


City of Annapolis

DEPARTMENT OF CENTRAL SERVICES
145 GORMAN STREET – FLOOR 2R
ANNAPOLIS, MARYLAND 21401

NOTICE TO BIDDERS

R. F. P. 10-13

**UTILITY BILLING, ACCOUNTS RECEIVABLE AND CASH COLLECTION
APPLICATION SOFTWARE**

The Central Purchasing Office of the City of Annapolis is accepting sealed proposals for comprehensive Utility Billing, Accounts Receivable (A/R) billing, Customer Service and Cash Collection system software solution for local governments until 2:00 p.m., local time, Thursday, December 17, 2009. Proposals shall be submitted to the Central Purchasing Office, 145 Gorman Street, Floor 2R, Annapolis, Maryland 21401. Late proposals will not be accepted under any circumstances.

All bids must be accompanied by a bid bond or cashier's check, payable to the City of Annapolis, in the amount of five percent (5%) of the total bid amount.

The scope of services includes, but is not limited to, furnishing and installing applications software, integration, implementation, maintenance and training. The bidder will provide technical specifications and cost estimates for third party computer software and hardware. The “turnkey” package shall include integrated suite of modules for Utility Billing including integrated sub-modules for Rate, Usage and Work Order Management. Other A/R modules to be integrated include Capital Facilities Assessment, Business Personal Property Billing, Miscellaneous Accounts Receivable Billing and provisions to add additional types of A/R billing based on a variety of parameters. All modules must also integrate to common Customer Service, Workflow, Work Scheduling, Cash Receipts and Collection, Address, Customer and Account Management modules. In common Search, Inquiry and Reporting features must be integrated.

Interested parties are invited to attend a pre-proposal conference on Thursday, November 19, at 10:00 a.m., in the City Council Chamber, City Hall, 160 Duke of Gloucester Street in downtown Annapolis.

Bid packages may be obtained via email request to bids@annapolis.gov or by contacting the Central Purchasing Office at 410-263-7944.

The City of Annapolis reserves the right to reject any or all bids, to waive informalities and to select the bid deemed to be in the best interest of the City.

Brian D. Snyder, CPPO
Procurement Officer

www.annapolis.gov

(410) 263-7944
Fax (410) 263-8120
TDD 711 or MD Relay