

RFP 2021-01: Water/Sewer Customer Service for Town of Ledyard WPCA
Addendum #1: Q & A

Question 1: How will the Town's CUSI billing system be implemented by the awarded contractor?

Answer 1: The bidder is responsible for all CUSI licenses, training, operation, and related systems. In fact the service provider can provide service on any system they choose, however, the Town of Ledyard will not be responsible for any additional cost of the conversion of systems (it will be assumed to be in the cost of the bid).

Question 2: As it pertains to customer service, will the awarded contractor be receiving live calls from your customers or will requests be generated and sent over in an email?

Answer 2: It is expected that the service provider will have a 24 x 7 call center and email system to handle customer requests and emergencies.

Question 3: Does the Town perform final reads for real estate transactions? If not, would these be estimated bills?

Answer 3: Final reads are required; no estimated bills unless there are meter failures.

Question 4: For properties where a meter read was not picked up, would the Town require a follow up reading be performed, or an estimated bill?

Answer 4: Follow-up reads are expected.