



Request for Proposal For Customer Information System Selection

Issue Date: Monday, November 24th, 2025

Closing Date: Tuesday, January 6th, 2026 @ 4:00 PM MDT

RFP documents available:
<https://www.nwcwd.org/nwcwd-rfp>

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1. Proposal submission

Proposals shall be submitted via email to **water@nwcwd.org** by Tuesday, January 6th, 2026, at 4:00 PM MDT. Submissions must include **one electronic copy** of each of the following files:

- Proposal response (Word or PDF)
- Attachment A – NWCWD CIS System Selection – Bidder Forms.docx
- Attachment B – NWCWD CIS System Selection – Pricing Forms.xlsx
- Attachment C – NWCWD CIS System Selection – Requirements.xlsx

1.1 RFP clarifications and questions

Effective immediately upon release of this RFP, and until notice of contract award, all official communications from bidders regarding the requirements of this RFP shall be directed via email to **Bernie Frias** at **water@nwcwd.org**.

Any questions about the meaning or interpretation of any part of this RFP may be submitted via email to the contact above. Questions should reference the RFP title, the section of the RFP to which the question(s) pertains, and your full contact information.

All questions must be submitted by Tuesday, December 9, 2025, at 4:00 PM MDT. All official changes, modifications, and responses to questions or notices relating to the requirements of this RFP will be issued via written addenda. No oral explanation or instruction of any kind or nature whatsoever, given before the award of a contract to a bidder shall be binding.

1.2 Anticipated timeline overview

The table below outlines the key milestones and estimated due dates associated with this RFP process. If any changes to the dates or times listed below become necessary, an official addendum to this RFP will be issued.

Milestone	Timeframe
RFP issuance	Monday, November 24, 2025
Deadline for questions	4 PM MT Tuesday, December 9, 2025
NWCWD releases answers to questions/final addenda	9 AM MT Friday, December 19, 2025
Proposal due date	4 PM MT Tuesday, January 6, 2026
Vendor demonstrations (subject to change and will vary based on the number of responsive bidders)	~ February 2026

Contract negotiations & award	<i>~ March 2026</i>
Desired go-live	<i>~ March 2027</i>

2. Introduction

2.1 NWCWD and project background

North Weld County Water District (“the District”) is a quasi-municipal corporation and political subdivision of the State of Colorado. The District’s current CIS software is DRIP, which is no longer able to meet the growing needs of the District. The District is using this procurement opportunity to align business processes with best practices and leverage the capabilities of modern solutions.

The District hired Plante Moran to provide advisory services for the selection of the new CIS software solution(s) proposed. The following key project objectives were identified:

- Implement a modernized CIS system with improved functionality, efficiency, and automation.
- Adopt industry best practices to streamline current business processes.
- Establish formal documentation and standardized procedures to reduce reliance on institutional knowledge and support long-term operational stability.
- Minimize manual processes and eliminate shadow systems by centralizing operations within a single CIS environment.

2.2 Current application environment

A listing of the District’s key existing applications is shown below. A likely future state for each application has been identified according to the following legend:

Legend Code		Description
R	Replace	The District intends to replace this application with the selected solution.
C	Consider	The District will consider replacing this application with the selected solution based on the strength of the finalist bidder’s offering and the cost/benefit of the replacement module. If the District maintains this application, it will require an interface to the CIS.
M	Maintain	The District intends to retain the application, not replace it, through this effort.
I	Interface	The District intends to keep the application and integrate it with the selected solution.

Current application	Application description	Likely future?
DRIP	Core legacy CIS system	R
WaterSmart	Customer information and billing portal	C/I
Paymentus	Payment processor	I
Sensus	Meter/Antenna management application	I
BSI	Backflow management application	C/I
DataPrint LLC	Outsourced bill printer	I
Sage	ERP/Financial system of record, issues refund checks	I

2.3 Current technical environment

Bidders must provide technical details about their proposed solution within the Technical and Bidder Hosting Requirements Form found in **Attachment A – NWCWD CIS System Selection – Bidder Forms.docx**. As part of this response, bidders must identify any potential conflicts between their proposed solution and the District’s current technical environment, as summarized below:

- Bandwidth: 100MB Download/15MB Upload
- Remote access and/or VPN used: Yes
- Active directory: Yes

2.4 Summary of organizational metrics

A summary of organizational metrics and standards is included below. These volumes and standards reflect actual and estimated amounts for the District’s current environment.

Metric	Current
Form of government	Elected Board of Directors
Service area	325 square miles
Number of customers	6664
Total staff (full time: 1 FTE)	23 FTE
Number of IT users	3
Current CIS power users	1
Future CIS power users	2

2.5 Software scope

Bidders must propose an integrated cloud-based solution that fulfills all **Core CIS** scope items listed below. The proposed solution should include, at a minimum, software, implementation services, training, project management, and other necessary technology services. These requirements may be satisfied through the bidder's own products or in partnership with a third-party provider(s).

2.5.1 Core CIS scope

- Account Management
- Billing Management
- Payments & Cashiering
- Service/Work Orders
- Device Management
- Customer Service/Portal
- Backflow Management
- Rate Management
- General and Technical
- Reporting & Dashboards
- Conversions
- Integrations

2.6 Services scope

The following required services are in-scope. Bidders may define and propose additional services as desired.

- Software installation/set-up
- Software design/configuration
- Deployment
- Data conversion and migration
- Integration/interface development
- Project management
- Testing
- Training services
- Reports/forms development

- Software modifications (if applicable)
- System documentation development
- Post go-live support/ongoing support and maintenance
- Ongoing cloud hosting services

2.7 Overall evaluation process

The District will use the following process to reach a finalist bidder decision:

1. **Minimum criteria:** The following minimum criteria must be met for a proposal to be considered for further evaluation. Failure to meet all criteria will automatically disqualify the bidder's response from further consideration.

Minimum criteria checklist	
<input type="checkbox"/>	Minimum client software installations Software Vendor and/or integrator combined must have provided software for at least three water districts or public sector organizations of similar size and complexity within the past five years.
<input type="checkbox"/>	RFP response timeliness RFP response is submitted by the due date and time.
<input type="checkbox"/>	Response authorization The RFP response is signed by an authorized company officer.
<input type="checkbox"/>	Response completeness The bidder complied with all instructions in the RFP and responded to all items requested with sufficient detail, allowing for the proposal to be properly evaluated. Any deficiencies in this regard will be determined at the sole discretion of the District to be either a defect that will be waived or that the proposal can be sufficiently modified to meet the requirements of the RFP.

2. **Round 2 evaluation:** For those bidders whose proposals meet the minimum criteria, the following categories of criteria will be used to further evaluate the proposals:

Round 2 evaluation criteria	Weighting
Ability to meet functional requirements and technical requirements, including usability/ease of use of proposed solution	50%
Implementation approach and ongoing support services	30%
General bidder capabilities and staff experience, including number and size of comparable municipal references, financial stability, completeness of response, and quality of proposal response	10%
Cost considerations (one-time and ongoing), including the level of internal efforts required	10%
Total	100%

3. **Round 3 evaluation:** The top bidders from Round 2 will then proceed to an additional level of due diligence that may include one or more of the following activities:
- Follow-up questions and answers.
 - Bidder demonstrations to include module/functionality demonstrations, technical demonstrations, service presentations, and other due diligence.
 - Reference checking with comparable entities using the proposed product.

At any point in time during the third round of evaluation, a bidder may be eliminated from further consideration. After round three evaluation activities, the finalist bidders will be evaluated on all information collected to date against the following criteria:

Round 3 evaluation criteria	Weighting
Ability to meet functional requirements and technical requirements, including usability/ease of use of proposed solution	50%
Implementation approach and ongoing support services	30%
General bidder capabilities, including number and size of comparable municipal references, financial stability, completeness of response, and quality of proposal response	10%
Cost considerations (one-time and ongoing), including the level of internal efforts required	10%
Total	100%

3. Bidder and proposal response guidelines

3.1 Bidder guidelines

3.1.1 Intent

It is the intent of the District, through this request for proposal and the contract conditions contained herein, to establish, to the greatest possible extent, complete clarity regarding the requirements of both parties to the agreement resulting from this request for proposal. It shall be the bidder's responsibility to ascertain that their proposal acknowledges all addenda issued prior to the proposal submission date.

3.1.2 No ex parte communications during the competitive bidding period

To ensure the proper and fair evaluation of responses, the District prohibits ex parte (e.g., unsolicited) communication initiated by the bidder to a District official or employee prior to the time a formal decision has been made. Questions and other communication from bidders will be permissible until Tuesday, December 9, 2025 at 4:00 PM MST. Any communication between the bidder and the District after the deadline for questions will be initiated by the designated District contact to obtain information or clarification needed to develop a fair and accurate evaluation of the response.

3.1.3 Reserved rights

The District reserves the right to accept or reject any proposal, in whole or in part, at its sole discretion, if it is deemed to be in the District's best interest.

The District is not obligated to award a contract if none of the proposals meet its needs or expectations. The District is not obligated to award a contract to the lowest bidder.

Incomplete proposals or those missing required information may be deemed nonresponsive. A proposal may be deemed nonresponsive at any time during the process if circumstances change or new information becomes available.

The District reserves the right to waive informalities or irregularities in any proposal.

The District reserves the right to negotiate terms and conditions of any or all proposals separately, as it is deemed appropriate.

Final award decisions may consider information obtained through demonstrations, reference checks, negotiations, or any other relevant sources. The final contract award is subject to District approval.

3.1.4 Right to request additional information

The District reserves the right to request any additional information that might be deemed necessary during the evaluation process.

3.1.5 Advice of omission or misstatement

In the event it is evident to a bidder responding to this RFP that the District has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding bidder shall advise the District contact identified in **section 1, Proposal submission** of such omission or misstatement.

3.1.6 Confidentiality statement

Any information, including materials, drawings, designs, documentation, and other property or data, disclosed to the proposal responder shall not be used, reproduced, appropriated, or otherwise disseminated to anyone other than the District.

3.2 Proposal response guidelines

3.2.1 Requirements for signing proposal

By submitting a proposal, each bidder confirms that they have read, understood, and accepted the contents of this RFP and any issued addenda. The proposal must be digitally signed by an individual who is legally authorized to bind the person, partnership, company, or corporation submitting the proposal.

3.2.2 Tax exempt status

The District is exempt from paying sales taxes.

3.2.3 Pricing eligibility period

All bidder proposals are required to be offered for a term not less than **180 calendar days** in duration. A proposal may not be modified, withdrawn, or canceled by the bidder during the 180-day period following the time and date designated for the receipt of proposals. The District, during the selection process, may decide to purchase a subset of the proposal components with the initial contract. The District requires that bidders agree for a period of three years from the date of the proposal to honor software and services pricing established within the bidder's response for proposed components that are not included in the District's initial purchase. The price of the proposed components can only be increased by the bidder during such time by an amount equal to the annual CPI-U adjustment for the region or 3%, whichever is less.

3.2.4 Purchase quantities

The District reserves the right to purchase any quantities of hardware or software items bid without altering the unit purchase price upon award and throughout the contract period.

3.2.5 Award of contract

A successful bidder shall receive formal notice of acceptance of the proposal by an authorized agent of the District. Actual award of the contract shall be subject to the successful bidder and the District agreeing to terms of a service contract, in the sole discretion of the District.

Note that the successful bidder, at the time of contract execution, must be licensed to do business in the state of Colorado.

3.2.6 Insurance requirements

The District will require the finalist bidder to retain insurance coverage in amounts and kinds to be negotiated. In no event shall general commercial liability coverage be less than \$1 million per occurrence.

4. Proposal response format

In order to facilitate the analysis of responses to this RFP, bidders must prepare their response in accordance with the instructions outlined in this section. Failure to follow these instructions may result in the rejection of your proposal.

Proposals must be prepared to satisfy the requirements of this RFP and should be accurate, complete, and clearly written. All parts, pages, figures, and tables should be numbered and labeled clearly.

Proposal submissions must include the following four files:

1. Proposal response (see section 4.1 below)
2. Attachment A – NWCWD CIS System Selection - Bidder Forms.docx (see section 4.2 below)
3. Attachment B – NWCWD CIS System Selection - Pricing Forms.xlsx (see section 4.3 below)
4. Attachment C – NWCWD CIS System Selection – Requirements.xlsx (see section 4.4 below)

4.1 Proposal response

This file should be no more than 10 pages and should describe your proposed solution beyond responses provided to questions listed in **Attachment A – NWCWD CIS System Selection – Bidder Forms.docx**.

Section references in parentheses below refer to the section numbers to be used in your proposal submission. Narrative responses should include the following sections:

4.1.1 Executive summary (Section 1)

Provide a brief narrative, not to exceed two pages, describing the proposed solution. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The executive summary should not include cost quotations.

4.1.2 Application software (Section 2)

Provide a general overview of how the proposed software will meet the requirements of this RFP. This section must address the following items:

- Describe your overall proposed technology solution.
- Describe the future direction of your product(s), such as planned enhancements or major updates, including anticipated timelines.
- Highlight any unique features or capabilities of your product(s) that distinguish it from others in the marketplace.
- Describe which components of the solution are based on industry standards versus which are proprietary or custom-developed by your organization.

If any third-party products are being proposed, please provide the following information for each:

- Name and function of each third-party product proposed.
- Explain how each third-party product integrates with the core solution.
- Describe your relationship/experience with the third-party provider(s).
- Include the number of implementations jointly executed in the last 5 years.

4.1.3 General implementation approach (Section 3)

Provide a general overview of your proposed implementation approach for this project. This section should address the following items:

- Provide a detailed work plan or project schedule. The District is targeting an Q1 2027 go-live. Your schedule should align with this timeline. If this is not feasible, please explain the constraints and provide an alternative timeline.
- Identify any unique tools, techniques, or methodologies used to support your proposed implementation approach.
- Define the proposed level of implementor versus District effort (e.g., time commitment, responsibilities, etc.) and describe any opportunities to adjust this.
- Describe your overall project management methodology. Explain your approach to ensuring the project is completed on time, within budget, and is tailored to the District's specific needs.
- Identify and provide background information for key personnel who will be managing & completing the implementation (bio/profile information not counted against page limit)

4.1.4 Integrations (Section 4)

The District expects all modules within the proposed solution to be fully integrated, without reliance on batch processes to transfer data between functional areas.

The **Integrations** tab within **Attachment B – NWCWD CIS System Selection – Pricing Forms.xlsx** includes a list of desired application interfaces anticipated to be needed in the future environment. Bidders must provide pricing for each interface listed directly in the spreadsheet.

Note: Interfaces between core modules that are typically included in an integrated CIS system (e.g., payments posting to CIS AR) are not included as they are assumed to be standard.

In addition to completing the pricing spreadsheet, please include the following in your narrative response:

- Describe data exchange standards supported or provided by your solution (e.g., XML, Web Services, or EDI).
- Based on the District's current application environment described in **section 2.3**, identify any potential integration challenges or limitations.

- If local customizations are made, do you provide any tools or assistance to easily incorporate those customizations into future versions/releases of your software?

4.2 Attachment A – NWCWD CIS System Selection - Bidder Forms.docx

This attachment will be used as a guided tool for bidders to answer specific questions about the proposed software, methodology, approach, and more. Bidders must answer all questions in the forms. Failure to respond to all questions can result in disqualification of the entire proposal. The forms are as follows:

1. Minimum Criteria
2. Company Background Form
3. Functionality Questionnaire
4. Technical and Bidder Hosting Requirements Form
5. Report Development Form
6. Integrations
7. Implementation Approach Form
8. Stakeholder collaboration
9. Ongoing Support Services Questionnaire
10. Client Reference Questionnaire
11. Required Forms and Attachments
12. Addenda

4.3 Attachment B – NWCWD CIS System Selection – Pricing Forms.xlsx

Bidders must complete the pricing forms provided in **Attachment B – NWCWD CIS System Selection – Pricing Forms.xlsx** and submit **one electronic copy** of the completed cost proposal as a **separate file**.

The pricing forms spreadsheet (Attachment B) contains the following tabs:

- Bidder Instructions
- Proposal Summary (*no direct input required*)
- Proposed Scope
- Software Information
- Software
- Implementation Services
- Training Services
- Data Conversion Services
- Integrations
- Modifications
- Other Services
- Other Optional & Miscellaneous Costs

For each of the cost components listed in the tabs above, bidders shall provide a firm, fixed cost and indicate whether the cost is one-time, ongoing/annual, or other (please specify). Bidders are encouraged to present alternatives to itemized costs, such as bundled pricing or other cost-saving alternatives, if such pricing would be advantageous to the District.

Additional Cost Proposal Requirements:

- If an item is included at no additional cost, please note this in the Comments column on the corresponding row.
- If an item is not included in your proposal, please note the item as “no bid” (or words to that effect).
- Specify proposed annual increases for ongoing costs (if any).
- All pricing must be provided in U.S. dollars.
- Make clear the rationale and basis of calculation for all fees.
- Explain any and all factors that could affect proposed subscription fees.

Please note it is the responsibility of the bidder to ensure the accuracy of the pricing provided as part of your response. Any errors in providing an accurate price response due to inaccuracies in the templates provided are the sole responsibility of the responding bidder. The District reserves the right to pursue direct purchase of all items and services proposed, as well as to obtain independent financing.

4.4 Attachment C – NWCWD CIS System Selection – Requirements.xlsx

Bidders shall use the provided requirements spreadsheet (*Attachment C – NWCWD CIS System Selection – Requirements.xlsx*) to respond to the requirements of this RFP. **The response to these requirements must be submitted in the exact format provided with no additional macros, formulas, new columns, passwords, etc. Failure to adhere to this requirement may result in disqualification of the entire proposal.**

The requirements defined in this spreadsheet represent the desired functionality of the requested software solution. Bidders should review the requirements listed and indicate the availability of the functionality by selecting the appropriate response code from the dropdown in the **Availability** column (column H). Response options are defined in the table below.

Response Code	Description
Y - Yes	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table-driven setups, and standard reports. These configuration areas will not be affected by a future upgrade.
R - Reporting	Functionality is provided through reports generated using proposed reporting tools. Any required costs for custom report creation must be included in the cost proposal.
T - Third Party	Functionality is provided by a proposed third party (i.e., a separate software bidder from the primary software bidder). Pricing for any proposed third-party products must be included in the cost proposal.
M - Modification	Functionality is provided through customization to the application, including the creation of a new workflow or the development of a custom interface, that may have an impact on future upgradability. Pricing for any modifications identified in the requirements must be included in the cost proposal.
F - Future	Functionality is provided through a future general availability release that is scheduled to occur within one year of this proposal response.
N - Not Available	Functionality is not provided/not available.

The **Required Products** column should be used to specify what product (e.g., product name or software module) is proposed. Use the **Comments** column to provide additional comments as necessary.