



Request for Proposal
Electric Utility
Outage Management System

October 2nd, 2025

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1.0 Introduction

1.1 Overview

Manitowoc Public Utilities (MPU) – the combined electric, water, wastewater and broadband utility of Manitowoc, WI, is seeking proposals for an Outage Management System (OMS) for its electric utility.

It is the intent of this solicitation to obtain proposals to furnish a turnkey OMS, to better organize, coordinate, and inform MPU's response to electric system outages.

The selected Vendor will be responsible for supplying software, installing the system on MPU's computers and/or servers, integration with MPU's current systems and training users as necessary. The electric utility currently maintains 18,306 electric meters throughout the city. The utility operates 7 substations with 28 circuits, 385 miles of overhead, and 138 miles of underground electric lines. Currently, MPU takes and dispatches trouble calls during normal working hours. When a certain threshold is met, MPU posts outage information on social media. A contracted call center takes after hours trouble calls and passes that information through to an on-call line worker. High call volumes during larger outages may overwhelm the process. The goal of the OMS is to off load call volume, track outage locations, provide predictive analyses for repairs to line workers and provide outage information to customers. MPU is currently running core ESRI for GIS, OSI Monarch for SCADA, Advanced CIS Infinity for a customer information system, Cooperative Response Center (CRC) for after-hours call center support, and an Eaton Yukon system for AMI. The OMS is expected to be able to integrate with this combination of systems.

1.2 Vendor's Responsibilities

Responses to this Request for Proposal shall be received by MPU no later than 3:00 PM, **October 31, 2025.**

- 1.2.1 Vendor shall read and understand the circumstances and procedures under which this proposal is to be submitted.
- 1.2.2 Vendors shall provide a work schedule with milestone reports and identify data and support services required to be provided by MPU.
- 1.2.3 All quotations are to be firm offers for no less than ninety (90) days.
- 1.2.4 MPU reserves the right to refuse any or all proposals and to provide to each participating Vendor their award status only, without further explanation of evaluation.
- 1.2.5 Vendor will be responsible for all labor and materials necessary for installation of the new OMS and integration to existing MPU systems. Technical computer and other hardware support specifications will be coordinated with MPU's IT department and any additional hardware requirements will be quoted separately. Vendor will also provide training as needed to setup and operate the system.

1.3 General Instructions

- 1.3.1 This Request for Proposal outlines the requirements for services for an OMS to be operated by MPU.

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- 1.3.2 All qualified and responsible firms are hereby invited and encouraged to submit proposals in accordance with this RFP. MPU intends to describe the operational requirements for the OMS herein. Vendor may offer additional software layers to enhance their basic system and provide greater functionality for MPU. Costs for this additional functionality should be priced separately.
- 1.3.3 Vendor will provide a listing of at least 3 projects similar in scope and scale to the requested solution. Including project costing for each reference listed.

1.4 Contacts:

All technical questions shall be submitted in writing and directed to:

Eric Duenkel

Key Accounts and Meter Services Manager

Manitowoc Public Utilities

1303 S 8th Street

Manitowoc, WI 54220

Email eduenkel@mpu.org

2.0 Instructions to Vendors

2.1 Proposal Preparation

MPU does not pay for any cost or expense in the preparation or submission of your proposal or for any other costs incurred in response to the RFP.

2.2 Proposal Format Instructions

Each vendor's response shall be organized in a fashion similar to that outlined below:

- Section 1: Executive Summary
- Section 2: Technology Solution Overview
- Section 3: Project Overview
- Section 4: Installation and Training
- Section 5: System Pricing
- Section 6: Vendor's Financial Information
- Appendix A Client Reference List

2.3 Proposal Submission

2.3.1 Four (4) copies of the proposal and other information are to be submitted to:

Manitowoc Public Utilities
Attn: Eric Duenkel
1303 S 8th Street
Manitowoc, WI 54220

or email PDF copy to eduenkel@mpu.org

2.3.2: All copies shall be received no later than 3:00 PM **October 31, 2025**. No proposals will be accepted after that time.

2.3.3 Your proposal shall be in effect for at least 90 days from the submission date.

3.0 Technical Requirements

The Proposer's system shall meet the following technical requirements:

- 3.1 Automated means to take and record trouble calls.
- 3.2 Functionality to allow customers to report trouble calls from an online portal and social media.
- 3.3 Ability to organize and pass trouble call information to a designated line worker.
- 3.4 A clear means for the designated line worker to update the status of each trouble call and the ability for said updates to be displayed on the public-facing map as well as on the map intended for line workers.
- 3.5 Graphic mapping to display general outage locations and number of customers impacted. This will include integration with MPU's GIS system with one public-facing map and another intended for line workers.
- 3.6 Capability to access, update and populate outage maps through MPU's web site and through social media.
- 3.7 Interactive Voice Response (IVR) system and mass text communication system to receive outage reports and communicate restoral information to MPU customers, and ability to proactively communicate maintenance outages.
- 3.8 Integrate with: Advanced – CIS Infinity customer information system; ESRI GIS; OSI Monarch SCADA, CRC call center, and Eaton – Yukon – AMI.
- 3.9 Capability to generate outage summary reports; integration with the APPA E-Reliability tracker is a plus.

4.0 Warranty, Customer Support and Training

- 4.1 Warranty
Specify the warranty period on all applicable products.
- 4.2 Customer Support
Specify details of the vendor's support and service package.
- 4.3 Training
Specific details of the vendor's training package.

5.0 System Pricing

- 5.1 Present MPU with a complete set of software, services, and hardware prices for the purpose of evaluation and selection, clearly identifying one-time capital expenses vs. recurring service fees and their frequency. This includes any 3rd party licenses, services, recurring and non-recurring service fees and/or subscriptions needed.

6.0 AWARD CRITERIA

MPU shall engage in individual discussions with two or more Proposers deemed fully qualified, responsible, and suitable on the basis of initial responses and with emphasis on professional competence, to provide the required services.

Repetitive informal interviews shall be permissible. Proposers shall be encouraged to elaborate on their qualifications and staff expertise pertinent to the proposed project. Scheduling and on time performance is critical to meet MPU's needs to implement the system in a timely manner.

At the discussion stage MPU may discuss nonbinding estimates of total project cost.

At the conclusion of any informal interviews, on the basis of evaluation factors, MPU shall select, in the order of preference, two or more Proposers whose professional qualifications and proposed services are deemed most beneficial. Negotiations shall then be conducted beginning with the Proposer ranked first.

If a contract satisfactory and advantageous to MPU can be negotiated at a price considered fair and reasonable, the award shall be made to that Proposer. Otherwise, negotiations with the Proposer ranked first shall be formally terminated and negotiations shall be conducted with the Proposer ranked second, and so on, until such can be negotiated at a fair and reasonable price.

Should MPU determine in its sole discretion that only one Proposer is fully qualified, or that one Proposer is clearly better qualified and suitable than the others under consideration, a contract may be negotiated and awarded to that Proposer.

MPU retains the right to cancel the award process and not award the project.

7.0 GENERAL TERMS AND CONDITIONS

Proposals shall be submitted at the place and time specified in the request for proposals. Submit the proposal in an opaque, sealed envelope. Identify the envelope with project name and the name and address of Offeror. No responsibility will be attached to any Officer or Agent for the premature opening of a proposal not properly addressed and identified.

It is the responsibility of the Offeror to assure that the proposal is delivered to the place designated for receipt of proposals prior to the time set for receipt of proposals. No proposal received after the time designated shall be considered. The Officer or Agent, whose duty it is to open the proposals, will decide when the specified time has arrived.

If any respective Offeror has questions about the specifications or other solicitation documents, the prospective Offeror should contact the department which is named on the face of the solicitation no later than five (5) working days before the due date. Any revisions to the solicitation will be made only by addendum issued by MPU.

Offerors are advised that oral explanations or instructions given by MPU Personnel during the Request for Proposals process, or at any time prior to the contract award shall be nonbinding.

Persons intending to submit a proposal are specifically cautioned that the contractor is barred from pleading misunderstanding or deception because of estimates of quantities, character, location or other conditions surrounding the same.

Modifications, additions or changes to the Terms and Conditions of this Request for Proposals by the Offeror may be cause for rejection.

Any proposal in response to this solicitation shall be valid for 90 days. At the end of the 90 days the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time, it remains in effect until an award is made or the solicitation is cancelled.

Payment for completed approved services will be made within forty-five (45) days upon receipt of the invoice. MPU will retain up to 10% of the project cost which will be released upon the satisfactory completion of the project.

In the case of default by the successful Offeror or failure to provide the service by the time specified, MPU, after due written notice, may procure them from other sources and hold Offeror responsible for any resulting additional purchase and administrative costs.

By submitting their proposals, Offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

Offeror shall not to discriminate against any employee or applicant for employment because of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in s. 51.01(5), Wis. Stats., sexual orientation as defined in s. 111.32(13m), Wis. Stats., or national origin. This provision shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or

other forms of compensation; and selection for training, including apprenticeship. Except with respect to sexual orientation, Offeror further agrees to take affirmative action to ensure equal employment opportunities. Contracts estimated to be over fifty thousand dollars (\$50,000) require the submission of a written affirmative action plan by the Offeror. An exemption occurs from this requirement if the Offeror has a workforce of less than fifty (50) employees. Within fifteen (15) working days after the contract is awarded, the Offeror must submit the plan to the contracting state agency for approval. Failure to comply with the conditions of this clause may result in the Offeror's becoming declared an "ineligible" contractor, termination of the contract, or withholding of payment. Effective October 27, 2017, consistent with 2017 Wisconsin Executive Order 261, Offeror agrees it is not engaged in a boycott of the State of Israel and further, Offeror will not during the term of the contract engage in a boycott of the State of Israel. State agencies may not execute a contract and reserve the right to terminate an existing contract with a business entity that is not compliant with this provision. This provision applies to all contracts of all values.

The Offeror, in all solicitations or advertisements for employees placed by or on behalf of the Offeror, will state that such Offeror is an equal opportunity employer.

Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of these requirements.

The Offeror shall include the above provisions in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

This contract shall be governed under the laws of the State of Wisconsin. The Offeror shall at all times comply with and observe all federal and state laws, local laws, ordinances, and regulations which are in effect during the period of this contract and which in any manner affect the work or its conduct. MPU reserves the right to cancel any contract if the Offeror fails to follow any such laws, rules or regulations. MPU also reserves the right to cancel this contract with any federally debarred contractor or a contractor that is presently identified on the list of parties excluded from federal procurement and non-procurement contracts.

During the performance of this contract the Offerors certify that they do not and will not employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.

By submitting their proposals, Offerors certify that they are not currently disqualified by the State of Wisconsin from submitting proposals on contracts for the type of service covered by the solicitation, nor are they an agent of any person or entity that is currently disqualified.

Changes to the contract can be made in any of the following ways:

The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.

MPU may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give MPU a credit for any savings. Compensation shall be determined by one of the following methods:

By mutual agreement between the parties in writing; or

By agreeing upon a unit price or using a unit price set forth in the contract; or

By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present MPU with all vouchers and records of expenses incurred and savings realized.

The contract shall not be assignable by the Contractor in whole or in part without the written consent of MPU.

MPU may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services/furnish the goods and the Offeror shall furnish to MPU all such information and data for this purpose as may be requested. MPU reserves the right to inspect Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capabilities. MPU further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy MPU that such Offeror is properly qualified to carry out the obligations of the contract.