

ALLEGHENY COUNTY SANITARY AUTHORITY (ALCOSAN)

**REQUEST FOR QUALIFICATIONS
FOR
PROFESSIONAL SERVICES
BILLING SYSTEM REPLACEMENT**

May 27, 2026

1.0 INTRODUCTION

The Allegheny County Sanitary Authority (“ALCOSAN”) is soliciting Letters of Interest and Statements of Qualification (collectively, “Submittals”) from firms interested in qualifying to provide Professional Consulting and Implementation Services for the Replacement of ALCOSAN’s Legacy Billing System.

The selected firm will provide the full suite of services needed to design, configure, implement, and support a modern utility billing solution. Required services include system configuration; data migration and validation; integration with internal and external systems; business process alignment; development and execution of unit, system, and user acceptance testing; user and administrator training; cutover and go-live planning; go-live execution; and post-implementation support.

This document is intended to assist firms in preparing their Submittals for this project. All Submittals that fail to conform to requirements set forth herein will not be considered by ALCOSAN.

2.0 COMMUNICATIONS REGARDING THE REQUEST FOR QUALIFICATIONS

Questions and requests for clarification regarding this Request for Qualifications (“RFQ”) must be directed, in writing, to:

Tawanda Stamps
Director of Procurement
Allegheny County Sanitary Authority
3300 Preble Avenue
Pittsburgh, PA 15233-1092
Email: Procurement@alcosan.org

Please do not contact other ALCOSAN employees regarding this procurement; this may result in your submittal being rejected. Responses to all general questions and requests for clarification will be posted on ALCOSAN’s website. ALCOSAN will

provide, in writing, any clarifications, changes and/or other information deemed to be necessary as addenda to this RFQ. ALCOSAN cannot guarantee responses to any questions received after 2:00 p.m. June 19, 2026.

OBJECTIVE

ALCOSAN proposes to retain a highly qualified firm to provide the services described herein. Firms and team members with significant experience on projects with similar characteristics will be given priority for this project. Those firms that participate in this Request for Qualification (RFQ) process will be referred to as “Proposers.” “Proposer” and its Subconsultants shall be referred to collectively as the “Team.” The successful team shall be referred to as the Consultant.

3.0 SCOPE OF SERVICES

Project Name: Billing System Replacement
Existing Location: 3300 Preble Avenue, Pittsburgh, PA 15233
Schedule: Begin Q1 2027; End Q2 2028 (Subject to change))

ALCOSAN is seeking professional services to support the replacement of its existing utility billing system, including associated business processes and supporting integrations. The current system has been in place for several decades and includes a high degree of customization. It supports a complex billing model that relies on externally provided consumption data and a combination of automated and manual processes.

The selected firm shall demonstrate expertise in utility billing systems, large-scale system implementations, data migration, and integration within complex enterprise environments, preferably within municipal or public-sector utility organizations of similar size and complexity.

ALCOSAN receives and processes billing-related data from multiple external water agencies. These data sources vary in format, structure, and units of measure, and require validation, transformation, and exception handling prior to billing. These characteristics contribute significantly to the complexity of the current environment and will be a key consideration in the design and implementation of the new solution.

The selected firm will be responsible for delivering a comprehensive, modern utility billing solution that supports ALCOSAN’s current and future operational, financial, and regulatory needs. Services are expected to include, but are not limited to:

- Solution design, configuration, and implementation of a utility billing system
- Planning-level definition and execution of data migration from legacy systems, including data validation, reconciliation, and auditability considerations

- Design and implementation of data ingestion and integration processes to support multiple external data sources with varying formats, structures, and units of measure
- Integration with internal and external systems, including G/L systems, payment processing platforms, geographic information systems (GIS), and other relevant internal and external interfaces
- Support for business process alignment and workflow modernization
- System testing, including unit, system, and user acceptance testing
- Reporting capabilities, including the ability to design, generate, and maintain reports internally, as well as ensuring that critical existing reports are available and validated at or before system go-live
- Training for end users and administrators
- Go-live planning, execution, and post-implementation support

ALCOSAN is open to solutions that include implementing a new utility billing platform or extending and configuring existing enterprise systems to support required billing functionality.

The following is an outline of the anticipated project schedule based on the information available at this time. The project schedule is subject to change. The official schedule will be included in the contract for professional services.

Procurement Milestones:

RFQ Issued:	May 27, 2026
Questions Due No Later Than 2:00 pm	June 19, 2026
Statements of Qualification Due:	July 9, 2026
Shortlist of Firms:	September 2026
RFP Issued to Shortlisted Firms:	October 2926
Proposals Due:	November 2026
Vendor Interviews Conducted:	December 2026
Consultant Selection and Contract Negotiation:	February 2027
Contract Award and Notice to Proceed (NTP):	February 2027

ALCOSAN is targeting a go-live date of Q2 2028; the final project schedule will be refined based on the selected consultant’s proposed approach, detailed requirements validation, and project initiation findings.

4.0 EVALUATION OF QUALIFICATIONS SUBMITTALS/SELECTION PROCESS

The Consultant will be selected based upon the following process:

Shortlist: Once the deadline for the RFQ has lapsed, ALCOSAN's Procurement Project Team shall review, discuss and independently rank all Submittals. The Procurement Project Team will evaluate Submittals based upon the following criteria:

- Firm history, organizational stability, and demonstrated resource capacity to perform the required services
- Qualifications, experience, and availability of assigned personnel and key project staff
- Relevant experience implementing utility billing systems, enterprise modernization initiatives, or comparable large-scale system implementations of similar complexity
- Ability to meet schedule and project budget expectations
- Demonstrated experience with complex data migration, system integration, and multi-source external data ingestion environments
- Demonstrated understanding of ALCOSAN's operational model and project complexity, including municipal billing structures, external data dependencies, integration requirements, and migration considerations
- MBE/WBE/SDV participation and demonstrated commitment to supplier diversity initiatives

Based upon the evaluations of the Submittals, the Procurement Committee will develop a shortlist of firms which will be presented to the ALCOSAN Professional Services Committee for approval. Only information provided in this Submittal regarding this RFQ will count toward the firm's score.

Request for Proposals: Shortlisted firms will be emailed a Request for Proposal ("RFP"). Following proposal submission, Proposers will be interviewed by ALCOSAN's Project Procurement Team and will be asked to provide a demonstration of their proposed solution. The Project Procurement Team will evaluate Proposer's performance in the interview as well as evaluating the written proposals.

All proposals will be individually evaluated utilizing criteria clearly set forth in the RFP.

5.0 QUALIFICATIONS SUBMITTALS

Ten (10) hard copies of sealed Submittals and one (1) electronic copy (Flash Drive) are required. Submittals sent via email will NOT be accepted. **Submittals must be received by the ALCOSAN Contracts Department (Administration Annex - Room 105) no later than 2:00 p.m., July 9, 2026.** If you hand deliver the submittal, please allow time

to be processed by security. If the documents are sent via courier, it is Consultant's responsibility to ensure the documents have arrived on time.

Submittals should be addressed as follows:

**STATEMENT OF QUALIFICATIONS FOR
Billing System (Banner) Replacement**
Allegheny County Sanitary Authority
Office of Procurement
3300 Preble Avenue
Admin Annex, Room 105
Pittsburgh, PA 15233
Attention: Tawanda Stamps
Director of Procurement

Late and/or noncompliant Submittals will not be accepted for any reason. Submittals that do not include requested information and/or do not follow the requested format will be considered non-responsive. Non-responsive Submittals will not be evaluated. To enable ALCOSAN to efficiently evaluate the Submittals, Proposers must strictly follow the required format in preparing their Submittals.

Each hard copy of the Submittals shall be bound using GBC or other semi-permanent binding to ensure that pages are not lost. Pages shall be no larger than standard letter size 8 ½" x 11" or folded to that dimension. Each section (as set forth below) shall be separated by a tabbed divider. Elaborate covers, binding, dividers, and the like are not required. Proposers are encouraged to submit on double-sided paper. Electronic copy shall be submitted on a Flash Drive. E-mails will not be accepted.

Each Submittal shall be organized in the following order:

- A. Outside Cover and/or First Page:** Shall contain the name of the RFQ, the name of the Proposer, a point-of-contact, contact information (telephone and email) and the submittal date.
- B. Letter of Commitment** Provide a cover letter and company profile introducing the firm. This letter shall commit the firm to the terms of this RFQ and shall be signed by a person authorized to bind the company.
- C. Table of Contents**
- D. Team's Experience/References (Tabbed Section 1):** The Proposer shall select five (5) similar projects, to highlight, as best representing the Team's project experience. For each project, the Proposer shall prepare a brief, two-page summary of the project including the following information:

- Project Name and Location
- Date(s) of Project
- Project Owner
- Contact Name/Address/Telephone Number/Email Address
- Description of the Project, identifying and highlighting the Proposer's involvement;
- Firm Name and Role
- Key Personnel involved in the Project, including Subconsultants
- Year Completed
- Total Fees

E. Team's Experience (Tabbed Section 2):

The Proposer shall attach an 11x17 Organizational Chart (Part I, Section D) of the proposed Team, not to exceed one (1) page, folded to accommodate an 8 ½ x 11 formatted booklet.

The Proposer may provide no more than five (5) resumes of key personnel, with each resume not exceeding two (2) pages. The resumes should be project based and not a chronological listing of employment.

The Proposer shall provide a matrix of the Projects identified in the procurement and the team members, including subconsultants, participation on each project. This matrix is intended to graphically depict which proposed key personnel worked on the example projects.

F. MBE/WBE/SDVOSB Participation (Tabbed Section 3):

ALCOSAN's goal is for all awarded Consultants to commit to utilizing 10-25% of the contract budget for businesses owned and operated by minorities (MBE) and women (WBE), and 3% service-disabled veteran (SDVOSB) small business enterprises, either as subconsultants or suppliers if not as prime. The Proposer shall be required to utilize MBE/WBE/SDVOSB enterprises to the fullest extent possible. The Proposer shall identify potential team members, if any, and integrate the firms into the project in a meaningful capacity. At this stage of submitting qualifications, ALCOSAN is looking for more than a general commitment to the goals of the policy. ALCOSAN understands that the ability to use subconsultants will vary and depend greatly on the size and type of project. The Proposer shall describe its commitment to the policy, highlighting MBE/WBE/SDVOSB participation rates on the Proposer's past projects. The Proposer shall also include Letters of Commitment from each diversity subconsultant/supplier. For more information, refer to ALCOSAN's Supplier Diversity Business Policy Statement available on the ALCOSAN website.

ALCOSAN does not accept self-certification, nor certifications from other agencies who accept self-certification. SDVOSB must be certified by the Small Business Administration.

Failure to provide a clear MBE/WBE/SDVOSB team structure where the team members are integrated into the program will impact a submittal's evaluation.

- G. Right to Know (Tabbed Section 4):** ALCOSAN is a municipal authority and is therefore subject to requests through the Pennsylvania Right-To-Know Law (RTKL). Submittals may become part of a RTKL request during and after the subsequent contract. **All Proposers shall clearly identify the portion(s) of their Submittal considered company proprietary information and, therefore, exempt under the RTKL.** Any pages marked exempt will not be released should ALCOSAN receive a RTKL request. A legend at the beginning of the proposal and/or on every page will not be considered sufficient. If the Submittal contains no information that may be exempt from the RTKL, Proposers shall make a statement to that fact in the Submittal. Please note, unless the page is specifically identified, all parts of the Submittal will be subject to a right-to-know request.
- H. Conflict of Interest (Tabbed Section 5):** Prior to submitting, Proposers and their team members should review current and past projects which may pose a potential or real conflict of interest. If there is a potential and the Proposer would still like to submit, the Proposer shall identify the issue and mitigation efforts. Having different employees from the same company work on conflicting projects is not considered an appropriate mitigation factor as the conflict is with the company and not the individuals.

***** End of RFQ *****