



**REQUEST FOR PROPOSAL  
AWARD**

for:

**Department of Water, County of Kaua'i  
RFP #IT-2024-02  
Management of Software  
For  
Customer Care & Billing System (CC&B)  
Hosting and Support Services**

**REQUEST FOR PROPOSAL DUE ON THURSDAY 03/21/24 AT 2 PM HST**

SCOPE OF WORK: All services shall be in accordance with this RFP, including its attachments and any addenda. Provide Hosting of DOW's Oracle database and CC&B Application. Provide ongoing support during 6:00am till 5:00pm, Monday thru Friday (HST), except Holidays. Functional and Technical Support for CC&B business processes, customization, consulting and database administration. As needed customized solutions. Payment Options.

Offerer / RFP Plan Holders	Responsive	Rank	Total Score	Offer Amount	Received RFP
Prithibi LLC	Yes	1	300.0	\$ 370,000.00	Yes
TMG Utility Advisory Services, Inc.	Yes	2	240.0	\$ 425,960.00	Yes
Utility Solutions Partners, LLC	Yes	3	200.0	\$ 1,062,480.00	Yes

**POSTED: April 2, 2024**

DOW Opening Officials:

- 1) RY
- 2) SS
- 3) AF
- 4) CE