



## REQUEST FOR INFORMATION

### Integrated Utility Enterprise Resource Planning (ERP) System

December 3, 2010

**Response Due Date:** **December 30, 2010**  
**and Time:** **3:00 p.m. (Eastern Time)**

**RFI Number:** **2010-001-380-RFI**  
**Mailing Address:** P.O. Box 4000  
Ashburn, VA 20146

**Delivery Address:** Administrative Services Facility  
44865 Loudoun Water Way  
Ashburn, VA 20147

**Procurement Contact:** Bessie Nelson, Purchasing Technician  
Phone: 571.291.7700  
Fax: 571-223.2513  
E-mail: [bnelson@loudounwater.org](mailto:bnelson@loudounwater.org)

IF YOU NEED ANY REASONABLE ACCOMMODATION FOR ANY TYPE OF DISABILITY IN ORDER TO PARTICIPATE IN THIS PROCUREMENT, PLEASE CONTACT PURCHASING AS SOON AS POSSIBLE.

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## 1. PURPOSE

The intent of this Request for Information (RFI) is to obtain information from firms specializing in comprehensive, commercial-off-the-shelf (COTS), Integrated Utility ERP System(s) to modernize Human Resource, Financial, Customer Service, Field Service and Maintenance Management systems for Loudoun Water's Department of Finance, the Department of Engineering and the Department of Operations & Maintenance. Firms shall include, in their RFI response, a brief overview of the relevant products and services available through their firm or in subcontracting/partnering arrangement with other firms. However proposed, Loudoun Water's expectation is a single point of contact (SPOC), all COTS software, installation, conversion, labor, training and materials necessary for the implementation of a comprehensive Integrated Utility ERP System.

Loudoun Water will review the RFI in order to issue a formal Request for Response (RFP), pending fiscal funding. This RFI and information submitted by firms will not be binding but will be crucial in assisting Loudoun Water in defining system requirements and the procurement process. This is not an Invitation for Bid or a Request for Response; no contracts will result from the submission of this data, therefore, no contractual language is contained herein nor is it required in the RFI response.

## 2. BACKGROUND INFORMATION

- A. The Loudoun County Sanitation Authority (doing business and hereafter referred to as "**Loudoun Water**") is a public body politic and corporate and an instrumentality of the Commonwealth of Virginia, organized under the Virginia Water and Waste Authorities Act, being Chapter 28, Title 15.1, Code of Virginia of 1950, as amended (the "Act"). Loudoun Water was created by action of the Board of Supervisors of Loudoun County, Virginia and was chartered by the State Corporation Commission on May 27, 1959. As an Authority, Loudoun Water receives revenue from user fees, makes no profit, and our operations and finances are independent of the County's tax-supported services.
- B. Loudoun Water is located in Northern Virginia, about 25 miles west of Washington, DC. Loudoun Water has approximately 200 employees. Loudoun Water has approximately 60,000 connections serving more than 186,000 people. The customer base is expected to grow by an estimated 2,000 connections per year for the foreseeable future. Increased growth has resulted in greater service demands and changes in the size and complexity of Loudoun Water.
- C. Loudoun Water's Division of Information Technology Services (ITS) currently supports systems that enable the financial, human resources, meter reading,

records management, engineering, and maintenance management functions. In October of 2010, Loudoun Water obtained consulting services to analyze the current business processes, review available COTS alternatives, and document findings and recommendations for action. In addition, the Firm is facilitating consensus among the various functional and technical representatives currently responsible for the operation and maintenance of the affected systems.

D. The major business systems that support the daily activities of each business domain are as follows:

- Tyler Technologies Financial System (MUNIS)
- Tyler Technologies Human Resources System (MUNIS)
- Tyler Technologies CIS/Utility Billing System (MUNIS)
- Infor's Hansen Maintenance Management & Project Tracking System
- Badger Connect Meter Reading System
- TRIM Context Records Management System
- ESRI GIS System

These business systems are further defined herein.

### **3. UNDERSTANDING OF NEEDS**

At the time of acquisition of the current defined business systems, the functions and features they provided and the architecture upon which they were built, met Loudoun Water's business and budgetary requirements. Nearly 10 years have passed since most of these systems were acquired.

The current environment lacks the desired level of integration and adequate Application Programming Interfaces (API's) to effectively interface with other systems. There is also limited ability for ITS technicians to make changes to forms, to workflows, or to add user defined fields to forms.

To create an agile enterprise that can meet future business needs Loudoun Water is investigating modern, open systems that encompass fully integrated suites for Financials, Utility Billing, Customer Service, Human Resources, Engineering, and Enterprise Asset Management.

The major business systems that support the daily activities of each business domain are as follows:

- A. MUNIS Financial system modules comprised of general ledger, accounts payable, accounts receivable, fixed assets, budgeting, payroll and purchasing
- B. MUNIS CIS/Utility Billing system

- C. MUNIS Human Resources system modules comprised of employee maintenance, personnel processing and terminated employees
- D. Hansen Maintenance Management and Project Tracking system modules comprised of inventory, work orders, fleet management, asset management and project management
- E. Badger Connect Meter Reading System
- F. TRIM Context Records Management System
- G. ESRI GIS System

### **Business Functions Requirements**

Firms shall indicate in their RFI response of the capability to provide a system that will accommodate the business functions requirements as defined in Attachment A.

### **Management Plan/Project Management**

Loudoun Water will require a Management Plan/Project Manager for implementation of the software system including: design, engineering, delivery, installation, services and maintenance. Firms may provide some basic information relative to the RFI response, but more in-depth response will be expected only with a formal RFP response.

### **Training**

Loudoun Water will require on-site training. Firms may provide some basic information relative to the RFI response, but more in-depth response will be expected only with a formal RFP response.

### **Maintenance Agreement**

Firms may provide some basic information relative to this section with the RFI response, but a more in-depth response will be expected only with a formal RFP response.

### **System Enhancements and Upgrades**

Firms may provide some basic information relative to this section with the RFI response, but a more in-depth response will be expected only with a formal RFP response.

## **4. RFI RESPONSE REQUIREMENTS**

### **Attachment A: Business Functions**

Firms shall complete the attached functionality checklist and include with the RFI response.

**Qualifications and Brief History of Vendor**

Firms shall provide a brief background and history of their firm specifically related to the Statement of Needs contained within this RFI, and relative to public utility financial information system and asset management system software, including provision of their existing public utility client base. Firms shall include the specialized experience and technical competence of all proposed personnel and their company within this section; their response shall include a brief but detailed overview of the firm's expertise, qualifications and experience relative to this RFI's Understanding of Needs.

**Subcontractors/Partners**

Firms shall include a list of all subcontractors and/or partners with their RFI response. Responses to this RFI shall also include a statement of the subcontractors'/partners' qualifications, including current processes and procedures relative in having a single point of contact (SPOC).

**References**

Firms shall furnish a customer reference list with their RFI response, demonstrating at least four (4) customers presently using the proposed software system. If not a single solution provider, these customer references shall include subcontractor/partner arrangements similar in function and character to Loudoun Water. This reference list shall include the name and position of the customer contact, telephone and facsimile number, e-mail address of contact person, full customer address, and the installation date of the software system or, approximate time since the system was installed.

**5. SYSTEM DEMONSTRATIONS**

Loudoun Water may request, at its sole discretion, an on-site system demonstration based on the information received as a result of this RFI. Firms will demonstrate some basic characteristics of a proposed system that might better assist Loudoun Water in determining and educating themselves as to the range of details to ask for in modules, the type of modules to request in an RFP, and the basic features included in the most up-to-date systems of the type being sought by Loudoun Water. In addition, there may be an open question and answer session. Firms are advised that in the event they submit a formal proposal in response to an RFP, they may be required to do an on-site demonstration specifically related to the RFP requirements again, before a full evaluation committee, and that both demonstrations will be provided at no cost to Loudoun Water.

## **6. INSTRUCTIONS FOR PREPARING AND SUBMITTING RFI RESPONSE**

### **Questions and Inquiries**

Questions and inquiries, both verbal and written, regarding this RFI must be directed to Bessie Nelson, Loudoun Water Purchasing Technician, at 571-291-7948 or [bnelson@loudounwater.org](mailto:bnelson@loudounwater.org).

### **Contents of Responses**

The Firm's response to Attachment A shall be included as part of the Response. A cover letter, if included, shall be no more than one page.

### **Packaging of Responses**

Each firm shall submit one (1) original response and seven (7) copies, as well as an electronic copy in PDF format on a CD, of their response Loudoun Water's Purchasing Division as indicated on the cover sheet of this Request for Information. The original response shall be clearly marked.

### **Delivery of Responses**

- A. Responses may either be mailed to Loudoun Water, P.O. Box 4000, Ashburn, VA 20146 or hand delivered or shipped to 44865 Loudoun Water Way, Ashburn, VA 20147. They may not be emailed.
- B. Responses must be received by Loudoun Water's Purchasing Department before **December 30, 2010, 3:00 p.m. (Eastern Time)** deadline. Requests for extensions of this time and date will not be granted. Firms mailing their Responses shall allow for normal mail time to ensure receipt of their Responses by Loudoun Water's Purchasing Department prior to the time and date fixed for acceptance of the Responses. Responses or unsolicited amendments to Responses received by Loudoun Water after the acceptance date will not be considered. Responses will be publicly accepted and logged in at the time and date specified above.

### **Late Responses**

Late Responses will be returned to the Firm unopened, if RFI number, acceptance date and Firm's return address is shown on the container.

### **Proprietary Information**

Trade secrets or proprietary information submitted by a firm in connection with this RFI solicitation shall not be subject to disclosure under the Virginia Freedom of Information Act; however, the firm must invoke the protections of this section prior to or upon submission of the data or other materials, and must clearly identify the data or other materials to be protected and state the reasons why protection is necessary.

**Integrated Utility ERP System**  
**RFI 2010-001-380-RFI**

Company \_\_\_\_\_

Address \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Telephone No. \_\_\_\_\_ Fax No. \_\_\_\_\_

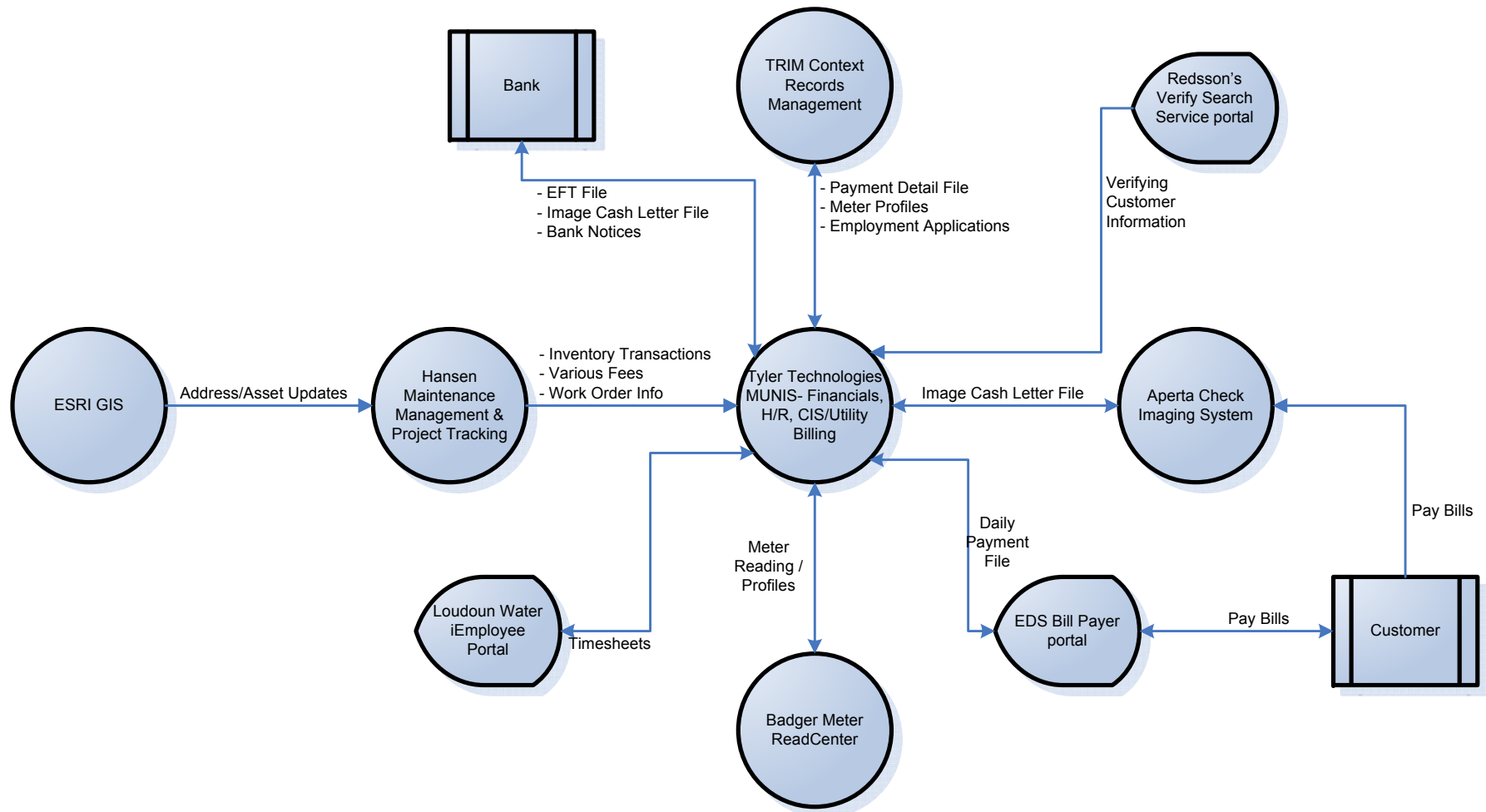
Email \_\_\_\_\_

**In compliance with this Request for Information, the undersigned offers their response as contained herein.**

Signature \_\_\_\_\_ Date \_\_\_\_\_

Name (Printed) \_\_\_\_\_ Title \_\_\_\_\_

### Loudoun Water Major Systems Schematic



**Attachment A: BUSINESS FUNCTIONS**

**Business Functions:**

Firms should complete the tables in this section as follows by providing an "X" in the appropriate category:

- Y** – System meets the requirements as outlined without any additional modifications
- M** - System is capable of meeting the requirement with system modifications required
- N** - System is not capable of meeting the requirement
- S/P** System functionality is a subcontractor/partner arrangement
- Comment** – Any additional information

<b>Business Function Checklist</b>						
<b>Vendor Name:</b>						
<b>Business Domains</b>	<b>Business Functions</b>	<b>Y</b>	<b>M</b>	<b>N</b>	<b>S/P</b>	<b>Additional Comments</b>
<b>Finance</b>						
	<b>General Ledger</b>					
	<b>Accounts Payable</b>					
	General					
	Vendor Maintenance					
	1099 Record Maintenance					
	Encumbrance Accounting					
	Invoices					
	Payment Processing					
	Interfaces/Integration					
	Reporting					
	<b>Accounts Receivable</b>					
	Invoicing					
	Reporting					
	<b>Fixed Assets</b>					

	<b>Budgeting</b>					
<b>Business Domains</b>	<b>Business Functions</b>	<b>Y</b>	<b>M</b>	<b>N</b>	<b>S/P</b>	<b>Additional Comments</b>
	Operating Budget					
	Capital Budget					
	Budget Amendments					
	Budget Versions					
	Budget History					
	Forecasting and Scenario Development					
	Operational and Management Reporting					
	Financial Performance					
	<b>Capital Improvement Program</b>					
	Documenting Conceptual projects in CIP Budget					
	Creating Feasibility Studies					
	Adding Design Work to CIP Budget					
	Awarding Design and Selecting Contractor					
	Creating Construction Drawings					
	Contractor Bid and Award Process					
	Planning/Managing Construction Projects					
	Resource Loading/Leveling					
	Task Scheduling					
	What-If Scenarios					
	<b>Investments</b>					
	Cash Management					
	Short-term Instruments					
	<b>Payroll</b>					
	General					
	Time and Attendance					
	Leave and Tracking					
	Pay Employees					
	New Hires and Personnel Changes					
	Manual Paychecks					

<b>Business Domains</b>	<b>Business Functions</b>	<b>Y</b>	<b>M</b>	<b>N</b>	<b>S/P</b>	<b>Additional Comments</b>
	Deductions					
	Employee Self Service					
	Interfaces/Integration					
	Reporting					
	<b>Purchasing</b>					
	Commodity Code Management					
	NIGP 5-Digit					
	Updates/Conversion					
	Active/Archive					
	Bidder Management					
	Online Registration					
	Notifications					
	Convert to Vendor					
	Solicitation Management					
	Development					
	Templates					
	Library of Clauses					
	Basis for Contract					
	Issuance/Notifications					
	Database					
	Active/Archive/Download					
	Addenda					
	Acceptance					
	Online Bidding					
	Lock-Box					
	Bid Tabulation					
	Request for Quote					
	Proposal Review					
	Contract Management					
	Development					

	Informal					
	Formal					
<b>Business Domains</b>	<b>Business Functions</b>	<b>Y</b>	<b>M</b>	<b>N</b>	<b>S/P</b>	<b>Additional Comments</b>
	Master List					
	Database					
	Active/Archive/Download					
	Contract Administration					
	Performance					
	Renewals and Amendments					
	Workflow Management					
	Checklists					
	Documentation					
	Compliance					
	Approvals					
	Rules/Thresholds					
	Requisition and Purchase Order Processing					
	Receiving Process					
	Reporting					
	Training					
	Database					
	Online					
	Classroom					
	Document Management					
<b>Human Resources</b>						
	Recruitment					
	Hiring Workflow					
	Application Tracking					
	Vacancy Posting					
	Online Applications					
	Reviewing Resumes					

	Screening Candidates					
	Scheduling Interviews					
<b>Business Domains</b>	<b>Business Functions</b>	<b>Y</b>	<b>M</b>	<b>N</b>	<b>S/P</b>	<b>Additional Comments</b>
	Pre-employment Screenings					
	Application Status					
	Offers Workflow					
	Employee Maintenance					
	Salary					
	Salary Ranges					
	Deductions					
	Leave Tracking					
	Reports					
	Personnel Changes					
	Reporting					
	Benefits					
	Online Enrollment					
	Health Insurance					
	Retirement					
	Supplement Insurance					
	Section 125 Plan					
	Life Events					
	FMLA/ADA Support					
	I9 Verification					
	Employee Self Service					
	Terminated Employees					
	Separation Process					
	Manager Self Service					
	Salary Planning/Budgeting					
	EEO					
	COBRA					
	Reporting					

<b>Business Domains</b>	<b>Business Functions</b>	<b>Y</b>	<b>M</b>	<b>N</b>	<b>S/P</b>	<b>Additional Comments</b>
<b>Customer Service</b>						
	Customer Information Service/CRM					
	Start/Stop Service					
	New Account Setup					
	Applying Payments					
	Processing Lock-Box Files					
	Water Utility Billing					
	Tiered Monthly and Quarterly Invoicing					
	Tiered Final Bill Invoice					
	Fire Hydrant Invoicing					
	Miscellaneous Invoicing					
	Processing Adjustments					
	Reporting					
	Collections					
	Turnoffs/Reconnects					
	Applying Late Fees					
	Generating Final Reminders					
	Initiating Service Work Orders					
	Field Service/Maintenance					
	Billing Service Investigations					
	Misapplied Payments					
	Customer Service Investigations					
<b>Operations &amp; Maintenance</b>						
	<b>Administration</b>					
	Data Entry Support					
	Administration and Clerical support					
	Issue, Return and Calibration of Hydrant Meters					

<b>Business Domains</b>	<b>Business Functions</b>	<b>Y</b>	<b>M</b>	<b>N</b>	<b>S/P</b>	<b>Additional Comments</b>
	Truck Inspections					
	Water Meter Requests					
	Sewer Lateral Requests					
	Reports					
	Occupancy Permits (Commercial Only)					
	Construction Plan and Specification Review					
	CIP Construction Inspection					
	GIS Support					
	Administering the Annual Leak Detection Program					
	Records Management					
	Inventory Control					
	Receive					
	Issue					
	Move/Transfer					
	Reorder Policies					
	Cycle Counting					
	Management Reporting					
	<b>Field Service</b>					
	Meter Reading					
	Service Work					
	Leak Checks					
	New Meter Installation					
	Meter Replacement					
	Large and Small Meter Testing					
	Calibration of Hydrant Meters					
	Frozen Meters					
	<b>Cross Connection / Backflow</b>					
	Device Inspection					
	Device Testing					
	Fats, Oils & Grease handling					
<b>Business Domains</b>	<b>Business Functions</b>	<b>Y</b>	<b>M</b>	<b>N</b>	<b>S/P</b>	<b>Additional Comments</b>

	<b>Utility Systems Inspection</b>					
	Construction Inspections					
	Preliminary and Final Inspections					
	Occupancy Permits (Commercial Only)					
	Developer/Contractor Inquiries on Projects					
	Sewer Laterals (inspect water service, sewer mains, and water mains)					
	<b>Utility Systems Maintenance</b>					
	Line Maintenance - Water & Sewer					
	Annual Hydrant Flushing Program					
	Sewer Inflow / Infiltration Abatement					
	Water Tank, Sewer Pump Station, and Water Booster Station Operations and Maintenance					
	Roads, Grounds, and Equipment Maintenance					
	Water and Sewer Meter Vault Reading and Maintenance					
	Community Systems Support					
	MMS and GIS Supporter					
	<b>Utility Protection</b>					
	Protect Facilities from Outside Damages					
	Locate Facilities in Compliance with the Miss Utility Laws					
	Assist Customers in Locating Private Service Lines					
	<b>Instrumentation &amp; Controls</b>					
	Develop and Support Instrumentation and Controls					
	Manage Inter-site Telemetry Systems					
	Support Maintenance, Community Systems, and BRWRF					
	<b>Fleet Maintenance</b>					
	Maintain Corporate Vehicle Fleet					
	State Inspections					
<b>Engineering</b>						
<b>Business Domains</b>	<b>Business Functions</b>	<b>Y</b>	<b>M</b>	<b>N</b>	<b>S/P</b>	<b>Additional Comments</b>
	Plan Review					
	Referral Review					

	Project Tracking					
	Time and Attendance					
	Construction Permitting					
	Bonding					
	Community Service Projects					
	Availability Fees					
	Connection Permits					
	Records Management					
	Agreements					
	Comment Letters / Approval Letters					
<b>Information Technology</b>						
	<b>Disaster Recovery</b>					
	Data Center Services					
	Storage					
	Access					
	Professional Services					
	<b>ASP Hosting</b>					
	Managed Services					
	Application Management					
	System Administration					
	Network Administration					
	End-to-End Support					
	Third-Party Software					
	Data Center Services					
	Professional Services					