5.0 Business Experience

***Note:***The purpose of this section is to highlight how the proposed software solutions will be implemented to address EMWD’s business needs. Responses should highlight the opinions, approaches, and experience of the implementation team/department.

1. Provide an overview of your experience implementing each of the following:

* The Proposed CIS Solution
* The Proposed CSS Solution
* The Proposed MWM Solution

**RESPONSE FROM OPEN:**

Marketing

5.1 General CIS

1. Discuss how the proposed system will allow EMWD to understand the “Customer Journey”. EMWD desires the ability to quickly identify a customer “persona” or profile based on their Journey. Describe how the proposed solution can help achieve this and discuss any implementations where you have achieved this.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe how you have used intelligent workflows to automate and improve customer service and billing processes for the following: start/stop service, cancel/rebill over multiple periods, payment arrangements/installment plans, billing validations, billing editing, and correction of cross meters. Please be specific and reference specific implementations.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Discuss your experience in assisting utilities transform existing processes into industry leading business processes, include any specific experience in assisting utilities transition from an in-house legacy system to a COTS (commercial off the shelf) system.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Discuss how you envision implementing individual water budget functionality utilizing the proposed system including how EMWD will account for its Water Shortage Contingency Plan if activated. Please note, that section 4.3.2 and Attachment 3.0 EMWD’s individual water budget requirements and Section 4.3.5.4 provides information on the Water Shortage Contingency Plan.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Discuss the anticipated modifications that may be required to implement the Rates and Water Budgets as discussed in the RFP in Attachments 2.0 and 3.0.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe how your system handles multiple levels of approval (especially for adjustments) automatically through intelligent work queues.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe an implementation where the proposed solution enhanced customer satisfaction.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe how the proposed solution will help EMWD reduce the cost and time needed for training new CSRs and functional staff.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe how the solution will improve access to information within the customer interaction screens and reports. Explain how your system is configured to provide pertinent role-based information.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the system safeguards that are available to help prevent billing errors and how billing accuracy can be monitored within the proposed solution.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Explain how your system can recover from incorrect billing or data entry.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe how you have successfully integrated with ESRI GIS to update meter information, coordinates, and provide CSR support information.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe how consumption and billing data can be analyzed and used for financial comparisons and to provide customers with meaningful information.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe how you have successfully integrated with Cisco CTI (or another comparable CTI system) and utilized the IVR functionality to increase customer service and CSR notification of a contact.

**RESPONSE FROM OPEN:**

Sales Consultant

1. EMWD currently performs all VEE activities in their CIS system and MeterSense MDMS is used as a pass through to gain raw readings. Discuss your preferred approach to handling VEE given that EMWD has the MeterSense MDMS system.

**RESPONSE FROM OPEN:**

Sales Consultant

5.2 Customer self service

* 1. Describe how the solution will enhance EMWD customer service capabilities through the use of the web-based self-service functionality.

**RESPONSE FROM OPEN:**

Sales Consultant

* 1. Discuss the Customer Impersonation and/or Mirroring capabilities available.

**RESPONSE FROM OPEN:**

Sales Consultant

5.3 Mobile Workforce Management

1. Discuss an implementation in which you integrated with a field mobile system to achieve real time information for field workers and CSRs.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the real time capabilities and communications between CIS and MWM. Discuss the key features this real time communication enables.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Discuss how the proposed MWM and CIS system can take advantage of AVL information. Please provide real examples where you have implemented this functionality.

**RESPONSE FROM OPEN:**

Sales Consultant

1. EMWD has a need to create new service orders out in the field when a technician notices an issue (orders originate from the field vs CIS). Discuss how your integration between CIS and MWM would enable this functionality.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Discuss the steps necessary to resync transactional data in the event of a system outage (either CIS or MWM).

**RESPONSE FROM OPEN:**

Sales Consultant

1. EMWD implements new service orders from time to time and desires the ability to configure these both in CIS and MWM without programmatic intervention. Discuss how this can be accomplished with the proposed integration.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Discuss how you have implemented meter geocoding utilizing the mobile solution.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Discuss the workforce leveling and auto-dispatch capabilities of the proposed system. Please reference specific implementations where this functionality was rolled out.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Discuss how the proposed MWM system can track inventory usage and labor for job costing.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Optional: Discuss how your system can integrate both with CIS and a Work and Asset Management System (Such as Maximo) to handle both short and long cycle work. Discuss projects where you have implemented this dual functionality.

**RESPONSE FROM OPEN:**

Sales Consultant

5.4 Customer Communications

1. Describe any capabilities for automatic letter and/or service order generation. Do the auto-generation capabilities depend upon (and can they take advantage of) any word processing applications, e.g., Microsoft Word?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Discuss systems capabilities to provide communications via multiple channels such as print, email, text, social media, etc.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Can letters & service order formats and content be easily modified by system users with appropriate security? Please provide information about the product proposed.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the options for retention, archiving, viewing, and reprinting of bills, reports and/or letters.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe any shared pre-configured formats, integration capabilities, and business relationships with Kubra.

**RESPONSE FROM OPEN:**

Sales Consultant

1. What data elements are available for inclusion in the billing data extract file? Is programming required to add new elements to the bill that are not contained on the extract file?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Please describe the Electronic Bill Print and Presentment (EBPP) models available.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Does the bill print extract file accommodate customized marketing messages to select customers? Describe.

**RESPONSE FROM OPEN:**

Sales Consultant

5.5 Batch Processing/Scheduling

1. Describe in detail the scheduling capabilities of the proposed Batch Scheduling solution.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Is the batch processing capability part of the System or a separately bolted-on application?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the restart process if a batch program failure occurs. Describe the roll-back and commit processing of a batch program. Do these vary by program?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Do you provide a tool for monitoring and managing batch jobs? If so, please describe. If not, how are batch failures monitored, and is there a notification process (email/text)?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Can EMWD define run criteria; dependencies; pre-, co-, and post- requisites; incompatibilities; and prioritization rules?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the documentation that Vendor provides surrounding batch processing and job dependencies including inputs and outputs. Provide a sample.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe any special periodic jobs (monthly, quarterly, yearly, cleanup and fixes, special requests) that may be run or that must be run in scheduler.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Can batch processes be run with a basis date other than the current date?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Can users access the System during the batch processing? Describe. Explain read-only and update capabilities of user access during the batch processing. What level of DB locking is utilized?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Can the batch schedule be updated to add new processes? Please describe.

**RESPONSE FROM OPEN:**

Sales Consultant

1. Can scheduled batch or internal processes have linked dependencies to other processes and can they be easily determined, identified, and viewed?

**RESPONSE FROM OPEN:**

Sales Consultant

1. Describe the batch schedule history data and interface and the future scheduling interface.

**RESPONSE FROM OPEN:**

Sales Consultant