



# City of Yakima/Yakima County Purchasing



July 3, 2013

Dear Sir or Madam:

Subject: Addendum No. 1  
Request for Qualifications & Proposals No. 11325QP – Business Process Services Consultant – For Utility Services

Please note the following questions received and answers provided regarding the aforementioned RFQP:

| Q | Question  | Response  |
|---|---|---|
| 1 | Is there a business blueprint document from the implementation and/or any other process documents available that can accelerate the information gathering?  | IT has the original business practices plan for Paladin.                                      |
| 2 | Is the online payment channel and new billing system fully integrated?  | No  |
| 3 | Has any analysis been done on the potential impact of Advance Metering Infrastructure rollout on the utility billing transactions etc.  | Progressing   |
| 4 | Please provide a view of the kind of billing transaction backlog that you are facing. Volume of backlog etc.  | No backlog  |
| 5 | Was the staff trained on Billing product and has there been attrition? Do we have training details and material available for training on billing product?  | Yes & yes. Some.  |
| 6 | Please provide details on current call handling times, call resolution rates & call dropout volumes ?   | No info on call handling times, resolution rates - calls are answered at approx 85% in volume |
| 7 | Apart from the 8 Utility Service representatives & 1 supervisor & 1 division manager, are there any 3rd party service providers or temporary contract staff involved in performing the current work? If so, where are they located and what is their scope of activities? | Mail services (Spokane, WA), Collection services (Yakima, WA)                                 |
| 8 | How are the current utility service representatives organized to provide the services ? i.e. How many are responsible for each - call servicing, transaction processing & counter processing & any other grouping of responsibilities that exists currently)              | Addressed in RFP specifications   |

|    |   |   |
|----|---|---|
| 9  | How is IT & Infrastructure necessary to do the job currently supported ? How are system issues resolved? Who has the knowledge of the same and where are they located?  | In-house IT                                     |
| 10 | <p>We understand that the Utility Services Division provides business services to utility customers and the utility operating divisions; including utility billing and payments, customer account maintenance, delinquent account management, parking citation payments, parking permits (city lots/construction/temporary/residential), bus passes/tickets and dog licenses?</p> <p>Can we have the list of services for which Billing Department carries out its billing &amp; customer service operations?</p> | It is all within the Utility Services Division. |

If you have any questions please contact our office at (509) 575-6093.

I apologize for any inconvenience this Addendum may have caused you.

Sincerely,

*Maria Mayhue*

Maria Mayhue, Senior Buyer  
For Sue Ownby, Purchasing Manager