

**REQUEST FOR PROPOSALS**  
**UTILITY MANAGEMENT SYSTEM**  
**SOLICATION 5965**  
**ADDENDUM NO. 1**

**Issue Date: June 12, 2024**

This Addendum containing the following revisions, additions, deletions and/or clarifications, is hereby made a part of this solicitation and Contract Documents for the above-named project. Bidders/Proposers shall take this Addendum into consideration when preparing and submitting their response to this solicitation. This addendum has 7- pages and lists questions received and SHA's responses.

The following is a list of the questions received and SHA's responses to those questions:

1. Is there any place that I can see/download the previously approved RFP from SHA? I am asking this as this is my first-time submitting a bid to SHA. Just looking for some examples.

Response: This is a new RFP, and all the details can be found by downloading the RFP document available on our website.

2. Please provide any current or desired integrations with Utility companies for purposes of getting monthly bills or billing data.

Response: We currently have integration with Portfolio manager for PSE and SCL. We have no billing integration, and one of the primary features we are seeking is a means to pull billing data directly from PSE, SCL, and SPU or bills.

3. Please describe any other current methods for gathering billing information.

Response: Manual data entry -> Access -> PowerBI (Data) & Oracle E1 Accounting)

4. Has a budget been approved for this project? What is the amount?

Response: SHA has approved budget for this project, the exact amount information is not available at this time.

5. What is the anticipated project duration?

Response: Implementation timeline 6months. Initial contract duration is one year with an option to extend for additional 4-years.

6. Is there a targeted go-live date?

Response: End of 2024.

7. Have you seen any demonstrations of COTS software that meets your requirements? If so, which ones?

Response: We would like to see a solution that can meet our requirements.

8. Do you have a preference for COTS or Custom Software?

Response: A preference for COTS solutions with agency customization. Custom software is okay with a proven track record, domestic production, and familiarity with Seattle & WA state environmental standards.

9. Could you detail whether the system should support specific financial protocols like XBRL for regulatory reporting or custom formats tailored to individual utility providers for seamless integration?

Response: Please refer to the technical fit requirement sheet in the RFP.

10. How does the system need to address dynamic billing allocations based on user-defined parameters such as variable percentage splits or tiered billing structures common in differentiated rate plans for utilities like electricity and water?

Response: About billing data, we mostly need specific accounts allocated to particular business unit and accounting codes which our utility team will provide to accounting. Accounting data is held in Oracle E1, so basic text and pdf report outputs are sufficient for this purpose. If this is pertaining at all to tenant rebilling, we are currently contracted with a service for this, so easy data export is a critical feature.

11. What are the expected volumes and specific data formats of the historical utility billing and consumption records that the system will need to integrate.

Response: Historic data is in the form of our Access database and PowerBI reports. The best measurement of volume would be our number of accounts.

12. Are there particular data integrity checks or normalization processes you anticipate will be necessary to ensure seamless data migration from legacy systems?

Response: We can't provide the details at this time.

13. Could you specify if the system is expected to accommodate various payment methods, including credit cards, ACH, and real-time payments?

Response: At this time, no, we mostly need data exports (xlsx), and reports formatted for our accounting dept, fitting into pre-existing accounting systems more efficiently, and removing manual entry. SHA currently only pays via credit card or check. If the agency ever pursues real-time payments or ACH, having features to facilitate that will be helpful.

14. Are there also specific requirements for the reconciliation features, such as automated matching with bank statements or real-time ledger updates, to support these transactions?

Response: We need to work within existing agency accounting systems and processes so our ability to implement these changes will be limited at first, but this feature could be useful regarding the utility accounts we rely on CC autopayment. Matching with statements, could make for a more robust and automated reconciliation process.

15. Could you clarify the specific regulatory reporting requirements or standards, such as EPA benchmarks or state-specific environmental compliance, that the utility management system is required to meet.

Response: Tools that meet our reporting needs, such as speeding the time to submit new connections to portfolio manager/integration with portfolio manager are useful.

16. Is there also a demand for real-time reporting capabilities to monitor consumption spikes and efficiency measures on-the-fly?

Response: Not currently. Guardian Water & Power is already contracted for this service where we have installed submeters. Having all of our information in one place is desirable, so integration with GWP would be an asset.

17. What specific interfaces or APIs, such as those from Yardi or other demographic analysis tools, does the utility management system need to integrate with?

Response: PowerBI, Oracle Enterprise 1, Yardi and potentially importing data from Guardian Water & Power.

18. Are there particular data synchronization or real-time data exchange protocols that must be supported to facilitate this integration.

Response: No

19. What specific security protocols and standards are required for the utility management system, particularly in relation to the provisioning of unlimited logins and customizable access levels?

Response: The solution should be a secured solution that protects the data and Personal identifiable information(PII).

20. Are there federal or state compliance standards, such as NIST or ISO 27001, that the system must adhere to in order to ensure data security and privacy?

Response: Yes, that is a standard practice and should be adhered to.

21. Could you specify the desired threshold levels for usage spike alerts in the utility management system, and what preferred methods or technologies should be used for anomaly detection?

Response: This should be customizable by an administrative user, based upon energy efficiency standards, or average gallons per occupant.

22. What are the requirements for the notification system to alert administrators and users about potential leaks or unusual consumption patterns?

Response: This should be a feature, to set thresholds for alerts by property via email, or application-based pop-up alerts.

23. Could you detail the specific requirements for document management within the utility management system, especially regarding the production of standard invoice documents and accounts payable functionalities?

Response: Ability to export reports with payment amounts by budget codes for Accounts payable. Ability to export the same in xlsx for import to E1. Ability to export payment amounts by property and utility account.

24. What formats, archival standards, and retrieval systems are required for these documents to ensure compliance and efficient handling?

Response: Refer to the response to question 26 below.

25. Our current Intelligent Portfolio Management Dashboard offers a range of additional features that could potentially enhance operational efficiencies and insights. Would the SHA be interested in exploring these supplementary functionalities, if so, may we include these features in our proposal by adding an "additional features" section?

Response: You may include features, but please specify if they are add-on package expenses, or included.

26. What are the utility types and utility providers? How many utility accounts are there?

Response:

SPU – WSG, SCL- Electricity, PSE: Gas.

**Exact meter count:**

SPU – 657 meters on recurring bills.

PSE – 67 meters (1:1 relationship between accounts and meters confirmed)

**Estimate:**

SCL – 540 – Based upon total number of recurring accounts (491) + 10%

27. What format is the utility data available in? Is it electronic? How is it provided?

Response: Paper billing. We seek to have them automatically converted to data to save time and errors of manual entry. Either direct downloading from utility or they are sent to provider to convert.

28. Can you explain the utility payment requirements in more detail?

Response: The payment is currently done by our ERP system.

29. Will the utility management system also serve as a customer information system? Or will it integrate with an existing CIS? In other words, does the utility management system need to know who is occupying the housing units and if so how will that be maintained over time?

Response: No, but a potentially useful feature to update our vacancy payment process in the future.

30. Are you looking for on-premises software or a cloud-based solution?

Response: Platform agnostic, reliable and latency free system is a requirement.

31. What systems will SHA be looking to have the new system integrate with? Is there a desire to provide an Open API and webhook for future added integrations?

Response: No.

32. What is your current ERP system – is it E1 (Oracle's JD Edwards EnterpriseOne Architecture)? Please confirm.

Response: E1, at the moment.

33. The RFP says an unlimited number of logins; what would be the average expected number of concurrent users? What is the expected peak number of concurrent users?

Response: Realistically, 3-5 users + IT. Unlimited access is mostly for ease of transition to new staff and organizational flexibility.

34. Does SHA have a preference between a cloud or on-prem solution?

Response: We are looking for the best solution that meets SHA requirements.

35. Does SHA have a preference between COTS (commercial-off-the-shelf) products or a custom-build solution?

Response: We are looking for the best solution that meets SHA requirements.

36. Are there any concerns with using Microsoft Power BI for data analysis and building reports?

Response: No.

37. What is the expected method of bill import? Is this interfacing with an API, consumption of PDF bills, or digitization of paper bills?

Response: This is a feature that we would expect the provider to take this work out of SHA's hands. We would like data from bills to be translated to data either from a paper bill sent from the utility, or by the provider's system's pulling PDF bills individually. SCL & SPU do not have an option to pull billing data directly.

38. Is the proposed system intended to view a building as a whole or will breakdowns to individual units be necessary?

Response: The majority of utility payments are for whole buildings. We have a separate process to handle vacancy payments at this time. There are some accounts where we capture Portfolio manager data from individual submeters. Being able to integrate that data into one platform would be an asset.

39. What is the volume of historical data?

Response: 636 k approximately.

40. What is the current location of historical data? Cloud database?

Response: On-premises database

41. Is the paying of bills intended to be done via API integration?

Response: No, not at this time.

42. Automatically split billed amounts to individual GL accounts for easy importing to E1. Can you provide an example of Automatically split bills?

Response: Acquire billing data from invoices. Key identifier (account number) matches to property, which itself is assigned a business unit (location) value, and accounting code (for the type of utility asset being charged: water, sewage, garbage, electricity, gas). Successfully parsing utility bills is a must. a

43. Streamlined way to make payments to utilities. We streamline by creating an AP file for payment. Is this what you are looking for?

Response: Yes, but we don't need to have a file since payment will be done by our ERP system.

44. Can you share the list of participants attended the pre-submittal meetings?

Response: No, we can not share that information.