Responses to Questions on Customer Web Portal for Advanced Metering Data

March 28, 2013

1. Will you allow out of country vendors to work on/submit proposals?

Answer: Yes

2. Will you consider proposals that propose Software as a Service?

Answer: Yes. If you are offering Software as a Service in your response to subsection B. Cost Proposal please identify the per customer or other unit charge for your service.

April 1, 2013

3. Is the expectation that the web portal/mobile application solution perform the RTP calculation? Or does your Tyler solution have an "energy data management" billing module that can be accessed adhocly? As Per section 5.2 it states that you understand the complexity in calculating daily cost of usage since your rates are not structured for RTP (real time pricing).

Answer: If your solution proposes to provide real time pricing it is anticipated that the web portal/mobile application solution performs these calculations.

4. Is the expectation to allow customer to view and pay their bills via our solution?

Answer: If provided, it is expected that the customer be able to view their bill, payment will be handled through an Eden solution.

5. Our solutions allows customers to set up payment profiles (i.e banking information, credit/debit card), in the past we have interfaced with the payment processer's API. Does your Eden web solutions portal offer an API?

Answer: While we currently offer online payment through an Eden solution. Discussion of an API with Eden, if needed, will take place after award of the contract.

6. Are we allowed to offer payment processing services as part of this RFP response?

Answer: Such an offer is not required by the RFP, but may be included.

7. Are we allowed to offer Call center (Customer facing support) as part of this RFP response?

Answer: Such an offer is not required by the RFP, but may be included.

8. Are the customer bills available in PDF format to display on the web portal? Are they accessible via web services?

Answer: Eden currently has the ability to generate pdf statements. A proposed solution may assume these will be available from the Eden system through a web service.

9. Is park city looking to allow start/stop service requests online outside of the registration process?

Answer: Such an offer is not required by the RFP, but may be included.

10. Will Park City allow VPN tunneling if we are hosting our solution in our PCI compliant cloud?

Answer: Yes.

11. Are you looking to allow customers to establish usage thresholds? If yes, where do you expect the tracking of this threshold to be? Would it be our solution or your MDM?

Answer: Our current MDM does not support this feature; therefore it should be a part of your solution.