

June 11, 2026

**REQUEST FOR QUALIFICATION (RFQ)
PROFESSIONAL SERVICES
Billing System Replacement**

ADDENDUM NO. # 2

All Consultants submitting under the Request for Qualification (RFQ) for the referenced procurement shall read and take note of this Addendum. The Documents for this procurement are hereby revised and/or clarified according to this Addendum.

Acknowledgment of RFQ Addendum: The acknowledgment attached to this Addendum is to be signed and attached with the Offeror's submittal.

Tawanda Stamps
Director of Procurement
ALCOSAN

Consultant Acknowledgement_____

Date_____

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**REQUEST FOR QUALIFICATION (RFQ)
PROFESSIONAL SERVICES
Billing System Replacement**

ADDENDUM NO. # 2

The following are questions submitted via email.

1. The current utility billing system has been in place for several decades - can you confirm what billing system you use today. Is it the "Banner" billing system?
 - a. **Yes. ALCOSAN currently utilizes a heavily customized Banner-based billing system to support its wastewater billing operations.**
2. Can you confirm the Alcosan Billing Profile statistics below.
ALCOSAN Billing Profile
 - ~320,000 accounts (residential, commercial, industrial)
 - Service area: 83 municipalities, ~825K–900K population
 - Billing based on **water consumption data from multiple external agencies**
 - Hybrid billing model (direct + municipal pass-through)
 - a. **These figures are generally accurate for planning purposes. ALCOSAN currently manages approximately 330,000 active accounts within the Banner billing system. ALCOSAN serves 83 municipalities and bills for wastewater/sewer services only. Billing is based on consumption data received from more than 20 external water agencies. Data received from external water agencies varies by agency, including format, structure, and method of delivery. ALCOSAN's billing model includes both limited direct billing and municipal/aggregate billing**
3. Addendum #1 states "*ALCOSAN currently manages approximately 330,000 active accounts within the Banner billing system. The majority of these accounts are billed at the municipal or aggregate level, with only a small portion billed directly*".

When ALCOSAN bills at the municipal or aggregate level, does it also include the underlying customer billing data? In other words, does the Banner system today produce bills for all 330,000 active accounts, with a majority of them included in a "Master Summary" bill that is sent to the municipality?

- a. **For municipal/aggregate billing, Banner maintains and processes underlying account, premise, and consumption detail used to calculate the municipal bill. ALCOSAN does not issue customer bills for accounts included in municipal/aggregate billing. The municipality, or its contracted third-party**

billers, issues all bills for these accounts. ALCOSAN provides the municipality with a consolidated bill or summary, with underlying billing detail available or provided as applicable. A small portion of accounts are billed directly by ALCOSAN.