



REQUEST FOR PROPOSALS No. 26-010

UTILITY BILLING SYSTEM TRANSFORMATION

ISSUED: 20th January 2026

CLOSING DATE AND TIME:

Submissions must be received on or before:
3:00 PM (15:00 hours) Local Time on **17th February 2026**

Submissions and Questions are to be directed to:

Robin Karim
Manager, Business Solutions
Regional District of Nanaimo
Email: rkarim@rdn.bc.ca

Questions are requested at least five (5) business days before the closing date.

Proposals will not be opened in public.

Table of Contents

1. Instructions to Proponents.....	3
1.1 Closing Date/Time.....	3
1.2 Submission Method	3
1.3 Amendment to Proposals	3
1.4 Addenda and Questions & Answers	3
1.5 Withdrawal of Proposals.....	4
1.6 Unsuccessful Vendors	4
2. Introduction.....	4
3. Background.....	5
Roles in the Project.....	5
4. Scope of Services	6
Services In-Scope	6
Services Out-of-Scope.....	7
5. Deliverables and Outcomes	8
6. Reference/Background Information	9
7. Proposal Submission and Evaluation.....	12
8. Requirements	15
9. Proposed Purchase Contract	15
10. General Conditions.....	16
No Contract.....	16
Privilege Clause.....	16
Acceptance and Rejection of Submissions	16
Conflict of Interest	16
Solicitation of Board Members and RDN Staff.....	16
Litigation Clause.....	17
Exclusion of Liability.....	17
Ownership of Proposals.....	17
Freedom of Information	17
Appendix A: Bylaws	18
Appendix B: Data Examples.....	18
Appendix C: Government of British Columbia Indigenous Languages Technology Standard	19
Appendix D: RFP Package Attachments.....	19

1. Instructions to Proponents

The following section contains the instructions for proponents desiring to respond to this RFP.

1.1 Closing Date/Time

Submissions must be received on or before 3:00 PM (15:00 hours), Local Time, on **17th February 2026**. Any questions are requested at least five (5) business days before the closing date.

1.2 Submission Method

Please submit by email: With “26-010 UTILITY BILLING SYSTEM TRANSFORMATION” as the subject line at this electronic address:

rkaram@rdn.bc.ca

Please note: Maximum email file size limit is 20MB (megabytes). The RDN will not be liable for any technological-caused delays in submissions. Submissions are subject to the terms and conditions outlined in the attached Privacy Protection Schedule (E) document.

Submissions received in any other manner will not be accepted.

1.3 Amendment to Proposals

Proposals may be amended in writing and sent via email to the RDN contact person identified on the cover page on or before the closing. Such amendments should be signed by the authorized signatory of the Proponent.

1.4 Addenda and Questions & Answers

If the RDN determines that an amendment or questions and answers are required for this RFP, the RDN will post the Addendum on the RDN (www.rdn.bc.ca/current-bid-opportunities) and BC Bid (www.bcbid.gov.bc.ca/) websites or depending upon the phase of RFP, sent to your firm directly. Each addendum will be incorporated into and become part of the RFP. No amendment of any kind to the RFP is effective unless it is contained in a written addendum issued by the RDN.

It is the sole responsibility of the Proponent to check and ensure all amendments are included prior to submitting their final proposal submission.

1.5 Withdrawal of Proposals

The Proponent may withdraw their Proposal at any time by submitting a written withdrawal email to the RDN contact person identified on the cover page on or before the closing.

1.6 Unsuccessful Vendors

The Regional District will offer debriefings to unsuccessful Proponents on request, at a mutually agreeable time.

2. Introduction

The Regional District of Nanaimo (RDN) is seeking proposals from qualified firms to facilitate the transformation of its existing utility billing system. This Request for Proposal (RFP) will involve the replacement of the existing utility billing system used within the RDN. The RDN is looking to establish an agreement for a term of thirty-six (36) months and reserves the right to modify or negotiate the final terms of the contract. Submission requirements are itemized in [Section 5](#) and evaluation criteria in [Section 7](#).

3. Background

The RDN has experienced significant growth, which has highlighted the need for a modern utility billing system which can handle increased data volume, provide a better resident experience, reduce manual workflows, integrate with external systems, offer comprehensive reporting capabilities, and adheres to contemporary information security practices. The RDN serves approximately 20,000 accounts with utilities (combination of water, sewer, and garbage); this includes roughly 3,500 metered water services.

While the current system is functional and has served the RDN well during its (approximately) 20-year lifetime, there is a need to automate and streamline the complexities associated with commercial billing and special cases within residential billing areas. The current system limitations result in extra manual work outside the system, which then needs to be manually entered back in - consuming time and increasing the potential for human error.

The RDN is committed to inclusivity, diversity, equity and accessibility, and requirements will need to be developed that reflect these goals. Examples of this may include but are not limited to features such Web Content Accessibility Guidelines (WCAG) compliance for online resources, large-type output support, screen reader, Interactive Voice Response (IVR) for citizen interactions, and support for indigenous language diacritics (end-to-end support for BC Sans Font). Please see [Appendix C](#) for the BC Government's Indigenous Languages Technology Standard (ILTS).

The RDN invites proponents to demonstrate the capability of their system, which has the flexibility to adapt to the RDN's evolving needs, and the robustness to handle the complexities of our billing processes.

Roles in the Project

The RDN Finance Department will act as the subject matter experts throughout the utility billing system transformation. They will have full ownership in deciding the system configuration and workflows to meet operational requirements and actively participate in user acceptance testing (UAT) to ensure the solution aligns with business needs.

Information Services (IS) staff will ensure that the new utility billing system complies with RDN's technology and security policies. They will assist with data migration, verify system compatibility and security, and may provide technical support during and after implementation to facilitate a successful transition and ongoing system stability.

4. Scope of Services

The scope of services requested as part of this RFP are itemized in this section.

Services In-Scope

- The deployment of a configurable, modern, secure, utility billing system designed to enhance operational efficiency, ease staff workload, and improve customer satisfaction. The system should be highly accessible, meeting contemporary (web) standards.
- All historical data from the existing system will need to be migrated to the new utility billing system to ensure continuity and data integrity. The RDN relies on historical data for reference and comparatives.
- The utility billing module within the current system will be decommissioned, and all operations will be relocated to the new system upon implementation.
- The project will include either a means to integrate or data-export to other relevant systems to ensure seamless operations and data flow. Primarily, financial data from the utility billing system needs to be reflected in the core financial system (Vadim iCity).
- The project will incorporate the import of BC Assessments Association (BCAA) data to enhance the accuracy and comprehensiveness of the utility billing system. Import of the data is done manually via XML files; no automation or integration of BCAA's system is expected.
- The new utility billing system will include an online portal to provide customers and professionals with easy access to manage their utility billing, account information, and access to services. The portal should include modern, enhanced features such as usage graphs, communication/notice alerts, usage projections, and dashboards.
- The new utility billing system is expected to be easily configured for business rules that align with existing bylaws - listed in [Appendix A](#), and any updates to existing regulations.
- Comprehensive and exhaustive reporting capabilities are required to be able to generate all reports with easy customization.

Services Out-of-Scope

- Considerations or changes related to the future state of RDN's current systems as a whole.
- Modifications or updates to any current systems (CityView, BCAA, City of Nanaimo, TRUX, IDRS (International Direct Response Services)) are not included in this project.
- Significant alterations or drastic change to existing utility services processes or workflows.

The full, complete list of requirements, functional and non-functional, are itemized in the attached workbooks, RDN_RFP_26-010_Requirements.xlsx, that is to be completed and returned as part of the submission.

5. Deliverables and Outcomes

Proponents are required to submit an RFP Proposal that clearly demonstrates how their system provides the complete solution.

First, proposals should outline the approach to the overall transformation from the existing utility billing system – including data migration, parallel runs, and cut-over strategies. The proposal should also include a concise overview of their training and change management plan, specifying methods to ensure a smooth transition and knowledge transfer for all stakeholders.

Additionally, proponents should provide examples of their system areas/modules, including the customer portal, service management, data management, billing and invoicing, payment processing, reporting capabilities, and administration areas.

The attachment to the RFP, RDN_RFP_26-010_Requirements.xlsx, is a Microsoft Excel workbook defining the requirements of the solution which proponents must complete and return. Instructions on completing this workbook are within the file. The “Functional Requirements”, “Non-Functional Requirements”, and “Ownership Costs” worksheets are to be completed and submitted. The scoring matrix shared in the XLSX file will be followed by the evaluation committee.

The full system must be certified under a recognized information security standard such as ISO27001 or equivalent. Relying on the certifications of underlying third-party technologies (e.g. Azure / AWS) is not sufficient. Proponents are required to submit proof of the system’s security certification. Those solutions without certification must complete the separate security questionnaire attachment – RDN_RFP_26-010_Security_Questionnaire.xlsx.

Before an award is made, the proposed solution will undergo a comprehensive Privacy Impact Assessment (PIA) to evaluate potential risks to personal information and ensure compliance with applicable privacy regulations. If the proposed solution does not meet the required privacy standards or fails to achieve PIA approval, the RDN may, at its sole discretion, discontinue negotiations and proceed to the next highest-ranked Proponent.

Upon award of the contract, the selected Proponent will be responsible for a comprehensive transformation from the current Utility Billing System to the new solution. The Proponent will provide thorough training for all stakeholders, including system administrators, staff users, and others according to their respective roles and responsibilities.

6. Reference/Background Information

The RDN currently utilizes Vadim iCity, a financial system product provided by Central Square, for its utility billing operations. Functionality is contained within the utility billing module of the platform. The module is fully integrated with the other financial modules of iCity.

iCity also holds property information provided by the BC Assessments Association (BCAA). The BCAA data is vital to maintain accurate property/real-estate information within the RDN's systems. The data import process involves several steps to ensure that the property information and assessment values are current and correct. The import process includes downloading files from the BC Assessment website, pre-processing these files through various steps, and updating the relevant system areas accordingly. The import is done at specific times throughout the year - January, April, and monthly updates - to ensure that the data reflects the most recent changes in property assessments. This helps in managing customer interactions, generating reports, and ensuring that the underlying utility billing data are up to date.

As of this writing the RDN has approximately 400 smart water meters deployed. These smart meters are connected to a cellular network for reading and data is collected through an online portal, Beacon AMA. The remaining meters are read manually using Sensus Auto Read (software). The RDN is in the second year of a 10-year meter replacement program to install smart meters. However, the cellular endpoints will not be activated immediately due to costs and will continue to be read manually.

The make, model, and estimated quantities of water meters currently in use are shown below.

Make (Model)	Units (approximate)	Read By (approximate)	Software
Sensus (SRII, iPerl, OMNI)	2600	Touch read	Sensus AutoRead
Badger (Recordall, Ultrasonic)	600	400 Cellular Read 150 Touch read	Beacon AMA Sensus AutoRead

Table 1 - Water Meter Dynamics

The RDN offers a self-service portal, Vadim Open, which allows residents to manage their utility and property accounts. Residents can view water consumption, online invoices, and account transactions, set up automatic payments, and opt to receive bills via email using their PIN and account number. A billable search tool for professionals (e.g., lawyers, notaries) to access property sale or transfer information is also provided via this portal. Users can search for legal descriptions, assessment values, and utility services by folio number, property identifier, street name, etc.

The billing cycle for each service type are shown in the table below.

Service	Water	Sewer	Garbage
Residential	Twice per year: 8-month period billed in May, and a 4-month period billed in September	Billed annually in May	Billed annually in May
Commercial	Quarterly	Various billing times: either quarterly or tri-annually.	Billed annually in May
<i>Services are pro-rated depending on start and stop dates of service(s)</i>			

Table 2 - Billing Schedule

Overall, the Vadim platform provides a near-complete solution for utility billing – from property inventory, customer management, usage recording, billing, payment collection, and full reporting. An overview of the major system components and actors is depicted below.

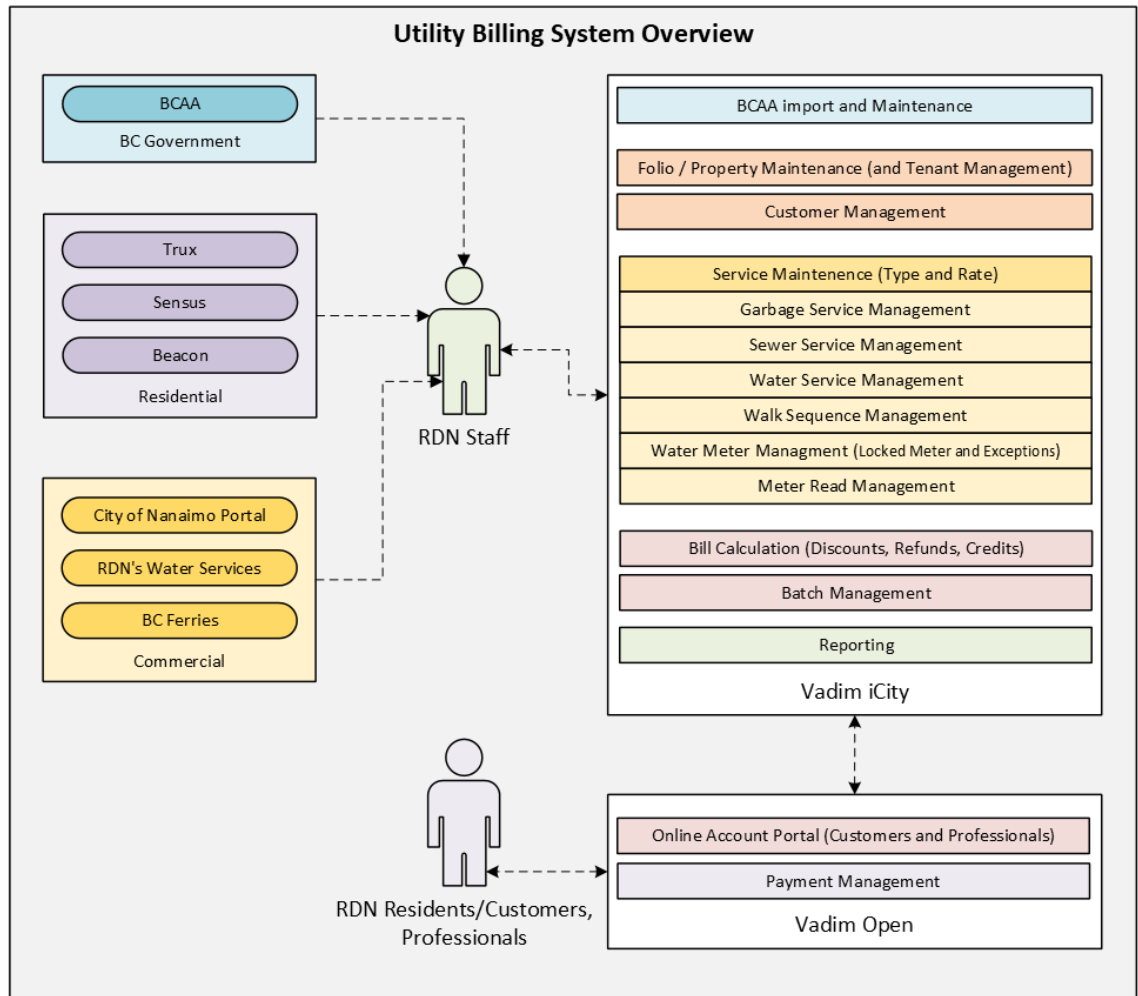


Figure 1 - Utility Billing System Components

7. Proposal Submission and Evaluation

To assist in receiving similar and relevant information, and to ensure the proposal receives fair evaluation, the RDN asks Proponents to provide the following information.

Proposals submitted should be in enough detail to allow the RDN to determine the Proponent's qualifications and capabilities from the documents received. The selection committee, formed at the RDN's sole discretion, will score the Proposals in accordance with the criteria provided.

The proponents are to complete and return the requirements attachments as itemized in [Section 5](#).

The RDN may evaluate proposals on a comparative basis by comparing one proponent's proposal to another proponent's proposal. The RDN reserves the right to not complete a detailed evaluation if the RDN concludes the proposal is materially incomplete or irregular or contains any financial or commercial terms that are unacceptable to the RDN.

Following the initial evaluation, the top-ranked proponents (typically the top 2–5) will be invited to participate in a virtual demonstration of their product. These demonstrations will form part of the overall evaluation.

The selection committee may proceed with an award recommendation, or the RDN may proceed to negotiate with the highest evaluated proponent with the intent of developing an agreement. If the parties after having bargained in good faith are unable to conclude a formal agreement, the RDN and the Proponent will be released without penalty or further obligations other than any surviving obligations regarding confidentiality and the RDN may, at its discretion, contact the Proponent of the next best rated Proposal and attempt to conclude a formal agreement with it, and so on until a contract is concluded or the proposal process is cancelled.

The RDN reserves the right to award the assignment in whole or in part or to add or delete any portion of the work. Throughout the evaluation process, the evaluation committee may seek additional clarification on any aspect of the Proposal to verify or clarify the information provided and conduct any background investigation and/or seek any additional information it considers necessary.

The RFP Evaluation Criteria are as follows:

Category	Weighting
Corporate	10%
Background, History, Expertise	
Prior Experience	
Team Qualification	
Technical	50%
Functional Requirements	
Non-Functional Requirements	
Project Management	
Financial	40%
One-Time Cost	
Recurring Cost	
Credits	
Total	100%

Table C – Evaluation Criteria Weights

Corporate Evaluation (10%):

a) Background, History, Expertise:

- i) A brief corporate background, history, and the areas of expertise.

b) Prior Experience:

- i) Prior experience with implementing Utility Billing solutions for public sector organizations and any experience with Vadim iCity. Please provide at least two (2) references. The references should include organization name, solution deployed, project duration, a short project description, and contact information from that organization.

c) Team Qualifications:

- i) Key project team members, reasons why they were selected for this project and demonstrate how they will add value to the project.

Technical Evaluation (50%):

a) Functional:

- i) Ability to Complete Scope of Work/ Each Functionality:
 - (1) Proposals will be evaluated on how completely and credibly the solution delivers all required functional capabilities mentioned in the "RDN_RFP_26-010_Requirements.xlsx" Excel.

- (2) Evidence could include clear narratives, screenshots, and/or short workflow diagrams that trace typical staff and resident journeys.
- (3) Strong responses might map features directly to numbered requirements, explain configuration or customization required.
- ii) Degree of Operational Simplification:
 - (1) We will assess the degree of operational simplification the solution provides, including automation of recurring tasks, bulk updates, self-service for residents and businesses, and configurable templates for notices.
 - (2) Preference is given to solutions that reduce manual workflows now handled via spreadsheets, provide built-in functionality, views, and dashboards.
- b) Non-Functional:**
 - i) Evaluation will consider proponents organization and product meets or exceeds the non-functional requirements mentioned in the "RDN_RFP_26-010_Requirements.xlsx" Excel.
 - ii) Detail support hours, SLAs, escalation paths, release notes, and how new features are communicated and introduced with minimal disruption.
- c) Project Management:**
 - i) Present a realistic timeline with phases and milestones.
 - ii) Provide the implementation approach in phases (e.g. discovery, configuration, integration, data migration, testing, training, go-live, post-live and error handling) in test and production environment.
 - iii) Explain the pre-live, go-live, and post-live enablement program: role-based training (frontline, back office, finance, admins), delivery modes (in-person, virtual, self-paced), training volumes and hours, and success metrics. Provide sample materials (quick-start guides and knowledge base articles).

Financial Evaluation (40%):

a) One-Time Cost:

Present all one-time charges: configuration, integrations, data migration, testing support, any required third-party connectors and training.

b) Recurring Cost:

Provide a transparent total cost of ownership over three (3) years, combining all recurring costs for software subscriptions/licenses with growth assumptions. Include renewal terms after the initial agreement, any mandatory upgrades, and any costs to the RDN upon expiry and conclusion of the original 3-year term should the RDN prefer not to renew.

c) Credits:

List any incentives that reduce cost—multi-year term discounts, etc. Clearly tie incentives to conditions (term length, volume commitments) so the evaluation team can compare net value across proponents.

The lowest price proposal will receive full marks. Other proposals will receive reduced scores based on the proportion higher than the lowest price. i.e.

$$\text{Score} = \text{Minimum Cost} / \text{Proponent's Cost} \times \text{Weighting}$$

Proponents are to complete and return the Total Cost of Ownership worksheet located in RDN_RFP_26-010_Requirements.xlsx with the submission.

8. Requirements

Please see the attached Microsoft Excel workbook, RDN_RFP_26-010_Requirements.xlsx, with the complete listing of solution requirements. Please follow the completion instructions contained in the Excel file.

9. Proposed Purchase Contract

With this submission, please include a draft copy of your corporate agreement for the RDN to review as a basis for negotiation with the highest evaluated proponent.

10. General Conditions

No Contract

By submitting a Request for Proposal and participating in the process as outlined in this RFP, proponents expressly agree that no contract of any kind, including any "Contract A" obligations, is formed until a fully executed contract is in place.

Privilege Clause

The lowest priced or any proposal may not necessarily be accepted.

Acceptance and Rejection of Submissions

This RFP does not commit to the RDN, in any way, to select a preferred Proponent, or to proceed to negotiate a contract, or to award any contract. The RDN reserves the right in its sole discretion to cancel this RFP, up until it is awarded, for any reason whatsoever.

The RDN may accept or waive a minor and inconsequential irregularity, or where applicable to do so, the RDN may, as a condition of acceptance of the Submission, request a Proponent to correct a minor or inconsequential irregularity with no change in the Submission.

Conflict of Interest

Proponents shall disclose in their Proposals any actual or potential Conflict of Interest and existing business relationships it may have with the RDN, its elected officials, appointed officials, or employees.

Solicitation of Board Members and RDN Staff

Proponents and their agents will not contact any member of the RDN Board or RDN Staff with respect to this RFP, other than the RDN Contact named in this document.

Litigation Clause

The RDN may, in its absolute discretion, reject a Proposal submitted by Proponent, if the Proponent, or any officer or director of the Proponent is or has been engaged either directly or indirectly through another corporation in legal action against the RDN, its elected or appointed officers and employees in relation to:

- (a) any other contract for works or services; or
- (b) any matter arising from the RDN's exercise of its powers, duties, or functions under the Local Government Act, Community Charter or another enactment within five years of the date of this Call for Proposals.

In determining whether to reject a Proposal under this clause, the RDN will consider whether the litigation is likely to affect the Proponent's ability to work with the RDN, its consultants and representatives and whether the RDN's experience with the Proponent indicates that the RDN is likely to incur increased staff and legal costs in the administration of this Contract if it is awarded to the Proponent.

Exclusion of Liability

Proponents are solely responsible for their own expenses in preparing and submitting a Proposal and for any meetings, negotiations, or discussions with the RDN. The RDN will not be liable to any Proponent for any claims, whether for costs, expense, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFP. Except as expressly and specifically permitted in these Instructions to Proponents, no Proponent shall have any claim for compensation of any kind whatsoever, because of participating in this RFP, and by submitting a Proposal each Proponent shall be deemed to have agreed that it has no claim.

Ownership of Proposals

All Proposals, including attachments and any documentation, submitted to and accepted by the RDN in response to this RFP become the property of the RDN.

Freedom of Information

All submissions will be held in confidence by the RDN. The RDN is bound by the Freedom of Information and Protection of Privacy Act (FIOPPA, British Columbia) and all documents submitted to the RDN will be subject to provisions of this legislation. The successful vendor and value of the award is routinely released.

Appendix A: Bylaws

The following is the list of RDN bylaws which govern utility services. All RDN bylaws can be found online here: [Regulatory Bylaws | RDN](#)

Bylaw Number	Title	Link
Bylaw 1813	Regulate Waste Haulers	Link
Bylaw 1802	Residential Garbage, Food Waste and Recycling Curbside Collection Services Rates and Regulations	Link
Bylaw 1386	Regulate the Management of Municipal Solid Waste and Recyclable Material	Link
Bylaw 1655	Water Services Fee and Charges Bylaw	Link
Bylaw 1730	Regional Sewage Source Control Bylaw	Link
Bylaw 1732	Trucked Liquid Waste Rates and Regulations	Link

Table A - Bylaws Listing

Appendix B: Data Examples

The following are sample data files from the tangential systems involved with Utility Billing at the RDN. These files are included as part of this RFP package.

- BCAA Data Attributes:
 - RDN_RFP_26-010_BCAssessment_DataAdviceAttributes.xlsx
- Walk Sequence:
 - RDN_RFP_26-010_MeterWalkSequence.rte
- Wand-Read Meters:
 - RDN_RFP_26-010_WaterMeterReadWand.dat
- Smart Meters:
 - RDN_RFP_26-010_WaterMeterSmart.csv

Appendix C: Government of British Columbia Indigenous Languages Technology Standard

The Government of British Columbia Indigenous Languages Technology Standard (ILTS) is included in with this RFP as an attachment: *GovBC - Indigenous_Languages_Technology_Standard.pdf*.

Additional information can be found online through the Government of BC's website:
[Indigenous Languages Technology Standard - Province of British Columbia](#)

Appendix D: RFP Package Attachments

The following files are included in this RFP Package:

- GovBC - Indigenous_Languages_Technology_Standard.pdf;
- RDN_RFP_26-010_Requirements.xlsx;
- RDN_RFP_26-010_Security_Questionnaire.xlsx;
- RDN_RFP_26-010-Utility Billing System Transformation.pdf;
- RDN-Privacy-Protection-Schedule.pdf; and
- RDN_RFP_26-010-ExampleDataFiles.zip
 - 4 files, listed in [Appendix B](#)