



Purchasing Division
18 North County Street, 9th Floor
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Award Information – 1/19/2022

Contract Information

Purchase Description: Utility Billing System

Contract Start Date: Upon Contract Signing

Initial Term: Implementation plus 5 years of maintenance

Term Dates: TBD

Renewals: Five years of Maintenance

Vendor Information

Company Name: Advanced Utility Systems

Address: 2235 Sheppard Avenue East 1400
Street Address *Suite/Unit #*

Toronto ON M2J5B5
City *State* *ZIP Code*

Contact Name: Vince Pecorella

Funding Account Description: Public Works Enterprise Fund

Budget Information: Was included in the FY21 Budget and service is within budget expectations.

Department: Public Works

Department Contact: Joel Sensenig Award Amount: \$286,000

Bid / RFP Information

Registered Vendors: 41 (0 Local) Responses Received: 11 (0 Local)

Intent:

Lake County Department of Public Works seeks, from all interested software and implementation services vendors that have proven experience in utility billing systems (UBS) for the public sector, proposals for the procurement of software to include installation, integration and implementation services. The scope for the future system includes the utility billing software detailed in the project scope. The County understands that such a system may include components of an online bill payment and presentment system, service order and inventory (meter) management, which the County may or may not choose to implement.

Scope of Work:

The utility billing application under consideration and review must provide functionality in the following business areas:

- Utility Billing and Collections



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- Customer Information
- Meter Management
- Meter Reading Interface
- Rates Management
- Service Orders
- Property Information including liens recorded
- Reporting
- e-Commerce including recurring scheduled online credit card and bank transfer¹ bill payment and presentment

The County would prefer to implement a software package that limits the number of customizations (i.e., changes to source code) to the base application. The County seeks a system that includes development tools that will enable the County to meet its future needs without becoming heavily dependent upon programmer consultants.

Critical requirements are identified in the Technical Specifications, and those items noted as “critical” must be demonstrated to ensure that the function number of steps required to complete this process is similar (within 10-20%) of the existing process. Additional steps required reduce the Departments efficiency and may impact the staffing model supporting our Billing and Finance division.

Configuration Documentation

The proposer is responsible for developing a detailed design/configuration document that needs to be signed off by Lake County Public Works prior to programming activities. This design document will be the basis for the proposer to develop a testing plan. The testing plan will have to be approved by Lake County Public Works and will be used at the end of the project by Lake County Public Works for final system acceptance.

Testing

The proposer will develop a testing plan based on the system design document described in above for approval by Lake County Public Works. The success of implementation will be based on successful completion of the testing plan. Final acceptance of the system installation and integration will not take place until two parallel billing cycles are successfully completed after the UB/CIS system has gone “live” in a production environment.

Final Documentation

The proposer will develop final documentation that identifies all elements of the system, including third party software and custom developed software, along with detailed user manuals for end users, system administrators and report writers.

Integration

The UB/CIS must integrate with the existing supporting systems:

- Itron Meter Reader System
- Hansen/EnerGov Meter Permit
- First Midwest Bank Lockbox 13
- Collector Solutions (NCR Magic)

The UB/CIS integration will include the handling of General Ledger (GL) entries from the billing system, provide refund GL information back to the cashing system, the vendor will be responsible for defining the information required, defining file formats as well as importing, exporting the information to the UB/CIS, defining file formats for data input into the UB/CIS, importing/exporting data with the UB/CIS, integrating with Lake County Public Works existing systems as outlined above and creating customer statements. Lake County Public Works will provide technical assistance in the integration.

Evaluation of Proposals:

Lake County will evaluate the Proposers response and the extent to which it meets the requirements delineated in this RFP. All proposals submitted in response to this RFP will be scored based on the evaluation factors identified:

Evaluation Factors:

- Implementation strategy and Project Schedule
- Experience and references
- Cost
- Compliance with the requirements of the RFP and ability of the proposed software to satisfy requirements and specifications
- Vendor support and maintenance through implementation and on-going

Department Recommendation:

Lake County Purchasing received and opened 11 responses for the Utility Billing System for Lake County Public Works on August 20, 2021. Based on the evaluation criteria in the RFP and the short list interview, Lake County selected Advanced Utility Systems as the most qualified proposer for Lake County.