



12/19/2025

Utility Billing Customer Portal
 RFP #354-UT26-12
 Addendum No. 2

The purpose of this addendum is to answer questions received during the open question and answer period. All other terms and conditions given in this Request for Proposals are in full force and effect.

This Addendum supersedes prior addendum and includes all questions received as of issue date.

QUESTIONS & ANSWERS

Questions received 12/5/25

- Question:
 - o Could you please clarify whether Cary intends to handle the implementation and integration efforts required on the Town’s side of the customer portal, or whether you anticipate ESC or another system integrator to support that scope of the project?
- Answer:
 - o Cary has contracted with ESC as our integrator for Oracle CCS. Cary expects the customer portal vendor to collaborate with ESC for the Oracle CCS side of the portal integration.

Questions received 12/12/25

#	Reference	Vendor Question
1	(Ref: Purpose & Background – Aquastar Portal, Page 3–4)	Could the Town please confirm whether the current Aquastar portal (Planet J) will remain operational during implementation and transition?
		Yes, the current portal will remain operational during implementation. The current portal does not integrate with Oracle so should not interfere with configuration of a new portal. Note that the new portal will also be named Aquastar.
2	(Ref: Legacy & Future Data Management diagrams, Page 3–5)	Could the Town please share the data mapping documentation for the existing Aquastar portal to assist in understanding the required integrations?
		The existing data mapping will not reflect the future integrations as it does not connect to Oracle.
3	(Ref: Initial Login Requirement, Page 17)	What is the expected method for migrating user login credentials from Aquastar into the new customer portal to support “ease of onboarding”?
		The specific method is not prescribed but ideally the users would at least be able to login with their old account number initially.
4	(Ref: Aquastar registration at 80%, Page 3–4)	Could the Town clarify the total number of unique portal users expected at go-live (currently registration rate is ~80%)?

		There are currently approximately 68,000 accounts and 44,000 payments collected electronically. Currently the usage portal (“Aquastar”) is separate from the DigiPay electronic payment feature.
5	(Ref: Smartphone Ready Platform, Page 14 & 17)	Please confirm whether the Town expects the vendor to support both mobile-responsive web design and native iOS/Android apps , or is only a mobile-optimized web portal required? Should be mobile friendly. An app is not required.
6	(Ref: 75,000 AMI meters, Page 3)	Can the Town confirm the number of AMI meters (Sensus) that will be connected to the portal for usage visualization? There are approximately 75,000 meters per the RFP.
7	(Ref: Hourly Usage & CCS/Sensus Integrations, Page 5, 14–17)	Does the Town require the portal to display hourly usage data directly from Oracle CCS , or can it be pulled from the Sensus RNI interface? The Town requires that usage data is pulled direct from Oracle CCS as data cleaning will have already occurred and we want to ensure any calculations on leaks can be traced to a singular system of record.
8	(Ref: Startup Services – Testing Environment, Page 16)	Please clarify whether the Town will provide test environments for Oracle CCS, Salesforce, Paymentus, RevSpring, and Online Utility Exchange during integration. Yes. All of those products have a way of differentiating a test versus live connections.
9	(Ref: Goal – Scalable for future utilities like stormwater, Page 12)	Does the Town require the vendor to support future stormwater utility services within the portal design? Yes. This would not be a part of initial configuration but needs to have the capability to do so in the future.
10	(Ref: Oracle CCS Integration Requirements, Page 14–17)	Will the Town provide API documentation for Oracle CCS (Customer Cloud Service) integrations required for account, billing, and usage features? Yes.
11	(Ref: CRM Details, Page 4 & Portal Requirements, Page 14–17)	Is the vendor expected to integrate with the Town 311 Salesforce CRM for case creation, communication, and customer visibility? Case creation needs to integrate with Salesforce. Customer requests should be created in Salesforce, as our Citizen advocates will be working in that system for all Citizen interactions. Customer communication and case visibility is not required in the portal. The data will need to be reside in Salesforce.
12	(Ref: Integration List – Paymentus, Page 15 & Summary Table Page 17)	Could the Town clarify whether Paymentus remains the exclusive payment processor, or should vendors propose alternative payment engines ? Yes, Paymentus will remain the exclusive payment processor.
18		Does the Town require continued support for Walmart in-person payments , which are currently processed through Paymentus?

	(Ref: In-Person Payments via Walmart, Page 4–5)	Yes, this level of services is expected to continue.
19	(Ref: Bill Print Vendor – RevSpring, Page 17)	Can the Town provide a sample PDF bill currently generated by RevSpring so the vendor can assess compatibility with the “View Bill PDF” requirement? This will be provided to the selected vendor.
20	(Ref: Texting Platform integration requirement, Page 17)	Please confirm whether the vendor will be responsible for implementing SMS alerting integrations (Twilio or similar) or only consuming the Town existing service? The Town will provide the texting platform. The vendor will be responsible for implementing alerting integrations via an API integration. If the vendor’s product currently uses a texting platform, please provide the name of that platform(s).
21	(Ref: Unique Customer Setup – Third-party administrator support, Page 13–14)	Could the Town clarify expectations for third-party administrator access (e.g., large campuses, utility partners, RDU Airport)? As described in the RFP.
22	(Ref: Translation Requirement, Page 15 & 17)	Please confirm whether the portal must support foreign languages beyond Spanish and English. Foreign language translation is a desired feature as described in the RFP.
23	(Ref: Cloud-Based Platform Requirement, Page 14)	Does the Town require the vendor to provide on-premise installation options , or must the solution be fully cloud-based? It must be fully cloud-based.
24	(Ref: User Acceptance Testing Strategy, Page 13)	Can the Town provide clarification on expected UAT participants , including citizen advisory board involvement? This will be determined during the development of the Communications Plan
25	(Ref: One year of startup support + optional renewals, Page 16)	What level of ongoing technical support is expected after the one-year startup period? The Town is open to recommendations from perspective vendors.
26	(Ref: Outage Alerts & GIS integration requirement, Page 15 & 17)	Can the Town confirm whether the vendor must support GIS outage mapping integrations using Esri? Yes, as described in the RFP
27	(Ref: Online Utility Exchange for identity & credit, Page 15 & 17)	What method does the Town prefer for identity verification during new customer registration — e.g., Online Utility Exchange only, or additional methods? Online Utility Exchange is the only current method.
28	(Ref: Branding requirement – Page 16 deliverables)	Could the Town provide its branding guidelines required for aligning the new portal with the Aquastar brand? This will be provided to the selected vendor.

29	(Ref: SSO/Identity Provider Requirement, Page 17)	Does the Town require the portal to support SAML/OIDC single sign-on for both citizens and staff using Okta or another IdP?
		The IdPs for staff vs. Citizens will be either separate platforms or separate tenancies within the same platform.
30	(Ref: General Schedule for Implementation, Page 6)	Could the Town confirm whether the expected go-live for the portal remains 2026 , coordinated with Oracle CCS go-live planned for 2027 ?
		Per the RFP, the portal is expected to go-live in 2027 along with Oracle CCS.

Questions received 12/16/25

#	Reference	Vendor Question
1	RFP Section, Page Number 1	What is the actual number of payment transactions processed monthly on the payment portal broken down by Credit Card, Debit Card and ACH?
		The requested information would be provided if the vendor is selected.
2	RFP Section, Page Number 10	Are you looking for a fixed cost subscription pricing proposal based on the items listed including payments processed, and the emails and texts generated from the payment portal?
		The Town anticipates one price for implementation of the portal and an annual license fee to cover operations such as text and emails.

Questions received 12/17/25

- Question (Reference RFP Section 3.3, Page 16)
Currently states that Paymentus is your payment processor, along with the description stating Integrated with Paymentus (*or have it's own payment engine with comparable capacities*).

- Is payment processing under consideration within this solicitation?
If so, could the Town of Cary please provide 12 months of transaction volumes for each payment channel (i.e. Web, IVR, In Person, mobile, kiosk, text-to-pay, etc.) and payment type for each (i.e. Credit Card, Debit Card, Digital Wallet, ACH, Cash, etc.)?

- If available, can a Merchant Statement from your current payment provider be provided?

- Answer:
 - o No, the Town intends to stick with Paymentus. The requested information would be provided if the vendor is selected.

Questions received 12/18/25 (during Pre Proposal Meeting)

11:13 AM

- Question:
 - o Will this deck be shared to the group?
- Answer:
 - o Yes, see attached PDF

11:18 AM

- Questions:

- What is the average residential bill payment in dollars?
- What is the average commercial customer payment in dollars?
- How many commercial customers do they have that average over \$300/month in water/sewer bills?
- What percentage use online auto-pay or reoccurring payments?
- Does the Town absorb the CC/DC or ACH fees? And what are the current fees?
- What top 3 things would they change about the current system?
- Answer:
 - This will be provided to the selected vendor.

11:18 AM

- Question:
 - Will the Town of Cary be staying with Paymentus or are you considering other vendors for payment processing?
- Answer:
 - The Town intends to stick with Paymentus.

11:20 AM

- Question:
 - Are you able to provide any budgetary estimates Cary has set aside or planned for the implementation costs?
- Answer:
 - Prior to bidding any Cost Estimates for public contracts are confidential. Budgets are not disclosed during an RFP solicitation

11:21 AM

- Question:
 - Do you anticipate providing real-time meter information to users via the portal?
- Answer:
 - Yes. Note that data is received on an hourly basis

11:21 AM Edited

- Question:
 - Are you requiring vendors to have successfully integrated with CCS before - have live customers?
- Answer:
 - This is preferred but not required.

11:23 AM

- Question:
 - When if/is the payment provider up for bid in the future?
- Answer:
 - The Town does not anticipate changing from Paymentus.

11:23 AM

- Question:
 - Do the partnering systems (Paymentus, Oracle CCS, etc.) have RESTFul APIs?
- Answer:
 - Oracle CCS and Salesforce do have RESTFul APIs. Unsure about Paymentus.



RFP #354-UT26-12 Utility Billing Customer Portal

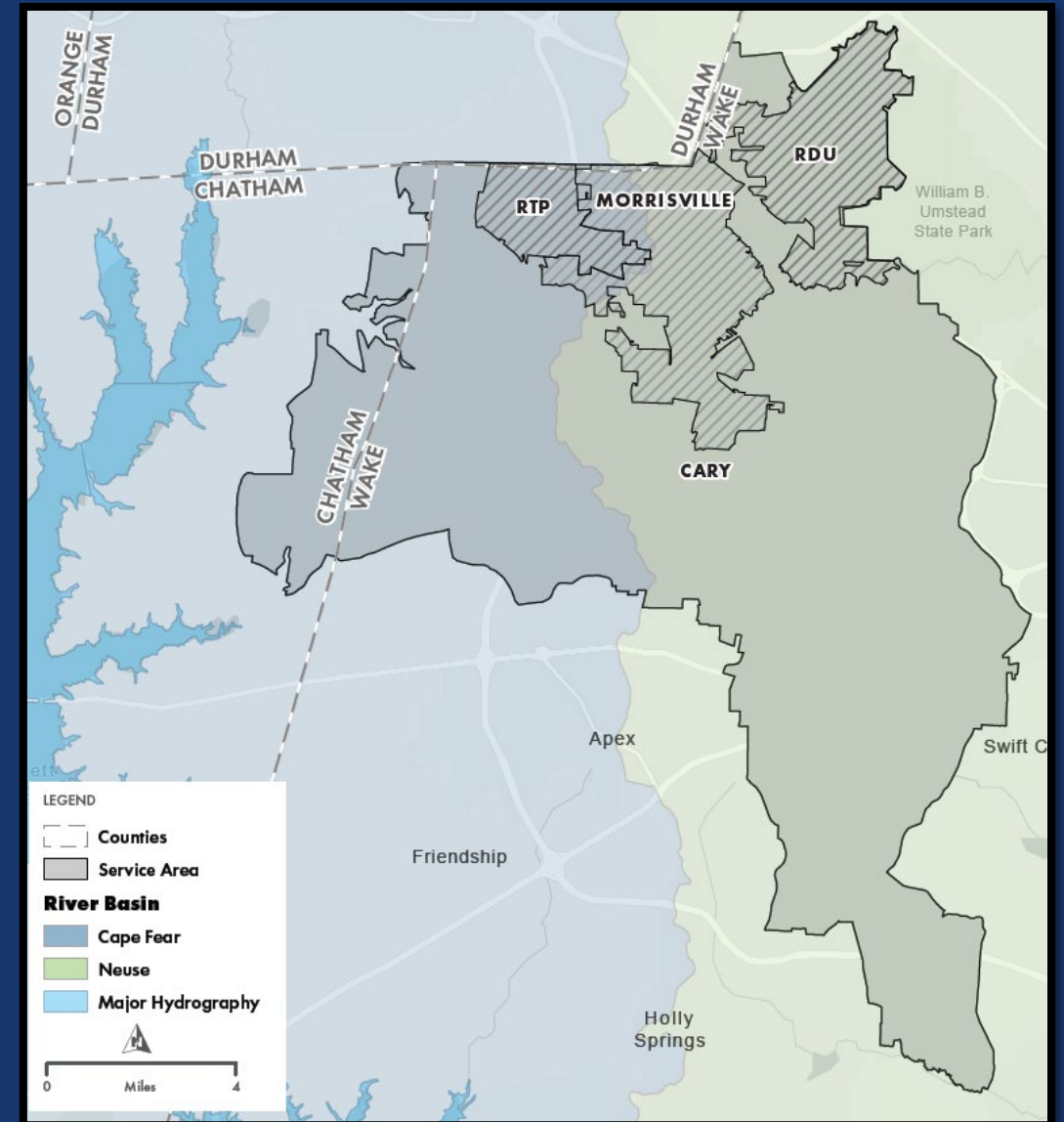
Pre-Proposal Meeting
December 18th 11am

Agenda

- **Introductions**
- **Overview**
- **Contracting with Cary - RFP Process, Terms & Conditions**
- **Questions**

Utilities Overview

- Serve 225,000 people across multiple jurisdictions
- 75,000 Automated Metering Infrastructure (AMI) Meters
- 68,000 Customer Accounts
- \$90M in Revenue collected from water and wastewater utility services




Project Overview



- 2011 installed AMI meters
- Original Portal designed by Planet J branded as Aquastar
- 2020 implemented 311 services with Salesforce as a CRM
- Currently migrating from Naviline to Oracle CCS, including MDM
- Looking to upgrade to a new and modern SaaS portal
- Unique Customers with large campuses and multiple locations desire ease of data access for bill & usage management

ERP

Enterprise Resource Planning




Oracle ERP

- General Ledger
- Accounts Payable

CCS


Customer Cloud Service



Oracle Utilities
Customer Cloud
Service/ Oracle
Utilities Customer Care
and Billing/
Meter Data Management

CRM

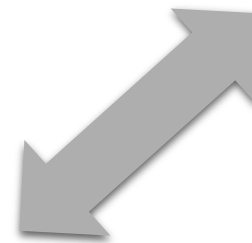
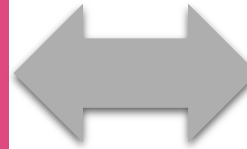
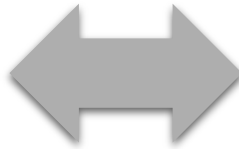
Customer Relationship Manager

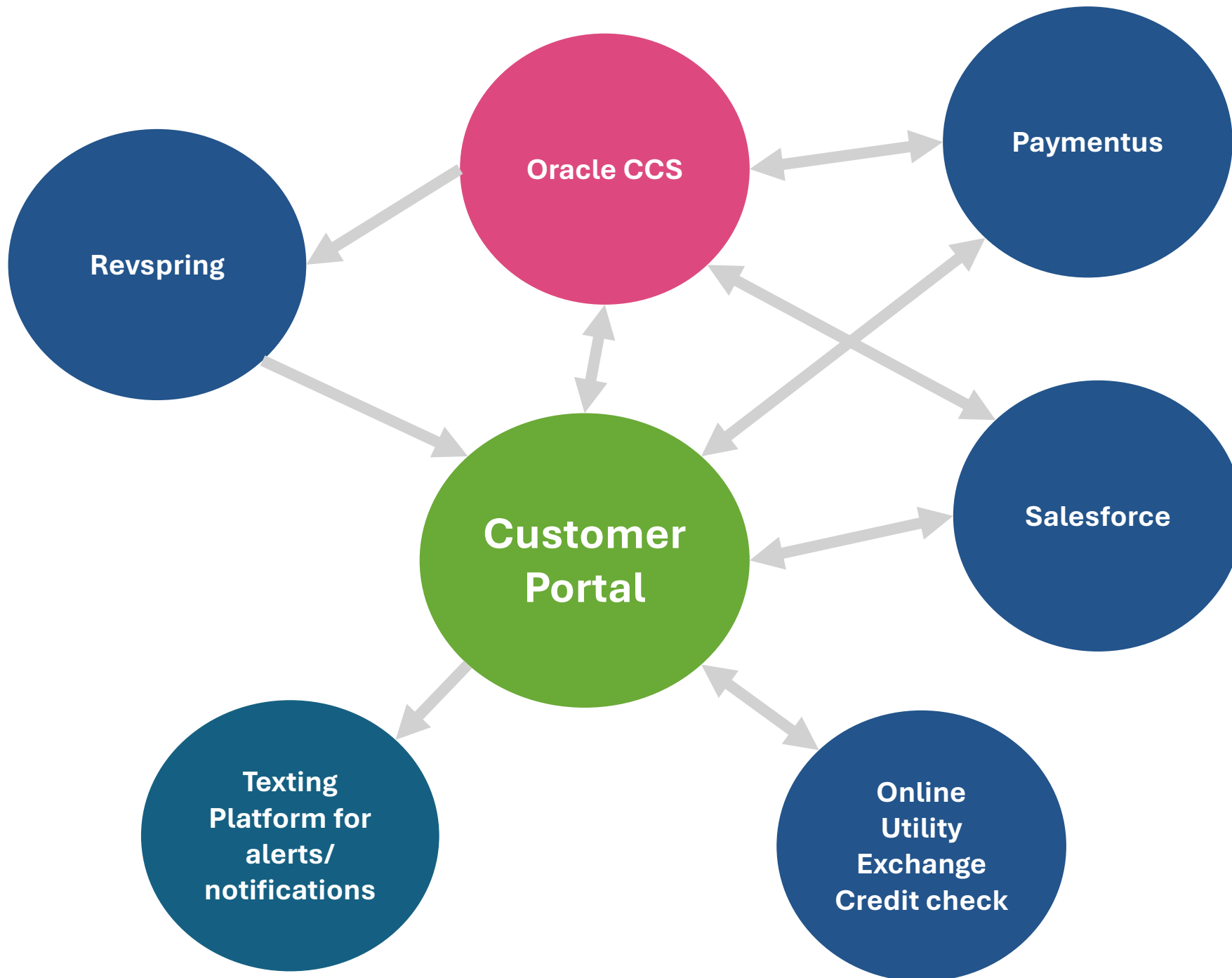


Salesforce

- 311 Case Intake
- Customer Contact

Portal

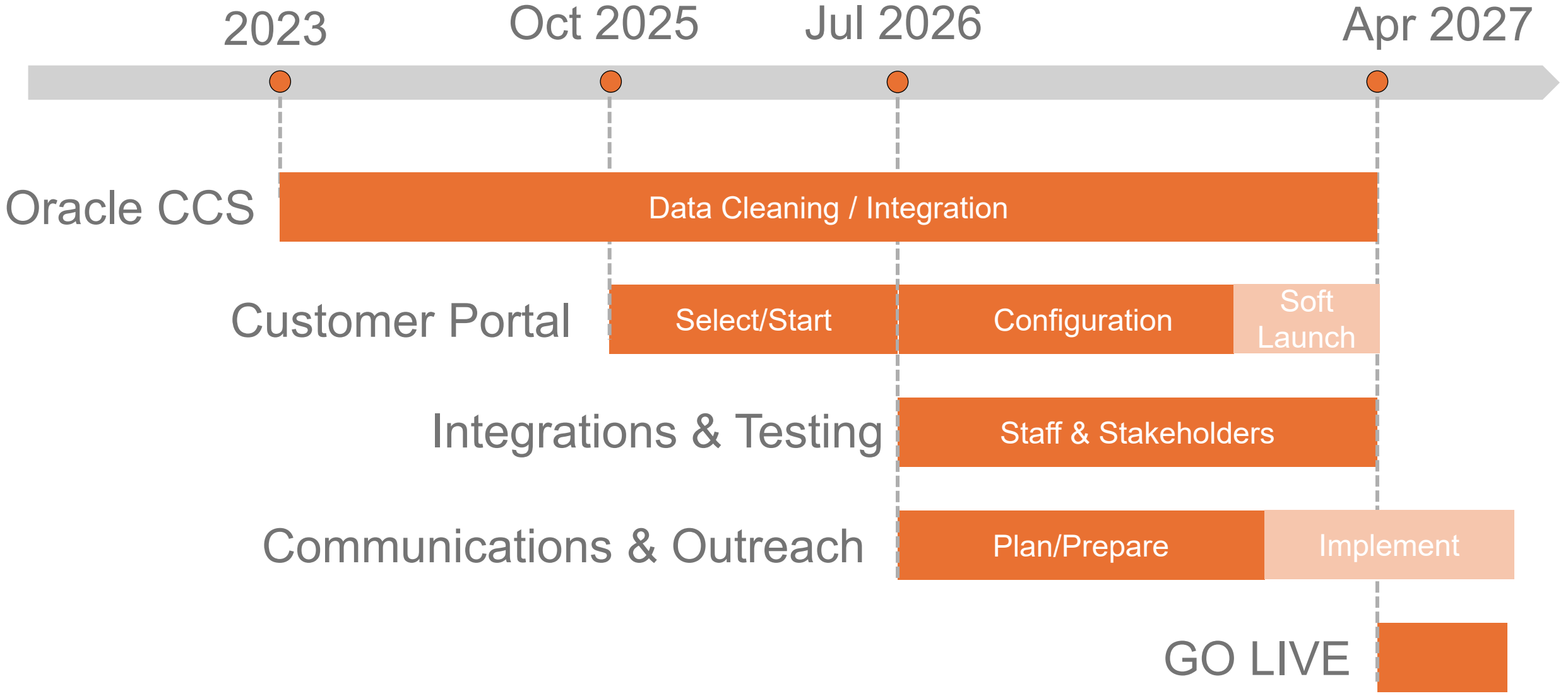




Responsibility Matrix

Feature	Description	Portal Vendor	ESC (Oracle)	Paymentus	Rev Spring	Salesforce Case Mgmt.	Online Exchange Credit Check
Customer Account Info	Bill Amount, Balance, Due Date	Responsible, Accountable	Responsible, Accountable				
Usage Data	Hourly Reads, Alarms, etc	Responsible, Accountable	Responsible, Accountable				
Bill Payments	Pay Bill, Autopay Enroll	Responsible, Accountable	Consulted Informed	Responsible, Accountable			
View Bill	View PDF, Paperless Enroll	Responsible, Accountable			Responsible, Accountable, Informed		
Start/Stop	Water/Sewer Service	Responsible, Accountable	Responsible, Accountable			Consulted, Informed	Consulted, Informed
Customer Inquiry	Question, Request for other Service	Responsible, Accountable				Responsible, Accountable	
Contact Info	Customer Contact (email, phone)	Responsible, Accountable	Responsible, Accountable			Consulted, Informed	

Utility Billing Schedule



RFP Process

RFP Process	Date and time	
RFP posted	December 2, 2025	9:00 a.m.
Pre-Proposal Conference	December 18, 2025	11:00 a.m.
Proposers Written Questions Due	December 19, 2025	5:00 p.m.
Town Responses to Proposers questions	January 5, 2026	5:00 p.m.
Proposal Submission Deadline	January 22, 2026	2:00 p.m.

Direct all inquiries concerning this RFP to:

Corrie Bondar, P.E.

Assistant Director of Utilities

Email: **Corrie.Bondar@carync.gov**

■ Addendum No 1



Utility Billing Customer Portal

⚠ Please log in. Only Vendors registered with the State of North Carolina's Electronic Vendor Portal can respond to this type of Solicitation. Please sign in to respond to this Solicitation.

[Return to Search](#)

[Respond to Solicitation](#)

Solicitation Number

354-UT26-12

Department

TOWN OF CARY

Status Reason

Open

Opening Date *

1/22/2026 2:00 PM

Posted Date

12/2/2025

Commodity Code *

Cloud-based business process as a service - 811623

Mandatory Conference/Site Visit

—

Special Instructions

Please email contact for a link to the pre-proposal confe

Solicitation Type *

RFP

Owner *

Kathryn McMillan

Description *

Cary is seeking cost proposals and qualifications from prospective firms for the purchase, installation, support, and integration services for a new Utility Billing Customer Portal to serve Cary's Water Utility Customers. A non-mandatory pre-proposal conference is scheduled for December 18, 2025 at 11:00 A.M. ET. Please email the contact on file to request a link to the pre-proposal conference. Questions are due December 19th by 5:00 P.M. ET. Final sealed proposals are due January 22, 2026 at 2:00 PM ET.

Attachments

[15 days ago](#)

354-UT26-12 UTILITY BILLING CUSTOMER PORTAL.pdf (1.39 MB)

[7 days ago](#)

354-UT26-12 Addendum No. 1.pdf (96.46 KB)

Contracting with Cary

- Terms & Conditions included in RFP

AGREEMENT FOR CONTRACTED SERVICES

This Agreement for Contracted Services ("Agreement") is made by and between the Town of Cary, a North Carolina municipal corporation (hereafter, "Cary") and [redacted] a [corporation] [limited liability corporation] [other - fill in] (hereafter, "Contractor").

RECITALS

WHEREAS, Cary desires to procure a contractor to perform services; and

WHEREAS, Cary has completed necessary steps for retention of (Type of Service Provided) under applicable Cary policies; and

WHEREAS, Cary has agreed to engage the Contractor, and the Contractor has agreed to contract with Cary, for performance of services as described, and according to the further terms and conditions, set forth herein.

NOW THEREFORE, in consideration of the premises and for other good and valuable consideration, the receipt of which is acknowledged, the parties agree as follows:

ARTICLE 1 EFFECTIVE DATE AND SCOPE OF SERVICES

- 1.1 The Recitals are incorporated into Agreement. This Agreement shall be effective upon execution by both parties ("Effective Date").
- 1.2 This Agreement is for [redacted] services to be provided by Contractor with respect to the Project known as [redacted] located in the Town of Cary, North Carolina, and generally consisting of [redacted]. Contractor shall provide all services including reports and other deliverables as described herein and in Attachment A, attached hereto and incorporated herein by reference ("Basic Services"). Contractor shall also provide Additional Services as may from time-to-time be agreed upon by written amendment to this Agreement ("Written Amendment"). Basic Services and Additional Services are collectively referred to as "Contractor Services" or "Services."
- 1.3 Basic Services shall commence after Effective Date and Contractor's receipt of a Notice to Proceed from Cary and shall be performed in accordance with any schedule contained in Agreement (sometimes "Milestone Dates").

Questions?

Please enter questions in the chat