies of bills.
46	What software is providing the self-service portal?	The vendor will be expected to provide a totally new portal, so the software of the current portal does not matter. Additionally, the vendor will need to skin portal to match AlexRenew's style guide, and it will need to look professional, top of the line, and easy to use.
47	Are there any specific pain points surrounding business process with the current version of Oracle CC&B in place, that you would like addressed?	There is not a particular area of functionality of the current application that is unsatisfactory. However, AlexRenew seeks to use this opportunity to upgrade and enhance service to its customers where possible.
48	Are you currently using CC&B case management functionality?	No.
49	Are you currently using pay plan or payment arrangements functionality in the present system?	Yes, it is CIS. There is not currently a self-service portal but this would be desirable in the future.

#	Question	Answer
50	How many 3rd party collection agencies are you using today?	One. GCWW handles this and uses Penn Collection Agency.
51	What are your current bill statement and letter delivery methods, i.e. email, postal, other?	Email and postal, but AlexRenew would like to add SMS functionality if possible.
52	Do you require cash or non-cash deposits for new customer accounts?	No. But there is a \$15 non-refundable, one time, application fee.
53	Is it possible for GCWW to provide the existing Oracle CC&B instance for conversion of transactional and configuration data?	Access to the exiting Oracle CC&B instance by another 3 rd Party requires access to the GCWW network which raises security concerns and limitations. GCWW is obligated to provide transition services to AlexRenew and is prepared to provide extracted data for conversion activities. However, AlexRenew would need to negotiate terms for direct access to the existing CC&B instance with GCWW and access can't be guaranteed at this time.
54	Do you report to credit bureaus?	No
55	Do you store account holder driver's license numbers, Social Security numbers, or dates of birth?	No.
56	Considering the unique scope which includes new CIS software as well as full BPO services, will AlexRenew consider a 3-4 week extension on the RFP deadline date to allow vendors additional time to present the proper consortium to meet AlexRenew's requirements?	AlexRenew is not currently considering extending the RFP deadline at this time. AlexRenew aims to have as much time available for solution implementation as possible due to the breadth of the transition. AlexRenew has a non-negotiable date for the transition of services to the selected vendor and has allotted the necessary time for project execution.
57	In our experience, the time required from RFP issuance, submittal, evaluation, demonstration, selection and contract negotiation is at a minimum 6 months. AlexRenew's RFP timeline has the issuance of an award currently earmarked for July 1st. Does AlexRenew expect to maintain this schedule and is there a reason for such a condensed timeline when the required go-live date is not until January 2024?	AlexRenew does intend to maintain the schedule presented in the RFP except for the changes listed above. The desired solution contains many needs that will need to be addressed during the solution implementation. AlexRenew understands that CIS-only projects can take 18-24 months to complete and this project contains additional elements that add complexity to the implementation. AlexRenew has a non-negotiable deadline for transition and would prefer to preserve as much time for project completion as possible.

#	Question	Answer
58	So it sounds as if AlexRenew would not be open to a solution-only proposal (no staffing resources)?	Yes, AlexRenew is open to solution-only. If it is the right solution, staffing needs could be addressed differently. AlexRenew strongly encourages vendors to look for ways to partner, or sub-contract, with others for staffing resources.
59	It was mentioned, AlexRenew is leveraging consulting services to help with solicitations. Can you disclose who that might be and the nature of their engagement is?	Raftelis for needs identification, procurement support, and implementation support.
60	How would local small minority owned business be a benefactor, if you do not have the platform for all the evaluation qualities that AlexRenew is looking?	AlexRenew encourages partnerships on this RFP. If the small business is able to partner, that would be preferable. If not, small businesses are encouraged to respond because it is possible that AlexRenew will make multiple awards.
61	Will the list of attendees be available for the attendees?	Yes. It is included in this addendum.
62	In the documentation that includes in the RFP, I noticed that GCWW is using Aspect Pro CSR Software features. Is there any particular feature of the software that is leveraging right now AlexRenew absolute need to keep?	No. AlexRenew is open to any enhancements like using cloud systems for phone agents. However, AlexRenew expects that proposers would maintain or add to current functionality.
63	Is AlexRenew currently leveraging artificial Intelligence, analytics or something like that?	Currently AlexRenew does not, but AlexRenew is open to exploring possibilities in the future.
64	In some of the documentation, it is mentioned targeting customer outreach. Can AlexRenew expand a little more about the company vision on that?	For example: (1) Ability to target small portion of our service area, based geo-locating options like drawing a circle around a targeted area on a map, and send those accounts a message. (2) Targeted outreach to all accounts "x" number of days delinquent and/or for "x" amount of money. The first example is a "nice to have" and the second example is a "must have."
65	Can I get a comment on the availability of GCWW tactical resources and get the folks there will be obviously instant, export that instant or get the data at the end of the day?	GCWW is obligated to provide transition services to AlexRenew and is prepared to provide extracted data for conversion activities. The frequency of exports has not been predetermined and AlexRenew would need to negotiate this with GCWW.

#	Question	Answer
66	What is it going to look like?	AlexRenew, GCWW and the selected proposer would work to define data formats required for extraction purposes for data conversion activities.
67	Is it a separate instance from their own work they are running for AlexRenew or is it blended?	Separate
68	It was mentioned that GCWW possibly be moving to the cloud. If they are, do they have a single instant moving to the cloud that will put a constraint on AlexRenew by moving their stuff out?	GCWW won't be moving to the cloud until after our contract has expired. GCWW and AlexRenew exist on separate instances. GCWW will not move the AlexRenew instance to the cloud.
69	However, if GCWW is moving instant their stuff out of the cloud, will AlexRenew be untouched?	GCWW and AlexRenew data exist on separate instances. GCWW will not move the AlexRenew instance to the cloud.
70	So if you want to get a copy of your CC&B instance, will AlexRenew be allowed to do so?	Access to the exiting Oracle CC&B instance by another 3 rd Party requires access to the GCWW network which raises security concerns and limitations. GCWW is obligated to provide transition services to AlexRenew and is prepared to provide extracted data for conversion activities. However, AlexRenew would need to negotiate terms for direct access to the existing CC&B instance with GCWW and can't be guaranteed at this time.
71	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"Public agency of the Commonwealth, so we have to follow all of the Virginia public procurement laws."
72	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"AlexRenew has a strong environmental mission"
73	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"...number of accounts may be small, but our needs and expectations are more in line with a mid to large size city..."
74	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	Adaptive Culture"...we want to be on the cutting edge...excited to see what technologies and solutions can help do things differently and better..."

#	Question	Answer
75	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"We bill based on Virginia American Water data, so the meters, all the opening and closing accounts, happens with them and away from us..."
76	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"GCWW exiting the service bureau business...so that is the reason for the RFP"
77	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"We would encourage...proposer's that can meet most of the requirements...to consider teaming or otherwise propose solutions through sub-contracts, or whatever they may be, to package all of this up in one big basket if they can."
78	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"The ideal partner for us would be handling all of the customer interactions, and actually managing the call center staff, training them to use the CIS, tools to contact customers, etc."
79	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"Like to add live-chat, which we currently do not have."
80	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"We (AlexRenew staff) take walk-in payments (check or money order only) in our lobby."
81	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"Currently phone reps empowered to handle most situations on their own. Pre-authorized to handle certain things up to a limit. If need approval, or call escalates, goes up the lead or supervisor, then a manager, at the contact center, and then as needed escalates over to us at AlexRenew."
82	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"We get all of our billing information from VAWC--including name, billing address, premise address, phone number, email address (if there is one)."
83	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"Looking for new portal options like, as an example, customers being able to sign-up for a payment plan."

#	Question	Answer
84	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"Currently we pay GCWW evenly throughout the year on a monthly basis, but we are open to paying for services either up front and/or ongoing."
85	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"Current RFP schedule shows interviews and demos starting June 13th. We may push that a week. As we adjust schedule, we will post addendums."
86	Comment/s made by AlexRenew during non-mandatory pre-bid meeting	"Solicitation scoring...price assigned a pretty low point total, but that doesn't mean it doesn't matter. We will determine what brings the 'best value.' Best value is the concept that underlies the RFP process in Virginia. So this is not a bid for cost, where it goes to the lowest bid, this is not to say price doesn't matter at all, this is a price is considered in the context of what is being offered. And we're ultimately looking for the best value for AlexRenew."

RFP No. 22-015
Customer Information System, Billing, and Customer Service Solution

Non-Mandatory Pre-Bid Meeting Attendees

Name	Email	Organization
Aditya Menon	aditya.menon@esc-partners.com	Enterprise Solutions Consulting
Andrew Wright	awright@wrightsolutionsllc.com	Wright Solutions
Christina Yan	cyan@advancedutility.com	Advanced Utility Systems
Connie Kane	Connie.Kane@conduent.com	Conduent
Ed Joella	ed.joella@gmail.com	Diversified Technology Corp
Gary Flowers	Gary.Flowers@conduent.com	Conduent
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RFP 22-015: Customer Information System, Billing and Customer Service Solution

April 29, 2022

Pre-Proposal Meeting

Meeting Agenda

- Welcome and Introductions
- Overview of AlexRenew
- RFP Purpose and Project Requirements
- Overview of Solicitation Documents
- Questions

Welcome and Introductions

Overview of AlexRenew

AlexRenew At-A-Glance

- Serves over 300,000 customers in Alexandria and Fairfax County
- Independent political subdivision created under the Virginia Water and Wastes Authority Act in 1952
- Led by a five-member citizen Board of Directors
- AlexRenew is primarily funded through sewer rates

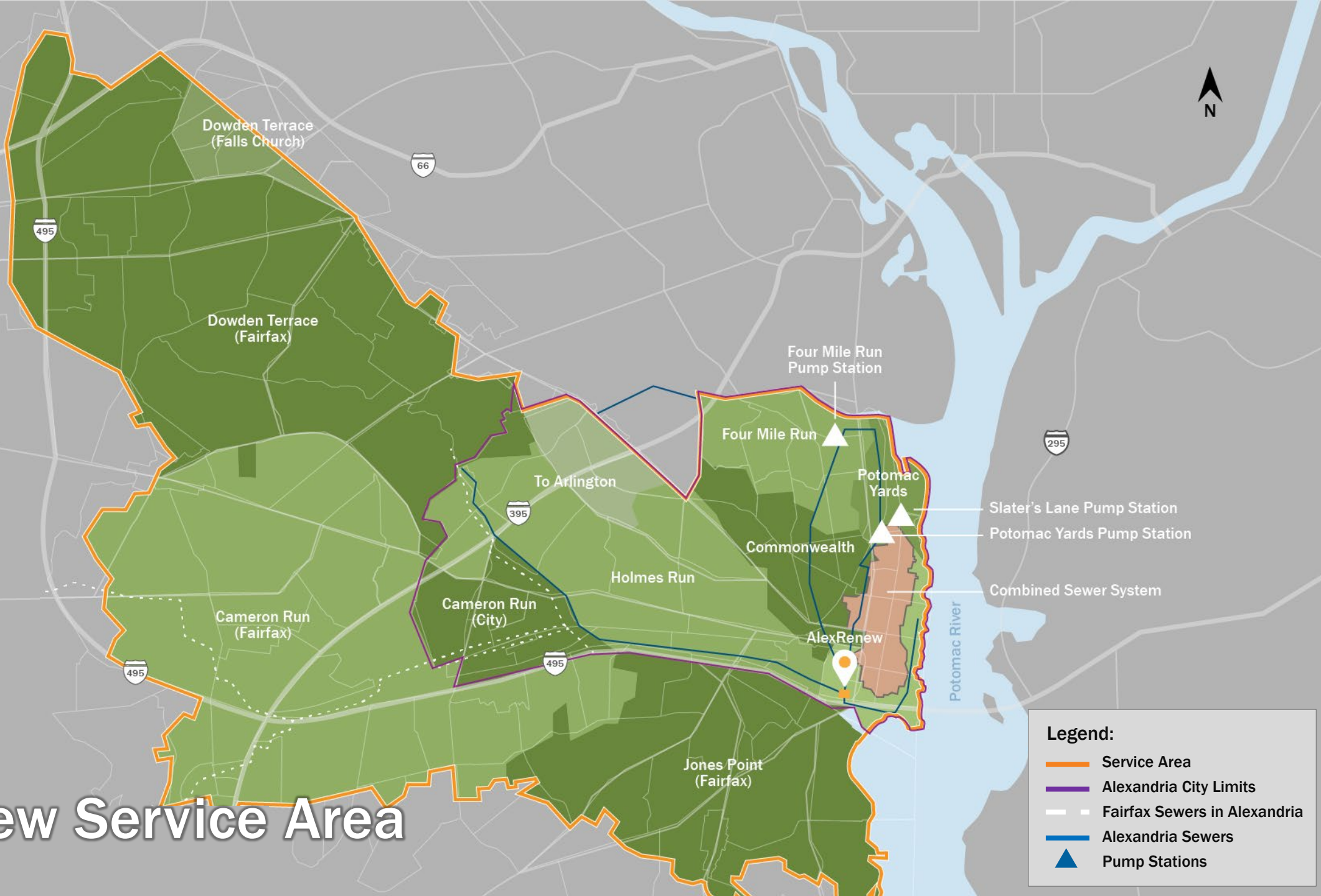
4 pumping stations throughout Alexandria

4 combined sewer outfalls

20 miles of sewer interceptors

38 million gallons of wastewater treated every day at our wastewater treatment plant

AlexRenew Service Area



Alexandria has an Engaged and Educated Community

- Population of approximately 160,000
- 50% of residents with bachelor's degree or higher
- 65 standing boards, commissions, & committees
- Governed by a City Council
- Centralized historic district (Old Town)

Our 2040 Vision



Effectively partner with all watershed stakeholders to:

- Enable local citizens to **embrace the best use of water resources and establish a personal connection with local waterways.**
- Sustainably manage water as a single resource through the entire water cycle.
- **Create a healthy environment and improve our quality of life** through the exceptional reclamation of used water resources.
- Maximize use of multiple financial options to continue our fiscal stability.

Strategic Outcomes for an Expanded 2040 Vision



Operational Excellence

100% compliance with all imposed mandates through continuous improvement efforts



Public Engagement and Trust

Transparency in all public interactions



Watershed Stewardship

Sustainability and resiliency integrated through effective partnerships



Adaptive Culture

All employees continue to be fully-rounded water professionals



Effective Financial Stewardship

Provide clean water cost effectively and efficiently

History of Billing and Customer Service

Virginia American Water

- Current partner for metering, new/changed/closed accounts
- Billed AlexRenew services on water bill until 2012

Greater Cincinnati Water Works

- Public utility entity
- Service bureau took on AlexRenew in 2012
- Oracle CC&B CIS
- Customer service, IT, Billing, and liaison staffing
- Subcontractors for many services
- Serving until the end of 2023

RFP Proposer

- Single point of contact
- Customer information system
- Outsource staffing to supplement AlexRenew resources
- Conduct business processes
- Customer interaction

RFP Purpose & Project Expectations

Purpose of the RFP

- The purpose of this Request for Proposal (RFP) is to solicit proposals from firms who can take over the strategically outsourced organizational functions of billing and customer service. AlexRenew would **prefer to continue working with a single partner** that provides both billing and customer service outsourcing, similar to the current arrangement with GCWW.
- The ideal respondent must have experience in successfully implementing the proposed CIS solution at public agencies of similar size and with similar requirements to those of AlexRenew.
- The respondent must also offer a team to provide managed services of billing, collections, and customer service processes. Staffing levels and service levels should match or exceed the current SLAs provided by GCWW.
- The CIS, billing, and customer service transition project should ideally be transparent to AlexRenew's customers. Customer impacts should be improvements to processes and features and should not cause negative impacts such as the loss of customer preferences (e.g., autopay functions).

Overview of Current Services

- Customer Service
 - Call handling
 - Customer self-service
 - Email, live-chat, and portal Contact Us submissions
- Billing
 - Conduct billing processes and convey bills
 - Implement rates and charges
 - New, closed, changed accounts
- Collections
 - Accept payments
 - Debt collection services
 - Payment remittance to AlexRenew
- Technology
 - Customer information system implementation and maintenance
 - Third-party interfaces
 - Training and end user support
- Project Management
 - Client Relationship Management
 - Subcontractor management
 - Change management

Desired Improvements to Services

- Improved customer communications options such as targeted outreach, automated chat
- Improved customer portal with additional self-service options
- Enhanced adoption of autopay functions
- Improved error reporting and correction in VAW interface processes
- Enhanced data reporting and data auditing capabilities

Project Expectations

- A turnkey solution should be provided that includes current and desired future state needs
- Respondent will provide a consistent team for the duration of the engagement
- Service level agreements will be upheld during the project
- CIS implementation will complete before the desired transition date of January 1st, 2024
- Service will be provided for a minimum of 5 years, with the option of 10 years
- Project compensation will include upfront and ongoing costs

Overview of Solicitation Documents

Solicitation Documents

- Electronic copies of RFP Documents can be found at:
 - AlexRenew Website: <https://alexrenew.com/node/249>
 - eVA – Commonwealth of Virginia website: <https://eva.virginia.gov/>
- All official notifications provided through AlexRenew's website.
- AlexRenew is not responsible for RFP documents and addenda obtained from other sources

RFP Schedule

Event	Date	Time (EDT)
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Begin Interviews and Product Demonstrations	Mon, 6/13/22	9:00 am
Begin Contract Negotiations	Mon, 6/20/22	9:00 am
Issuance of Notice of Award	Wed, 7/20/22	1:00 pm
Potential Project Kickoff Meeting	Mon, 8/1/22	9:00 am
Potential Project Start Date	Mon, 8/8/2022	9:00 am

Solicitation Documents

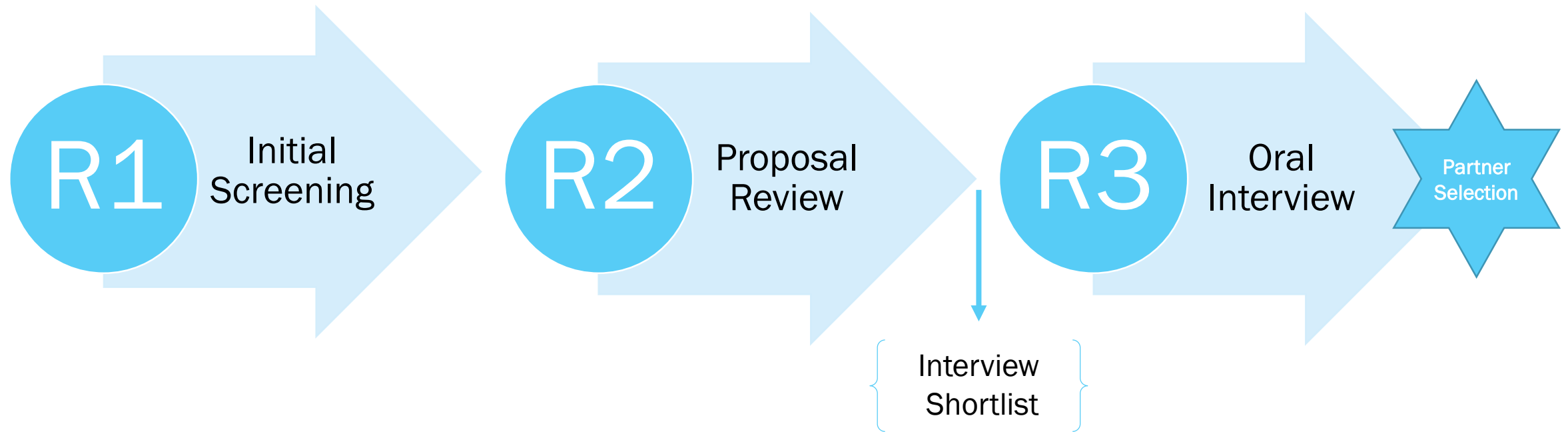
- Procurement Type

- Competitive Negotiation (RFP) procurement process as defined/authorized in the Virginia Public Procurement Act (VPPA)

- Competition Intended

- Respondents to advise the Purchasing Agent *in writing* if any language, requirement, specification, etc., or any combination thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source.
 - Send notification to: hans.bailey@alexrenew.com
 - Subject line of the email: RFP No 22-015 Questions.
 - Notification submitted no later than fifteen (15) days prior to June 1, 2022

Evaluation Process



Solicitation Scoring

- **Qualifications**
 - 60 points
 - Project experience, personnel experience, similar projects, firm stability
- **Approach**
 - 75 points
 - Proposed solution, approach to services, project management
- **Requirements**
 - 150 points
 - Ability to satisfied stated requirements, past experience with similar requirements
- **Price**
 - 15 points
 - Price relative to lowest bid, proportion of costs upfront vs ongoing



Questions?



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