

Specification Information				Level of Configuration or Programming Needed						
ID	Title	Description	Subject Area	Available	Minimum	Moderate	Significant	New Code	Can't Provide	Note
F25.	Bill messages	Can insert, through online screen, a bill message and target message to customer groups (residential, commercial, by zip code, etc.) can then email mass notifications to email address listed on both the master account and individual	Billing				X			5
F26.	Customer Hierarchy	Can configure customer account by "Super Customer" (Agency), Customer (Department within Agency), Billable Customer, and possibly more; must associate a "general ledger" number per customer and super customer	Customer Information	X						
F27.	Customer	Supports single accounts with multiple meters and service lines.	Customer Information	X						
F28.	Customer Records	Includes: Account Number, Name (last and first), County Facility number, Service Address, Neighborhood (parcel), billing address, email address (must support multiple), telephone number (multiple), account type (multiple), etc.	Customer Information	X						11
F29.	Disconnect/Connect Flags	Can configure flags to associate with connect and disconnect events	Credit/Collect ions				X			5
F30.	Customer Historical Data	Can view customer data historically	Customer Information	X						
F31.	Customer Account Audit Log	Provides audit log of changes made to customer accounts	Customer Information						X	5
F32.	Personal Data Search	Can search on a unique customer identification	Customer Information			X				5

Specification Information				Level of Configuration or Programming Needed						
ID	Title	Description	Subject Area	Available	Minimum	Moderate	Significant	New Code	Can't Provide	Note
F33.	Duplicate/Copy Records	Can duplicate and copy from previous/specified record	Customer Information						X	5
F34.	Account Search by Person	Can search by person on account, whether or not primary	Customer Information				X			5
F35.	Alternate Contact Information	Can store information on alternate contact	Customer Information						X	5
F36.	Duplicate Bill: Address	Can store address of location to send duplicate bill	Customer Information				X			5
F37.	Multiple Persons per Account	Can store multiple persons for each account with primary person designated	Customer Information				X			5
F38.	Customer Billing History	Can reference/view customer billing history	Customer Information	X						
F39.	Load Information	Can store load information such as heating type, sq. footage, water heater type, etc.	Customer Information	X						6
F40.	Employee-Customer Interaction: Location	Can track individual employee interactions with customers (i.e., record a note/date/reason) in central location	Customer Information						X	5
F41.	Account Phone Numbers	Can record multiple phones numbers for each Customer account (at least 2 or 3)	Customer Information			X				5
F42.	Customer Contact: Independent of Activity	Can record a customer contact independent of any other customer-related activity	Customer Information						X	5
F43.	Site note	Can record a note against a given service location, and the note will remain attached to the location, and not be lost as new customers are connected	Customer Information						X	5
F44.	Note Association	Can record a note against either a site/premise, or a customer or meter record	Customer Information	X						

Specification Information				Level of Configuration or Programming Needed						
ID	Title	Description	Subject Area	Available	Minimum	Moderate	Significant	New Code	Can't Provide	Note
F45.	Alternate Contact Designation	Can designate alternate contacts for each account	Customer Information				X			5
F46.	New customer	Can open a customer account without a meter number or site (premise) information	Customer Information	X						
F47.	New buildings	Can establish and maintain new buildings and facilities	Customer Information	X						
F48.	Basic Rate	Can bill basic charge for service when read provides no data	Customer Information	X						
F49.	Site note	Site-based notes can be included with service orders or sent to meter reading handheld devices	Customer Information						X	5
F50.	Customer related alerts	Can configure customer-related alerts (outstanding service order, collection action pending, etc.) and display them on the "primary" customer screen and can automatically send alerts via email	Customer Information						X	5
F51.	Notes Field Capacity	Can capture text of length equivalent to memo data type (Access) or text data type (SQL Server) within Notes field	Customer Information	X						
F52.	Meter Data	Can capture all data related to a meter (dials, type, class, etc.)	Meter Reading	X						
F53.	Meter Read Tolerances	Provide configurable tolerances to identify when a meter read is out of range	Meter Reading	X						
F54.	Seasonal Meter Tolerances	Can configure meter read tolerances location, season and annual thresholds	Meter Reading			X				5
F55.	Customer Payment Search	Can search customer payments by amount charged	Payment						X	5

Specification Information				Level of Configuration or Programming Needed						
ID	Title	Description	Subject Area	Available	Minimum	Moderate	Significant	New Code	Can't Provide	Note
F56.	Payment through ERP system	Can support automatic update of Payment receipt, once the System has issued a Journal Voucher to the ERP system	Payment		X					10
F57.	Time of Use	Can support at least 4 daily time-of use periods	Rates	X						
F58.	Rate Schedule	Can ratchet on rate schedule based on historical demand usage	Rates						X	5
F59.	Unbundled Rates	Can support unbundled rates	Rates						X	5
F60.	Rate Tests	Can rate test on historical data (what-ifs)	Rates						X	5
F61.	Season Rate	Can pro-rate seasonal rate change	Rates						X	5
F62.	Rate Change Model	Can model proposed rate change to determine possible revenue impact	Rates						X	5
F63.	Remove/Replace Service Order	Can accomplish removal and replacement of a meter in one service order (versus two)	Service Orders						X	5
F64.	Service Order Status/Notes	Can record completion status and notes for service orders (e.g., can show "in progress")	Service Orders						X	5
F65.	Service Order: Temporary Service	Can automatically create service order to remove temporary service, based on install date plus X months.	Service Orders						X	5
F66.	Service Order Queue: Work Group	Can set service orders to route to a given queue for processing by a defined work group.	Service Orders						X	5

Specification Information				Level of Configuration or Programming Needed						
ID	Title	Description	Subject Area	Available	Minimum	Moderate	Significant	New Code	Can't Provide	Note
F67.	Service Order fee—surcharge	A larger fee (e.g., after hours reconnect) can be assigned to a given service, and larger fee will bill based upon time of day or day of week. New service order type does not need to be selected.	Service Orders						X	5
F68.	Service Order Status by Order Type	Can configure service order status by order type	Service Orders						X	5
F69.	Read-Only Disconnect	Can perform a disconnect of service without actually conducting the service order to remove the meter.	Service Orders						X	5
F70.	Service order alert	Open service orders for any given customer account display indicate on the account record screen.	Service Orders						X	5
F71.	Service Order Routing: Printer	Can set service orders to print to a given printer based on order type.	Service Orders						X	5
F72.	Service Order: Priority	Can set certain service orders to act as priority/emergency and move to top of queue (e.g. Outages)	Service Orders						X	5
F73.	Service Order Fee	Can assign a standard fee to selected service orders and fee will automatically bill to customer.	Service Orders						X	5
F74.	Service Order Queuing	Can configure service orders to electronically queue instead of print	Service Orders						X	5
F75.	Service Order Report Formats	Can configure service order report format according to service order type	Service Orders						X	5
F76.	Service Order: Centralized Notes	Can route centralized notes (e.g., meter notes) with service order	Service Orders						X	5

Specification Information				Level of Configuration or Programming Needed						
ID	Title	Description	Subject Area	Available	Minimum	Moderate	Significant	New Code	Can't Provide	Note
F77.	Can configure chargeable cost by service order	Can configure chargeable cost by service order	Service Orders						X	5
F78.	Service Order: Costing by Time/Date	Can define service order cost according to time of day/ day of week	Service Orders						X	5
F79.	Service Order: Non-Operations Work	Can create service orders for non-operations work (e.g., call customer about X)	Service Orders						X	5
F80.	Service Order History: Customer Accounts	Can associate service order history with customer account	Service Orders						X	5
F81.	Service Order Types	Can configure and manage multiple service order types, e.g., re-read, high-bill, connect, disconnect, collection action, trouble-call, etc.	Service Orders						X	5
F82.	Vendor Management	Has capability to add vendors within the System and associate vendor by utility (vendor management)	Accounts Payable	X						
F83.	Vendor Management	Has capability to establish unique vendor numbers	Accounts Payable	X						
F84.	Vendor Search	Can search by vendor	Accounts payable	X						
F85.	Vendor Unique Identifier	Can generate a unique Vendor # for all vendors in system	Accounts payable	X						
F86.	Payment Transactions for Vendors	Can designate vendor transactions to pay separately (vs. batched)	Accounts payable	X						10
F87.	Vendor Payment	Can create a Payment Voucher (PV) to ERP solution	Accounts Payable	X						10
F88.	Vendor Payment Status	Can provide vendor payment status (reconcile cleared payment)	Accounts payable	X						10
F89.	Online Review of Expenses	Can conduct online review of expense by account number, date, project, or vendor, etc.	Accounts payable	X						

Specification Information				Level of Configuration or Programming Needed						
ID	Title	Description	Subject Area	Available	Minimum	Moderate	Significant	New Code	Can't Provide	Note
F90.	Vendor Name Validation	Can validate vendor name input through use of drop-downs or other edits	Accounts payable	X						
F91.	Duplicate Payment Processing	Can prevent duplicate processing of payments	Accounts payable	X						10
F92.	Invoice Number Search	Can search by invoice number	Accounts payable	X						
F93.	Date Range Query of Invoices to be Paid	Can provide online list of all invoices to be paid for the user-defined date range in user-defined order (include invoice #, invoice date, vendor #, vendor name, and invoice amount.)	Accounts payable	X						
F94.	Vendor Transaction Consolidation	Can consolidate transactions for Vendors	Accounts payable	X						10
F95.	Management Dashboard	Provides configurable dashboard to provide key productivity indicators and allow drill-down	Reporting	X						
F96.	Reports Menu	Can add a custom report to the reports menu (w/o vendor intervention)	Reporting	X						7
F97.	Alert	MUST be able to identify outage area within system from notices received from Vendor (accounts affected by future Vendor utility outage) and must be able to notify customer via email and print through the System.	Reporting and Alert		X					6
F98.	Report Generation Tool	Can create Ad-hoc reports through supplied report generation tool	Reporting	X						7
F99.	Security: Report Control	Can control reports through system security	Reporting	X						8

Specification Information				Level of Configuration or Programming Needed						
ID	Title	Description	Subject Area	Available	Minimum	Moderate	Significant	New Code	Can't Provide	Note
F100.	Reports Customization	Can customize existing reports (w/o vendor intervention)	Reporting	X						7
F101.	User-Defined Fields	Provides user-defined fields	Database	X						6
F102.	System Database Connection	Can accommodate live connection with system database	Database	X						4
F103.	Application Security: Purchase Orders	Can configure application security to limit who has ability to create a PO	Operating system / Operating environment						X	5
F104.	Export	Can export data into common desktop tools (such as Excel and pdf.)	Operating system / Operating environment	X						
F105.	Single Sign-On	Can accommodate single sign-on and support interfacing with directory services such as AD, Active Directory etc.	Operating system / Operating environment	X						
F106.	Test/train instance	License allows for multiple instances of the software/database without incurring ANY additional cost. E.g., production, test, training	Operating system / Operating environment	X						13
F107.	Role Based Security	Can support role-based security (e.g. user log-in is associated with system functionality such as reporting, viewing, account management etc..	Operating system / Operating environment	X						
F108.	Web Enabled	System is web-enabled or large portion of system is web-enabled	Operating system / Operating environment	X						

Contractor Notes/Assumptions:

- Existing CUF sub-meter derived invoice creation functionality is limited to one meter per invoice. Customers will be able to view all accounts and bills online in view only mode, and dashboards can be created per customer if desired.
- Proposal INCLUDES one new interface to new CUF customer sub-meter system.
- Not used.

4. This is a hosted solution. Live connection to the database is available to your IT via published APIs and dashboard links.
5. These features are important for a municipal utility billing system that has as its primary purpose the preparation and presentation of utility bills to thousands of customers. These functions are not available in EnergyCAP and cannot be economically added. We don't believe that they are necessary at this time, given the stated County customer scenario. NOT INLCUDED in proposal.
6. Account, meter and facility data, including SCE rotating outage groups, can be tracked as user-defined fields. Email report groups can be used to send notifications via a specialized notification report.
7. Proposal INCLUDES and annual license to Report Designer, an Excel Power Pivot add-on that provides custom report, query and chart/graph capability to all of your users.
8. Reports are subject to security controls but not control of individual reports.
9. Proposal INCLUDES Bill CAPture service for 12,900 annual bills, 500/mo via OCR capture and 575/mo via EDI (SCE, SCG, SDG&E). The existing Xebec service will be replaced by Bill CAPture; Xebec is not supportable and of concern due to unknown business continuity contingencies. OC Waste Management will continue to be handled as current done (electric but not industry-standard EDI 810). Note: An excess fee will apply for annual transactions over the contracted limit, \$2.00/invoice for OCR/PDF and \$0.80/invoice for EDI 810.
10. Proposal includes continuation of current CAPS+ interfaces, plus a modification to allow multi-meter same commodity bills.
11. Proposal includes continuation of current CUF invoicing workflow plus conversion of chargebacks from Enterprise to Online plus implementation of new CUF sub-metering system interface when available.
12. More specifics needed for this Requirement in order to scope the effort needed. NOT INCLUDED in proposal.
13. Proposal INCLUDES 2 hosted database instances, PROD and TEST/TRAIN. TEST/TRAIN will be restored from PROD upon demand, no more frequently than 10x/year.

**ATTACHMENT B
CONTRACTORS PRICING**

- A. **Compensation:** This is a firm-fixed fee Contract between the County and Contractor for Utility Management & Billing Systems as set forth in Attachment A, "Scope of Work."

The Contractor agrees to accept the specified compensation as set forth in this Contract as full payment for performing all services and furnishing all staffing and materials required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by the Contractor of all its duties and obligations hereunder. The Contractor shall only be compensated as set forth herein for work performed in accordance with the Scope of Work. **The County shall have no obligation to pay any sum in excess of the Fixed Prices and Total Contract Amount specified herein unless authorized by amendment in accordance with Articles C and P of the County Contract Terms and Conditions, which may require approval by the County Board of Supervisors.**

- B. **Fees and Charges:** County will pay the following fees in accordance with the provisions of this Contract. Payment shall be as follows:

Annual/Recurring Costs									
						1 st Renewal		2 nd Renewal	
#	Cost Item	Item Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
1.	Customer Information System software (Maintenance, support, upgrades for previously-paid Perpetual License)	EnergyCAP v7 (See notes 1 & 3)	\$34,000.00	\$34,000.00	\$34,000.00	\$35,700.00	\$35,700.00	\$35,700.00	\$35,700.00
2.	Database Hosting	Hosting Service (Includes second instance for test / training)	\$ 6,175.00	\$ 6,175.00	\$ 6,175.00	\$ 6,483.75	\$ 6,483.75	\$ 6,483.75	\$ 6,483.75
3.	Other software modules	Bill CAPture service – annual EDI & OCR processing (note 2)	\$19,000.00	\$19,000.00	\$19,000.00	\$19,950.00	\$19,950.00	\$19,950.00	\$19,950.00
Annual/Recurring Costs			\$59,175.00	\$59,175.00	\$59,175.00	\$62,133.75	\$62,133.75	\$62,133.75	\$62,133.75
3 Year Total				\$ 177,525.00					

<i>One Time Charges</i>			
#	Cost Item	Item Description	One Time
1.	Project Management Control (Deliverables: Progress management, communication, corrective action and project closure)	EnergyCAP database review, re-organization and clean-up & recommissioning	\$ 25,000.00
2.	Project Management Control	Convert OCPW "Wen" SSRS reports to EnergyCAP	\$ 3,400.00
3.	Project Management Control	EDI provider upgrade (<i>note 4</i>)	\$ 9,800.00
4.	Project Management Control (Optional item)	Addition of John Wayne Airport to EnergyCAP database. Bill CAPture service scope not known, not included.	\$ 50,000.00
5.	All required data conversion (state assumptions)	Convert JV split process to EnergyCAP Online	\$ 13,200.00
6.	End to end configuration	Development and implementation of new interface to one new CUF sub-metering system	\$ 27,000.00
One Time Charges Sub-Total			\$ 128,400.00

<i>Training Offerings and Associated Costs</i>					
#	Cost Item	Item Description	Cost	Unit of Measure	Total
1.	Additional training offerings not included in licensing and associated costs	Online Training	\$ 200	Hour	*
2.	Additional training offerings not included in licensing and associated costs	Onsite Training (2-day sessions)	\$ 6,950	1 each	\$ 6,950.00
3.	Additional training offerings not included in licensing and associated costs	Four (4) EnergyCAP Catalyst registration fees (September 25-27, 2018)	\$ 699	4 each	\$ 2,796.00
Training and Other Costs Sub-Total					\$ 9,746.00

<i>Ad Hoc Projects or Misc. Training Hourly Costs</i>			
1.	Business Analyst	Labor	\$ 190/hour
2.	Developer	Labor	\$ 250/hour
3.	Project Management	Labor	\$ 190/hour
*Hourly Costs Not to Exceed			\$ 25,000.00

TOTAL CONTRACT AMOUNT NOT TO EXCEED:.....\$ 340,671.00

Notes/Assumptions:

1. OCPW owns a perpetual EnergyCAP license for up to 25,000 meters. This fee is for support, maintenance, periodic upgrades. Report Designer module license and assistance with Report Designer deployment are included.

2. Bill CAPture service limited to NTE 500 OCR PDF invoices/month and 575 EDI81 invoices from SCE, SDG&E and SCG per month. Excess transactions fees are \$2.00/invoice for PDF and \$0.80/invoice for EDI. OC Waste Management invoices are not EDI 810, they are electronic flat file, and will be managed by OCPW, not be Bill CAPture.
 3. Annual license and assistance for the Report Designer custom report Excel Power Pivot Add-on included in #1.
 4. The EDI conversion is needed to remove Xebec from the EDI processing workflow. Xebec is a third-party provider that has proven to be slow to respond to some issues and may have resiliency issues with older technology, redundancy and intrusion/security controls.
- C. **Pricing Increases/Decreases:** No price increases will be permitted during the first period of the Contract. The County requires documented proof of cost increases on Contracts prior to any price adjustment. A minimum of one hundred eighty (180) days advance notice in writing is required to secure such adjustment. No retroactive price adjustments will be considered. The County may enforce, adjust, negotiate, or cancel escalating price Contracts or take any other action it deems appropriate, as it sees fit. The net dollar amount of profit will remain company during the period of the Contract. Adjustments increasing the Contractor's profit will not be allowed.
- D. **Discounts and Pricing Structure:** Contractor guarantees that prices quoted are equal to or less than prices quoted to any other local, State or Federal government entity for services of equal or lesser scope. Contractor agrees that no price increases shall be passed along to the County during the term of this Contract not otherwise specified and provided for within this Contract. Contractor shall provide the list price and discount price on all invoice(s).
- E. **Contractor's Expense:** Contractor will be responsible for all administrative costs including but not limited to photo copying, telephone communications and fax communications while on County sites during the performance of work and services under this Contract.
- F. **Payment Terms** –Invoices are to be submitted annually in advance of services provided to the address specified below. Payment will be net 30 days after receipt of an invoice in a format acceptable to the County of Orange. Invoices shall be verified and approved by the County and subject to routine processing requirements.
- Should the Contract be terminated prior to the expiration date, Contractor shall promptly refund to County one twelfth (1/12) of the Annual Maintenance Fees paid in advance for the terminated services for each month remaining in the Contract period which shall be computed based upon the date of written notice of termination.
- Payments made by the County shall not preclude the right of the County from thereafter disputing any items or services involved or billed under this Contract and shall not be construed as acceptance of any part of the goods or services.
- G. **Taxpayer ID Number:** The Contractor shall include its taxpayer ID number on all invoices submitted to the County for payment to ensure compliance with IRS requirements and to expedite payment processing.
- H. **Payment - Invoicing Instructions:**
- The Contractor shall submit invoices to County on Contractor's letterhead. Each invoice shall have a unique number and shall include the following information:
1. Contractor's name and address
 2. Contractor's remittance address, if different from (1), above
 3. Name of County agency/department/contact person

4. Delivery/service address
5. Contract number
6. Service Date
7. Description of Services
8. Detailed description of commodity transition with unit price, discounted price and totals.
9. Detailed description of total labor hours and charges by employee/location/date/time
10. Total
11. Taxpayer ID number

Invoices and support documentation are to be forwarded to:

OC Public Works/Procurement Services
Attn: Accounts/Payables
PO Box 4048
Santa Ana, CA 92702-4048
Email: accountspayables@ocpw.ocgov.com

Contractor has the option of receiving payment directly to their bank account via an Electronic Fund Transfer (EFT) process in lieu of a check payment. Payment made via EFT will also receive Electronic Remittance Advice with the payment details via email. An email address will need to be provided to the County via an EFT Authorization Form. To request a form, please contact the DPA.

ATTACHMENT C STAFFING PLAN

Name	Classification/Designation	Years of Experience
Steve Heinz	Founder & CEO	37
Dan Behringer	VP of Implementation Solutions	4
Roy Long	Senior Customer Success Manager	4

Additional key personnel for ECI are listed below.

Principal-in-Charge, Contracting Authority

Steven D. Heinz, PE, CEM, Founder & CEO
 John C. Heinz, MSM, MBA, Vice President of Sales & Marketing
 Blaine E. Clapper, MBA, BEP, Asst. Vice President of Sales & Marketing, CMO
 Ted Garlin, Regional Sales Manager

EnergyCAP Software Design, Programming, and Development

Ryan Booz, BEP, Chief Technology Officer
 David Ulmer, MBA, Vice President of Software Development
 Samata Prabhu, Asst. Vice President of Software Development
 Chris Houdeshell, Asst. Vice President of Software Development
 Timothy Marte, Sr. Software Developer
 Zac O'Donnell, Sr. Software Developer
 Luke Fraenza, Software Developer
 Stephen Clewell, Software Developer
 Vance Hensler, Software Developer
 Kurt Kroeker, Sr. Software Business Analyst
 Emiline Ensley, Report Designer

EnergyCAP Implementation and Support Services

Dan Behringer, Vice President of Implementation Solutions
 John Pierce, CEM, Asst. Vice President of Implementation Solutions
 Scott Bair, CEM, Sr. Project Manager
 Christopher Underwood, Sr. Project Manager
 Greg Elliott, Project Manager
 Josh Berkheimer, Project Manager
 Peter Caton, Sr. Manager, CAPture Services
 Ashley Kraige, CAPture Services
 Josh Condo, Project Engineer
 Jeremy Amaismeier, Project Engineer
 Joel Brickell, Asst. Vice President of Customer Service

The Contractor understands that the personnel represented as assigned to the Contract must remain working on the Contract throughout the duration of the Contract unless otherwise requested or approved by the County. Substitution or addition of key personnel in any given category or classification shall be allowed only with prior written approval of the County Building Manager. ***Note: The written approval of substituted Key Personnel is for departmental use only and shall not be used for auditing purposes outside OC Public Works.***

Contractor may reserve the right to involve other personnel, as their services are required. The specific individuals will be assigned based on the need and timing of the service/classification required. Assignment of additional key personnel shall be subject to County's Project Manager written approval. ***Note: The written approval of additional Key Personnel is for departmental use only and shall not be used for auditing purposes outside OC Public Works.*** County reserves the right to have any personnel removed from providing services to County under this Contract. County is not required to provide any reason for the request for removal of any personnel.