

## **Utility Management Services - DMS-19/20-058 Question & Answers**

1. What is included in the term “utility”? Does it include telecom? Does it include waste removal?  
Answer: The term “utility” refers to electric, sewer, gas, water, refuse (waste) and irrigation.
2. What kind of data “manipulation” is anticipated?  
Answer: The Department of Management Services (Department) is interested in the ability to compare all utility data in numerous ways. By manipulating the data, the Department would hope to see trends, make data-driven decisions and assist with projections.
3. What kind of analysis is requested or expected; cost; usage, rates, other?  
Answer: The Department is interested in learning what the market could provide in the form of analysis in addition to cost, usage and rate analysis.
4. How many facility utility accounts does the Department of Management Services manage? Can you break this number down by type of facility, type of utility service and frequency of billing?  
Answer: The Department has a total of 112 utility accounts (28 – City of Tallahassee, 83 – regional, 1 – annual fee). These accounts are billed monthly.
5. By type of utility service for which DMS manages invoicing, can you list by:  
Utility Provider:  
Current Method of receiving utility bill: (Paper Invoice, Download, E-mail, Login, etc.)  
Answer: The Department has numerous utility providers and receives utility bills by paper and electronic (email/log-in) means.
6. Are all utility bills sent to one location or sent to different locations Statewide and then forwarded to DMS? How many receiving and processing locations are used?  
Answer: All utility bills are sent to one location in Tallahassee, Florida.
7. Will historical utility data be available? If so, what format will that data be available in?  
Answer: Yes. Both paper copies and electronic historical data will be available.
8. Based on question #4 will historical utility data include: Usage, Consumption, Dates, Amounts, location, etc.  
Answer: Yes.
9. Can DMS briefly describe the current process of managing the utility data invoice processing and analysis, if applicable?  
Answer: A Department staff member currently receives the physical utility bills, processes for payment and updates spreadsheets with relevant data.