

RFP-RH-14-040 W&S Utility Billing System							
Vendor Name	Denovo Ventures, LLC	Cayenta, A Division of Harris Computer Corporation	Advanced Utility Systems, Division of N. Harris Computer Corporation	Cogsdale Corporation, Inc.	TruePoint Solutions, LLC	Harris Computers/inHance Division	NorthStar Utilities Solution Division of N. Harris Computer Corporation
Address	6328 Monarch Park Place Niwot, CO 80503	4200 North Fraser Way, Suite 201 Burnaby, BC Canada V5J5K7	2235 Sheppard Avenue East Toronto, ON M2J5B5	14 MacAleer Drive Suite 5 Charlottetown, PE C1E 2A1	3262 Pentryn Road Suite 100-B Loomis, CA 95650	1010 WSW Loop 323 Tyler, Texas 75701	70 E. Chickasaw Pkwy Memphis, TN 38111
Year vendor started in business of selling water and sewer utility billing system	Denovo and its acquisition, AMX began selling Utility Customer Information System in 1998. AMX subsequently purchased UCIS from JDE along with extensive number of clients. AMX modernized UCIS during 2008 to 2012 and renamed product Utiligy-360. Denovo acquired AMX and Utiligy 360 in 2012.	Since 1983	1997	1997	Mid 2009	1976	1976
State year Vendor started selling Water and Sewer Utility Billing software solutions to local governments	See above	See above	1997	1997	Mid 2009	1976	1985
Vendors closest support facility	Niwot, Colorado. Regional office locations, Orange County CA, San Diego, Portland Oregon, Seattle, St. Louis, Chicago, and Atlanta	Burnaby, British Columbia	Toronto, ON	Charlottetown, PE	Loomis, California	Tyler, Texas	Have multiple support satellites across North America. Main support headquarters is in Ottawa Ontario, closest support facility Copley, Ohio
Vendor Company's headquarters	California	Ottawa, Ontario, Canada	Toronto, ON	Charlottetown, PE	Loomis, California	Ottawa Toronto, Ontario	Ottawa, Ontario
Vendor sales of water and sewer utility billing software previous four years:				Details of N. Harris Computer Corporation which is wholly-owned subsidiary of Constellation Software Inc. Provided financial statements	Note per TruePoint: Revenue statements are not broken down as requested by City. Have provided number of installations of proposed solution by year	Financial statements can be found online at www.cssoftware.com	
2013	\$ 195,484.30	\$12,000,000	\$1,210,800,000	*	*		\$1,210,776.00
2012	\$ 5,156,833.00	\$10,000,000	\$891,200,000	*	*		\$891,226.00
2011	\$ 9,292,772.00	\$7,000,000	\$773,300,000	*	*		\$773,341.00
2010	\$ 13,970,023.00	\$9,000,000	\$630,800,000	*	*		\$630,857.00
Number New water and sewer utility billing software installations in previous three years:							
2013	2	4	6	0	5	6	3
2012	1	1	5	3	4	5	4
2011	1	3	6	3	5	7	3
Total number of employees	260	127	96	96	35	28	69
Employees in each of the following categories							
Sales/Marketing	18	6	4	6	5	5	6
Management/Administration	13	4	10	5	6	2	5
Help Desk Staff	25	14	15	21	5	7	18
Implementation Staff	81	54	37	16	24	5	25
Development Staff	37	33	30	38	5	8	20
Other	7	16	0	10	0	1	0
Total	260	127	96	96	35	28	69
How long current version of vendor software been in production	Utiligy 360 follows major releases of JDE. It was made "generally available" in 2010.	April 2013	8 years	1997	Proposing TrueBill version 2.1, been in production since 2010	3 years	2012
City requests vendor agree to two year warranty. Does vendor agree with this condition?	No	Yes	No	No	No.	Yes	Can be discussed should NorthStar be selected.

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If do not agree, what is longest time Vendor would agree to an "on-site" warranty?	Terms of license agreement provide City with warrant that software will function consistent with published documentation of software. In lieu of on-site warranty, Denovo licenses and maintains Utiligy 360 using an annual maintenance agreement. City pays maintenance Denovo will honor terms and conditions of this service level agreement.	Provides system warranty on all components for 2 years post go live. Includes fixes for all Priority 0 and Priority 1 issues. Part of our support and maintenance program, the City will receive free software updates. Major version updates typically released each fall. Will provide corrections, without charge for any implementation/conversion errors including but not limited to programs, data, objects, etc discovered after installation of the applications and will continue for support for contract warranty period as long as City has active maintenance and support agreement in place.	Advanced will warrant that software will substantially perform as described in the documentation if the software is used in accordance with the documentation, and where the City has the required programs and hardware meets recommended requirements for as long as City has current support and maintenance agreement.	Would like opportunity to discuss this with the City further, so that mutually determined timeframe can be agreed upon.	Maintenance contracts are annual agreements that entitle licensed user to number of benefits. Benefits include: software updates, technical support, error correction, and related application upgrades to support new platform technologies. Contracts typically begin first business day in which the solution is placed into product and continue for 12 months. Annual agreement is required for first year and optional thereafter. Customers have all found significant value and benefit and none of them have dropped maintenance program to date.		Willing to discuss warranty period should NorthStar be selected. NorthStar's Standard warranty information provided for City's reference.
Will copy of source code be provided?	Yes	No	No	Yes	No	No	No
If not, will it be placed in escrow?		Yes		Yes	Yes	Yes	Yes
Fee for providing source code?	No	Yes	Yes	Not Answered	No	Yes	Yes
What is fee?		\$1200 per year	None			\$3,500.00	\$2,000.00
All items quoted FOB delivered, freight pre-paid and allowed	Yes	Yes	Yes	Yes	Yes	No	Yes
Does vendor have toll-free support line	Yes	Yes	Yes	Yes	No	Yes	Yes
Vendor's average response time for telephone response to service call?	Issues can be initiated via phone call or helpdesk. Initial response averages about 1 hour. Time to complete service request depends on severity, time , day and other factors included in service level agreement section.	Implemented e-support for Cayenta solution defect reporting. The priority assigned to your support call is main factor in determining the call response level required. If support analyst not immediately available, important to include priority of call on support tracking system. Priority 0 - Critical, Priority 1 - High, Priority 2 - Medium, Priority 3 - Low	1-8 hours	2 hours	Most problems can be resolved with one phone call. Don't actually track averages, but reasonable estimate would be one hour.	1 hour	Priority 1: 0-4 hours Priority 2: 1-8 hours Priority 3: 1-24 hours
Vendor's guaranteed maximum response time?	Issues can be initiated via phone call or helpdesk. Initial response averages about 1 hour. Time to complete service request depends on severity, time , day and other factors included in service level agreement section.	Endeavor to address all incoming requests within 24 hours, depending on priority.	24 hours	2 hours	During support hours phones are answered by technicians who will begin triage process immediately with regard to issue at hand. As mentioned above, most problems can be resolved with one phone call. Suggest City talk with other customers about service. Believe customer service to be one of our best features/skill sets.	4 hours	Priority 1: 0-4 hours Priority 2: 1-8 hours Priority 3: 1-24 hours
Vendor have a user group?	Yes - Informal	Yes	Yes	Yes	Yes	Yes	Yes
Will Vendor provide all periodic enhancements to software at no additional charge, beyond the annual support agreement?	Yes. However customer must be on annual maintenance to receive both cumulative periodic bug fixes and enhancements and upgrades to major releases.	Yes	Yes	Yes	Yes	Yes	Yes

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Describe upgrade process.	Similar to Oracle, Denovo provides periodic bug fixes and enhancements. Made available every couple of months. Major upgrades follow Oracle both in terms of their releases of JDE and methodology.	Major upgrades and specific enhancement features, clients will contract for Cayenta assistance to analyze, configure, test and manage process. Depending on personnel, level of expertise you have, this task can be performed by City. Several clients that perform both activities with minimal requested assistance. Believe our flexibility demonstrates commitment to ensuring the model will work for City. Will tailor level of support and assistance to fit City. Use product roadmap to identify long term goals of product. Roadmaps detail enhancements and technology required to deliver superior business solutions to customers. Product upgrades are identified via JIRA system and consultation with Cayenta user groups. JIRA contains the issue priority, which is used to plan development work for next release. Provide annual features releases and upgrades to provide enhanced functionality to existing customers, while delivering new components and features identified from product enhancements new project implementation and marketplace. Minor enhancements every 6-9 months. Update releases issued once per month.	Client can download patches, fixes and upgrades from Advanced customer portal. Clients can apply application to each of their environments (test and production) independently. Typically takes 15-20 minutes to apply patch, fix or build.	If City prefers someone from professional services team to perform upgrade can be arranged. If City has people on staff that feel comfortable performing upgrade, can have someone on call to assist if there are any problems. Generally, upgrades take place on weekends to not interfere with daily activities. Account Manager and Project Manager work with client to determine scope of upgrade and answer questions. Major version upgrade project lengths are generally 2-3 weeks in total. Cogsdale will assist client providing upgrade testing, routines, and training to make upgrade successful. Recommended upgrade assistance plan includes test upgrade where Cogsdale perform offsite upgrade and City would perform full functional testing on test upgrade. Cogsdale assist with preparatory upgrade tasks, and start upgrade routines, after rigorous testing, perform upgrade and ensure go-live runs smoothly. Staff will also assist City in go-live and provide training related to upgrade.	Roll out two primary releases during a year, along with as-needed service upgrades - both of which are noted above. Due to nature of web based software, TruePoint will typically install software in test environment for customer remotely. Customer is assured the functionality is appropriate the software will be applied to production environment.	New releases of iCIS developed using internal R&D department. Each new release contains all features included in previous release. All releases supplied as part of annual software maintenance agreement. New releases and maintenance updates are backwards-compatible with previous versions and have no effect on existing tables, forms, reports, or workflows. Means the City will never have to start from scratch again, repurchase new software or pay vendor to make changes. Harris releases and updates only affect iCIS program code, providing new features and functionality to core product. Once software installed will have full access to new features and functionality and can at discretion make use of them with existing tables, forms and reports without needing to alter your workflow in any way.	Release management process consists of monthly maintenance releases rolled up into a major release every 2-4 years. Critical defects will be escalated and can be resolved as required and deployed to customer's environment and on occasion will bypass monthly release process in order to satisfy urgent customer needs. Releases are certified against all supported database platforms and operating systems by QA team and release dates and content are communicated via newsletters or bulletins to customers. No additional charges for software upgrades provided customer on annual maintenance contract.
Does Vendor provide product upgrades automatically or on demand?	Notification of critical issues is sent out when discovered. Upgrades occur on demand.	As described above.	Clients are never forced to upgrade. Client has independent control of when they will upgrade to latest version at any time during release cycle. Advanced has no particular amount of time it places on older releases due mainly that all clients upgrade in reasonable amount of time, within 3 months of minor release and 1 year of major release. Updates are cumulative, allowing for updates to be skipped if desired.	Upgrades delivered to customer portal and ftp site as become available. Customers can access these upgrades at their convenience. If customer requires assistance with install they will need to request the support from either their support representative or Account Executive.	Automatically	iCIS upgrade is made available, end users install it using a double-click installer. Existing installation of server components of iCIS can be executed by client System Administrator in minutes. Usually done during maintenance window, but can be forced to occur at any time.	Upgrades available automatically, scheduled in accordance with customer's schedule.
In your experience, are software upgrades normally applied by software vendor, third party or client?	Most upgrades are a combination of customer upgrades and turnkey. Depends on preference of customer.	As described above.	Upgrades and patches typically do not require vendor intervention. Majority clients handle items on own. Advanced is always available to assist client if issues arise.	Most cases, Cogsdale will assist City with major version upgrades. Due to nature of CSM, most customers upgrade service packs themselves with little to no support from Cogsdale. Cogsdale is available upon request to upgrade the City if required.	TruePoint Solutions apply our own software upgrades.	Client	Performed by technical staff of the vendor within support services team. Updates will be coordinated with customer and scheduled during time that is approved by customer to minimize downtime.

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How often is software upgraded?	Major releases of Utiligy will be timed to coincide with major releases of JDE. Happen about every 18 months. Cumulative updates are available about every quarter. Periodic fixes and new features available more frequent basis. If the City is current with its annual maintenance payments, upgrades to new versions are at no charge, except for labor. Cost of maintenance is in the pricing proposal.	Software upgrades every 1-2 years with annual feature releases. Minor enhancements functionality updates issued every 6-9 months.	Upgrades or builds are released on quarterly basis and downloaded from advanced customer portal site. Between builds, executables may be issued to meet client needs. Version changes occur approximately ever 6-8 years.	New software versions are released approximately every 24-36 months with service packs released approximately 2-4 times per year. New versions are available for download from Cogsdale FTP site or can be provided on CD at customer's request. With use of Modifier for Visual Basic to do customizations, underlying source code is not changed; therefore any customizations are easily upgraded.	Rolls out two primary releases during a year, along with as needed service upgrades both of which noted in support, training and maintenance section. Service upgrades contain bug fixes and minor enhancements. Method of improving product continues to give flexibility essential to producing consistent and quality software, while delivering enhancements or fixes in an appreciably expedited manner.	Major updates are once a year. Smaller updates as available.	Major releases typically releases every 2-4 years, maintenance releases typically available every 3-4 months.
How many fully operational installations has vendor completed							
City Government							
Michigan	0	1	0	1	0	0	3
Nationally	4	18	50	30	1	69	102
County Government							
Michigan	0	0	0	0	0	0	1
Nationally	4	2	9	20	1	91	16
Other							
Michigan	0	0	0	0	0	0	0
Nationally	6	23	43		20	0	77
Total							
Michigan	0	1	0	1	0	0	4
Nationally	14	43	102	158	22	160	195
Describe vendor's commitment to providing water and sewer utility billing system solutions for the City Government Market	As Oracle Platinum partner and leading JDE public sector partner Denovo is committed to City government market. Utiligy 360 is built to complement our city customers in size, scope, functionality, and total operating costs. Heavily invested in supporting and enhancing this product for city government market.	Delivering enterprise software solutions for municipalities since 1983 over 80 customers across North America. Acquired by Harris in 2004 but remain largest utility division in terms of sales and number of employees. Continues to operate own sales, r&d support and service organizations.	Established in 1997 to provide Customer Information and Billing solutions exclusively to utilities and municipalities. Advanced is industry expert dedicated to innovation, progress and catering to needs of utilities exclusively. Advanced is established vendor in utility billing software marketplace with a thorough understanding of utility industry and its needs. Advanced is investing in next version of CIS Infinity and actively pursuing new clients in CIS marketplaces based on rolling two-year forecast.	Developing solutions for local governments and utilities to address complex and changing needs of operations since 1997. More than 300 clients worldwide focuses on public and private utilities, local government organizations and utility co-operatives only. Are preferred public sector vendor of Microsoft as well as APPA.	TruePoint Solutions is California software and services company, solely focused on Information Technology Solutions for local government agencies, water companies and special districts. As compared to most full-suite ERP vendors, we specialize in Utility Management applications and associated integrations (GIS, Asset Management and Financial Management). Our exclusive focus on Utility Operations has resulted in some of the most focused, powerful solution in industry.	Focused on utility marketplace. Core of what we do. Bring to market deep and full-fledged industry knowledge based on 35-year history. In combination with our thousands of deployments and customer relationships, makes uniquely qualified for this project. Today Harris with over 7,500 customers and 3,500 employees is unquestioned leader in mid-sized utility CIS systems market.	Highly committed to water market. Over 68% customer base delivers water and sewer services to their customers and are committed to continuing to invest in product enhancements and solutions for market. Innovators for smart metering for water. As utilities implement advanced metering infrastructure, automatic-meter reading and time of use billing solutions, they incur more billing and operational data than ever before. NorthStar developed MeterSense, our meter data management application to help utilities interpret their smart meter data and then integrate it into their business processes.

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Describe plans vendor has to do major re-write of their application software/merge their application software with that from another vendor	Denovo will continue to enhance Utiligy to leverage latest technologies available from Oracle. However, at this point no plans for major re-write.	Not applicable.	No plans for major rewrite.	Not applicable	Exceedingly confident with longevity of TrueBill application. We believe based upon current state of technology used as core of our application that it will be at least six years before a re-write will be considered.	Proposed ICIS system is major upgrade of inHANCE system that was released in 1998. First inHANCE customer was Buffalo Water Board in Buffalo New York, who remains an in HANCE customer. inHANCE system was among first CIS software packages on market designed for water utilities using Microsoft MS-SQL. Every customer utilizes MS-SQL. Over last 3 years system experienced a substantial technology upgrade with Microsoft Visual Studio.net replacing all legacy Borland code. Strategy was to upgrade existing customers first. At this stage all larger clients have either moved to iCIS or are in process of doing so.	No
Estimated time for implementation	Will depend on client's involvement and commitment. Generally full implementation will take 8-12 months.	We have included with proposal implementation schedule. Proposing start project in February 2015 with a go-live in approximately 12 months. Include 3 months of onsite support after go-live, as par to fixed price. Can start earlier or later.	12 months plus 2 months post go live	Projects similar to City, can implement within and 8 to 12 month time period. Can be discussed and negotiated based on requirements of City.	Generally completed within 6 to 9 months.	1 year	Typically 10-12 months.
What other systems has vendor software interfaced with and in what manner? Systems to consider are JDE/Oracle, AutoRead, BS&A Equalizer, Lucity	JDE, City Works, ERSI/GIS, Active Payment Manager, All types of meter devices, Cisco, AutoRead,	Cayenta CIS solution includes integrated generic import/export tool called Cayenta Connect which allows for configuration of interfaces between the Cayenta CIS system and data from external systems which previously would have required specifically designed interfaces. Import and export capabilities which supports various formats. JDE/Oracle, AutoRead, BS&A Equalizer, Lucity.	JDE/Oracle, AutoRead, BS&A Equalizer, Lucity, Third-party Cashiering system, Payment processing, bank payments, GIS, IVR through interfaces.	Has completed full interfaces with JDE/Oracle, Sensus AutoRead and Lucity. Developed with same code base as Microsoft Dynamics GP, offering one fully integrated system. Natural integration points between the financial, CIS, HR and Payroll, Asset and Work Management modules as well as with Microsoft Office, includes pre-existing interface points, not only with Microsoft Dynamics GP also with Customer Web 2.0 for online bill payments, IVR for over the phone payments, countless meter reading systems, MeterSense for Meter Data Management, ESRI or Bing Maps of GIS, Online Utility Exchange several work management systems and many more. Completed over 150 implementations for utilities are numerous pre-existing interfaces.	Lucity, web services and import/export companion.	Sensus, Dynamic GP, System innovators iNOVA, Azteca city works, ESRI, Neptune, Badger, other financial and meter reading systems.	Meter read (handheld), ACH payments, Lockbox payments, OnBase (document management), ESRI, Financial Management System including JDE, Financial Management System AP including JDE, Lucity, BS&A, City Works.
What hardware platform(s) does the Vendors proposed water and sewer utility billing system software currently operate on.	Any hardware desired, including whatever is currently in use.	Consists of 4 servers	CIS Infinity application server and database server can run on any hardware platform. Advanced has many clients that have deployed CIS Infinity in virtual environment that utilizes a third party virtual server. No specific requirements or components for CIS Infinity to be run in virtualized environment.	Microsoft SQL Server. Requirements listed in attachment B.	Office Server Architecture utilizing Microsoft ASP.net technology, data storage will use Microsoft SQL 2008 or greater and Windows Server 2008.	Workstations: Windows 7 Pro. Server: Dell, Gateway, HP, Windows 2008 R2 server.	NorthStar CIS v6.4 Application Server, NorthStar CIS v6.4 Production Database Server, NorthStar CIS Production Extension Server, NorthStar Cis Production Extension Server, NorthStar CIS v6.4 Client Computer

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Installations currently implemented using each platform?	Intel/Microsoft - 6 AS/400 - 7 AIX - 1	Information not available at this time	N/A	All installations are currently implemented utilizing Microsoft SQL server platform.	All TruePoints installations use supported hardware platforms listed on page 24 of our RFP response.	Currently 160 customers using this hardware platform.	NorthStar does not track hardware installed at customer sites and cannot confirm number.
Operating system vendor's proposed water and sewer utility billing software currently operates on?	Will operate on any desired system.	MS Windows	Windows Server 2008 or Higher with Microsoft Internet Information Service.	Microsoft Windows Professional 8, Microsoft Windows 7,	SQL Server 2008 or greater. Windows Server 2008.	Windows 2008 R2 Server/64bit running latest service	Windows 2008
Database environment vendor's proposed water and sewer utility billing software currently operate on?	Operate on most commercially available database, including what is in use at time for City's Enterprise OneSolution.	MS Windows	Windows Server 2008/2012 running Microsoft SQ: 2008 or Higher; or Windows Server 2008/2012 running Oracle 9 or higher or; Unix/Linux/AIX any version running Oracle 9 or higher.	Microsoft SQL server 2012, 2008.	Utilize server based technologies that allow for maximum scalability and security within IT infrastructure. Utilizing server platforms from Microsoft, TruePoint applications are installed centrally within network infrastructure.	MS SQL Server 2008 R2 Standard the latest service pack or better	SQL Server, 2008R2-2012R2
How many installations currently implemented using each database environments?	SQL-6 DB2-7 Oracle-1	5 Customers use SQL Server and 38 use Oracle as their database of choice behind their Cayenta CIS.	89; 13; 0	All currently implemented utilizing database environment above or a variation based on hardware/software requirements customer profile	All TruePoint's installations use the supported hardware platforms listed in the Database environment section of our proposal response.	We are native SQL application and have 160 customers using this database.	Oracle - 7 SQL Server - 136 Informis Standard Engine - 39 Informix Online Engine - 13
Is vendor committed to supporting above operating system, database and hardware platforms for the foreseeable future?	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Will vendor guarantee system operate at least 98% of time during first two years of operation?	Yes	Yes	Yes	No. Would like to discuss question further as there are variables that relate to operational performance.	Yes	Yes	Yes
What is query tool and report writer vendor is proposing?	System is designed for self-service information systems. Authorized users can easily run inquiries and/or reports using a number of different ad hoc and production reporting methods	Propose combination of Cognos BI, proprietary ad-hoc reporting tool and proprietary dashboard tool as reporting solution. Data dictionaries and catalogues are maintained with each release within these toolsets. All business intelligence products delivered with core views, models, dashboard pages. Installation of products occur during implementation phase of Cayenta solution; training on tools provided during implementation. Additional services available to provide customer views, models and dashboard pages.	Searching is available from main customer service form of CIS Infinity and is simplest method of querying database to locate information related to customers. Simple search options allow a user to search on field above and use variable in field to represent search criteria.	Smart List, Report Writer, SQL Reporting Services, Excel Reports and Crystal Reports.	SSRS is preferred reporting solution. It comes bundled with your SQL server license so no additional fees are required. Also very fluent with Crystal reports and could help support City's effort with that reporting tool as well but that could require additional licensing by City.	Use crystal reports as a custom report writer. As our integration to Excel and use of Microsoft SSRS is simple and seamless the need for Crystal has diminished. A library of custom reports is available. Will identify all required reports for City as part of GAP analyses and include them as part of delivery.	Recommending Reports Anywhere, which is embedded report writer using Cognos Reporting Tool. Microsoft SQL/Server Reporting Services is commonly used reporting tool by NorthStar customers as well.
Vendor's system internet-enabled?	Yes	Yes	Yes	Yes	Yes	Partially	Yes
Functions are Internet-enabled and some are not, provide list of those that are not.	Entire solution 100% web enabled.	Essential system design built on fundamental industry best practices. Architecture supports industry standard relational database, with flexibility of Uniface, actually offers layer of database independence. Cayenta evaluating which modules of CIS system are candidates for web-based front ends focusing on developing and providing modules as part of CIS system. Web based modules currently available are customer self-serve, Mobile Service Orders/Work Orders, Executive Dashboard, Do not currently have plans to convert entire CIS system to web based application.	CIS Infinity, Version 3 is client/server application. Future version of software will include browser user interface for end user forms. Infinity.Link, customer self-service web portal; GO, mobile application (Android, iPhone, iPad) and Infinity.Mobile, our mobile service order applications are internet enabled.	Cogsdale releasing internet based functionality on a function by function basis utilizing the Dynamics GP web-client functionality. Full web-based functionality is not yet available.	All functionality is Internet-enabled	Architecture is mixed. iCIS, proposed utility billing/work order software is client server. Executive Dashboard module and internet/paperless billing module (inHANCE Cloud Services are web-based).	All proposed solutions will be internal to City's network for security purposes. Following will require internet-enablement: Software shall provide, via internet, ability for customers to view and make payments on utility bills, view payment history, customer usage and consumption history, provide real-time access to customer account activity, to include epayment activity performed with web functions.
Does vendor provide hosted services?	Yes	No	No	Yes	No	No	Yes

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If necessary, describe how multiple environments for production, test and development are created and managed, including the hardware, software and tools that are required. Pricing for proposed hardware, software and tools must be included in price below	Strategy for system environments is same as JDEdwards. Utiligy 360 will ultimately be running in same production environment as JDE-PD. Typically will be set up in Development, Test, and Training environments along with JDE.	Following required during implementation phases: CayProd, CayTest, CayGOLD, CayTRAIN, CayCONV. Typically these will remain in place after go live: CayPROD, CayTEST, and CayTRAIN.	CIS Infinity installation allows you to create as many environments as required. City Virtualization is supported. Advanced has proposed City hosted solution and therefore can maintain many environments as desired. Customers will periodically refresh their non-production environment databases with copy of production database. Pricing assumes test and production environment.	Graphical information provided that demonstrates how the different terminals are utilized to create different environments.	Recommend multiple instances of database be utilized as suggested above at least two environments, Test and Production. There are no additional fees or licensing from TruePoint to provide multiple instances of our products, different servers for the different environments may require additional third party licensing.	Strong belief in delivering tested software that we retain staff whose sole function is to test development code. All interfaces delivered will be thoroughly tested. Staff will review written description of change request/bug fix with project manager or support tech to clarify details and resolve discrepancies. Write test scripts and setup test scenarios based on type of change being made. Any failures are written up are sent back to development. Perform unit testing, integration testing, system testing and quality checks. Design methods involve black-box testing, white-box testing, validation testing and reiterative testing. For custom changes we obtain copy of user's database and use setups and data to ensure address exact scenarios. Standard changes we utilize model database that is designed for standard changes. Often necessary to test changes on both databases.	Recommends City setup a test environment to support continuing testing and training activities. Test environment is established just after go-live and managed as part of ongoing operation and support of NorthStar application. Test environment allows introduction of new fixes, modifications and enhancements without impacting production operations, nor non-production testing or training activities that may be progress at any given time. Also used to introduce new fixes, modifications, and enhancements without impacting production environment. Test can be used for testing what-if scenarios. NorthStar produces maintenance releases typically quarterly basis. The release goes through rigorous QA testing before deploying. These can be received to address particular issue or introduce new feature.
Brand name of vendor software	Utiligy-360	Cayenta	CIS Infinity, Infinity.Link (online customer self-service)	Cogsdale Customer Service Management	TruePoint Solutions TrueBill	inHance Customer information system or iCIS	NorthStar
What other software modules over and above those required for installation are available from your company?	Sell and services all Oracle technology and application products, variety of cashiering products, third-party reporting tools such as ReportsNow.	Cayenta Financials, HR/Payroll and Work Management.	Infinity.Mobile - workforce automation application, GO - mobile customer self-service application, Harris Payment Gateway - integrated, web-based solution, and Infinity BI powerful business analytics solution for reporting and dashboards.	Financial Information System, Work Management System, Geographic Information System, Mobile Work Management System, Payment Portals, Asset Management, Hosted Solution, PrePay modules, Document imaging (third party) IVR (third party), mobile payment application	TrueCIP Customer Information Portal. Additional information provided within proposal response.	inHance Go Mobile phone app, inHANCE remittance processing, inHANCE Smart Meter Data Management, inHANCE Central Cashiering, inHANCE Remote Wireless Work Orders, inHANCE Executive dashboard reporting, inHANCE Customer connect, inHANCE Satori Address Management, inHance iONE financials.	Executive Information System, eDocs, mCARE, GO, MeterSense

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Allow City to approve vendor staff assigned to help with implementation?	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Two year warranty, during which annual support conditions would apply. First annual support payment would occur after warranty period expires.	No	Yes	No	No	No	Yes	Yes
Vendor agree to contractual terms provided in document?	License agreement will be provided to City. All SLAs term and conditions will be negotiated by mutual parties.	Yes	No	No	Yes	Yes	Yes, with exceptions as noted.
If some are not acceptable, provide proposed revisions.	Agreement will be provided to City. Additional discovery will be required on the ebill/epay functionality that City currently uses or desires to have in future.		Exceptions to insurance as it relates to Motor Vehicle Liability and Workers Compensation. Willing to negotiate further on items including payment hold backs and warranty terms.	To be negotiated	Agree in principle to contractual terms provided in document. Hope and based on experience expectation is that we will garner, through the final negotiation of contract terms a positive working relationship which will conduce to optimal working terms for both parties to agreement.		Exceptions noted in detail. P33-35
Provide work plan for the services to be performed for the City, including timeline from date of award.	Provided	Provided	Provided	Provided	Provided	Provided	Provided
Qualifications of staff to be assigned to this project including the primary contact to be assigned.	<p>Susan Robbins - Project Manager: 20+ years experience.</p> <p>Sandra Sommers - Application Consultant: 16+ years experience.</p> <p>Larry Kolster - Application Consultant: 30+ years experience.</p> <p>Andy MacKay - Technical Architect: 35+ years experience.</p> <p>Peter Douglas - Lead Technical/Developer: 14 years experience.</p> <p>Daniel Harwood - Software Engineer/Technical: 6 years experience.</p>	<p>Mark Langton - Project Manager: Since 2008</p> <p>Jan Hartill - Senior Application Consultant: Since 2000</p> <p>Linda Darling - Application Consultant: Since 2009</p> <p>Hassan Abedini - Senior Conversion Analyst - Since 1998</p> <p>Liju Poovathukara - Lead Technical Consultant - Since 1998</p> <p>Nuran Jetha - Business Intelligence Analyst - Since 2007</p>	<p>Maxime Jacques - Project Manager; Several years experience developing managing performance of several teams of 6 to 30 technical support agents, customer service and sales representatives.</p> <p>Mike Osovetsky, Application Consultant; Successfully managed and implemented numerous internal/enterprise wide software initiatives.</p> <p>Bonne Li, Data Conversion Specialist; Several years working experience in Microsoft SQL Server & technical support. Strong knowledge of CIS Infinity</p> <p>John Yu, Database Administrator; over 25 year experience working with SQL and Oracle</p> <p>Paul Guitard, Team Lead - Trainers; Considerable skills conducting instructor-led training to core team and end users</p>	<p>Mike MacDonald - Technical Consultant since 2002.</p> <p>Leslie Willett-Black CMA - Senior Consultant - 14 years experience</p> <p>Leigh McIsaac, PMP - Project Manager - 10 years experience</p> <p>Chris Darrach, Vice President of Professional Services - 7 years experience.</p> <p>Annie Gates , Senior Consultant - Since 2002.</p> <p>Amy MacDougald, Executive Project Manager - Since 2005.</p>	<p>Paula Whittemore - Regional Services Director - 17 year career in government sector.</p> <p>Jason Reliford - Project Manager - 12 years providing expertise as professional trainer, implementation consultant, and documentation expert.</p>	<p>Ponder Wright - Executive Vice President inHANCE Division - Been in vertical software since 1987</p> <p>Julie Kenney - Vice President Business Operations - Works in software and support industry for more than 19 years.</p> <p>Euguen Middlebrooks, Vice President of Research and Development - been in programming professionally over 27 years and been part of our team for 24 years.</p> <p>Bruce Mack - .net programmer - Over 21 years software development experience. Joined team in 2010.</p> <p>Nathan Lesienewski - Project manager/Implementation Specialist - Seven years with inHANCE.</p> <p>Rene Hiliger, Project manager/Implementation Specialist - Senior Project Manager and been involved with inHANCE since inception.</p>	<p>Simon Tucker - Executive Sponsor - With Northstar since August 2013. More than 20 years international experience.</p> <p>Doug Cathcart - Project Manager - Project Manager since 1992 working in both private and public sector.</p> <p>Morris Kelly - Quality Assurance - Began role in June 2012. Employed with a Water Authority for 43 years, experience in managing process flows for water and sewer.</p> <p>Jennifer Dexter - Business Consultant - Utility related business experience since 1997. Joined Northstar in 2005.</p> <p>Rimi Tribble- Application Consultant - Joined Harris Computer Systems in 1998 after 13 years experience working for Water and Light Department.</p> <p>Rob McRae - Technical Consultant - Technical Consultant with NorthStar since 2002.</p>
*NOTE: Two (2) additional proposal responses were received; however submittals were determined to be non-responsive and were not evaluated.							

RFP-RH-14-040				
Water and Sewer Utility Billing System				
Vendor Name	Denovo Ventures, LLC	Cayenta, A Division of Harris Computer Corporation	Advanced Utility Systems, Division of N. Harris Computer Corporation	Cogsdale Corporation, Inc.
Subtotal - Hardware	N/A	N/A	\$ 5,500.00	N/A
Subtotal - Application Software	\$ 131,000.00	\$ 184,000.00	\$ 114,500.00	\$ 157,200.00
Subtotal - Other Software	\$ -	\$ 52,080.00	\$ 4,700.00	\$ -
Subtotal - Implementation Services	\$ 463,075.00	\$ 600,000.00	\$ 500,800.00	\$ 325,133.00
Subtotal - Training	\$ 36,094.00	\$ 50,000.00	\$ 64,000.00	\$ 42,735.00
Travel and Lodging (estimate)	\$ 99,834.00	\$ 75,000.00	\$ 75,000.00	\$ 84,975.00
Total	\$ 730,003.00	\$ 961,080.00	\$ 764,500.00	\$ 610,043.00
Annual Maintenance Costs	\$ 28,820.00	\$ 59,020.00	\$ 31,175.00	\$ 38,050.00
Vendor Name	TruePoint Solutions, LLC	Harris Computers/inHance Division	NorthStar Utilities Solution Division of N. Harris Computer Corporation	
Subtotal - Hardware	N/A	N/A	N/A	
Subtotal - Application Software	\$ 192,500.00	\$ 228,000.00	\$ 120,500.00	
Subtotal - Other Software	\$ -	\$ -	\$ -	
Subtotal - Implementation Services	\$ 102,450.00	\$ 150,960.00	\$ 376,340.00	
Subtotal - Training	\$ 48,000.00	\$ 62,160.00	Included in Implementation Services	
Travel and Lodging (estimate)	\$ 25,000.00	\$ 34,789.00	\$ 55,000.00	
Total	\$ 367,950.00	\$ 475,909.00	\$ 551,840.00	
Annual Maintenance Costs	\$ 38,500.00	\$ 35,500.00	\$ 31,295.00	
<i>*NOTE: Two (2) additional proposal responses were received; however submittals were determined to be non-responsive and were not evaluated.</i>				