



**MORIN BUILDING  
8570 EXECUTIVE PARK AVENUE  
FAIRFAX, VIRGINIA 22031**

**January 21, 2015**

To: All Prospective Offerors

Issued by: Mary Pennington, CPPB

Subject: Addendum # 1, RFP # 14-19, Furnish, Install, Maintain and Host a Customer Self-Service Mobile Enabled Web Application

The purpose of this addendum is answer questions submitted by the specified deadline.

**I. General**

Change the bid submission deadline to: 2:00 p.m. EST, Tuesday, February 3, 2015.

**II. Questions and Answers**

1. Q. The RFP states a hosted platform. Does this mean hosted by you or hosted by the vendor?  
  
A. Hosted by vendor.
2. Q. Is the Request for Proposals open to any and all firms that can meet the requirements as listed in the RFP? Or are submissions restricted to firms that currently have service agreements with FW or have pre-qualified as Vendors?  
  
A. It is open to any and all vendors listed in the RFP.
3. Q. Do you expect the majority of the work for this project to be done remotely, or will FW require the selected firm to spend a significant amount of time on-site for this project?  
  
A. FW is flexible on this; some face to face time may be needed but remote work is acceptable as long as the work is completed.

4. Q. Is there currently an incumbent firm providing FW with Mobile/Web Application Design and/or Development services? If so, will the incumbent be bidding on this project, and can you release the firm's name?

A. No, there is currently no incumbent performing this work.

5. Q. Is there an estimated budget range for this project? Or do you have any information regarding previous budgets for similar projects?

A. N/A.

6. Q. We have found that packaged solutions, at times, fail to fit the actual needs of our clients. Traditionally, the alternative to packaged solutions was a custom coded solution, usually taking months or years to build and deliver. Here at EPI-USE we deliver a 3rd option that gives you the implementation speed of a packaged solution, but the flexibility and functionality of a custom coded solution. We now partner with Mendix – a platform for composing and delivering unique and differentiating custom web and mobile apps, at speeds 10X faster than custom coded solutions. Given this partnership, we are certain EPI-USE can deliver all of the functionality included in the RFP ahead of the June 30<sup>th</sup> deadline. Further, we believe this will be the best avenue to enhancing the solution for years to come.

Would Fairfax Water consider this revolutionary 3<sup>rd</sup> option in this RFP?

A. Yes. Fairfax Water is open to alternative methods of delivering the product and service.

7. Q. Based on the flexibility and efficacy of the Mendix platform we typically create a prototype of our customers desired application. This is done early in the discovery process. Although the RFP does not request a prototype we are glad to offer this same service to Fairfax Water. To build this prototype we would need a brief phone conversation with the project owner to further discuss desired functionality.

Would Fairfax Water permit us to include a prototype with the RFP?

A. No.

8. Q. Who is the “third-party payment solution” (assuming credit banking clearinghouse) and what are their requirements for integration (XML/API's, WSDL, etc)?

A. Western Union.

9. Q. Can you clarify “Usage Analytics” vs. “Usage Reporting”?

A. Usage report returns application activities across users (internal). These reports should be customizable for specific usage information. Usage analytics should show customer billing, payment, and revenue (external).

10. Q. Regarding “Live Chat” with customer service...is there already a messaging/chat system in place that requires integration or is this a fully developed feature within the app that agents will be signed into?
- A. No there is not a live chat today.
11. Q. Does the tablet interface route to the mobile or desktop view, or have its own unique interface?
- A. Ideally it is the same interface.
12. Q. A go-live date of June 30, 2015 is requested. When will this contract be awarded and when can the project begin?
- A. Dependent on Contract Award Date.
13. Q. What is the anticipated number of “Average Daily Users” of this application. That is critical for licensing purposes.
- A. Fairfax Water currently has 280k accounts.
14. Q. Is there a web-based self-service portal currently available which Fairfax Water wants to replace? If yes what is the technology stack used?
- A. No.
15. Q. Does Fairfax Water have a preference for a SAP Portal based Web Application or is it open to alternate solutions also?
- A. Fairfax Water is open to all options.
16. Q. Is SAP Netweaver Gateway or SAP PI a part of the current landscape?
- A. Gateway is currently not being used.
17. Q. Are web services already available for the IS-U CCS module? If not should we consider web service enablement in scope?
- A. No.
18. Q. We feel that there could be ECC level customization required, Will it fall in-scope of Offeror?
- A. Yes.

19. Q. What is 3rd Party the solution used for payment and print service? What are the integration capabilities?
- A. Datamatx – current interface is FTP.
20. Q. In the RFP document it is mentioned "Fairfax Water requests proposals to furnish, install, maintain and host a customer self-service, mobile enabled web application". We assume that the application hosting will be Cloud based. Please confirm. Will the Offeror be responsible for the complete hosting infrastructure?
- A. Cloud based application is dependent upon accepted proposal – Yes.
21. Q. Could you please let us know if there is any security architecture/Regulatory Compliance requirement the solution needs to comply with
- A. PCI compliance is handled by third party payment processor.
22. Q. The RFP mentions approximately 280,000 residential and commercial customer accounts in Fairfax County and approximately ten wholesale customer accounts to other northern Virginia jurisdictions – are all 3 types of accounts / customers targeted for the CSS App?
- A. Yes.
23. Q. We have a question regarding the minimum requirement for facilitating or conducting EUM reviews. We have conducted a number of management and operational reviews of water utilities, but none that explicitly would be considered an EUM review. Would this automatically eliminate us from consideration?
- A. No.
24. Q. What is the forecasted growth of the customer base?
- A. It is stable at 1 to 5% per year.
25. Q. How many concurrent users of the App does Fairfax Water expect?
- A. Estimated at 25K.
26. Q. How many types of users of the App - Frontend?
- A. See question and answer 22.
27. Q. How many types of users – Back office?
- A. 3.

28. Q. Which mobile devices/browsers need to be supported?
- A. All popular mobile devices should be supported – iOS Blackberry Android Windows.
29. Q. This would be a web-based, browser enabled app that would work on multiple devices through a “Modern- Browser” such as Chrome, Firefox, etc. Please provide the list of browsers that are currently supported for the desktop version?
- A. We expect this application to work on all modern browsers – Chrome, Firefox, Safari, IE.
30. Q. Would all 3 User-Types (Residential / Commercial / Wholesale) use a common User Interface?
- A. See answer to question # 22.
31. Q. Does Fairfax Water have any look and feel guidelines available?
- A. No – But must use Fairfax Water’s logo and color scheme.
32. Q. What types of payments does Fairfax Water currently process? Are these real-time via payment gateways (e.g., Credit Card/EFT, etc.) or are they processed in batches?
- A. Credit and Debit Card, lockbox, EFT all done in Batch.
33. Q. For the CSS App, does Fairfax Water envisage real-time payment processing? Would existing payment gateways have bandwidth to be allocated to the CSS App?
- A. Real time would be nice but it is an optional requirement. Yes.
34. Q. Are there any functional requirements specific and/or unique to CSS User-Type (Residential / Commercial / Wholesale)?
- A. No.
35. Q. What is the current technology platform for the existing Customer Self service application?
- A. SAP ECC 6.0 Enhancement Package 7.
36. Q. Does Fairfax Water have a specific preference for any technology platform/package for the Customer Self-Service Portal?
- A. No.

37. Q. What is the current technology platform for Application Integration between the existing systems?
- A. Today SAP ECC 6.0 Enhancement Package 7 with FTP interfaces.
38. Q. Does Fairfax Water have specified preference for an Application Integration technology platform?
- A. No.
39. Q. Are there any more details available on non-functional requirements?
- A. Fairfax Water is unable to answer this question due to lack of detail provided within the question.
40. Q. Are there any SLAs for the CSS Application?
- A. Expect it to be same as – ERP system is 99.5% availability based on 24x7x365.
41. Q. Will Fairfax Water supply a user group for User Acceptance Testing?
- A. Yes.
42. Q. Does Vendor require to provide training to Fairfax Water employees for the CSS App? If yes, how many unique roles?
- A. Yes – depends on the application.
43. Q. What is the preferred support model - Onshore/Offshore - Describe any specific tasks to keep onshore?
- A. Defer to the vendor – open to offshore depending on pricing.
44. Q. What is the support coverage required - (24x7, 16x5, 8x5 etc.)?
- A. 24 X 7.
45. Q. What would be the Scope of Application Management service, will it span across Incident, Problem and Change Request (Enhancements)?
- A. Dependent on the solution provided.
46. Q. What is your current/anticipated Ticket and Enhancement Volume and any other weekly, monthly, yearly maintenance tasks?
- A. N/A – no current solution installed.

47. Q. What are the current/anticipated SLAs and Support Services Structure for this application? Please Describe

A. See answer to question # 40.

48. Q. How many Environments will need to be supported for this application?

A. Depending on solution – Fairfax Water currently has a three tiered landscape – DEV, QA, Production.

49. Q. Is there another vendor that has performed, or is performing, similar work for FW?

A. No.

50. Q. Will the contract with FW require a Performance Bond, since the RFP mentions it in the definitions but nowhere else...

A. A Performance Bond is not required for this project.

51. Q. Should you want an execution guarantee would FW consider another form of guarantee covering 100% of the amount like a standby letter of credit?

A. An execution guarantee is not required for this project.

52. Q. Have you considered or are you planning to install SAP CRM in the near future?

A. No plans to install SAP CRM.

53. Q. Have you considered using SAP FIORI UX (for providing access to ECC through HTML5 front-end presentation layers)?

A. This is an option for the RFP.

54. Q. Do you have a middleware (EAI) or Enterprise Service Bus (ESB) to integrate with SAP ECC?

A. No.

55. Q. Are you currently using SAP Netweaver Gateway (7.4) as a standalone production instance?

A. No.

56. Q. What level (percentage) of Customization on ECC or Enhancement are you expecting in order to accomplish the desired functionality mentioned in the RFP?

A. Minimal.

57. Q. Where is the central master account/customer information data (ECC, middleware?)
- A. ECC.
58. Q. Regarding online payment – Have you implemented 3<sup>rd</sup> party payment? Is there already integration to the backend ECC?
- A. Yes – FTP.
59. Q. Is the 3<sup>rd</sup> party print service integrated with backend ECC?
- A. Yes – FTP.
60. Q. What is the source of analytics data or what is your current BI architecture?
- A. We have a BI 4.1 SAP server platform.
61. Q. Who is currently hosting Fairfax’s existing customer portal?
- A. No portal today.
62. Q. Is there any expectation of how many users Fairfax Water might have using their portal?
- A. Estimated at 25K to begin.
63. Q. What functionality do customers enjoy today? For instance can they view bills, view consumption graphs, pay bills online, manage payment data?
- A. See answer to question # 61.
64. Q. Based on the information in the RFP it sounds like Fairfax is not PCI compliant. Does the existing portal integrate with a payment processing portal which displays all of the customer’s payment information like credit card #’s, bank account #’s, etc?
- A. See answer to question # 21.
65. Q. Who has Fairfax Water partnered with to process online payments?
- A. See answer to question # 8.
66. Q. How does Fairfax want the new solution to be integrated with SAP? Will information be sent to and from Online Payments (Speedway?) in a secure manor or will Speedway simply sit on top of the solution similar to how it is today?
- A. Depends on Proposed Solution.



67. Q. Does Fairfax currently have an outage management solution that they want to integrate the customer portal with?
- A. No.
68. Q. Does Fairfax Water currently have licensed from SAP Utility Customer E-Services (UCES) software?
- A. No.
69. Q. Does Fairfax want to consider using SAP UI5 Multichannel foundation product as SAP's stated direction or utilize UCES if licensed?
- A. This can be part of the vendor's proposal.
70. Q. SAPUI5 requires ECC 6.0 EP 4 or higher and CRM 7.0. Does Fairfax use SAP CRM? If so, what version?
- A. We do not use CRM.
71. Q. Fairfax wants the solution delivered by June 30, 2015 but there is no mention of a proposed start date. The proposal is due January 27, 2015. When do you expect to make a selection and have a partner on-boarded to start the project?
- A. See answer to question # 12.
72. Q. Is an off-the-shelf product preferred? Our company specializes in custom solutions so we want to make sure that those are acceptable.
- A. We are open to all options.
73. Q. What is the budget for this project?
- A. NA.
74. Q. Will the app use the company's existing brand, color scheme, etc?
- A. Yes.
75. Q. How involved are you expecting the internal SAP support team to be? Are the SAP developers creating services for the web app or will they be primarily consulting?
- A. Primarily consulting.

76. Q. Product must integrate with SAP (ECC 6.0 Enhancement Pack 7) IS-U Customer Care and Services module. Please provide some more information.
- A. Fairfax Water is using the SAP Utilities Solution for ERP – see <http://help.sap.com/utilities-erp/>
77. Q. They are asking for a Virginia State Corporation Commission (VSCC) id in the transmittal letter. If you do not have a VSCC identification number, explain why it is not required. **What do we mean by this for corporations outside the state. Each Offeror that is organized or authorized to transact business in the Commonwealth of Virginia pursuant to Title 13.1 or Title 50 of the Virginia Code shall include with its bid the identification number issued to it by the Virginia State Corporation Commission. Any Offeror that is not authorized to transact business in Virginia as a foreign entity under Title 13.1 or title 50 of the Virginia Code or as otherwise required by law shall include in its bid a statement describing why the Offeror is not required to be so authorized.**
- A. The referenced code section applies to all corporations wishing to conduct business with the Commonwealth of Virginia whether they are located within the Commonwealth of Virginia or not. If a corporation feels it is exempt from the requirement then it shall submit evidence of meeting one of the exemptions listed in the code. If it does not meet the criteria of the exemptions it shall possess a VSCC identification.
78. Q. What is the budget for this project?
- A. See answer to question # 73.
79. Q. Is CRM part of the existing technical landscape?
- A. See answer to question #'s 52 & 70.
80. Q. What is the 3<sup>rd</sup> party print service being used?
- A. See answer to question # 19.
81. Q. What are the invoice reminders required (SMS/Email/etc)?
- A. Depends on solution selected.
82. Q. Any 3rd party message aggregators current used for outgoing communication?
- A. No.
83. Q. Does FW prefer to host the web application with their existing hosting partner?
- A. Depends on solution selected.

84. Q. Will FW consider an on-premise implementation with their existing environment?
- A. Fairfax Water is open to all options.
85. Q. Please clarify on what is meant by tenant lien deposit process.
- A. Please see [http://www.fcwa.org/customer/tenant\\_changes.htm](http://www.fcwa.org/customer/tenant_changes.htm)
86. Q. Is deposit management in scope for all customers?
- A. Tenant accounts only.
87. Q. Being that this required solution is hosted and the SAP environments are hosted – may we know the physical location (City only) of the hosted SAP environments?
- A. Marlboro.
88. Q. Is usage records maintained in SAP as well?
- A. Yes.
89. Q. Can FW disclose who the existing 3<sup>rd</sup> party payment processor is?
- A. See answer to question # 8.
90. Q. Will this application be divided into public and private segments?
- A. No – this is an *external* facing portal.
91. Q. If yes, will the private segments be accessed post Authentication? Do you have any existing SSO Implemented in your organization?
- A. N/A.
92. Q. Will the users registering will be aligned to any group / role?
- A. Depends on the solution proposed in offerors proposal.
93. Q. Will any feature or interface of the application be restricted to any particular type of user role / user group?
- A. Depends on the solution proposed in offerors proposal.

94. Q. Will this application provide printing of any bills / reports through smart phones or tablets?
- A. No.
95. Q. Reminder to the customer about the invoice status, will this be done through an email notification?
- A. Depends on solution selected.
96. Q. Do you prefer to show Usage reporting through any dashboard and using charts? If yes, do you have any preference over the selection / type of the charts to be used.
- A. No, we are open to ideas and suggestions.
97. Q. Do you have any preference on usage of Analytics product like Google Analytics, Adobe Omniture Site Catalyst etc.
- A. No preference, we are open to ideas and suggestions.
98. Q. Please throw some more light on “Usage comparison between two periods”?
- A. For example, current year water usage and prior year water usage.
99. Q. Please elaborate more on “Support payment/installment plans”?
- A. See the SAP Help  
[http://help.sap.com/saphelp\\_utilities472/helpdata/en/55/6eb658ab0111d289f10000e828485b/content.htm](http://help.sap.com/saphelp_utilities472/helpdata/en/55/6eb658ab0111d289f10000e828485b/content.htm)
100. Q. With the mention of a Message Center are you referring to a Chat window for communication with customer service rep.?
- A. Yes.
101. Q. Please help us understand the more about 3rd Party Print Service?
- A. See answer to question # 19.
102. Q. Can you please share some more technical details of your 3rd party payment solution?
- A. See answer to question # 8.

103. Q. What is f. One time draft option, please elaborate?
- A. The one time draft option is used by the customer to supply bank account information for automated payments.
104. Q. Do we have all the information needed for this project available in SAP?
- A. Yes.
105. Q. If any change needed in SAP (ECC 6.0 Enhancement Pack 7) IS-U Customer Care and Services module to support the integration with Mobile Web application; will that be considered in this scope of the RFP? Or will it be taken care by the existing support team?
- A. Depends on solution selected.
106. Q. Are you open to deploy this application in Amazon Cloud Environment?
- A. See answer to question # 20.
107. Q. What will be the usage of this application in terms of co-current users, their geographical location etc.?
- A. Geographic locations are Fairfax County/ DC Metropolitan area
108. Q. Are you looking for copywriting as well?
- A. Fairfax Water is unable to answer this question due to lack of detail provided within the question.
109. Q. What budget do you have allocated for this project?
- A. N/A.
110. Q. What is your desired timeline for completion?
- A. Approximately 12 week project (estimated).

**NO OTHER QUESTIONS WERE RECEIVED**

**III. Acknowledgement**

Acknowledge your receipt of, and compliance with, this Addendum by either signing the attached acknowledgement, or referencing its receipt and your compliance, in your bid.

**RFP 14-19 – Furnish, Install, Maintain and Host a Customer  
Self-Service Mobile Enabled Web Application**

**ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM # 1**

I certify that the information contained in the proposal submitted on behalf of the below named firm incorporates any and all changes to the original specification. I further certify by my signature below, that I am fully authorized to acknowledge receipt of the above addendum and also bind the below named firm to the terms, conditions and specifications of the RFP and any changes thereto made by this addendum.

**ACKNOWLEDGED BY:**

**FOR:** \_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Authorized Agent

\_\_\_\_\_  
Printed/typed name

\_\_\_\_\_  
Title