REQUEST FOR PROPOSALS No. 26-010

UTILITY BILLING SYSTEM TRANSFORMATION

Addendum 5
Issued: 17th February 2026

CLOSING DATE AND TIME:
Submissions must be received on or before:
3:00 PM (15:00 hours) Local Time on 3rd March 2026

This addendum shall be read in conjunction with and considered as an integral part of the Request for Proposal. Revisions supersede the information contained in the original Proposal or previously issued Addendum. No consideration will be allowed for any extras due to any Proponent not being familiar with the contents of this Addendum. All other terms and conditions remain the same.

> **Q1.** What utility billing system is the Regional District of Nanaimo (RDN) currently using, and who is the vendor supporting it?
> **A1.** Please refer to Section 6 of the RFP.

> **Q2.** What are the key challenges or pain points the RDN is experiencing with the existing Vadim iCity utility billing module?
> **A2.** Seeking overall technology transformation, see Section 3 of the RFP.

> **Q3.** Is there an estimated budget range allocated for the project's implementation and the three-year total cost of ownership, including recurring annual costs?
> **A3.** Answered in Addendum 1.

> **Q4.** Are there any customer classifications beyond residential and commercial accounts (e.g., special service areas or other account types) that should be considered within the new utility billing system?
> **A4.** Accounts are considered residential or commercial.

> **Q5.** How many distinct billing cycles does the RDN currently operate across water, sewer, and garbage services?
> **A5**. Please refer to Section 6 of the RFP.

> **Q6.** Could you please share the current rate tables for water, sewer, and garbage services governed by the applicable RDN bylaws?

A6. Please see the links to bylaws in Appendix A of the RFP.

Q7. In addition to the standard billing schedules outlined in the RFP, does the RDN perform any additional quarterly, semi-annual, or annual billing cycles for specific services?
> **A7**. No additional billing schedules are performed.

Q8. Should the new system support off-cycle billing, prorated billing, and mid-cycle recalculations based on service start and stop dates?
> **A8**. The system should support pro-rating and mid-cycle recalculations for service start and stop dates. Please refer to the Functional Requirements.

Q9. Could you provide sample copies of a current utility bill, delinquent notice, and any bill inserts used by the RDN?
> **A9**. Due to privacy and confidentiality requirements, sample utility bills, delinquent notices, and bill inserts will only be provided to the successful proponent.

Q10. Who is currently providing bill printing and mailing services for the RDN?
> **A10**. RDN staff handles printing and mailing with support from IDRS.

Q11. Is the RDN open to evaluating alternative bill printing and mailing service providers as part of this transformation initiative?
> **A11**. We are open to proposals.

Q12. Does the RDN anticipate introducing any new utility service models or alternative billing structures during the initial implementation phase that the system should be configurable to support?
> **A12**. The RDN does not anticipate introducing any new services models or billing structures during the initial implementation. If needed, it will be discussed and negotiated with the successful proponent.

Q13. Are there any planned changes to metering technologies or rate structures during the ongoing smart meter replacement program that should be factored into the system configuration?
> **A13**. Please see RFP Section 6.

Q14. Which internal RDN departments and teams (e.g., Finance, Information Services, Utility Operations, Customer Service) will require access to and active use of the new utility billing system?
> **A14**. System should support roles-based access control (RBAC), please refer to functional requirements listing.

Q15. Will the RDN require consolidated billing for multiple utility services (water, sewer, garbage) under a single customer account?
> **A15**. Yes, please refer to the Functional Requirements listing.

Q16. Are there any discount, rebate, or special rate programs governed by RDN bylaws that must be configured within the system?
> **A16**. Yes, please refer to the Functional Requirements listing.

Q17. Should late payment penalties, interest charges, or fees vary by service type or customer category?
> **A17**. Yes, please refer to the Functional Requirements listing.

Q18. Will customers or professionals (e.g., lawyers, notaries, property managers) require different login roles or permission levels within the new online customer portal?
>**A18**. Yes, please refer to the Functional Requirements listing.

Q19. Beyond accessibility requirements such as WCAG compliance and Indigenous Languages Technology Standard (ILTS) support, is multilingual functionality required within the system or customer portal?
>**A19**. English is mandatory. French will be nice to have.

Q20. Are SMS and email notifications currently delivered through an RDN-approved vendor, or should the selected Proponent include notification services within the proposed solution?
>**A20**. There is currently no SMS notification sent with the current system. Email delivery is handled within the system and not a third-party service. Email notification ability is expected of the new/replacement system.

Q21. Is there an existing Interactive Voice Response (IVR) system currently integrated with Vadim iCity, and will integration with an IVR platform be required in the new system?
>**A20.** There is no IVR integrated with Vadim iCity. An IVR platform is not a requirement for the new system.

Q22. Which modules within Vadim iCity will require continued integration (e.g., financial modules) via real-time or batch data exchange with the new utility billing system?
>**A22.** Batch Data Exchange (manual download/upload) will be sufficient until RDN replaces Vadim iCity.

Q23. Are there any external systems (e.g., BCAA data imports, Beacon AMA, Sensus AutoRead) that require bidirectional synchronization, and if so, which data elements must be exchanged?
>**A23.** Please refer to the Requirements listing.

Q24. Is the RDN currently utilizing lockbox services for payment processing, and if so, who is the service provider?
>**A24.** The RDN is not utilizing any lockbox service, payments are directly received by the RDN.

Q25. How many years of historical utility billing data must be migrated from Vadim iCity into the new system?
>**A25.** We intend to migrate all current records as and where possible. Specifics will be discussed and decided with the successful proponent. The initial electronic record is approximately 30 years old.

Q26. Approximately how many RDN staff members will require role-based training as part of the implementation?
>**A26.** Roughly 20 staff members at the RDN will require role-based training.

Q27. Does the RDN prefer onsite, virtual, or blended training sessions for system administrators and end users?
>**A27.** Virtual sessions are preferred; however, the final decision will be made at later stages.

Q28. How many RDN staff members will require system access, including administrative, finance, and operational roles?

A28. See answer to Question 26.

Q29. Approximately how many residents and professional users are expected to actively use the new online customer portal?
    A29. Please see RFP Background Information section.

Q30. What is the current breakdown of accounts by service type (residential and commercial) as referenced in the RFP?
    A30. Please see Addendum 2.

Q31. Is a dedicated mobile application (Android and iOS) required as part of the project scope, or will a responsive web-based portal be sufficient?
    A31. A responsive interface is expected. Dedicated/native/custom mobile application is not part of the project scope.

Q32. What is the projected account growth rate that should be considered for scalability and system performance planning?
    A32. The new system is expected to be scalable. Growth rates fluctuate year-over-year, but overall trend upwards between 1% and 5%.

Q33. Could you please confirm whether the RDN intends to publicly disclose the list of proponents who have submitted proposals for RFP No. 26-010?
    A33. RDN does not intend to publicly disclose the list of proponents.

Q34. Who is the RDN's current payment processing vendor and merchant of record for utility bill payments processed through Vadim iCity and the Vadim Open customer portal?
    A34. The RDN is the merchant of record, being the legal entity providing the service. Paymentus is the payment processing vendor/provider.

Q35. Is there a target go-live timeframe that the Regional District of Nanaimo (RDN) is aiming to achieve following contract execution for the Utility Billing System Transformation project?
    A35. A formal timeframe has not yet been determined as it will depend on the specific nature of implementing the new system, migrating from the existing, handling change management and resident training/support.

Q36. Could the Regional District of Nanaimo (RDN) please confirm which ancillary services are expected to be included as part of the Utility Billing System solution—such as IVR integration, online payment processing, merchant services, lockbox processing, bill printing and mailing, SMS/email notifications, and customer portal hosting—and whether these services should be provided by the selected Proponent or integrated with RDN's existing vendors?
    A36. Please refer to answers to 20, 21, 24, and the Requirements Listing. The decision on any ancillary or add-on services will be decided at a later stage based on the proposed solution and if these services could be a benefit to the RDN and its citizens.

Q37. Can you please extend the due date for the RFP by two weeks?
    A37. Yes, please check Addendum 4. https://rdn.bc.ca/sites/default/files/2026-02/26-010%20Utility%20Billing%20System%20Transformation%20Addendum%204.pdf

End of Addendum 5