



RFP #26-275

July 24, 2026

Utilities Billing Customer Information System

For

Augusta-Richmond County (herein "Augusta")
On behalf of the Augusta Utilities Department

RFP Due: Wednesday, August 26, 2026, at 11:00 a.m.

**One Original and One Electronic Version of RFP
on a USB Drive shall be submitted**

Andy Penick
Procurement Director
535 Telfair Street, Suite 605
Augusta, Georgia 30901

Request for Proposal

Sealed proposals will be received at this office until **Wednesday, August 26, 2026, at 11:00 a.m.** RFP openings are open to the public in the Procurement Department located at 535 Telfair Street, Suite 605, Augusta, GA 30901 and via Teams: Meeting ID: 285 549 064 218 408; Passcode: 2p2Db7Xm for furnishing:

RFP #26-275 Utilities Billing Customer Information System for Augusta-Richmond County (herein "Augusta"), Augusta Utilities Department

No proposal will be accepted by email. All submittals must be received during our normal office hours from 8:30 a.m. to 5:00 p.m., Monday through Friday. No proposals may be withdrawn for a period of ninety (90) days after proposals have been opened, pending the execution of contract with the successful vendor.

RFP documents, and all Addenda, may be viewed on the Augusta, Georgia website under the Procurement Department ARCBid menu (<https://www.augustaga.gov/681/ARCBid>), Euna OpenBids (<https://network.demandstar.com>) and Georgia Procurement Registry website located at (<https://ssl.doas.state.ga.us/gpr/index>). Bidders must mark the RFP number on the outside of the submittal envelope. Addenda will also be posted on the above listed website.

An optional pre-proposal conference will be held on **Monday, August 10, 2026 @ 10:00 a.m.** virtually via Teams; Meeting ID: 241 474 137 376 868; Passcode: nq2hQ7wr.

All requests for clarifications or interpretations for this proposal must be submitted in writing by electronic email to procbidandcontract@augustaga.gov to the Procurement Department on or before the close of business **Wednesday, August 12, 2026 @ 5:00 P.M.**

Questions, request for clarifications or interpretations regarding this proposal must be submitted to the Procurement Department:

Augusta Procurement Department
Attn: Ms. Tywana Scott
535 Telfair Street - Room 605
Augusta, Georgia 30901
Phone: 706-821-2422
Email: procbidandcontract@augustaga.gov

Bidders are cautioned that acquisition of the proposal documents through any source other than the office of the Procurement Department is not advisable. Acquisition of proposal documents from unauthorized sources places the bidder at the risk of receiving incomplete or inaccurate information upon which to base his qualifications.

No proposals will be accepted by email; all proposals must be received by mail or hand delivered.

Publish:

Augusta Chronicle July 23rd, 30th and August 6th

PROCUREMENT DEPARTMENT

ELECTRONIC TEAMS INFORMATION

The Augusta, Georgia Procurement Department conducts Public RFP Pre-Proposal Conferences and Openings to award quality contracts for Augusta. Proposers may participate in our Public RFP Pre-Proposal Conferences and Openings via webcast or teleconference by following the instructions outlined below:

ELECTRONIC RFP INSTRUCTIONS

RFP # 26-275 Pre-Qualification Conference

Utilities Billing Customer Information System for
Augusta-Richmond County - Augusta Utilities Department

Monday, August 10, 2026 @ 10:00 a.m.

TEAMS RFP Pre-Qualification Conference:

1. Go to <https://www.microsoft.com/en-us/microsoft-teams/join-a-meeting> and enter meeting ID: 241 474 137 376 868
2. Passcode: nq2hQ7wr

RFP # 26-275 Opening

Utilities Billing Customer Information System for
Augusta-Richmond County - Augusta Utilities Department

Bid openings are open to the public in the Procurement Department located at 535 Telfair Street, Suite 605, Augusta, GA 30901

Wednesday, August 26, 2026, at 11:00 a.m.

TEAMS RFP Opening:

3. Go to <https://www.microsoft.com/en-us/microsoft-teams/join-a-meeting> and enter meeting ID: 285 549 064 218 408
4. Passcode: 2p2Db7Xm

For Assistance: Please Contact the Issuing Officer at (706) 821-2422

INSTRUCTIONS TO SUBMIT

INSTRUCTIONS TO SUBMIT

- 1.1 Purpose: The purpose of this document is to provide general and specific information for use by vendors in submitting a proposal to supply Augusta, Georgia with equipment, supplies, and or services as listed above. All proposals are governed by the Augusta, Georgia Code.
- 1.2 Viewing the Augusta Code: All proposals are governed and awarded in accordance with the applicable federal and state regulations and the Augusta, Georgia Code. To view the Code visit Augusta's website at **www.augustaga.gov** or **<http://www.augustaga.gov/index.aspx?NID=685>** **Guidelines & Procedures.**
- 1.3 Compliance with laws: The Bidder shall obtain and maintain all licenses, permits, liability insurance, workman's compensation insurance and comply with any and all other standards or regulations required by federal, state or Augusta, Georgia statute, ordinances and rules during the performance of any contract between the Bidder and Augusta, Georgia. Any such requirement specifically set forth in any contract document between the Bidder and Augusta, Georgia shall be supplementary to this section and not in substitution thereof.
- 1.4 Bids For All Or Part: Unless otherwise specified, County reserves The Right To make an award(s) for all Items, or categories, or specific line items, to one or more bidders. Bidder may restrict their bid to consideration in the aggregate by so stating but must name a unit price on each item submitted upon.
- 1.5 All protests shall be made in writing to:

Attn: Andy Penick,
Procurement Director
535 Telfair Street, Suite 605
Augusta, GA 30901
Email:procbidandcontract@augustaga.gov
- 1.6 Augusta, Georgia License Requirement: For further information contact the License and Inspection Department at 706 312-5050.

General Contractors License Number: If applicable, in accordance with O.C.G.A. §43-41, or be subjected to penalties as may be required by law.

Utility Contractor License Number: If applicable, in accordance with O.C.G.A. §43-14, or be subjected to penalties as may be required by law.
- 1.7 Terms of Contract: (Check where applicable)
[] (A) Annual Contract
[] (B) One time Purchase
[X] (C) Other



NOTICE TO ALL VENDORS

ADHERE TO THE BELOW INSTRUCTIONS AND DO NOT SUBSTITUTE FORMS

PLEASE READ CAREFULLY:

Exhibit A is a consolidated document consisting of:

1. Business License Number Requirement (must be provided)
2. Acknowledgement of Addenda (must be acknowledged, if any)
3. Statement of Non-Discrimination
4. Non-Collusion Affidavit of Prime Bidder/Offeror
5. Conflict of Interest
6. Contractor Affidavit and Agreement (E-Verify User ID Number must be provided)

Exhibit A Must be Notarized & Two (2) Pages Must be returned with your submittal .

Business License Requirement: Bidder must be licensed in the Governmental entity for where they do the majority of their business. Your **company's business license number must** be provided. If your Governmental entity (State or Local) does not require a business license, your company will be required to obtain an Augusta-Richmond County business license if awarded a contract. For further information contact the License and Inspection Department at 706 312-5050.

Acknowledgement of Addenda: You Must acknowledge all Addenda. See Page 1 of Exhibit A.

E-Verify * User Identification Number (Company I.D.): Vendor must provide the E-Verify affidavit with their bid.

The city, each contractor, and each subcontractor have different roles and responsibilities in the E-Verify process. The city collects E-Verify affidavits from the contractor. The contractor collects E-Verify affidavits from its subcontractors. The subcontractors collect E-Verify affidavits from its sub-subcontractors. Independent contractors (those with no employees) do not need to supply E-Verify information. Instead, they will provide a driver's license or state identification card from states on the "compliant" list created by the Georgia Attorney General. Those contractors and subcontractors that fill out the affidavits are responsible for the accuracy of the information. The city does not need to confirm that the E-Verify information is correct. The liability for incorrect information is on the contractor or subcontractor. NOTE: The authorization date can be found within the Memorandum of Understanding (MOU).

Affidavit Verifying Status for Augusta Benefit Application (Systematic Alien Verification for Entitlements Program) (Must Be Returned With Your Submittal)

The successful vendor will submit the following forms to the Procurement Department no later than five (5) days after receiving the "Letter of Recommendation" (Vendor's letter will denote the date forms are to be received)

1. Georgia Security and Immigration Subcontractor Affidavit
2. Non-Collusion Affidavit of Sub-Contractor
3. E-Verify MOU (Memorandum of Understanding)



Exhibit A

Augusta, Georgia Procurement Department

ATTN: Procurement Director

535 Telfair Street, Suite 605

Augusta, Georgia 30901

Name of Bidder: _____

Street Address: _____

City, State, Zip Code: _____

Phone: _____ Email: _____

Where/How did you hear about this solicitation? _____

Attach a copy of your Business License, W-9, and your General Contractor License.

If applicable, provide a copy of the following:

Utility Contractors License - MUST BE LISTED ON FRONT OF ENVELOPE

Acknowledgement of Addenda: (#1) ____: (#2) ____: (#3) ____: (#4) ____: (#5) ____: (#6) ____: (#7) ____: (#8) ____:

NOTE: CHECK APPROPRIATE BOX (ES) - ADD ADDITIONAL NUMBERS AS APPLICABLE

Statement of Non-Discrimination

The undersigned understands that it is the policy of Augusta, Georgia to promote full and equal business opportunity for all persons doing business with Augusta, Georgia. The undersigned covenants that we have not discriminated, on the basis of race, religion, gender, national origin, or ethnicity, with regard to prime contracting, subcontracting, or partnering opportunities.

The undersigned covenants and agrees to make good faith efforts to ensure maximum practicable participation of local small businesses on the proposal or contract awarded by Augusta, Georgia. The undersigned further covenants that we have completed truthfully and fully the required forms regarding good faith efforts and local small business subcontractor/supplier utilization.

The undersigned further covenants and agrees not to engage in discriminatory conduct of any type against local small businesses, in conformity with Augusta, Georgia's Local Small Business Opportunity Program. Set forth below is the signature of an officer of the proposer/contracting entity with the authority to bind the entity.

The undersigned acknowledge and warrant that this Company has been made aware of understands and agrees to take affirmative action to provide such companies with the maximum practicable opportunities to do business with this Company; That this promise of non-discrimination as made and set forth herein shall be continuing in nature and shall remain in full force and effect without interruption;

That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made as part of and incorporated by reference into any contract or portion thereof which this Company may hereafter obtain and;

That the failure of this Company to satisfactorily discharge any of the promises of nondiscrimination as made and set forth herein shall constitute a material breach of contract entitling Augusta, Georgia to declare the contract in default and to exercise any and all applicable rights remedies including but not limited to cancellation of the contract, termination of the contract, suspension and debarment from future contracting opportunities, and withholding and or forfeiture of compensation due and owing on a contract.

Non-Collusion of Prime Bidder

By submission of a proposal, the vendor certifies, under penalty of perjury, that to the best of its knowledge and belief:

(a) The prices in the proposal have been arrived at independently without collusion, consultation, communications, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other vendor or with any competitor.

(b) Unless otherwise required by law, the prices which have been quoted in the proposal have not been knowingly disclosed by the vendor prior to opening, directly or indirectly, to any other vendor or to any competitor.

(c) No attempt has been made, or will be made, by the vendor to induce any other person, partnership, or corporation to submit or not to submit a proposal for the purpose of restricting competition. Collusions and fraud in proposal preparation shall be reported to the State of Georgia Attorney General and the United States Justice Department.

Conflict of Interest

1. By submission of a bid, the responding firm certifies, under penalty of perjury, that to the best of its knowledge and belief 1. No circumstances exist which cause a Conflict of Interest in performing the services required by this BID, and

2. That no employee of the County, nor any member thereof, nor any public agency or official affected by this BID, has any pecuniary interest in the business of the responding firm or his sub-consultant(s) has any interest that would conflict in any manner or degree with the performance related to this BID. By submission of a bid, the vendor certifies under penalty of perjury, that to the best of its knowledge and belief:

(a) The prices in the bid have arrived independently without collusion, consultation, communications, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other vendor or with any competitor.

(b) Unless otherwise required by law, the prices which have been quoted in the bid have not knowingly been disclosed by the vendor prior to opening, directly or indirectly, to any other vendor or competitor.

(c) No attempt has been made, or will be made, by the vendor to induce any other person, partnership, or cooperation to submit or not to submit a bid for the purpose of restricting competition. For any breach or violation of this provision, the County shall have the right to terminate any related contract or agreement without liability and at its discretion to deduct from the price, or otherwise recover, the full amount of such fee, commission, percentage, gift, payment, or consideration.

Contractor Affidavit and Agreement: Contractor Affidavit under O.C.G.A. § 13-10-91(b) (I)

Georgia E-Verify and Public Contracts: The Georgia E-Verify law requires contractors and all sub-contractors on Georgia public contract (contracts with a government agency) for the physical performance of services over \$2,499 in value to enroll in E-Verify, regardless of the number of employees. They may be exempt from this requirement if they have no employees and do not plan to hire employees for the purpose of completing any part of the public contract. Certain professions are also exempt. All requests for proposals issued by a city must include the contractor affidavit as part of the requirement for their bid to be considered.

The undersigned contractor ("Contractor") executes this Affidavit to comply with O.C.G.A. § 13-10-91 related to any contract to which Contractor is a party that is subject to O.C.G.A. § 13-10-91 and hereby verifies its compliance with O.C.G.A. § 13-10-91, attesting as follows:

a) The Contractor has registered with, is authorized to use, and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program;

b) The Contractor will continue to use the federal work authorization program throughout the contract period, including any renewal or extension thereof;

c) The Contractor will notify the public employer in the event the Contractor ceases to utilize the federal work authorization program during the contract period, including renewals or extensions thereof;

d) The Contractor understands that ceasing to utilize the federal work authorization program constitutes a material breach of Contract;

e) The Contractor will contract for the performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the Contractor with the information required by O.C.G.A. § 13-10-91(a), (b), and (c);

f) The Contractor acknowledges and agrees that this Affidavit shall be incorporated into any contract(s) subject to the provisions of O.C.G.A. § 13-10-91 for the project listed below to which Contractor is a party after the date hereof without further action or consent by Contractor; and

g) Contractor acknowledges its responsibility to submit copies of any affidavits, drivers' licenses, and identification cards required pursuant to O.C.G.A. § 13-10-91 to the public employer within five business days of receipt.

Georgia Law requires your company to have an E-Verify*User Identification Number (Company I.D.) on or after July 1, 2009.

For additional information or to enroll your company, visit the State of Georgia website:

<https://www.e-verify.gov/employers/enrolling-in-e-verify>

Federal Work Authorization User Identification Number: E-VERIFY REQUIRED FOR ALL CONTRACTS OVER \$2,499.00

**** (E-Verify Number)** _____

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, 20____ in _____ (City), _____ (State).

Signature of Authorized Officer or Agent
NOTARY COMMISSIONING

Printed Name and Title of Authorized Officer or Agent

Subscribed and sworn before me on this _____ **day of** _____, 20____

Notary Public

My Commission Expires:

NOTARY SEAL

The undersigned further agrees to submit a notarized copy of Exhibit A, and any required documentation noted as part of the Augusta, Georgia Board of Commissions specifications which govern this process. In addition, the undersigned agrees to submit all required forms for any subcontractor(s) as requested and or required. **I further understand that my submittal will be deemed non-compliant if any part of this process is violated.** You Must Complete and Return the two (2) pages of Exhibit A with Your Submittal. Document Must Be Notarized.



Systematic Alien Verification for Entitlements (SAVE) Program

Affidavit Verifying Status for Augusta, Georgia Benefit Application By executing this affidavit under oath, as an applicant for an Augusta, Georgia Business License or Occupation Tax Certificate, Alcohol License, Taxi Permit, Contract or other public benefit as reference in O.C.G.A. Section 50-36-1, I am stating the following with respect to my proposal for an Augusta, Georgia contract for

[RFP Project Number and Project Name]

[Print/Type: Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity]

[Print/Type: Name of business, corporation, partnership, or other private entity]

- 1.) _____ I am a citizen of the United States.
- 2.) _____ I am a legal permanent resident 18 years of age or older.
- 3.) _____ I am an otherwise qualified alien (8 § USC 1641) or nonimmigrant under the Federal Immigration and Nationality Act (8 USC 1101 et seq.) 18 years of age or older and lawfully present in the United States.*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

Signature of Applicant

Printed Name

*Alien Registration Number for Non-Citizens

NOTARY ACKNOWLEDGEMENT

Subscribed and sworn before me on this _____ day of _____, 20_____

Notary Public

My Commission Expires: _____

NOTARY SEAL

THIS FORM MUST BE COMPLETED, NOTARIZED AND RETURNED WITH YOUR SUBMITTAL



TRADE SECRET STATUS AFFIDAVIT
Augusta, Georgia

All documents, data, letters and generated information received by Augusta, Georgia constitutes a "public record" and is subject to disclosure under the Georgia Open Records Act ("GORA"). O.C.G.A. § 50-18-70 et seq. However, pursuant to O.C.G.A. § 50-18-72(a)(34), "[an] entity submitting records containing trade secrets that wishes to keep such records confidential under this paragraph shall submit and attach to the records an affidavit affirmatively declaring that specific information in the records constitute trade secrets pursuant to Article 27 of Chapter 1 of Title 10 [O.C.G.A. § 10-1-760 et seq.]."

O.C.G.A. § 10-1-761(4) defines "Trade secret" as "...information, without regard to form, including, but not limited to, technical or nontechnical data, a formula, a pattern, a compilation, a program, a device, a method, a technique, a drawing, a process, financial data, financial plans, product plans, or a list of actual or potential customers or suppliers which is not commonly known by or available to the public and which information:

- A. Derives economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use; and
- B. Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy."

Therefore, the records listed below and attached hereto, that were submitted with _____ response to Augusta, Georgia Request for Proposal, Request for Quote, or Request for Qualified Contractor _____ are marked confidential pursuant to O.C.G.A. § 10-1-761(4):

- (List specific information that the supplier wishes to withhold and how that information constitutes a trade secret)
- Additional trade secret information requested to be withheld
- **Your company is requested to send a redacted copy of your submittal.**

Under penalty of perjury, acknowledging that O.C.G.A. §16-10-71 provides a penalty of a fine of up to \$1,000 and potential imprisonment of one to five years, I attest that the specific information in the records listed above constitutes trade secrets pursuant to O.C.G.A. § 10-1-761(4), and request that Augusta, Georgia not disclose this protected information under the Georgia Open Records Act ("GORA").

Signature:

[Signatory Name in Print]

[Signatory's Title] [Company Name]

Date: _____

[Signatory's Title]

NOTARY COMMISSIONING

Subscribed and sworn before me on this _____ day of _____, 20_____

Notary Public

My Commission Expires: _____

NOTARY SEAL

RETURN FORM ONLY IF APPLICABLE.

Minority and Women Owned Business Enterprise Program Ordinance Requirements

Notice To All Bidders (PLEASE READ CAREFULLY)

The following shall apply to All Bids regardless of the dollar amount

In accordance with the Commission Action on 7/25/24 and the adoption of Ordinance No. 7945 Chapter 10C of the AUGUSTA, GA, CODE, Contractors agree to collect and maintain all records necessary to Augusta, Georgia to evaluate the effectiveness of its Minority and Women Owned Business Enterprise Program and to make such records available to Augusta, Georgia upon request. The requirements of the Minority and Women Owned Business Enterprise Program can be found at www.augustaga.gov. In accordance with AUGUSTA, GA. CODE, Contractors shall report to Augusta, Georgia the total dollars paid to each subcontractor, vendor, or other business on each contract, and shall provide such payment affidavits, regarding payment to subcontractors, if any as required by Augusta, Georgia. Such utilization reports shall be in the format specified by the Director of Compliance and shall be submitted at such times as required by Augusta, Georgia. Required forms can be found at www.augustaga.gov. If you need assistance completing a form or filing information, please contact the M/WBE Program office at (706) 821-2406. Failure to provide such reports within the time period specified by Augusta, Georgia shall entitle Augusta, Georgia to exercise any of the remedies set forth, including, but not limited to, withholding payment from the Contractor and/or collecting liquidated damages.

SHALL APPLY TO PROJECTS IN EXCESS OF \$300,000

Minority and Women Owned Business Enterprise Program (Continued)

Sec. 1-10-138. Race and Gender-Conscious Efforts

Contract-by-Contract Subcontractor Goals The City, through the Goal Setting Committee (GSC), will set specific, separate percentage-based MBE and WBE subcontracting goals on a contract-by contract basis for Prime contracts in Construction, Architecture & Engineering, Professional Services, and Other Services valued in excess of \$300,000. The City shall establish such goals based upon the type of contract, the type of subcontracting work that will be required, and the availability of M/WBE firms to perform the work for that specific contract.

The GSC shall not establish subcontracting goals on contracts where (a) there are no subcontracting opportunities identified for the contract; or (b) there are not at least three (3) MBE and/or WBE firms that are available and capable to perform a CUF for the overall subcontracting opportunities on the contract.

Good Faith Efforts (GFE) Requirements and Guidance

1. Achievement of subcontracting goals or documentation of Good Faith Efforts applies to every Contract for which such goals are established. **The Bidder shall submit a compliance plan detailing its achievement of the goals or its Good Faith Efforts to meet the goals. The compliance plan shall be due at the time set out in the solicitation documents.**

2. When a Bidder cannot achieve the goals, its compliance plan shall document its GFE to achieve the goals. The Director of Compliance will determine whether the Bidder has made such GFE.

Bid Documents

All bid documents shall require bidders or proponents to submit with their bid the following written documents, statements, or forms, which shall be made available by the Procurement Department.

- Proposed Letter of Intent MBE/WBE.
- Proposed MBE/WBE Utilization Plan.
- Documentation of Good Faith Efforts Form (in the event the bidder **will not** meet the MBE and WBE goals).

Failure to submit the above documentation shall result in the bid being declared non-responsive.

Sec. 1-10-154.Exceptions

In accordance with § 1-10-8, on federally funded projects or contracts, the M/WBE Program shall only be utilized when authorized by the applicable federal (and/or Georgia) laws, regulations, and conditions relating to that project or contract. To the extent that there are any conflicts between any such laws, regulations, or conditions and the provisions of the M/WBE Program, the federal (and/or Georgia) guidance shall control.

NOTE: All forms should be submitted in a separate, sealed envelope, labeled M/WBE Forms, Company's Name & Bud number

For questions and or additional information, please contact:

Minority-Owned and Women-Owned Business Enterprise Program
535 Telfair Street, Suite 530
Augusta, Georgia 30901

(706) 821-2406, mwbe@augustaga.gov

Website: <https://www.augustaga.gov/83/Disadvantaged-Business-Enterprise>

SECTION I INTRODUCTION AND BACKGROUND:

Introduction and Background

The Augusta Utilities Department (AUD) in Augusta, Georgia (Augusta) provides water and sewer services to the residents of Augusta and bills for these services through nearly 75,000 customer accounts. Additionally, AUD bills for the Stormwater Utility on behalf of the Augusta Engineering Department. Augusta-Richmond County sees steady annual growth in both population and utilities customers.

Our Customer Service Department serves as the primary interface point between AUD and the Augusta community. Our Customer Service Representatives (CSRs) are the primary contacts for information regarding start/stop of service, billing questions, leak concerns, and service interruptions. Our CSRs are trained to help customers with immediate concerns and whom to contact in other departments for specific questions or needs. Our Customer Service department handles, on average, approximately 800 applications for service each month. On average, our Customer Service department receives approximately 7,500 calls per month and 7,500 in-office visits each month.

Our Metering Department is responsible for reading, maintaining, repairing, and replacing water meters 3 inches and smaller. Water meters are read monthly through a combination of manual, AMR, and AMI reads. These reads are reviewed for a number of factors including high, low, and zero consumption. After validation is completed the readings are transferred to the customer accounts for billing to occur. AUD is in the process of upgrading all of our meters to solid state water meters with cellular AMI endpoints. AUD uses Itron for our AMI network; any proposed billing system must be capable of interfacing with Itron's Temetra software.

Our Construction and Maintenance department is responsible for the provision of new taps, provision of water meters for new commercial and industrial accounts, and for the creation of new residential accounts created for new build homes and subdivisions. As well, a team in our C&M department is responsible for the daily dispatch of turn on/turn off work orders as a result of customer non-payment.

The current CIS creates bills for water, sewer, and stormwater. AUD is responsible for water and sewer, while Augusta Engineering Department is responsible for stormwater. There are multiple user categories, a tiered rate system, a levelized winter average for residential sewer billing, and a number of fees that any billing system must be able to handle. Billing is calculated with usage calculations, fixed fees, and variable fees. AUD currently has 28 monthly billing cycles for water and sewer, with stormwater fees billed on the monthly water and sewer bills. Once bills have been generated and sent to customers, AUD is responsible for collecting payment. All bills are printed and sorted by a third party.

Payments are made using a variety of methods. Customers are able to use IVR, online payments, direct debit (ACH), check, or in-person payments.

AUD currently uses Systems & Software's enQuesta (version 6) for our CIS.

AUD uses Cityworks AMS (server version 15.8.8 and mobile version 11, as of December 2025) for work order management, integrated with the Augusta GIS as the master catalog of assets. AUD is in the process of upgrading to ArcGIS Pro for GIS and to Cityworks 26 for work management.

SECTION II SCOPE OF SERVICE:

Scope of Service

The purpose of this RFP is to obtain proposals for a utility billing software and Customer Information System (CIS) that will meet all core functions as defined in the requirements and keep pace with Augusta's current and future needs. The software must integrate all aspects of our utility services including customer account management, billing and collections, meter reading systems and software, asset and work order management software, and customer payment and portal systems. It is expected that the selected vendor will assume responsibility for leading the implementation of the software solution in partnership with an Augusta appointed project manager, including any data conversion that may be required to transition from the current software. AUD may enter into a professional services agreement with the vendor that best meets our needs and provides the best value inclusive of implementation, data conversion and migration, training, and support.

The proposed solution must include all items listed in the requirements as mandatory. Should it be discovered that a proposer falsely claimed the existence or current operational state of any required item it shall be grounds for disqualification of the proposal or if discovered after award for the immediate termination of any contract with all funds refunded immediately upon dissolution of the contract.

SECTION III INSTRUCTION TO PROPOSERS:

Obligations of Proposers

AUD assumes no responsibility for any costs incurred by any Proposer in responding to this RFP. Your good faith response assumes the requested information is solicited without the creation of any obligation between parties, explicit or implied. Augusta will conduct a thorough investigation and evaluation of all responses.

Pre-Proposal Conference

A pre-proposal conference call will be held on Monday, August 10, 2026 at 10:00 am virtually via Teams; Meeting ID: 241 474 137 376 868; Passcode: nq2hQ7wr. Representatives from AUD, AED, and Augusta Procurement will be available for discussion and questions during the conference. The purpose of the conference is to provide assistance in the interpretation of the RFP and answer other technical or contractual matters.

Nothing stated or discussed during the course of this conference shall be construed to modify, alter, or change the requirements of the RFP unless it shall be subsequently incorporated into an addendum to the RFP. All questions asked during the conference must be submitted in writing and will be addressed in an addendum following the conference.

Tentative Proposal Selection Schedule

Activity	Date
RFP Issued	July 23, 2026
Pre-Proposal Conference	August 10, 2026
Deadline for Questions to Augusta	August 12, 2026
Proposals Due	August 26, 2026 @ 11:00 am
Preferred Proposals Selected	TBD
Vote of Acceptance from Augusta Commission	TBD
Award and Notice to Proceed	TBD

Preparation and Submission of Proposals

Proposals with pricing information must be submitted in the prescribed format. Failure to comply with directions in this RFP or omission of requested information could result in disqualification a proposal. Proposals are to be submitted in a sealed envelope, clearly marked in the lower left-hand corner:

“Proposal – RFP 26-275 Utilities Billing Customer Information System”

Proposals and pricing to be submitted to:

The Augusta Procurement Department
Attn: Andy Penick
535 Telfair St.
Suite 605
Augusta, GA 30901

One (1) un-bound original of the proposal, the Appendix A – General Requirements, and the Appendix B – IT Requirement and one (1) electronic copy of the proposal, Appendix B, and Appendix C on a USB flash drive. This is to be submitted with your proposal and must be received at the Procurement Department office no later than Wednesday, August 26, 2026 at 11:00 a.m. Submit in a separately sealed envelope one (1) unbound original Cost Proposal and one (1) electronic copy on USB flash drive. Failure to conform to this requirement may be grounds for disqualification. Absolutely no Proposals and Pricing Information will be accepted after Wednesday, August 26, 2026 at 11:00 a.m.

Faxed or e-mailed proposals and pricing Information are not acceptable. Proposals and pricing information received after the deadline will be returned to the sender unopened.

Names of submitting firms will then be read aloud at 11:00am on Wednesday, August 26, 2026. All interested parties and the general public are invited to attend. All questions are to be directed the office of the Director of Procurement via email at procbidandcontract@augustaga.gov. All questions must be received no later than 5:00 p.m. on Wednesday, August 12, 2026.

No organization is to discuss any aspect of this RFP with any Augusta employee without approval of the Procurement Department. This is to ensure that all prospective respondents have the same level of knowledge relative to the required services as well as ensuring the additional data is made available to all proposers.

Proposals received will become the property of Augusta and shall be used as they see fit. All information contained in the Proposals will remain confidential until after a contract is signed. Augusta reserves the right to cancel the RFP, to reject any and all responses received, and to waive any technicalities or other minor informalities if it determines, at its sole discretion, that such cancellation or rejection is in the best interests of Augusta.

Addenda, Questions, and Interpretations

Augusta reserves the right to cancel the RFP or to eliminate parts thereof if it determines, at its sole discretion, that such cancellation or elimination is in the best interest of Augusta.

Augusta reserves the right to amend this RFP by addenda no later 5 days prior to the date set for receipt of the submission of proposals. Addenda or amendments will be posted on Augusta's website ARCBid, Euna OpenBids, and Georgia Procurement Registry. All such addenda shall become part of the RFP and all Proposers shall be bound by such addenda. Addenda, including postponement of the date for receipt of proposals, may be issued up to 5 days prior to the date the proposals are due. Vendors are to acknowledge receipt of addendum.

Proposing firms shall promptly notify Augusta of any omission, ambiguity, inconsistency or error that they may discover upon examination of the RFP.

Augusta will not be bound by any information, explanation, clarification, or any interpretation, oral or written, by whosoever made, that is not incorporated into an addendum to the RFP. No response will be made to inquiries received after the RFP questions deadline.

Modification and Withdrawal of Proposals

Proposals may be withdrawn after they have been submitted, but only before the deadline established for receipt of Proposals. Withdrawn proposals may be resubmitted but only in the manner in which the proposal was originally submitted. Withdrawals must be signed by the Proposer(s) and must be received by Augusta no later than the deadline.

Rejection of Proposals

Augusta reserves the right to reject any and all responses to the RFP with reasonable explanation, and/or to waive any informalities in evaluating the RFP responses if it deems this to be in the best interest of Augusta, its customers, and the general public. Augusta reserves the right to qualify Proposers as it deems in its best interest.

Augusta will not award a contract to a Proposer who fails to furnish evidence satisfactory to Augusta that it has the ability, equipment, and experience to furnish the kind and quality of materials and services required, that it has furnished materials and services of similar character and magnitude, and that it has sufficient capital and plant to enable it to prosecute this project successfully within the time limit given for this contract. Intending vendors who cannot fully satisfy these requirements are requested not to submit a proposal. Failure to qualify in this respect may be considered sufficient cause to reject any proposal whatsoever.

Additionally, Augusta reserves the right to disqualify Proposers, before and after the opening of proposals, upon evidence of collusion with intent to defraud or other illegal practices upon the part of any Proposer(s).

Proposal Contents

Proposals must be organized and provided in a clear and concise format. The information shall be provided in the order listed and font size shall not be smaller than 11 pt. font. Sections shall be divided by tabs for ease of reference or bookmarked in PDF, and pages shall be consecutively numbered.

Each proposal shall be submitted in a sealed envelope and prominently marked as follows:

RFP No.: #26-275 Utilities Billing Customer Information System
Opening Date: Wednesday, August 26, 2026
Company Name: Company 's Name

The Proposal shall include the following:

- Title Page – List the RFP title, the name of the Proposer, managing office address, telephone number, name and email address of primary contact, and date.
- Table of Contents – Include a clear identification of the material included in the proposal by page number.
- Procurement Documents: All documents required under the Augusta Procurement regulations and procedures, properly executed and notarized as required (**Exhibit A and SAVE Form**). The notary seal shall be visible on the original and all copies.
- Letter of Interest – Two (2) pages maximum indicating the Proposer understands the scope of work requested, commits to provide the required services, and providing the name(s) and contact information of the authorized representative(s) for the Proposer's organization.

- Textual response, including annotations as needed.
- Summary of exceptions to requirements. List all exceptions. Language such as "Proposer would like to discuss" may be considered an exception by Augusta.
- Details of exceptions. Language such as "Proposer would like to discuss" may be considered an exception by Augusta. Proposer shall briefly state the reason for the exception and provide alternative language in the case of an exception.
- References.
- Financial Data.
- Attestation regarding disputes.
- Cost proposal

Trade Secrets

Pursuant to Georgia law, any trade secrets that are required by law, regulation, bid, or request for proposal to be submitted to Augusta are exempt from disclosure under the Open Records Act. However, this exemption applies only in specific circumstances. If records containing trade secrets are submitted to Augusta, and the submitting company wants to protect the trade secrets contained in those records from disclosure, an affidavit must be attached to the records stating that specific information in the records is a trade secret. See Trade Secret Affidavit on page 9.

Indemnity

To the fullest extent permitted by law, the Contractor shall indemnify and hold harmless the Owner from and against liability, claims, damages, losses and expenses, including attorneys' fees, arising out of or resulting from performance of the work, provided that such liability, claims, damage, loss or expense is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property (other than the work itself) including loss of use resulting therefrom, but only to the extent caused in whole or in part by negligent acts or omissions of the Contractor, a Subcontractor, anyone directly or indirectly employed by them or anyone for whose acts they may be liable.

In claims against any person or entity indemnified under this Paragraph by an employee of the Contractor, a Subcontractor, any one directly or indirectly employed by them or anyone for whose acts they may be liable, the indemnification obligation under this Paragraph shall not be limited by a limitation on amount or type of damages, compensation or benefits payable by or for the Contractor or a Subcontractor under workers' compensation acts, disability benefit acts or other employee benefit acts.

Title VI

Augusta, Georgia, in accordance with Title VI of the Civil Rights Act of 1964 and 78 Stat. 252, 42 USC 2000d – 42 and Title 49, Code of Federal Regulations, Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, minority enterprise will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated on grounds of race, color, sex or national origin in consideration of award.

- Compliance with Regulations – Contractor shall comply with the Regulations relative to nondiscrimination in federally-assisted programs of the U.S.D.O.T., Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.
- Nondiscrimination – Contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, sex, or national origin in the selection and retention of subcontractors, including procurement of materials and leases of equipment. Contractor shall not participate either directly or indirectly in discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
- Solicitation for Subcontracts, Including Procurement of Materials and Equipment – In all solicitations either by competitive bidding or negotiations made by the Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the Contractor of the Contractor's obligations under this contract and the Regulations relative to nondiscrimination on the ground of race, color, sex, or national origin.
- Information and Reports – Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books records, accounts, other sources of information and its facilities as may be determined by Augusta or the Georgia Department of Transportation (GDOT) or the Federal Highway Administration to be pertinent to ascertain compliance with such Regulations, orders, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the Contractor shall so certify to Augusta, GDOT, or the Federal Highway Administration as appropriate, and shall set forth what efforts it has made to obtain the information.
- Sanctions for Noncompliance – In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, Augusta shall impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to withholding of payments to the contractor under the contract until the contractor complies and/or cancellation, termination, or suspension of the contract in whole or in part.
- Incorporation of Provisions – The Contractor shall include the provisions of paragraphs (2) through (6) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto.
- The Contractor shall use suppliers on the appropriate GDOT Qualified Products List.
- During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:
 - Title VI of the Civil Rights Act of 1964 and 49 CFR Part 21,
 - The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970,
 - Federal-Aid Highway Act of 1973,

- Section 504 of the Rehabilitation Act of 1973, as amended, and 49 CFR Part 27,
- The Age Discrimination Act of 1975, as amended,
- Airport and Airway Improvement Act of 1982,
- The Civil Rights Restoration Act of 1987,
- Titles II and III of the Americans with Disabilities Act,
- The Federal Aviation Administration's Non-discrimination statute,
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations,
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency,
- Title IX of the Education Amendments of 1972, as amended.

Responsibility of Proposer

Responses to a Request for Proposals must be signed by an authorized official to bind the proposer, and it shall contain a statement to the effect that the Request for Proposals is firm for a period of at least 90 days from the closing date of submission.

Ownership of Material

Ownership of all data, material, and documentation originated and prepared for Augusta pursuant to this contract shall belong exclusively to Augusta.

Prohibition of Gratuities

Firms shall not offer any gratuities, favors, or anything of monetary value to any official, employee, or agent of the Augusta Board of Commissioners for the purpose of influencing consideration of this proposal.

Cost of Proposal

Augusta shall assume no liability for costs incurred by proposers to prepare and/or submit a proposal. The entire cost of preparation, submission, and any work in connection therewith shall be borne by the proposer(s).

Open Records

In accordance with The Georgia Open Records Act, §50-18-72, the contents of proposals shall not be made public until such time as the final award of a contract is made.

Assignment of Contractual Rights

It is agreed that the successful proposer shall not assign, transfer, convey, or otherwise dispose of a contract that results from this RFP or their right, title, or interest in or to the same, or any part thereof, without written consent by Augusta.

Contract Award

Following review of the proposals, a Selection Committee will rank the respondents in accordance with the weighted evaluation criteria. Failure of a Proposer to provide any

portion of the requested information may result in declaration that the Proposer was non-responsive. Augusta reserves the right to reject any and all proposals.

Independent Contractors

The proposer represents to Augusta that they are fully experienced and qualified to perform the functions described herein, and that they are properly equipped, organized, and financed to do the same. The proposer shall finance their own operations, shall operate as an independent contractor and not as the agent of Augusta. Nothing contained in this RFP or a contract resulting from the same shall be construed to constitute the proposer or any of their employees, agents, or subcontractors as a partner, employee, servant, or agent of Augusta, nor shall either party have any authority to bind the other in any respect. It is intended that each shall remain an independent contractor.

Augusta Confidential Information

While performing services for Augusta selected proposer(s) shall not disclose any confidential business information which may become known while performing business services. Personnel shall be instructed that shall not remove any Augusta documents or other materials, and that they shall not disclose any confidential information to anyone outside of Augusta personnel unless permission is provided in writing.

Compliance with Laws

The Proposer shall obtain and maintain all licenses, permits, liability insurance, workman's compensation insurance and comply with any and all other standards or regulations required by Federal, State or County statute, ordinances and rules during the performance of any contract between the Proposer and Augusta.

Debarred Firms and Pending Litigation

Any potential proposer/firm listed on the Federal or State of Georgia Excluded Parties Listing (Barred from doing business) will not be considered for contract award. Proposers must notify Augusta immediately if they become disbarred at any time during the proposal process and while under contract. Proposers shall disclose any record of pending criminal violations and/or convictions, pending lawsuits, etc. and any actions that may be a conflict of interest occurring within the past 5 years to include any staff utilized in the bid process or designated to perform services as part of this contract.

Miscellaneous

The proposer agrees that they presently have no interest and shall not acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the services hereunder. The proposer further agrees that no person having any such known interest shall be employed or conveyed an interest, directly or indirectly, in the contract. All respondents must provide a statement of disclosure, which will allow Augusta to evaluate possible conflicts of interest.

Proposals submitted are not publicly available until after award by the Augusta Board of Commissioners. All proposals and supporting material, as well as correspondence relating to this RFP, becomes the property of Augusta when received. Any proprietary

information contained in the proposal should be so indicated. However, a general indication that the entire contents, or a major portion, of the proposal is proprietary will not be honored.

Evaluation of Proposals

After the proposal packages have been opened Augusta's Evaluation Committee will evaluate the proposers' responses including financial data, proposers' references, proposers' experience, and other data relating to the proposers' responsibility and qualifications to perform the project satisfactorily. Proposers may be required to submit additional or supplemental information to Augusta, if necessary, for Augusta to determine whether the proposer(s) meet all the standards outlined.

Completeness of Answers

All questions and requests for specificity must be answered. All specifications incorporating "shall," "must," etc., are requirements and failure to comply with these must be specifically noted as exceptions. All specifications incorporating "should," "desires," etc., are highly desirable features. In the case of a specific requirement not followed by a request for an explanation, proposer must explicitly affirm that the system or component meets that requirement. Simply taking exception to a requirement without providing an explanation, and where appropriate alternative specifications and language, shall be deemed non-responsive, and may result in rejection of the proposal.

Requesting a discussion of a requirement or provision of this RFP without providing explicit alternative language may also be deemed non-responsive and will impact the evaluation, and may result in rejection of the proposal.

Proposers shall be required to submit, in writing, the names, addresses and telephone numbers of any proposed major subcontractors or equipment manufacturers, and to submit other material information relative to proposed major subcontractors or equipment manufacturers.

Augusta's Evaluation Committee will determine which proposers are responsive to the material terms and conditions of the RFP. Augusta will then determine who is technically, financially and otherwise responsible to perform the project satisfactorily and who has the capacity to meet all other requirements of the proposed project.

Evaluation Criteria

Discussions may be conducted with proposers determined to be reasonably qualified, and Augusta reserves the right to reject any and all proposals. As part of the evaluation process, the evaluation committee will contact proposer references and other parties to confirm proposer's performance on previous projects.

Augusta reserves the right to terminate this process at any time, and no guarantee is expressed or implied that obligates Augusta to contract for the proposed project. Augusta will negotiate a contract with the highest evaluated respondent, as determined by its evaluation committee.

Proposers shall be treated fairly and equally with respect to any opportunity for discussion and revision of their offer. To obtain the best and final value offers, revisions may be requested after submissions and before award of the contract.

The weighted evaluation criteria will be assigned for each proposal in order to determine the proposal most advantageous to Augusta. Respondents with a low qualification or score will be eliminated from further consideration, as identified in the evaluation criteria document.

AUD is providing the following information in order to allow all proposers the best opportunity to satisfy our evaluation criteria:

- Proposers should clearly identify water utility customers of a similar size to Augusta which they have prior or existing relationships and prior or ongoing projects with in sufficient enough detail that Augusta can accurately characterize and evaluate their Qualifications and Experience and potential Organization and Approach during our evaluation, ideally the relationships and/or projects should include dates within the past five (5) years.
- Proposers can best demonstrate financial stability by providing relevant financial documents that will allow Augusta to evaluate their financial stability. These documents could include, but are not limited to, third party audited financial statements, D&B reports, documents filed with Securities and Exchange Commission as required for a public company, or documents similar in nature to these. These documents should be for to the specific entity submitting the proposal, not a manufacturing partner or other entity.
- References should ideally be current or prior customers $\pm 10\%$ the size of Augusta as described in the background of the RFP; the inability to provide references of a similar size to Augusta, whether larger or smaller than Augusta, will be a factor of consideration in the evaluation. References should be for work completed by the proposer, not a parent or child company.

Technical Proposal

A copy of the Technical proposals must be submitted in a separately sealed envelope with the proposer's name and "Technical Proposal for RFP #26-275 Utilities Billing Customer Information System" on the outside of the envelope along with an electronic copy on a thumb drive. For each category a proposer chooses to submit for, they shall provide at a minimum an affirmative response or a textual response as they deem appropriate to each technical requirement or shall clearly respond that they do not comply with a requirement and address the non-compliance in a separate "Exception to Proposal Requirements" document.

Technical proposals shall not exceed fifty (50) single-sided pages in length. Dividers and required forms will not count towards the page limit. Literature and technical documents for meters proposed shall be included in an appendix of the proposal, appendices will also not count towards the page limit.

Cost Proposal

The cost proposal shall be submitted on the provided Cost Proposal worksheet in a separate, sealed envelope with the proposer's name and "Cost Proposal for RFP 26-275

Utilities Billing Customer information System" on the outside of the envelope. The cost proposal worksheet is included as an attached file for proposers.

This cost proposal should be inclusive of all costs in two distinct projects phases: Migration Project and Sustained Operations.

- The Migration Project phase should include all costs associated with discovery, data migration, data validation, testing, travel, and all other reasonable fees associated with the process of transitioning from Augusta's current solution to the proposed solution. This project should be based on a 12-18 month completion timeline. Proposers may add additional rows and cost breakdowns under the Data Migration Project Total Costs row as desired but must include the total cost in cell C3.
- The Sustained Operations phase should include annual costs associated with Augusta's use of the CIS for 5 years after completion of the migration project. Proposer must list the 5-year total in cell C6 and each year of annual costs in the appropriate cells.
- Any other optional services or offerings that the proposer wishes to include for consideration should be listed under the Optional Service Costs section of the pricing sheet. Each item should have an individual cost, with the total cost of all such items reflected in the appropriate cell.

Do not include fees or costs in any area outside of the cost proposal. Inclusion of any information regarding specific or generalized amounts for fees or costs outside of the sealed cost proposal may result in the proposal being deemed non-responsive.

SECTION IV TECHNICAL REQUIREMENTS:

Minimum Implementation Activities

The following specifications define the minimum activities to be included in the CIS implementation. These include, but are not limited to:

- Complete System Testing
- Component Testing
- Data Conversion
- Discovery and System Implementation
- Documentation Preparation
- Functionality
- Go-Live Support
- Interface Development
- Installation and Deployment
- Maintenance and Technical Support
- Post Go-Live Stabilization

- Project Management
- Project Initiation and Planning
- Report Development
- Training of AUD personnel
- Two Successful Parallel Bill Runs

Discovery and configuration documentation shall be maintained through the duration of the implementation project, with the "As Built" documentation being a deliverable of this. "As Built" documentation is defined as the documentation of the system configuration, interface configuration, and development specifications. All training and documentation shall be tailored to AUD business processes and configurations, and shall use AUD customer data as the basis.

Augusta will only accept proposals for cloud-based SaaS solutions, we are not willing to host or store local servers or data as part of this solution.

Description of Functionality and Characteristics of the Proposed Solution

The proposal document shall include a description of the software and a description of all modules and components. This information shall be submitted as an attachment to the proposal.

Respondent Information

The proposal shall include an overview of the company and its direction. It shall include at a minimum the following information:

- Proposer's Qualifications – Describe the proposer's qualifications to perform the scope of services and provide the software presented in this RFP. This response should include information about the proposer and any subcontractors that will be involved in the project.
 - If any subcontractors will be involved, provide information about the relationship between the proposer and the subcontractor(s) including the length of the relationship and previous projects they have worked on together
- Key Facts About the Proposer, including but limited to:
 - Current number of active CIS software installations, categorized by version number to 2 digits (e.g., version 1.1)
 - State of Georgia presence and licensing number (proposer, not customers)
 - Management structure and any recent management changes
 - Business focus (i.e. CIS, ERP, government only, large utilities primary, etc....)
 - Number of employees, in categories, in the company unit proposing the software. Categories include those such as Development, Sales/Marketing, Customer Support, Implementation, etc....
 - Special resources available, such as business partners or unique expertise.
 - Percentage and dollar amount of Research and Development budget dedicated to the proposed CIS software of the company unit proposing the software
 - A complete list of upgrades and enhancements to the proposed software over the past 3 years

- A complete list of all current North American water utility CIS installations for utilities with more than 60,000 customer accounts including the name of the customer and the city/state in which located
 - List of all implementations of the proposed software that are currently in progress and their planned completion dates.
 - Implementation timeline data for all implementations of the proposed software completed in the past 5 years, from start date of project to transition from Go-Live support.
- Proposer's Key Financial Data
 - Annual revenue growth rate for past ten (10) years of the company unit which is proposing the software
 - Profitability for the past ten (10) years of the company unit which is proposing the software
 - Last three (3) years of audited financial states, or a Dunn and Bradstreet Credit Report or similar in lieu of audited financial statements.
- Ownership history and changes – Provide information on any ownership changes of the company unit proposing the software in the past 10 years with the reason for the change. As well, provide information on any pending ownership changes.
- Legal Issues
 - Identify any lawsuits in the past 10 years related to implementations of the proposed software including the reason for the lawsuit, the parties, and the outcome
 - Identify and pending lawsuits related to the company unit which is offering the software

Proposer's References and Comparables

Proposer shall provide information for at least two (2) current customers using the proposed version of the CIS. These utilities must be of a size similar to AUD; similar in size is defined as $\pm 15\%$ the size of Augusta in terms of active customer accounts. For each reference, proposers shall provide:

- The primary headquarters address for the customer
- The type of utilities in terms of the services for which it bills (water, sewer, electric, gas, etc....)
- The number of connections of each type for which it bills
- The type of utility in terms of its manner of organization (private, public special district, government, etc....)
- The month and year of software Go-Live
- The version of the software initially implemented and date of upgrade to current version, if applicable
- The database platform being used
- Name, telephone number, and email address of either the primary project manager or primary leadership point of contact at the utility

Additionally, the proposer must provide at least one (1) reference for a customer using the proposed solution with a completed integration to Itron's Temetra product using the NAM file format. If all projects with Itron's Temetra software are in progress, the proposer should provide one reference for an in-progress project, and this in progress status should

be clearly identified. This reference is not required to be similar in size to Augusta but should be a water utility. For each reference the proposer shall provide:

- The primary headquarters address for the customer
- The type of utility in terms of the services for which it bills (water, sewer, electric, gas, etc....)
- The number of connections of each type for which it bills
- The type of utility in terms of its manner of organization (private, public special district, government, etc....)
- The month and year of software Go-Live
- The version of the software initially implemented and date of upgrade to current version, if applicable
- The database platform being used
- Name, telephone number, and email address of either the primary project manager or primary leadership point of contact at the utility

In addition to these references, the proposer shall provide a table attachment that identifies all current North American water utility customers on any version of the proposed software that includes the following information:

- Software version currently used
- Database platform
- Financial systems to which interfaced
- Work Asset Management system to which interfaced
- GIS system to which interfaced
- Tax system to which interfaced

Augusta will contact at least 2 references provided by the proposer, incorrect or out of date contact information will be considered non-compliance with this requirement.

Upgrades and Additional Capabilities

History

Proposer shall provide an overview of the proposed software's evolution, by major release, from the first release of the product to present. If the solution is unified, respond. Proposer shall also identify the expected future frequency of patches and upgrades to keep the solution current and patched under a standard maintenance contract. Finally, proposer shall identify the low, high, and mean amounts billed for professional services for system upgrades over the past 36 months.

Vision and Planned Enhancements

Proposer shall describe the vision and strategy for the future of the proposed solution including a description of product enhancements that are currently in the planning or design stages and an estimated release date for these enhancements.

Upgrade Pricing

Proposer shall describe how future releases and enhancements of the proposed solution shall be priced. This shall include potential fees for point version upgrades (i.e. an

upgrade from version 1.1 to 1.2). Proposer shall state whether any relicensing fees shall be charged in the 10 years following initiation of maintenance for this project.

Optional Elements with Pricing

Proposer shall provide line item pricing for optional, add-on items that are not included in the pricing schedule of this RFP, including both initial cost and annual maintenance costs. These may include items either described in the response to this RFP but not proposed as part of this solution or other capabilities not identified in the response but which AUD may find of interest. An example may be a document management solution not proposed but available as an add-on to the proposed solution.

Technical Environment

Proposer shall describe the technical and hardware environment required to support production, training, and testing environments for the proposed solution based on 75,000 accounts and 75 concurrent users assuming a 2.5% annual growth rate over 10 years. Proposer shall identify if this is a locally hosted or cloud solution, and describe the hardware, software, and network connection/bandwidth required to support the proposed system.

- Describe the servers required (e.g. application, database, reporting, etc.)
- Describe the proposed system effective operation within both a physical and virtual (VMware) environment.
- Describe the Operating System requirement for each server.
- Describe the CPU and clock speed requirements for each server.
- Describe the data storage requirements.
- Describe the proposed systems operation within a virtual network (VLAN) network.
- Describe the communication protocol that supports your proposed system.
- Other considerations to include Internet connectivity requirements.

Proposer shall also provide minimum client workstation specifications, including but not limited to:

- Operating System requirements
- Minimum and Recommended CPU requirements
- Minimum and Recommended Memory requirements
- Minimum and Recommended Hard Disk requirements
- Describe any additional Software required.
- Other client workstation considerations.

Proposer shall provide a hardware and infrastructure diagram for each environment needed to support the implementation.

Data Conversion and Cleanup

Augusta currently uses enQuesta, version 6, provided by Systems & Software. Proposer shall identify if they anticipate any data conversion activities will be required as part of

implementation for their proposed solution. Should any data conversion be required, the proposer's professional services and AUD will work closely to accomplish it.

It is expected that any conversion will be an iterative process, and that each iteration will be documented with summary information identifying the goals, degree of success, and plans for remediation of unconverted data. All converted data will be validated against reports generated from AUD's current production system.

If data conversion is required, the proposer shall describe their general methodology for converting incumbent data and the tools that are used to convert and/or load the incumbent data. Proposer shall include the number of iterations that are expected to be produced during the conversion process. Proposer shall provide a chart identifying the tasks associated with data conversion that clearly identifies AUD's and the proposer's responsibilities for each task. Proposer shall be responsible for establishing a separate conversion environment that will be used to validate all converted data. Prior to cut over to a live system, the proposer shall provide documentation confirming that all data was converted properly and the live system carries the balance of AUD's existing system.

With regards to data cleaning, proposer shall describe their methodology and tools that will be used to assist AUD in identifying data errors and duplications for correction including, but not limited to, name, address, vendor, and asset variants.

Proposer shall describe their methodology for quality assurance of converted and cleaned data.

For the purposes of pricing, assume that five (5) years of reading, billing, payment, and comment data will be converted and/or cleaned as part of this project. Proposer should make recommendations with respect to the age and type of data that should be converted, these recommendations should comply with all legal requirements for data retention under Georgia law. Proposer should give reasons for their recommendations.

Discovery and Configuration

Proposer shall describe:

- Their methodology related to discovery and configuration
- The manner in which they will use discovery information in configuring the proposed solution. Describe specifically the processes to ensure that all items, requirements, and business processes identified during discovery are documented and accounted for in the configuration
- Their process to ensure that all configuration documentation is continually updated throughout the project to ensure accuracy and completeness of the Go Live configuration. As-built discovery and configuration documentation is a required deliverable.

Proposer shall provide a chart that identifies the tasks associated with discovery and configuration that clearly identifies AUD's and the proposer's responsibilities for each task.

Integrations

Proposer shall positively affirm that they have completed a successful integration with the following tools used by Augusta at least once with the version of the CIS being proposed.

For each the proposer shall include the completion date and duration of integration project for the most recent integration with:

- Cityworks (Work management system)
- ArcGIS (GIS platform)
- Temetra (Itron AMI HES)

If the proposed solution does not include an MDM and Customer Portal, then proposer shall provide the same information for the following:

- Silverblaze/Capricorn (Customer portal)
- SmartWorks/Compass (MDM)

Additionally, the proposer shall identify their preferred payment processing partner and describe their integration with this partner. Proposer shall identify if the integration is real-time or time delayed, if there are direct API integrations or the integrations uses other methods such as iframes, and any other information the proposer deems relevant to their proposal. AUD expects that the selected payment processor will be part of any on-site demonstrations or evaluations as part of the selection process.

Training

The proposer shall provide a training plan including scheduling related to the testing cycle to ensure that each employee is prepared to execute their role utilizing the proposed solution. The training plan should address the need to train four (4) primary types of users:

- Core team – The core team of AUD staff that will be responsible for helping other AUD employees on a day to day basis with functionality of the system post Go Live
- Primary users – Those users whose primary work is accomplished through interaction with the proposed solution
- Occasional Users – Those users who periodically use the proposed solution to extract information or are incidental users of its functionality.
- IT Support Users – Those users who are Information Technology staff that will directly support the proposed solution and the reporting needs of the end users.

All training shall use Augusta data, not generated data or other utility's anonymized data. As well, all training shall address the specific quality assurance checkpoints that AUD personnel will use to ensure the system functions and processes are running appropriately. Proposer shall provide report writing training for personnel identified by AUD prior to Go Live.

Provider shall describe their methodology for providing ongoing training to AUD as our use of the proposed solution matures following Go Live.

All training should be provided in a timely manner as it relates to Go Live. AUD users should be trained at a time appropriate to allow them to recall the training as they begin using the new system in the production environment. The documentation required to support training should be in a manner that supports AUD business processes and configuration

of the system. The core project team should be trained as it relates to the needs of the project. All training shall be completed prior to User Acceptance Testing.

Reports

The proposer shall provide a listing of the proposed solution's current report library. They shall also identify which reports in mandatory requirements and desired attributes will require configuration or development, or if a listed report is not needed in the proposed solution with an explanation of why it is not needed. The proposer shall address all reports identified in the mandatory requirements and desired attributes sections. If the proposer utilizes a BI system that allows customers to generate their own custom reports, proposer shall provide Augusta with a complete database/table document with field names, datatypes, and a description of what data the field contains as part of the deployment process.

Artificial Intelligence

Augusta recognizes that Artificial Intelligence capabilities are increasingly a valuable asset and differentiator for CIS solutions, and that they can offer benefits in numerous areas of our operations. In order to ensure that Augusta has a full understanding of how these tools may be used in the proposed solution, all proposers shall describe:

- All current Artificial Intelligence, Machine Learning, or other Automated Decision Making capabilities currently incorporated in the proposed solution, and whether these tools are first-party or third-party tools or utilize any third party components. Proposers shall describe these features for each function of the proposed solution including what the tools is, what its intended purpose is, and what data it accesses to accomplish these functions.
- If any of these tools transmit data to any external system or third-party provider
- What customer data these tools access and process, and if any customer data is transmitted to any external system or third-party provider
- Which AI features are enabled by default, which are available but are not enabled by default, and whether they can be enabled and disabled by Augusta
- What logs, reports, and/or audit trails are generated by AI tool actions, and if there is clear traceability from outputs to inputs
- What situations or scenarios would trigger an alert to an Augusta employee to manually analyze a potential issue or discrepancy
- How Augusta users can override automated decisions and if Augusta will have the ability to have a "human in the loop" of the automation processes
- Any currently under development capabilities that are planned for release in the next 12-18 months, what the intended function of each tool is, anticipated release period, and whether the capability will be defaulted on or off
- How Augusta will be notified of new AI capability prior to deployment and what the approval or opt-out process will be

- If any customer data is used to train, fine-tune, or improve AI models, within Augusta's specific instance or in aggregate across the proposer's wider customer base, and the process to opt-out of any such use
- How the proposer monitors model performance over time for bias or drift, and what remediation policies are in place to correct these

Augusta is already making investments in AI tools and processes. As such, the proposer shall also describe:

- How the proposer's solution can support integrations with other tools, e.g. through the use of REST APIs, webhooks, batch data exports, real-time event streaming, or other functionality
- If the system can expose internal data such as consumption records and account history in formats suitable for ingestion by external models
- Links to all published API documentation, developer portals, or environments available for integration testing
- If integration points are configurable by Augusta staff or require the proposer's involvement
- The process for establishing a new integration with a tool that is not currently supported, including average timelines and costs
- Any rate limits, licensing restrictions, or other contractual constraints that would limit Augusta's ability to extract and use data for development purposes

Additionally, the proposer shall provide a copy of the proposer's AI ethics policies, responsible AI frameworks, or other equivalent documents; or notification that the proposer does not currently have these policies or documents. Finally, the proposer shall disclose any AI-related incidents in a customer production or non-production environment, including but not limited to erroneous billing decisions, model failures, or data misuse in the past three (3) years, and how they were resolved.

Testing

Proposer shall describe their approach to testing in detail. The proposer shall be responsible for and provide pricing for:

- Any required data conversion
- Unit, functional, integration, performance, parallel, and user acceptance testing
- End-to-end testing supporting business processes

Proposer shall describe:

- Tools used to verify any converted data is accurate and properly migrated
- Testing/issue tracking tools and processes that will be used to manage the testing process
- The process for performance testing and possible areas of automation testing
- Stages of testing and the goals to be achieved at each stage

- The testing strategy and methodology including testing, entrance, exit, and acceptance criteria for each phase of testing
- Reporting results of testing after each data conversion iteration and remediate recommendation, if applicable
- Reporting results of testing after each testing phase and remediation recommendations
- Methodologies and tools that the proposer will train AUD staff on to carry out testing
- Metrics that the proposer will apply to verify that testing is achieving the goals
- Test scripts provided and the process used to generate test scripts to support testing

Proposer shall provide a chart that identifies the tasks associated with testing that clearly identifies AUD's and the proposer's responsibilities for each task.

Go Live System Acceptance

The proposer shall describe the approaches related to Go Live as identified below:

- Identification and documentation of cut-over tasks
- Go and No-Go decisions
- Checklists, tools, and/or documents used
- Identification of tasks to complete prior to Go Live
- Processes to complete in current CIS prior to Go Live
- Identification of all manual tasks typically done after system is brought up in Go Live, before system is given to staff for daily processing
- Metrics for conversion length and what the acceptable conversion window is for cut-over, if conversion is required
- All points of no return
- Backup and Rollback procedures

Proposer shall provide a chart that identifies the tasks associated with testing that clearly identifies AUD's and the proposer's responsibilities for each task.

Documentation

Proposer shall describe the types of documentation they will provide for:

- Core Team use during testing
- End User Training
- As-Built documentation specific to the configuration of the solution for Augusta
- Go Live user reference documentation specific to the configuration of the solution for Augusta
- A sample post-conversion checklist of data that will need to be converted and validated. In-flight transactions and payment plans are two key pieces of data.

- At system acceptance as final documentation, state whether the pricing schedule includes proposer's modification of standard documentation to reflect Augusta's implementation

Proposer shall provide a chart that identifies the tasks associated with documentation that clearly identifies AUD's and the proposer's responsibilities for each task.

Warranty and Maintenance Information

Proposer shall provide all warranty information in the proposer's standard format as an attachment. This information shall include, but is not limited to, the following:

- The time period of coverage of the warranty. Augusta expects that the Maintenance Agreement shall go into effect upon System Acceptance following a successful Go Live, and that Augusta will make its first annual maintenance payment at that point.
- The annual cost to Augusta of each maintenance plan option available along with a description for each option of coverage hours, methods of support available to Augusta staff, problem resolution times, etc...
- Both in the pricing schedule and in this document identify which level of maintenance support is being priced for the five (5) year period as part of the not-to-exceed offering.
 - Note: Support services as identified in the maintenance agreement must be provided for the proposed solution for a minimum of five (5) years following the start of maintenance.
 - Note: Augusta will not accept a proposal for which annual CIS maintenance/support cost exceeds 50% of the CIS license fee; any such proposal will be rejected upon initial review and not further considered
 - Note: Augusta will not accept a proposal for which annual CIS maintenance/support increases at a rate greater than 2% per year; any such proposal will be rejected upon initial review and not further considered
- The proposer shall have sole responsibility for providing necessary corrections to performance and/or functionality of the proposed solution under terms of the warranty and maintenance agreements.
- Proposer shall affirmatively state that all modifications to the application and database agreed upon by the proposer and Augusta shall be incorporated in base code and that the proposer shall bring forward these modifications in new releases without further charge to Augusta

In addition, the above, the proposer shall identify:

- All components of support that the proposer outsources
 - The location of any outsourced support providers
- The process of informing customers of known system issues

- Mechanisms for informing customers of upgrades
- Available training and support related to version changes
- The availability of electronic knowledge bases of known problems and solutions that Augusta may access via the internet
- The escalation process in the event Augusta is not satisfied with quality or timeliness of responses to problems
- User forums, user groups, or development communities hosted by the proposer. This should include the type and frequency of organized meetings or communications
- Identification of willingness to provide Augusta with post Go Live professional services for application development, configuration, and interface development and the standard costs of these services
- Indicate if the proposer publishes to customers a customer contact list to facilitate discussions among customers

Project Approach, Staffing Requirements, and Project Management

Proposer shall describe their overall project approach and methodology for successfully implementing the proposed solution and its interfaces. The proposer shall set out the proposed project schedule as an attachment to the proposal. Augusta expects the implementation duration to be 18-21 months commencing within 60 days of signature by the Augusta Mayor. Proposer shall address each of the points below in the listed order. Failure to respond to an item will be interpreted as no solution available.

Schedule and Methodology

- Provide a proposed implementation schedule including resource titles and resources hours identified to tasks. The schedule should include timing for data conversion iterations if required, development of test instances, and the development of a training instance. This should be provided as an attachment
- Provide the number of implementations in the North American water industry using your methodology for the proposed solution for which the customer is currently using the software
- Describe your general implementation methodology and whether it involves a third-party vendor. If so, identify the vendor to be used
- Describe your Project Management methodology
- Describe your methodology for software development, configuration, and customization in response to Augusta's needs for specialized functionality
- Describe your quality assurance methodology
- Describe your change order methodology
- Describe your methodology for assisting with business process improvement in connection with and support by software implementation
- Describe your approach to organizational change in support of the proposed solution implementation

Proposed Project Team

- Describe the project team, inclusive of your members and Augusta membership, in terms of function and percent of time dedicated to this project
- Provide a table with the numbers and types of your resources to be provided, along with the percentage of time each resource would be dedicated to this project and the percentage of time those resources will be on-site
- Indicate if the proposed resources are employees or subcontractors. If subcontractors will be used, include their resumes and references
- Identify the proposed Project Manager, lead technical, and lead functional resources and provide a resume for each as an attachment. Augusta expects that the proposed implementation staff will have experience with implementing the proposed version
- Note: Augusta will require confirmation of the proposer's Project Manager and lead personnel at time of contract signing, as well as a face-to-face interview with the proposed Project Manager.
- Affirmatively state that, within the proposer's ability to control employment, the identified Project Manager and to-be-selected key personnel will be assigned to the implementation project through Go Live

Augusta Responsibilities

- Describe the roles and responsibilities of Augusta personnel in the implementation. Indicate the number and types of resources required along with the estimated percentage of time each resource would need to spend on the project
- Describe the expected experience and skill levels of Augusta Information Technology resources that would be needed to support the implementation

SECTION V

REQUIREMENTS FORMS

The following questionnaires shall be completed in their entirety. The questionnaires are included in the RFP as a spreadsheet, Appendix A – General Requirements. This spreadsheet should be completed and returned as part of your proposal. The questionnaires are:

- **Mandatory Requirements** – Requirements that Augusta considers mandatory for the proposed solution to include. One of the four (4) approved responses must be included for each, and a description of any exceptions must be included in the separate “exceptions to requirements” portion of the response.
- **Desired Attributes** – These are requirements that Augusta desires the proposed solution to meet, but are not strictly required. No exceptions to requirements documentation is needed for these.
- **Questions** – Questions that Augusta requires an answer for as part of the evaluation process. Each question should be answered.

The questionnaires should be completed in their entirety directly within the questionnaire spreadsheets provided. Responses to the questionnaires will be used to compare each proposal side by side. Include the answers to all questions within the appropriate cells for each. “See page...” or “See exhibit...” is **NOT** recommended. At a minimum, a summary of your complete answer is to be included on the spreadsheet. Reasonable care should be taken to limit responses to pertinent information, do not include unnecessary or extraneous information. Any additional company marketing information should be included as attachments to the proposal.

The following response shall be provided in the Proposer Response column:

- **CB** – Included in Current Base Cost
- **WTM-NC** – Willing to Modify at No Cost
- **WTM-AC** – Willing to Modify at Augusta's cost. Cost should be listed in the appropriate column.
- **NWTM** – Not Willing to Modify

REQ #	Mandatory Requirements	Bidder Response	Cost to Augusta if WTM-AC Response	Proposer Comments
	Software Compatibility			
1	Integrate with Tyler MUNIS			
2	Integrate with IAS World			
3	Integrate with Itron Temetra			
4	Integrate with Cityworks			
5	Support ESRI-compliant mapping and consume ESRI REST services			
6	The system must support Single Sign On (SSO) with Active Directory.			
7	Integrate with Preferred Payment Provider			
	Billing			
8	Accommodate the Water Utility's Current Tiered Billing Structure			
9	Accommodate the County's existing Stormwater Utility Billing Structure			
10	Ability to calculate the stormwater fee from the impervious surface area derived from IAS World.			
11	Ability to calculate Parcel-base stormwater fees.			
12	Accommodate multiple billing cycles			
13	Calculate late fees per the current model: 10% late fee added on all balances owed EXCEPT the Stormwater Utility fee; Late fees are not applied to final bills.			

14	Must be able to accommodate the current Water Utility Billing levelized winter averaging calculation for sewer to update each April.			
16	Ability to transfer payments posted in error from one account to another account.			
17	Ability to manually add fees to an account			
18	Ability to manually add credits to an account (i.e. stormwater pond credits)			
19	Ability to block the addition of late fees temporarily and permanently for certain accounts.			
20	Capability of allowing user to update calculations when rates and/or fees change.			
21	Pull electronic payments from the bank. (Ipay/MARS) file			
22	Import 5 years of historical data into new system			
23	Provide a crosswalk reference document that connects former account numbers to new account numbers.			
24	Have two successful parallel bill runs for each Billing Cycle prior to full acceptance of the solutions, with "success" being defined by Augusta.			
	Reports			
26	Total number of accounts broken down by status: Active, Inactive			

27	Total number of accounts broken down by service: Water only; sewer only; water and sewer; stormwater only; water, sewer and stormwater; other.			
28	Total number of accounts broken down by type			
29	Top number of accounts (i.e. top 10) for usage or billing by date range entered.			
30	Final billed accounts that show consumption			
31	"Billing Accounts Register" available for each billing cycle.			
32	Fiscal Year Closing Deposit Balance Sheet			
33	Accounts with a deposit for a given date range			
34	Final bill credit report: report to show accounts final billed that have credits showing on the account.			
35	Report that matches phone numbers on accounts that are active as well as final billed			
36	"Pull Totals" report that shows payments/adjustments/late fees (grand total)			
37	Identification of City of Augusta accounts			
38	High consumption (High consumption amount defined by Augusta)			
39	Fiscal year Closing Accounts Receivable Report			

40	Outstanding balance report of final billed accounts that show an unpaid stormwater balance.			
41	Aging accounts receivable report as of a certain date			
42	New accounts added since a user-defined date.			
43	Number of new services and disconnects for a user-defined date range.			
44	Calculation audit report			
45	Discrepancy Report that pulls information from IAS World and compares it to water and sewer accounts designated as owner.			
46	The software must include an ad-hoc custom report writer.			
	Other			
47	Host data in a cloud. Specify which cloud is used for hosting, i.e. AWS, Azure, etc.			
48	Availability of a customer portal			
49	Ability to create a file that can be sent to the collection agency to collect final bills left owing for a specific date range			
50	Ability to see the following when viewing a customer's billing history: The current monthly bill, the subtotals broken down by service, and the current unpaid balance.			

51	Ability to see the following when viewing a customer's payment history: Total amount of each payment and subtotals broken down by amount applied to each service and date of each payment			
52	Ability to query any field			
53	Ability to view amounts accumulated monthly on Stormwater semi-annual and annual accounts before the bills run.			
54	Ability to generate a cut-off list broken down by account type.			
55	Ability to manually remove specific accounts from the cut-off list			
56	Ability for customer "super user" to design and add custom fields.			
57	Ability to query the system for payments posted by date range and amount.			
58	Ability to support 100 simultaneous users			
60	Companies chosen for interviews shall have personnel available to travel to Augusta to participate in face-to-face interviews.			

D-REQ #	Desired Attributes	Bidder Response	Cost to Augusta if WTM-CC Response	Proposer Comments
	Billing			
1	Ability to run bills in less than 2 hours (up to 30,000 bills per run)			
2	Ability to add user generated messages to the bills			
	Reports			
3	Report of accounts with no service for a user-defined date range.			
4	Report that lists accounts with NSF charges for a user-defined date range			

Q #	Questions	Proposer Response
1	How does the system integrate with other programs, i.e. APIs or Import/Export? Please elaborate, specifically on the ability to interface with REST APIs and support for the MultiSpeak protocol.	
2	What API's exist?	
3	Does the product have an Android or iOS application? What functionality does the application provide?	
4	How long does it take to run bills from first process to last?	
5	How many steps are involved in the process to run bills?	
6	Does the product have a touch enabled tablet device application for use by workers in the field? What functionality does the application provide?	
7	Does the program have role-based security?	
8	How are account numbers assigned?	
9	How is the cut-off list generated?	
10	Can specific accounts be manually removed from the cut-off list before it is finalized?	
11	When the cut-off list is initially generated, will customer arrangements be visible?	
12	Can late fees be blocked temporarily or permanently for a specific account?	
13	Can the system be queried for payments posted by date range and amount?	

14	Can payments posted in error be transferred from one account to another account?	
15	How do imports into the ERP work?	
6	What type of support is provided for IT, Finance, and end users? Are there separate user roles for these functions with appropriately limited access and scope?	
17	Can fees be added to the bill?	
18	How many simultaneous users does it support?	
19	What APIs does it use for Cityworks integration? Are these your API's or Cityworks API's?	
20	Can the program automatically update from Cityworks when meters are installed, replaced, etc.	
21	Can the program generate service orders in Cityworks during cutoffs?	
22	How do software integrations occur? Existing API's, out of the box solutions?	
23	If software supports ESRI-compliant mapping, is the program able to conserve ESRI REST services and/or other data sources?	
24	What versions of Cityworks and ESRI are supported?	
25	Is a software compatibility matrix available? If so, please provide.	
26	Is there a field for service and customer line material type (Copper, PVC, etc.)?	

27	Can semi-annual and annual stormwater bills need to be run separately, or do they be incorporated into the water utility bill runs?	
28	Can account numbers assigned to stormwater only accounts have a specific designation? Currently, all stormwater only account numbers start with "50."	
29	Can the program calculate the stormwater fee from the impervious surface number derived from IAS World?	
30	Can the program apply stormwater credits to specified accounts?	
31	Can Stormwater charges be parcel based?	
32	Answer the IT SaaS Provider Questions in Appendix B.	

IT Software and System Requirements

Introduction

The below IT Software and Systems requirements are included as a spreadsheet attached to the RFP, Appendix B – IT Requirements. This spreadsheet should be completed and returned as part of your proposal. For all of the requirements listed on the following pages, the vendor is expected to respond in the column on the right according to the following parameters:

Y	Vendor is fully compliant with the requirement. If the vendor is partially compliant, they should indicate "N" rather than "Y", and include an explanation.
N	Vendor is not currently compliant with the requirement and does not plan to be compliant for the foreseeable future. Please note that a response of "N" will generally not disqualify a vendor from this competitive process.
M	Software currently does not meet the requirement but this can be done as a modification at no cost.
xxx	Software currently does not meet the requirement but this can be done as a modification for an additional cost. The vendor should indicate in the "xxx" what the estimated cost will be.
F	The software does not meet the requirement but the feature is under development and will be provided at a future date at no additional cost. If this code is used, a date should be supplied as well (e.g. F 8/6/2015).
N/A	Does Not Apply (stated another way: This requirement is not applicable due to the nature of the vendor's specific solution). For example, questions referring to data being hosted offsite would not apply to vendors offering a solution to be served from the Augusta IT computer room.

Please note: Augusta reserves the right to automatically disqualify for consideration any vendor that is found to have answered these questions falsely with the intent to deceive in order to artificially enhance their chances of becoming the vendor of choice for this project.

Additionally, some information is supplied in these requirements simply as information to make the vendor aware that there may be further discussion required in later phases of the selection process.

Vendor Response to Augusta Software Technology Contract Requirements

ID	Requirements	Response
IT-1 Database Type and Schema		
IT-1-1	The proposed solution is: 1) An Intranet Browser-Based solution that utilizes an MS SQL Server database. 2) A SaaS solution hosted by the Vendor. 3) Other – Please elaborate.	
IT-1-2	The vendor must provide an updated copy of the production database schemas for the purpose of understanding the system and generating reports. The vendor must provide current updates if/when the schemas change. This includes a data dictionary that explains table and field names, as well as identification of primary and foreign keys.	
IT-1-3	The vendor must provide an API that allows Augusta to query and retrieve data as necessary. If there is any data that cannot be queried or retrieved, please indicate that in your response.	
IT-2 Database features for Archiving, Testing, Restore, and Data Integrity		
IT-2-1	It must be possible to restore a historical backup of the database and do a forward recovery. If the proposed solution is a SaaS, vendor must guarantee regular and timely backups for recovery purposes.	
IT-2-2	Editing controls should be in place to protect data integrity by ensuring that incomplete or incorrect data cannot be entered or processed and that entries cannot be processed in the wrong sequence.	
IT-2-3	Software should be able to archive and purge selected information in order to remove historical records that are not required to be retained permanently. Provides the ability to archive/purge based on date range.	
IT-2-4	Vendor should provide for a solution that permits a production environment and a test environment so that any upgrades and/or service packs can be tested prior to being implemented in production. There shall be no additional license or maintenance fees for the test system.	

ID	Requirements	Response
IT-3 System Security		
IT-3-1	The system must include security that logs all database transactions, recording user, date, and time.	
IT-3-2	At a minimum, access to the system must be protected by unique user identification codes and passwords, but MFA might be required based on the specific solution. Single Sign On is the preferred access solution. Please identify any and all enhanced security features that are available.	
IT-3-3	Software must allow assignment of access privileges by user for each system module. Role-based access control should be meet the requirements for the principle of least privilege.	
IT-3-4	The proposed software allows the System Administrator to create user "profiles" that allow granting security rights to various functions of the system. Each user can also be given read/write or read-only access to the function, where applicable. Each user can be attached to a specific profile, which gives them all of the rights of the particular group. They can also change the specific rights for any individual user.	
IT-3-5	Software offers security features to grant/deny access to software functions for each user. Security should be configurable down to the level of each individual module, menu choice, table, or column, depending on the vendor's system architecture.	
IT-3-6	The software provides the ability to set up a user with inquiry-only access.	
IT-3-7	Software should not require users to have administrative rights to their PC in order to run the program or execute most functions.	
IT-3-8	Data at rest should be encrypted, and data in transit should meet TLS 1.2 or 1.3 requirements, with TLS 1.3 compatibility strongly preferred. Identify if TLS 1.3 is fully supported, and provide positive confirmation that there is no use of TSL 1.0 or 1.1.	

ID	Requirements	Response
IT-3-9	Please elaborate on which of these security certifications are met and ate of last certification: SOC 2 Type II, ISO 27001, and PCI-DSS compliance.	
IT-3-10	All data centers used by the vendor and all data stored must be done so within the contiguous United States. If you do not meet this requirement, please indicate where the data is stored.	
IT-4 Software Architecture and System Integration		
IT-4-1	Software will provide an audit trail of user/date/time when records are added/modified/deleted.	
IT-4-2	More than one user may update the database at the same time, in the same program. A record locking feature must prevent the loss of data when two or more users are updating the same record.	
IT-4-3	The system should use administrative tables so that common information can be stored in one place and accessed from multiple modules.	
IT-4-4	The system should maintain the ability to export certain data as needed.	
IT-4-5	Any menus, toolbar items, and buttons that are unavailable are grayed out rather than designated by "button/function not available" or other error messages that impede workflow.	
IT-4-6	The system allows data to be shared among the different modules.	
IT-4-7	Software offers the ability to attach scanned or imported documents (in their native format) to records stored in the database. Example: scanned birth certificates, driver's license, pictures and layouts (in PDF, TIF, JPG, other formats), MS Office documents, etc.	
IT-5 Interfaces		
IT-5-1	The software must have a GUI interface that provides a flexible, menu-driven environment from which the user invokes system functions.	
IT-5-2	Menus in the GUI should have a consistent "look and feel," meaning a common arrangement of menus, buttons, boxes, etc. that are the same from one menu to another.	

ID	Requirements	Response
IT-5-3	The proposed software will operate on the latest Windows environment if it is not browser based. If it is browser based, the software should operate within any modern browser including but not limited to Microsoft Edge, Mozilla Firefox, Google Chrome, and other Chromium-based browsers	
IT-5-4	Vendor intends to maintain compatibility with future updates / modifications to MS operating systems such that the software will be compatible with updates and service packs within six months after their public release.	
IT-5-5	It is preferred that the software operate from a standard Internet browser (preferably Google Chrome, Mozilla Firefox, or Microsoft Edge) such that, in most cases, no software is required on the users' desktop. If a pure browser-based solution is not available, then please describe the solution that your company provides.	
IT-6 Vendor Presentation		
IT-6-1	If selected to present their product to the selection committee, the vendor should be prepared to have all software modules ready for presentation. A vendor may be disqualified if modules / products that are "in development" or otherwise not ready to present or implement are represented as being complete in this RFP.	
IT-6-2	Vendor should make every effort to demonstrate features LIVE in the presentation to effectively illustrate their product. Examples include being prepared to scan and/or print a document if that is an integral part of a business process.	
IT-7 Maintenance and Support		
IT-7-1	Augusta does not expect to pay maintenance on any product in the first year. Billable maintenance will begin on the anniversary of the "go live date." A response to this question indicating that the vendor will not honor Augusta's expectation here may result in immediate disqualification, so please elaborate on what alternative arrangements are available.	

ID	Requirements	Response
IT-7-2	The Vendor provides a toll-free telephone number for technical support. Hours: _____ AM ET to _____ PM ET	
IT-7-3	Please describe the levels of technical support and the turnaround time for help desk calls expected at each level. Attach additional sheet(s) as necessary to explain your Service Level Agreement (SLA).	
IT-7-4	Vendor has a semi/bi/annual user group meeting or conference for customers.	
IT-7-5	Upgrades of software are covered under annual maintenance (stated another way: We will not have to re-buy the next version of the software).	
IT-7-6	Vendor shall be on-site during the official "Go-Live" of the software unless Augusta specifically agrees that they need not be present.	
IT-7-7	When vendor personnel are on-site working with Augusta personnel, it is expected that they will be focused on our project and not other customers.	
IT-8 Vendor Connectivity		
IT-8-1	Vendor must agree to remotely support this technology using Augusta's chosen platform for access. Augusta's current vendor access platform is SecureLink. Vendor will agree to register through and use the designated platform for any connection to the Augusta network. Vendor understands that any connection will be recorded and logged by Augusta.	
IT-9 Entirety of Agreement		
IT-9-1	All documents, scopes of work, costs, and activities related to the project are expected to be included as part of the contract signed between Augusta and the chosen vendor. Change Order Management will be explicitly covered under the contract provisions in order to protect Augusta from unexpected costs and to protect the vendor from post-contract additions/requests from Augusta, but as a general rule it is expected that Augusta will have no additional expenses other than what is spelled out in the final contract.	

ID	Requirements	Response
IT-9-2	All support will be provided entirely by the vendor making this proposal. Augusta desires one point of contact for support for the proposed application(s) rather than dealing with multiple third-party vendors.	
IT-9-3	All training will be provided by the chosen vendor. Please describe how that training will occur and the related costs.	
IT-10 General Technical Requirements		
IT-10-1	The proposed solution is compatible with operating across a wide area network. Please indicate minimum required level of connectivity (DSL, LAN, etc.).	
IT-10-2	Vendor should indicate recommended client workstation requirements.	
IT-10-3	Vendor should indicate the recommended server requirements for various components as necessary (application, database, web, and storage/SAN, etc.)	
IT-10-4	Vendor should include list of specialized equipment required for their solution, to include cards and/or peripherals such as touch screens, cash drawers, receipt printers, microphones, speakers, camera, etc., bar code readers and/or magnetic stripe readers, etc. (as needed / if applicable).	
IT-10-5	Vendor should indicate any third-party software that is required to work with their solution, including plug-ins, DirectX, Java, Adobe software, media players, etc. The version number of each software should be included as well.	
IT-10-6	If Augusta is to host the application, server should operate on a Microsoft Windows-based server.	
IT-10-7	If Augusta is to host the application, server should be capable of operating in a virtual environment. The current Augusta standard is VMWare.	
IT-11 General Report Characteristics		

ID	Requirements	Response
IT-11-1	All reports within the software have the ability to be viewed on screen, printed, or output as RTF, Excel Spreadsheet, CSV, HTML, Text or PDF files. In addition, all reports can be emailed as an RTF, Excel Spreadsheet, CSV, HTML, Text or PDF attachment.	
IT-11-2	In addition to the standard reports, a report writer must be available to produce ad-hoc and customized reports. Further, the system must also permit reporting via a third party report writer, such as Crystal Reports, or SQL Report.	
IT-11-3	The Solution should provide both internal and external (public-facing) dashboards and other types of visual data representation. If the system does not provide this capability natively, please respond as to how this requirement would be met.	

ID	Requirements	Response
GIS-1 Integration		
GIS-1-1	The proposed solution should integrate with the current version of Esri ArcGIS platform, including the ability to consume ArcGIS REST services and/or web maps.	
GIS-1-2	GIS Integration should be in real-time without the need for manual data updates.	
GIS-1-3	The proposed solution should enable access by GIS to geo-enabled data via API or web service.	
GIS-2 Interface		
GIS-2-1	The proposed solution should contain a geospatial mapping component to visualize internal data. The map layers are customizable.	
GIS-2-2	The proposed solution should have customizable mapping capabilities with various visualization options (e.g., heat maps, thematic maps, point/line/polygon overlays).	
GIS-2-3	The solution should enable searches by geographic region or proximity.	

SECTION VI EVALUATION CRITERIA:

Evaluation Process

All proposals will be evaluated by an Augusta, Georgia Selection Committee (Committee). The Committee may be composed of Augusta, Georgia staff and other parties that may have expertise or experience in the services described herein. The Committee will review the submittals and will rank the proposers. The evaluation of the proposals shall be within the sole judgment and discretion of the Committee. All contacts during the evaluation phase shall be through the Augusta, Georgia Procurement Office only. Proposers shall neither contact nor lobby evaluators during the evaluation process. Attempts by Proposer to contact members of the Committee may jeopardize the integrity of the evaluation and selection process and risk possible disqualification of Proposer.

The Committee will evaluate each proposal meeting the qualification requirements set forth in this RFP. Proposers should bear in mind that any proposal that is unrealistic in terms of the technical or schedule commitments may be deemed reflective of an inherent lack of technical competence or indicative of a failure to comprehend the complexity and risk of Augusta, Georgia's requirements as set forth in this RFP.

If needed, the selection process will include oral interviews. The consultant will be notified of the time and place of oral interviews and if any additional information that may be required to be submitted.

Cumulative Scores will include the total from Phase 1 and Phase 2. It is the intent of the Owner to conduct a fair and comprehensive evaluation of all proposals received. The contract for this project/service will be awarded to the proposer who submitted a proposal that is most advantageous to the Owner.

Evaluation Criteria

Proposals will be evaluated according to each Evaluation Criteria, and scored on a zero to five point rating. The scores for all the Evaluation Criteria will then be multiplied according to their assigned weight to arrive at a weighted score for each proposal. A proposal with a high weighted total will be deemed of higher quality than a proposal with a lesser-weighted total. The final maximum score for any project/service is five hundred (500) points.

Rating Scale		
0	Not Acceptable	Non-responsive, fails to meet RFP specifications. The approach has no probability of success. For mandatory requirement this score will result in disqualification of proposal.
1	Poor	Below average, falls short of expectations, is substandard to that which is the average or expected norm, has a low probability of success in achieving project/service objectives per RFP.
2	Fair	Has a reasonable probability of success, however, some objectives may not be met.
3	Average	Acceptable, achieves all objectives in a reasonable fashion per RFP specification. This will be the baseline score for each item with adjustments based on interpretation of proposal by Evaluation Committee members.
4	Above Average/Good	Very good probability of success, better than that which is average or expected as the norm. Achieves all objectives per RFP requirements and expectations.
5	Excellent/Exceptional	Exceeds expectations, very innovative, clearly superior to that which is average or expected as the norm. Excellent probability of success and in achieving all objectives and meeting RFP specification.

The Evaluation Criteria Summary and their respective weights are as follows:

1. Completeness of Response (Pass/Fail)

- a. Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent addenda and do not address each of the items listed below will be considered incomplete, be rated a Fail in the Evaluation Criteria and will receive no further consideration. Responses that are rated a Fail and are not considered may be picked up at the delivery location or returned to the vendor (at vendor's expense). Please provide shipping instructions and/or fees upon the completion of the competitive process.

Conflict of Interest Statement (Pass/Fail)

- b. Discloses any financial, business or other relationship with the Augusta, Georgia that may have an impact upon the outcome of the contract or the construction project/service.
- c. Lists current clients who may have a financial interest in the outcome of this contract or the construction project/service that will follow.
- d. Discloses any financial interest or relationship with any construction company that might submit a bid on the construction project/ service.

2. Qualifications & Experience (15 points)

- a. Relevant experience, specific qualifications, and technical expertise of the firm and sub-consultants/proposers to conduct the required services as listed in this RFP and adhering to all required license requirement for federal, state and local services.

3. Organization & Approach (15 points)

- a. Describes familiarity of project/service and demonstrates understanding of work completed to date and project/service objectives moving forward
- b. Roles and Organization of Proposed Team
 - i. Proposes adequate and appropriate disciplines of project/service team.
 - ii. Some or all of team members have previously worked together on similar project/service(s).
 - iii. Overall organization of the team is relevant to Augusta, Georgia needs.
- c. Project and Management Approach
 - i. Team is managed by an individual with appropriate experience in similar project/services. This person's time is appropriately committed to the project/service.
 - ii. Team successfully addresses all requirements of this RFP.
 - iii. The team and management approach responds to project/service issues. Team structure provides adequate capability to perform both volume and quality of needed work within project/service schedule milestones.
- d. Roles of Key Individuals on the Team
 - i. Proposed team members, as demonstrated by enclosed resumes, have relevant experience for their role in the project/service.
 - ii. Key positions required to execute the project/service team's responsibilities are appropriately staffed.
- e. Working Relationship with Augusta, Georgia
 - i. Team and its leaders have experience working in the public sector and knowledge of public sector procurement process.
 - ii. Team leadership understands the nature of public sector work and its decision-making process.
 - iii. Proposal responds to need to assist Augusta, Georgia during the /service.

4. Scope of Services to be Provided (25 points)

Experience and approach to the Scope of Services included in Section Two (2). Also provide the details on the following items:

- A. System Capabilities
 - o Proposed system addresses technical specifications, performance requirements, and desired features
- B. Software, Data, & IT Integration
 - o Plans for integration between systems
 - o Data migration plan
 - o Configuration procedures and testing plan
 - o Data integrity, security, and accessibility
 - o Ability to develop, document, and support interfacing with Augusta CIS and IT systems.

5. Financial Information (5 points)

Provide financial information in the form of audited or unaudited financial statements, income statements or balance sheets on Proponent's current business and past business activities.

- a. If a public company include a recap of the most recent audited financial report.
- b. If a private company provide a recap of the most recent internal financial statement; and a letter on the financial institution's letterhead, stating financial stability.

The financial requirements is part of the evaluation. Firms may mark the material confidential; however, it is required to be submitted with your proposal to receive points in the evaluation.

6. Schedule of Work (5 points)

- a. Schedule shows completion of the work within or preferably prior to the Augusta, Georgia overall time limits as specified in the RFP.
- b. The schedule serves as a project/service timeline, stating all major milestones and required submittals for project/service management and applicable law compliance.
- c. The schedule addresses all knowledgeable phases of the project/service, in accordance with the general requirements of this RFP.

7. References (10 points)

- a. Provide as reference the name of at least three (3) agencies you currently or have previously consulted for in the past three (3) years.
- b. Include specific individuals with addresses and telephone numbers.

8. Presentation by Team (10 points) (Optional)

Team presentation conveying project/service understanding, communication skills, innovative ideas, critical issues and solutions.

9. Q&A Response to Panel Questions (5 points) (Optional)

Proposer provides responses to various interview panel questions.

10. Cost/Fee Proposal. (Non-Weighted)

* Enclose in a separate sealed envelope.

- a. Lowest Fee 50 points
- a. Second 30 points
- b. Third 20 points
- c. Fourth 10 points
- e. Fifth 5 points

-Table Follows-

Weighted scores for each Proposal will be assigned utilizing the table below:

Phase 1				
No.	Evaluation Criteria	Rating (0-5)	Weight	Score (Rating * Weight)
1	Completeness of Response - Package submitted by the deadline - Package is complete (includes requested information and current licensure as required per this solicitation)	N/A	Pass/Fail	Pass/Fail
2	Qualifications & Experience - Experience with customers of similar size and infrastructure - Successful completion of prior projects with the integrations required by Augusta		15	
3	Organization & Approach - Clarity of proposal / response - Timeline for migration to new system - Data cleaning and migration approach - Proposed procedures for training of Augusta personnel		15	
4	Scope of Services - A: System Capabilities - Proposed system addresses technical specifications, performance requirements, and desired features - B: Software, Data, & IT Integration - Plans for integration between systems - Data migration plan - Configuration procedures and testing plan - Data integrity, security, and accessibility - Ability to develop, document, and support interfacing with Augusta CIS and IT systems		25	
5	Financial Stability Financial strength & stability		5	
6	Schedule of Work		5	
7	References		10	
Phase 1 Total				
Phase 2 Note: Any proposals that received a rating of lower than 3 in any category from Phase 1 will not be considered for Phase 2.		Rating (0-5)	Weight	Score (Rating * Weight)
8	Presentation by Team		10	
9	Q&A Response to Panel Questions		5	
10	Cost/Fee Proposal Consideration – Non-Weighted			
	Lowest Fee	50 Points		
	Second	30 Points		
	Third	20 Points		
	Fourth	10 Points		
	Fifth	5 Point		
Phase 2 Total				
Total				

Section VII

Selection Process:

An evaluation committee will review and score all proposals based on the qualifications and information provided in the SCOPE OF SERVICES, CRITERIA FOR EVALUATIONS, ADDENDUMS and any information provided by the vendor in the requested ATTACHMENTS and EXHIBITS.

Using the proposal information presented by the firms in their proposals, the selection committee will first rank the firms based upon qualifications. Fee proposals will then be opened and evaluated as part of the complete evaluation process. Some firms may then be requested to make presentations to the Selection Committee and field any questions they might have.

The Procurement Department will examine your proposal to ascertain that all required documents are included, properly executed and in the correct quantity. Failure to meet these criteria WILL result in your proposal being declared non-compliant and thus ineligible for further consideration.

A Selection Committee will review all proposals submitted in response to this RFP. Based upon the background information reported in the response, the Committee will determine whether the proposer is qualified or unqualified.

Using the proposals and the selection criteria, the Committee will rank the firms based upon the quality and content included in their proposals as well as a demonstrated understanding of the project and Augusta's requirements. Depending upon the number of responses received, Augusta may request select firms to make presentations to the Selection Committee and field any questions they might have to clarify their proposal and provide additional information.

EVALUATION PROCESS

A Selection Committee will review all proposals submitted in response to this RFP. The selection committee will rank the firms based upon cost as well as the quality and content of their proposal.

Each response to this RFP shall be subject to the same review and assessment process. Proposals will be evaluated and ranked on the basis of points awarded by an evaluation committee. A description of the factors which will be analyzed and the relative weight accorded is included in the specifications. Augusta will not consider the proposal of any Offeror who lacks accreditation or authorization to provide the Services requested.

Phase One Criteria (Identify short listed offerors only)

The Procurement Director, in consultation and upon the recommendation of the head of the using agency, shall select from among the offerors no less than three (3) offerors (the "short-listed offerors") deemed to be the most responsible and responsive; provided, however, that if three (3) or less offerors respond to the solicitation, this requirement will not apply. The selection of the short-listed offerors shall be made in order of preference.

From the date proposals are received by Procurement Director through the date the contract is awarded, no offeror may make substitutions, deletions, additions or other changes in the configuration or structure of the offeror's teams or members of offeror's teams prior to award.

It is the intent of the Owner to conduct a fair and comprehensive evaluation of all proposals received. The contract will be awarded to the proposer who submitted a proposal that is most advantageous to the Owner.

Your team will be evaluated on the basis of how well your firm and its individual professionals meet the criteria outlined including general and specific selection criteria.

Please submit your proposal in a concise written tabulated format indexed and organized. The recommended firm and contract will be presented to the Augusta Commission for final approval.

Each submittal must respond to the requested information for each section.

Phase Two Criteria

(Rank the company that best address scope of service/ technical proposal as outlined in the specifications to be in the best interest of Augusta, Georgia).

An Interview list may be created to allow firms the opportunity to respond to questions from the evaluation committee relevant to the submitted proposals during the interview. Oral presentations to the evaluation committee shall not exceed one hour in duration.

After an initial screening process, a technical question and answer conference or interview will be conducted, if deemed necessary to clarify or verify the offeror's proposal and to develop a comprehensive assessment of the proposal. Offerors will present their proposals and demonstrate their offered products to the Evaluation Committee. This process will result in the selection of the successful vendor who, through contractual agreements, will undertake the scope of work.

PRICE PROPOSALS

The firms shall provide a proposal that includes all requested fields of the FEE PROPOSAL that are required to provide the services requested. No additional expenses will be paid by Augusta, Georgia in association with the execution of this project outside of the agreed upon fee proposal.

Price is not the driving factor in this award and shall be considered as follows: In making this decision, the Using Agency and the Procurement Director shall consider the estimated value, the scope, the complexity and the professional nature of the services to be rendered. Should the Using Agency and the Procurement Director be unable to negotiate a satisfactory contract with the offeror considered to be the most responsible and responsive at a price for the Using Agency and the Procurement Director determines to be fair and reasonable to Augusta, Georgia, negotiations with that offeror shall be terminated. The Using Agency and the Procurement Director shall then undertake negotiations with the second most responsible and responsive short-listed

offeror. If negotiations with the second most responsible and responsive short-listed offeror are unsuccessful, negotiations shall be terminated, and the Using Agency and the Procurement Director shall then undertake negotiations with the third most responsible and responsive short-listed offeror. Should the Using Agency and the Procurement Director be unable to negotiate a contract with any of the short-listed offerors, the Using Agency and the Procurement Director and the using agency may select from the additional offerors that were not short-listed in order of their responsibility and responsiveness and the Using Agency and the Procurement Director may continue negotiations in accordance with this section until an agreement is reached.

Price information shall be separated from the proposal in a sealed envelope and opened only after the proposals have been reviewed and ranked. The names of the respondents will be identified at the proposal opening; however, no proposal will be handled so as to permit disclosure of the detailed contents of the responses until after award of contract. A record of all responses shall be prepared and maintained for the files and audit purposes.

While cost is not the driving factor, the committee will also review qualifications and past performance.

Final negotiations and letting the contract. The Committee shall rank the technical proposals, open and consider the pricing proposal. Award shall be made or recommended for award through the Augusta, Georgia Administrator, to the most responsible and responsive offeror whose proposal is determined to be the most advantageous to Augusta, Georgia. No other factors or criteria shall be used in the evaluation. The contract file shall contain a written report of the basis on which the award is made/recommended. The contract shall be awarded or let in accordance with the procedures set forth in this Section and the other applicable sections of this chapter.

When in the best interest of Augusta, Georgia, Augusta reserves the right to request additional information and to request a "Best and Final" offer.

Final Selections

The evaluation committee will recommend an award to the Administrator and the Augusta Georgia Commission for the highest scoring proposal(s). The Augusta Georgia Commission will make the final decision as to award of contract.

AUGUSTA RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSALS TO WAIVE INFORMALITIES AND TO RE-ADVERTISE.

FEE PROPOSAL

(Separate Sealed Envelope)

AUD CIS RFP Cost Proposal

Company Name: _____

Printed Name: _____

Address: _____

Date: _____

Minority and Woman Owned **Business Enterprise Program** **(M/WBE) Goal Waiver**

The Minority and Woman Owned Business Enterprise Program (M/WBE) provides for goals to be set for Minorities and Women on all applicable Augusta, Georgia procurements over \$300,000 in value.

After careful review of the specific work categories available on this procurement and a review of the MBE and WBE firms available to perform a CUF on this procurement, the Goal Setting Committee has determined that neither an MBE nor WBE goal could be placed on this procurement. **As such, the M/WBE Waiver applies** and therefore, the M/WBE goal for this procurement is:

0 %

As a result of the M/WBE Goal on this procurement being ZERO, no M/WBE goal documents are required as a part of the procurement process. However, even when a solicitation does not contain a M/WBE goal (or the goal is set at zero), each Bidder must negotiate in good faith with each minority and woman owned business that responds to the Bidder's solicitation and each minority and woman owned business that contacts the Bidder on its own accord. All successful bidders are required to collect and maintain all records necessary for Augusta to evaluate the effectiveness of its M/WBE Program.

NO RESPONSE LETTER

PLEASE SUBMIT BY RESPONSE DUE DATE

RFP #Item #26-275	Utilities Billing Customer Information System	Due: Wednesday, August 26, 2026, at 11:00 a.m.
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To: **Augusta, Georgia - Procurement Department**

This is to certify that _____, will not be submitting a response to the above referenced solicitation document prepared by Augusta Procurement Department.

Reason(s) for No Submission:

- ☐ Unavailability of required resources
 - ☐ Prior commitments
 - ☐ Inadequate anticipated funding Level
 - ☐ Project Duration
 - ☐ Potential conflict of interest
 - ☐ Duplication of ongoing effort
 - ☐ Other (please explain)
-
-

Authorized Representative:

Name:

Title:

Signature:

Date: ____/ ____/ 20____