



LOS ALAMOS

INCORPORATED COUNTY OF LOS ALAMOS

101 Camino Entrada, Building 3
Los Alamos, New Mexico 87544
(505) 709-5503
Procurement Division

August 8, 2024

TO ALL HOLDERS OF SOLICITATION DOCUMENTS FOR:

**Request for Proposals No. RFP25-07
RFP Name: Utility Billing and Work Order Software**

Addendum No. 3

This Addendum No. 3 forms a part of the Solicitation Documents and modifies, as noted below, the original Solicitation Documents identified above.

1. Questions and Answers received as of August 7, 2024

This Addendum provides questions received by the County and answers to all potential Offerors/Proposers:

Question 1: In response to Question 5. in Addendum 1, Section 5. Vendor Question and Answers submitted to Los Alamos County via email (7/22/24), please clarify, of the GWS, Electric Distribution, and Meter Reader staff, how many of those field staff are engaged in, meter turn on's/off's, meter swaps, meter reads, dispatching, or creating/closing a service order? How many staff who engage service order activities (also known as customer account-centric activities) only need access to reports or dashboards, but who otherwise will not edit a service order?

Answer 1: [DPU is a fairly small organization, and people wear multiple hats. GWS, Electric Distribution and Meter Readers will all need read/write access. The 20 people in wastewater and water production have separate systems for asset-centric activities/tracking and, therefore, would not need access to the work/service order system being proposed.](#)

[Please note that GWS covers Gas, Water Distribution and Wastewater Collection; they do use the work/service order system for all three utility types \(e.g. gas, water distribution and wastewater collection\).](#)

[Revised from Question 5. in Addendum 1, Section 5. Vendor Questions and Answers submitted to Los Alamos County via email \(7/22/24\) the Total Users is 40.](#)

Total Users = 40

GWS	24
Electric Distribution	14
Meter Readers	2
Water Prod	10
Wastewater Treatment	10

Question 2: Is the Question and Answer deadline still 5 days prior to the new due date of August 19, 2024 as published in Addendum 1?

Answer 2: Yes, any questions must be received in writing at least five (5) days prior to the date fixed for when proposals are due, as specified in the RFP.

Question 3: Can the DPU provide the following quantities for each utility service type:
a. Residential service points
b. Commercial/industrial service points

Answer 3: For residential service points, electric = 7,850 meters, gas = 7,200 meters and water = 6,700 meters. For commercial / industrial service points, electric = 300 meters, gas = 150 meters, and water = 140 meters.

Question 4: Would the DPU be open to replacing Paymentus with a proposer's native/out-of-the-box integrated payment processing solution?
a. Can the DPU provide approximate payment volumes and average payment amount by payment type (ACH/echeck, Credit/Debit, etc)?
b. Would the DPU like proposers to include this information in our proposal?

Answer 4: Average payment volume is approximately \$3,440 per month and the average payment is approximately \$337 per month. For part B, please review the response provided within Addendum 1, Question 8.

Question 5: How many field crews/field workers does the DPU expect to utilize the new work order solution?

Answer 5: See the response to Question 1 above.

Question 6: Does the DPU have a preferred timeline for award/project kickoff/go-live?

Answer 6: For the estimated award date, please reference the estimated Council Approval date in the RFP (page 13), which is currently January 28, 2025. County cannot guarantee an award date, or the effective date of an Agreement and all RFP process dates are subject to change, at County's sole discretion, without prior notification. For project kickoff, Offerors are asked to include in their proposed project schedule a project initiation meeting within ten (10) business days from the effective date of an Agreement. County may consider but is under no obligation to accept a proposed project schedule that has a project initiation meeting planned for more than ten (10) business days after the effective date of an Agreement. Please also reference sections 5, 7, and 8 for additional information related to the preparation of the proposed project implementation plan and schedule. For Go Live, the County's preference, though not a requirement, is that proposed implementation plans not exceed twelve (12) months from the effective date of an Agreement. County reserves the right to award to an Offeror whose proposed implementation plan is determined by the evaluation committee to best meet the County's operational needs, as further described in the RFP.

Question 7: Can the DPU provide a breakdown or list of its current rates and rate structures?

Answer 7: [Yes, please see the attached Rate Sheet.](#)

All other provisions of the Solicitation Documents shall remain unchanged. This Addendum No. 3 is hereby made a part of the Solicitation Documents to the same extent as those provisions contained in the original documents and all itemized listings thereof.

Each Respondent is requested to acknowledge receipt of this Addendum No. 3 with the Proposal Forms.

I hereby acknowledge receipt of this Addendum No. 3.

Signed _____ Print Name _____ Date _____

Title _____ Company _____