

June 23, 2026

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

ADDENDUM NO. # 4

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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PROFESSIONAL SERVICES
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The following are questions submitted via email.

1. Is there an approved budget or estimate for the project?
 - a. **ALCOSAN has not established a publicly disclosed budget for this procurement at this stage. Cost information, pricing structure, and implementation cost assumptions are expected to be addressed during the RFP phase with shortlisted firms. Respondents should prepare their RFQ submissions based on the qualifications, experience, and project understanding requested in the RFQ.**
2. What is the current billing system used by ALCOSAN, including vendor, version, and years in operation?
 - a. **Refer to response in Addendum No. 1, Item 3.**
3. Can ALCOSAN provide additional details on the current legacy billing system architecture and key customizations referenced in the RFQ?
 - a. **Key areas of customization include support for municipal/aggregate billing, limited direct billing, ingestion and processing of consumption and billing-related data from external water agencies, exception handling, adjustments, reporting, billing outputs, and financial processing.**

Additional technical details regarding current-state architecture, in data structures, reports, and legacy customizations may be provided during the RFP phase or later implementation planning phase, as appropriate. Respondents should use the RFQ to demonstrate relevant experience with complex legacy billing environments, system replacement, data migration, integrations, reporting, and utility billing modernization.

4. What is the plan for internal support for this project in addition to external third-party engagement?
 - a. **ALCOSAN expects to support the project with an internal project team representing Information Technology, Customer Service & Billing, Finance, Procurement, and other subject matter experts as needed. Internal staff are expected to participate in requirements validation, current-state process review, data and reporting review, integration discussions, testing, training, decision-making, and implementation coordination.**

The selected Consultant will be expected to lead the implementation effort, provide the proposed billing system solution, perform configuration and deployment services, support data migration and integrations, and guide ALCOSAN through project planning, testing, cutover, go-live, and stabilization.

Specific internal roles, time commitments, governance structure, and project staffing expectations will be further defined during the RFP and implementation planning phases.

5. Is there an expectation that the consulting team will support technology selection as well as configuration, implementation, and deployment?
 - a. **Refer to response in Addendum No. 3, Item 1.**
6. Is 3% SDVOSB involvement the minimum, or an exact qualification?
 - a. **3% SDVOSB is the minimum participation.**
7. Are there specific qualifications that the MBE or WBE have to meet? Can they be individual contractors or do they have to be businesses with 2+ personnel?
 - a. **MBE/WBEs must be certified minority and/or woman owned businesses.**
8. Do you have a listing of preferred MBE/MBE or SDVOSB contractors working with ALCOSAN today? Do you have a diverse supplier development program to explore for preferred suppliers, and can that list be made accessible?
 - a. **ALCOSAN does not have a preferred list of MBE/WBE or SDVOSB suppliers.**

A list of certified MBE/WBEs and SDVOSB businesses can be found on the following databases:

MBE/WBE businesses: Pennsylvania Unified Certification Program

[PAUCP - DBE Certification Management System](#)

SDVOSB businesses: [Advanced Search](#) | [Small Business Search](#)

9. Are there specific expectations for training delivery methods (e.g., in-person, virtual)?
 - a. **ALCOSAN has not finalized specific training delivery requirements at this stage. Proposers should be prepared to describe their recommended training approach, including any combination of in-person training, virtual training, train-the-trainer sessions, role-based training, administrator training, end-user training, recorded materials, job aids, and documentation.**

Final training methods, audiences, schedule, and delivery format will be further defined during the RFP and implementation planning phases. ALCOSAN expects the selected Consultant to provide training sufficient to support successful adoption, go-live readiness, and post-implementation stabilization.

10. What are the on-site requirements versus remote work?
- a. **ALCOSAN has not finalized specific on-site versus remote work requirements at this stage.**

ALCOSAN anticipates that some project activities may require or benefit from on-site participation, including key project kickoff meetings, requirements validation sessions, stakeholder workshops, testing events, training, cutover planning, go-live support, or other activities where in-person collaboration is beneficial.

Activities such as project management meetings, technical configuration, documentation, status reporting, solution design discussions, and certain testing or training activities, can be performed remotely where appropriate.

Proposers should describe their recommended approach to on-site and remote work, including assumptions regarding travel, meeting cadence, stakeholder engagement, implementation support, training, and go-live/hypercare. Final on-site requirements will be further defined during the RFP and implementation planning phases.

11. What is the primary objective of the billing system replacements, and is the objective inclusive of modernization, customer experience, regulatory compliance, efficiency, and revenue assurance/risk?

- a. **The primary objective is to replace ALCOSAN's existing legacy billing environment with a sustainable, supportable, secure, and scalable billing system solution. Modernization is an expected outcome of the replacement effort, including improvements to operational efficiency, reporting accessibility, auditability, financial processing, revenue assurance, risk reduction, data validation, and transparency.**

Customer or municipality experience may also be considered where applicable, particularly as it relates to billing outputs, statements, reports, and access to billing-related information.

The future solution is expected to reduce reliance on manual workarounds and unsupported legacy dependencies, improve traceability from data ingestion through billing and financial posting, and support stronger controls, security, and long-term operational resilience.

12. Has a target billing platform already been selected, or is vendor evaluation and selection part of the engagement?

- a. **Refer to response in Addendum No. 3, Items 1 and 2.**

13. Are there other related initiatives (CRM, ERP, CIS, customer portal, payment processing modernization, etc) that must be coordinated with this project?

- a. **At this stage, no separate CRM, customer portal, or payment-processing modernization initiative has been identified as a required dependency for this**

procurement.

However, the billing system replacement is expected to coordinate with related internal systems and business processes as applicable, including finance/general ledger functions, payment-related processes or systems, reporting tools, data ingestion from external water agencies, security/access management, and other interfaces necessary to support billing operations.

ALCOSAN is not specifically seeking customer or municipality-facing portal functionality as part of the current RFQ scope. Portal functionality may be considered as a future capability if it aligns with operational needs, security requirements, and the selected solution approach.

Specific integration points, dependencies, and coordination requirements will be further defined during the RFP and implementation planning phases.

14. What consulting services are in scope (such as selection, implementation, PMO, IV&V, or all)?
 - a. **Refer to response in Addendum No. 3, Item 1.**
15. What systems are currently integrated with billing?
 - a. **The current billing environment includes interfaces and supporting processes related to external water agency data ingestion, finance/general ledger processing, payment-related processing, including bank lockbox/remittance processing, reporting, and billing outputs. Additional details regarding specific integrations, interface methods, data flows, file layouts, and technical dependencies may be provided during the RFP phase or implementation planning phase, as appropriate.**
16. How many customer accounts and users will be impacted by this replacement, and how many bills are generated annually?
 - a. **Refer to response in Addendum No. 2, Item 2.**
17. What historical data must be migrated as part of this engagement?
 - a. **Refer to response in Addendum No. 3, Item 7.**
18. What are the largest pain points of the current system that the target system should resolve?
 - a. **The largest pain points of the current system include reliance on manual workarounds, routine manual job execution, manual or semi-manual data validation processes, limited reporting accessibility, paper-based reporting, and operational dependency on legacy processes and specialized system knowledge.**
The current system has also accumulated custom processes, interfaces, reports, and supporting procedures over time, which increases the complexity of replacement, validation, migration, and knowledge transfer.

The future solution is expected to address these challenges by improving workflow, data ingestion and validation, exception handling, reporting and billing outputs, auditability, security, and overall operational efficiency. ALCOSAN is also seeking to reduce reliance on routine manual processes where practical.

19. What are the evaluation criteria that will determine the award of this engagement, and what are the evaluation criteria and/or weights?
 - a. **Firms will be short-listed to receive the Request for Proposal. The Evaluation of Qualifications Submittals/Selection Process is outlined in the RFQ.**
20. What version of JD Edwards do you currently have?
 - a. **ALCOSAN currently uses JD Edwards Enterprise One 9.2 (E920).**
21. What modules of JDE are you licensed for?
 - a. **The JD Edwards functionality relevant to the billing system replacement includes Financials and One View Reporting. ALCOSAN also has access to Business Intelligence and Orchestrator capabilities, which may be relevant to reporting, automation, integration, or extension considerations. Additional details regarding relevant JD Edwards functionality, licensing, and configuration requirements may be provided during the RFP phase, as appropriate.**
22. What modules of JDE do you currently use?
 - a. **ALCOSAN currently uses JD Edwards to support finance/general ledger functions and financial reporting, including Financials and One View Reporting.**
23. Would it be possible to understand at least the magnitude of the budget allocated for this project?
 - a. **Refer to Item 1 response in this Addendum.**