

Bid Detail

Project Title	Utility Billing System Selection & Implementation Project
Invitation #	VW0217
Bid Posting Date	02/05/2024 6:47 PM (PST)
Project Stage	Bidding
Bid Due Date	03/07/2024 11:00 AM (PST)
Response Format	Electronic
Project Type	RFP (Request for Proposal)
Response Types	Response File Submittal Checklist (required) Exceptions List (required) Key Staff, Consultant and Subconsultant List (required) Small Business Enterprise Outreach Program (required) Local Business Enterprise Consideration Non Collusion Declaration (required) Conflict Of Interest Disclosure (required) Client References (1 of 3) Must upload in MS Word (required) Client References (2 of 3) Must upload in MS Word (required) Client References (3 of 3) Must upload in MS Word (required) Cost Form (Must upload in MS Excel) (required) W-9 Certification (required) Response Requirement Document (Must upload in MS Excel) (required) Web Content Accessibility Guidelines (WCAG) Checklist (Must upload in MS Excel) (required)
Type of Award	Lump Sum
Categories	20500 - Computers, Hardware, Software 91827 - Community Development Consulting 91829 - Computer Software Consulting 91849 - Finance/Economics Consulting 92000 - Data Processing, Computer, Programming, Hosting, and Related Services 95823 - Computer Management Services 91890 - Strategic Technology Planning and Consulting Services 91882 - Scientific/Technical Consulting 95114 - Infrastructure, Telecommunications
License Requirements	
Department	Consultant Contracts Services Unit #820
Address	5750 Almaden Expressway San Jose, California 95118
County	Santa Clara
Bid Valid	

Liquidated
 Damages
 Estimated Bid
 Value
 Start/Delivery
 Date
 Project
 Duration

Bid Bond

Bid Bond 0.00%
 Payment Bond 0.00%
 Performance Bond 0.00%

Pre-Bid Meeting Information

Pre-Bid Meeting No

Online Q&A

Online Q&A Yes
 Q&A Deadline 02/15/2024 11:00 AM (PST)

Contact Information

Contact Info Kimberley Linser 408-630-2874
 klinser@valleywater.org
 Bids to
 Owner's Agent

Description

Scope of Services The objectives for this Project include the following:

1. Implement “New Revenue Collection Software” to meet the operational business needs of Valley Water while minimizing the need for ongoing internal IT maintenance and support.
2. Adapt best business practices (i.e., encourage streamlining and automation of standard business transactions, enhanced processing, and online capabilities, etc).
3. Provide robust reporting and analytics.

4. Provide integrations and interactions with existing internal District applications and databases; including but not limited to Infor and other systems utilizing Oracle Databases and Oracle's Application Express.
5. Ensure Data security according to industry standards.
6. Achieve necessary on-site and remote support during implementation and ongoing operation to ensure user acceptance of the system and receipt of the full benefits a new system has to offer.
7. Identify and deliver effective comprehensive user training and adhere to regulations.
8. Provide customers and District staff a user-friendly interface.
9. Minimize customizations through the adoption of best business practices provided by a Commercial-Off-the Shelf (COTS) solution

Other Details

Minimum Qualifications:

The following qualifications are the minimum required qualifications for a proposal to be considered responsive:

The Proposer shall have a minimum of two (2) years of demonstrated experience in providing professional utility billing implementation services preferably with experience with a similar public agency.

Notes

Additional RFP Timeline information:

Valley Water Response to Proposer(s) RFP Questions and Clarification & Issue Addenda No later than February 22, 2024

Oral Demo Week of April 15, 2024

Oral Interview and Proof of Concept (POC) Week of April 29, 2024

Procurement Portal Support:

Issues regarding the SCVWD Procurement Portal, account registration, and/or electronic submittal, should be directed to PlanetBids, in a timely manner that does not impact your proposal submittal. Contact the PlanetBids Vendor Line Support at:

SCVWD Procurement Portal:

<https://pbsystem.planetbids.com/portal/48397/portal-home>

Phone: (818) 992-1771

Business Hours: 5:00 a.m. – 5:00 p.m. / M – F (PST)

Special Notices

All proposals must be submitted as a single PDF file. No zip files will be accepted.

All questions and/or requests for clarification concerning this solicitation must be submitted through the Q&A feature on this portal before the date and time stated on the bid information and/or the Q&A tab.

The undersigned understands and agrees to be bound to the proposed Scope of Services and Cost Proposal for 180 days from the date of proposal submittal. Proposers may not communicate with Valley Water Board Members, staff, or consultants who currently provide services for Valley Water. All inquiries regarding this upcoming solicitation should be directed to person named in the Contact Information section.

Local
Programs &
Policies