REQUEST FOR INFORMATION (RFI) # PCPA-000149

STATEMENT OF WORK

PHASE 1 - REPLACEMENT FOR POWER BILLING

September 25, 2023

A.1. Background

The Grand River Dam Authority (the "Authority" or "GRDA") was created in 1935 as a non-appropriated conservation and reclamation district by the State of Oklahoma. GRDA has the power to control, store, preserve, and distribute the waters of the Grand River and its tributaries for any useful purpose, to develop and generate water power, electric power and electric energy within the boundaries of the Authority, and to buy, sell resell, interchange, and distribute electric power and energy.

Using the trend analysis, GREC plans to extend equipment life and increase production capacity and prevent possible maintenance issues.

A.2. Purpose of Intent

GRDA is seeking information from qualified vendors for purchase and implementation of a system for billing of power to business using several different factors as described in the Technical Requirement. This would be installed remotely or at the GRDA Grand River Energy Center (GREC), located near Chouteau, Oklahoma (approximately 45 miles east of Tulsa, Oklahoma). The system must allow for future growth. The system must allow for automatic capture of real time critical parameters by interfaces that have already been designed and proven. There are two phases of the requirements. Phase I for the actual replacement system for Power Bill and Phase II for the implementation of a portal where customers can vuew details on their account. The professional services for installation, configuration and training will be at the GREC location or handled remotely.

A.3. Technical Requirements

Goods

Phase I Requirements

System must be able to do the following <u>complex</u> calculations (thru a Rate Wizard):

- The ability to set up various rates on various complex calculations of usage, including On-Peak, Off-Peak

- The ability to calculate demand, based on 15-min. sliding scale

- The ability to define how demand is calculated

  - Measured Peak Demand Adjusted for Power Factor

  - 60% of the Peak Value from the previous 11 months (ratchet)

  - Contract Minimums

  - Various items are included: Off-peak/On, Weekends, etc, FERC Holidays

  - Rate Wizard calculates billing units. Defines how you use the channels (4)

- 4 Channels of 15 min data per meter that will calculate based on the info from the channels

  - Channel 1 is KwH received

  - Channel 2 is kVARh received

  - Channel 3 is KwH delivered

  - Channel 4 is kVARh delivered

- The ability to determine how Power Factor is determined

  - Averages or peak time, etc

- Current months interval data and historical months interval data

- The ability to assign a rate to a customer meter or a group of customer meters. This is done at a customer account level. (The same customers may have different customer accounts (billed on the same invoice)), but each account has a different rate, and certain meters are identified with this customer account.

- The ability to pick which channels of meter data are needed for billing. (channel mapping) (kVh, kWh - Energy, kW - Demand)

- Contractual demand minimums are entered into BOSS, we still calculate maximums and overages by hand

- Calculates basic charge per number of meters

- Entering of miscellaneous charges – deposits, vapor lights, excess demand, etc

- o The ability to set up or add miscellaneous charges to a customer invoice – such as 'vapor lights X a rate'
- Other Calculation details:
  1. Rate Wizard
     a. Charge Name
     b. Quantity
     c. Unit Of Measure
        i. kW
           1. 2 lines – both determined in same manner
              a. Capacity billing demand
              b. Billing delivery demand
        ii. kWh
           1. 3 lines:
              a. Total Usage
              b. On-Peak
              c. Off-Peak
              d. Rate – Published rate for Demand
              e. Dollar Amount
  2. Other Billing or A/R Invoicing System / Software – Such as the ERP
     a. What does Schneider need to output, to generate the invoices?
        i. Meter names
        ii. Energy
           1. Calculated Total for the Month
           2. Calculated On-Peak
           3. Calculated Off-Peak
        iii. Demand
           1. Measured Peak Demand Adjusted for Power Factor
           2. 60% of the Peak Value from the previous 11 months (ratchet)
           3. Contract Minimum
        iv. Power Factor – Monthly Value – AVG using kWh and kVh
           1. Used to adjust the billing demand value
        v. Hierarchy from EEM for billing
     b. Set up PME billing module and do demo to see if it can duplicate GRDA's rates.
        i. May need custom ETL
        ii. Price out 3rd party software to generate files/output that Accounting needs
     c. Demand – 30 minute (2 15-min. intervals)
        i. Not calculated in meters at this time.

Billing/Invoices:

- Creation of invoices from EEM into new system which will produce invoice ready for customer
- New system would need to be able to produce bill ready to go for customer, taxes, rates, etc
- Export of billing items for Creation of Billing template from new system to send data to D365

Invoice Requirements:

- Interface with Dynamics 365 to record A/R and related G/L entries

- The ability to input customer payments so that unpaid balances print on the current invoice.

- Online customer portal where our customers can see historic usage and invoice amounts, such as what a customer can see as a COOP member, or even what PSO offers.

Invoice (Physical) will need to have:

- Customized with GRDA logo

- Header/Summary Information:

- Invoice Number

- Invoice Date

- Due Date

- Customer ID

- Customer Name and Address Information

- Remittance Instructions

- Previous Balance

- Previous Payments Received

- Total Current Charges (All accounts for Customer combined)

- Total Amount Due (Previous plus Current)

- Message Display for Customers on Auto-draft "Do not pay, Will Auto-draft on X (date)

- Billing Period (date range)

- Number of days in current billing period

- GRDA Contact Information (Accounts Receivable and Customer Service)

- Late Fee parameter language "A late fee of $X.XX will be assessed if not paid by 9/24/2026"

- Calculated based on…..?

- Account Level Information (1 or more accounts, each account displayed individually):

- Account Name/ID

- Rate Schedule Name

- Meter ID(s)

- Monthly Usage (kWh) and associated charges

- Demand (kW) Measured, Adjusted for Power Factor (as applicable), Adjusted for Minimum (as applicable), Adjusted for Ratchet (as applicable), and Billed (The final demand charged is "Billed")

- Contractual Demand and overage charges/penalty

- Misc. Charges as applicable

- Late Fee Charge (as applicable)

- Sales Tax Charge (as applicable)

- Power Factor

- Load Factor

- Peak Demand Time stamp

- Total Amount Due for Account

- Graphs for usage, demand, etc over month, year, etc

Future Wish list (Phase II) – Actual requirements being gathered Sept 2023

Customer Portal:

- Weather vs historical usage
- Current/past invoices
- Current/past payments
- Due dates
- Historical usage
  - By meter
  - Data Ranges
  - Past 30, 60, 90
  - Limited to x months/days
- Pay Now: State fees associated with CC but can allow ACH. (Future CC ability?)
- Auto-pay
- Possible App?
- Real Time Usage possibility
  - Showing an estimate based on the RT vs end of cycle
  - By Account Level and/or Meter
- Download data for those that want to use info for budgets, etc
  - Current and Historical
- Communications/Alerts
  - Billing messages, updates, changes, etc
- Profile
  - Change/Forgot Password
  - Update Billing, Contact Info
  - Stored Payment info
  - Paperless Billing options
  - Contact Info
- Contact Us
  - Report an Issue/Inquiry
  - Track Issue Status
  - Location
  - Hello

Services

- Installation, commissioning and training of the system by the vendor's field service representative onsite at GRDA Administration Center or remotely
- Configuration of the system to meet GRDA needs

A.4. **Project Activity and Management**

The vendor will supply a project manager as the point of contact to coordinate with GRDA's project manager to monitor timetable and deliverables for completion specified in the RFP if one is awarded. It will be the goal of the vendor project manager to keep within the contracted cost. It will be the goal of both project managers to keep the project within the scope of the work outlined in the Statement of Work.

Vendor's Project Manager shall develop with GRDA's Project Manager a project schedule at the beginning of the project. Any changes must be agreed upon by the vendor and GRDA before they are incorporated into the plan.

The vendor shall coordinate all technical and functional work efforts, including training sessions with GRDA Project Manager.

The vendor must schedule and attend all meetings during normal business hours, which are Monday – Thursday, 7:30 – 4:30 PM Central Time.

Change Control Process

Vendor shall establish standard project scope change process and necessary documents (i.e. Change Request form). Any changes to the project scope will be managed by the vendor's Project Manager and shall require GRDA's review and approval prior to being implemented.

A.5. Available Technology Resources, Data Migration, and Integration Points

- Vendor shall identify and mobilize the appropriate resources with the necessary skillsets to meet the requirements.

- Vendor shall appoint a Project Manager as the point of contact who will be responsible for understanding the requirements, acquiring the appropriate resources with necessary qualifications, monitoring the status and quality of the Deliverables and administering the project.

- GRDA shall provide a Project Manager, System Owner and dedicated project team that shall consist of subject matter experts with the authority to resolve any issues throughout the project.

- GRDA shall provide hardware environment. The infrastructure, application and database must be tested by the vendor with validation from GRDA and fully functional prior to the commencement of services.

- The Technology resources at GREC will have a pre-defined list of devices and parameters to be collected and placed into the data historian

A.6. Support, Training and Maintenance

- The vendor must warrant that the system will function as designed and detailed in the final sales agreement and in the supplied documentation for a period of twelve (12) months after installation and GRDA acceptance

- The vendor must demonstrate the ability to supply long term technical support (greater than ten years) along with the cost of the technical support

- The vendor must supply the cost of maintenance for the system

- The vendor must supply training of the system including administration, configuring data system, client software including reporting, analysis, and calculations

- Must detail in proposal the training format, duration and content

A.7. Deliverables What is needed for the RFI only, brochures, background info, etc

- Company website and/or brochures on capabilities

- General examples of similar work

A.8. Inspection and Acceptance

Final System Acceptance will occur after all terms and conditions of the contract negotiated with the Contractor have been successfully completed, all testing has been successfully completed and the System has operated in a live environment. In the event of incompliance, contractor is to correct the System in conformity with the requirements of the RFP if awarded, at no additional increase in total contract amount.

A.9. Response Requirements
RFI responses should contain the following:
- Contact Information
  Please provide the following information:
  Company Name
   Address
  Name of individual who will act as primary point of contact for inquiries
  Contact Person's Telephone Number
  Contact Person's Email Address
- Comments
  Please provide your evaluative comments on the project description and requirements outlined in this document. Include any suggestions or advice regarding the design, implementation, management, technology, etc. of this issue. Detail what additional information or clarifications would be needed in order to prepare a comprehensive proposal in the future. Please include with your response your past work history and years of experience on projects of a similar scope.
- Approach
  Based on the project information provided to date, briefly describe the approach you would recommend for this project and why.
- Pricing

Indicative pricing, or a rough estimate, only is requested for budgetary purposes.

PLEASE DO NOT PROVIDE A FORMAL QUOTE OR PROPOSAL FOR THIS RFI

- Site Visit
  No site visit is required at this time.

A.10. **Submission of Information**

Written responses must be submitted no later than <mark>October 13, 2023 at 5:00 PM CT</mark>.

Responses to this RFI must be submitted via email to the following:

Stephanie Waits

Email: stephanie.waits@grda.com

Preparation and submittal of a response shall be at the expense of the vendor and at no cost to GRDA.

Any questions pertaining to this RFI must be sent in writing to Stephanie Waits at stephanie.waits@grda.com by no later than <mark>October 2, 2023 at 5:00 PM CT</mark>. Only answers provided by the GRDA Central Purchasing Unit will be considered official and valid by GRDA.

A.11. **Outcome**

The Grand River Dam Authority does not guarantee any formal solicitation will be generated based on this RFI.