August 24, 2021

**TO:**        All Prospective Bidders

**FROM:**      Trent Ensley, Procurement Manager

**SUBJECT:  ADDENDUM NO. 2**
**PWC2122012 – RFP FOR MANAGED SERVICES FOR ENTERPRISE**
**APPLICATIONS**

1.   The Specifications and Bid Documents are hereby modified or clarified per the attached documents.

2.   The foregoing changes or clarifications shall be incorporated in the original Bid Documents and a signed copy of this Addendum No. 2 shall accompany the bid to acknowledge the bidder's receipt and familiarity with the changes and/or clarifications.

TE: tke

Acknowledgement:

Company_____

By_____

Date_____

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**QUESTIONS AND RESPONSES FOR:**

**PWC2122012 – RFP FOR MANAGED SERVICES FOR ENTERPRISE APPLICATIONS**

1. PWC mentioned that there are 5,400 on-demand hours and 1,300 predictable hours on page 8. Should we assume that there will be at least 6,700 hours of support for our fixed price in Appendix I on page 27?
   a. Yes, this is correct.

2. Can PWC send a breakdown of the FY20 and FY21 predictable and on-demand services hours outlined on page 8 by application?
   a. We do not have the hours broken down by application, but we do have **our ITSM tickets broken down by application**. CCB, MDM, and MDM SOA can be combined to the new C2M application.

| Application | Count of tickets |
|---|---|
| CCB | 635 |
| EBS | 522 |
| Hyperion | 60 |
| MDM | 119 |
| MDM SOA | 11 |
| MWM | 90 |
| SOA | 43 |
| WAM | 253 |
| **Grand Total** | **1733** |

Note: CCB is no longer in service. Experience with Oracle C2M is required, please detail this experience.

3. The SOA details appear to be missing from the Appendix, can they be provided as well?
   a. See below

| | SOA OCI | SOA on prem |
|---|---|---|
| | | |
| **Current version** | 12c | 11.1.1.7 |
| | | |
| **END users** | | |
| | | |
| **Interfaces** | c2m-wam | WAM( 1.2.1.9.11) |
| | c2m | |
| | Sensus | EBS 12.1.3 |
| | MWM 2.3.0.3 | Designer ( GIS ) |
| | | |
| **Load Balancing** | YES | YES |
| | | |
| **Current Env** | UAT and PRD | Uat and PRD |
| | | |
| **DB /OS** | PROD - Oracle Dbaas 19c (19.8.0.0.0)/OL 7.8 | PRD : 12.1.0.2 /OL6.9 |
| | UAT - Oracle DbaaS 19c ( 19.8.0.0.0) /PL 7.8 | UAT : 12.1.0.2/OL 6.9 |
| | | |
| **Backup** | | |
| | | |

4. 9.5 System Availability - Is there a system in place at PWC that monitors system availability/uptime for the uptime report? How are system availability events handled outside of the systems described in RFP such as DNS, Network, Authentication issues for infrastructure managed by PWC or other entities?
   a. Network and servers are monitored by Solar Winds.  For authentication we use Manage Engine & MS AD, MFA.

5. In section 2 there are several applications that do not have asterisks on them, is the intention to only support the integrations to and from those system with an asterisk on them (ESRI ArcGIS, GeoWorx, ArcFM) from the list defined in section 6? The GIS solution does not have an asterisk yet is listed as one of the systems for support, is this correct?
   a. GIS does not require support.
   b. Support for Hyperion and BIP is required.

6. Is there a plan to upgrade unsupported release version of the software? (Oracle 11gR2, Jrockit, WebLogic 11gR1, Field Work PIP, MWM, WAM) ? If there is no plan to upgrade unsupported applications, what is the expectation for the managed service provider to meet our requirements for the unsupported vendor systems per the SLA section 9.5?
   a. Yes, and there are plans to address this.  This work will be addressed with separate projects outside of the scope of this RFP.

7. The FW PIP is listed as 11.2, however per the Oracle Certification Matrix it states that CCB (C2M) version 2.5 was the last version supported. Can you confirm the version of the FW PIP used between C2M and MWM?
   a.  It's som-mwm V12.2

8. Can you provide a detailed list of all current C2M customizations?
   a. See Appendix L "Customizations_C2M_Edited" attached to this Addendum.

9. Can you provide a history of support tickets for the applications included in the RFP over the last 12 months?
   a. See Below.

| Application | Count of tickets |
|---|---|
| CCB | 635 |
| EBS | 522 |
| Hyperion | 60 |
| MDM | 119 |
| MDM SOA | 11 |
| MWM | 90 |
| SOA | 43 |
| WAM | 253 |
| **Grand Total** | **1733** |

10. Is 24X7 support expected? If so, is the afterhours support to be on-call, or a specific shift?
    a. After hours support is required on an as needed basis. An afterhours support phone number is required.
    b. Billing monitoring and troubleshooting support (after business hours) is required as needed. Billing is scheduled 4 nights per week.

11. In Section 8.3, Can you provide examples of the type of work that would be in scope that could exceed the 24 hours?
    a. If a problem is presented which will require a custom code solution, or a change to existing custom code, this work and testing may exceed 24 hours to complete.

12. Do you currently have a Managed Services vendor supporting the applications required in the RFP? If so, will there be a turnover/familiarization period from the previous vendor?
    a. Yes. There will be a short transition period preferred 60 days but not to exceed 90 days.

13. In Appendix H, did the C2M implementation warranty period fall within the estimated hours listed?'
    a. No.

14. In Appendix H, can you please provide examples of pricing for additional services?
    a. Weekday business hours (ET) pricing
        i. Weekday after hours (ET) pricing
        ii. Weekend pricing.

15. Can you provide a network integration diagram for applications currently in use?
    a. Not at this time .

16. Can all support be performed remotely? If not, can you provide the type of tasks that would require on-site support?
    a. All support can be provided remotely, except when requested specifically to be on site at PWC.
        i. On site support is normally requested for project related support.

17. Can a combination of onshore and offshore resource be utilized for the support work?
    a. Yes

18. Per Section 3.5 Trade Secrets/Confidentiality, if we submit a separate document containing this information, would one hard copy be sufficient? Also pertaining to this section, if we upload an electronic version to your SharePoint site, should we submit a separate file for the confidential information?
    a. If Vendors anticipate submitting a separate document that contains Trade Secrets/Confidentiality, only submit one (1) hard copy of the Trade Secrets/confidentiality proposal needs to be submitted.
    b. Vendors shall still provide seven (7) hard copies of the proposal that are not marked Trade Secrets/confidentiality.
    c. Vendors who choose to upload an electronic version do not need to upload the file that contains Trade Secrets/Confidentiality.

19. What OS are the applications and DB on? Are you running a multi-node/single-node installation?
    a. Linux

20. Are all the customizations in a custom_top as per Oracle recommended standards?
    a. Yes

21. Please share call Volume/Tickets raised per module in the last year with Severity Level classifications for defects and enhancements.
    a. Below is data for tickets created between January 2020 to January 2021

| Application | Count of tickets |
|---|---|
| CCB | 635 |
| EBS | 522 |
| Hyperion | 60 |
| MDM | 119 |
| MDM SOA | 11 |
| MWM | 90 |
| SOA | 43 |
| WAM | 253 |
| **Grand Total** | **1733** |

| Priority | Count of tickets |
|---|---|
| 1-Critical | 287 |
| 2-High | 181 |
| 3-Medium | 1337 |
| 4-Low | 52 |
| **Grand Total** | **1857** |

22. Are you using any Database Management tools like OEM or EM?
    a. OEM

23. Please provide specific details on the ETL Tools.
    a. We are not currently using any ETL Tools.

24. Please specify the version of ADF you are using. Are there any current applications built in ADF? If yes, which application server is being used for them – Oracle AS or WebLogic?
    a. Oracle AS for EBS 12.1.3

25. R12 custom Forms, if any, are built using Form Developer or OAF?
    a. No

26. How does PWC plan to transfer knowledge from incumbent vendor to bid winner? What is the expected knowledge transition period?
    a. PWC recommends a 60 day transition period.  30 days for resource onboarding, and for knowledge transfer and 30 days for support transition
    b. Onboarding and Knowledge Transfer is to include;
        i. Resource Roles and Access setup and review
        ii. Documentation and Process review (by application)
        iii. Communication Plan
        iv. Ticket Management and Task Assignments
        v. Change Control review
        vi. Task Assignment and Hours Approval process
        vii. Reporting Requirements

27. Provide an overview of the development environment and development tool sets required.
    a. We have a full Development environment for all primary Oracle applications.
    b. Tools required are Eclipse, SQL Developer, Toad

28. Do you have an object-oriented or re-usable code library?
    a. Yes, Azure Dev Ops

29. Do you have "check-in" and "check-out" functionality for maintaining programs/files/objects?
    a. Yes

30. Details of version control tools to help manage / move and track changes through the development process (e.g., development to test to user acceptance to staging to production)
    a. We use Azure Dev Ops

31. Do you have all the current versions of source code documented with comments (Production and Work-in-Progress)?
    a. Yes

32. Are you using all the modules of HRMS? Please list module names.
    a. No, we are not using all the modules of HRMS(see below).

|   | HRMS Modules PWC Use |
|---|---|
| 1. | Absence and Leave Management |
| 2. | HR |
| 3. | I-Recruitment (abbreviated) |
| 4. | Performance Management |
| 5. | Payroll |

33. Do you use encumbrance budgeting right from requisitions?
    a. Yes, however, we do not budget based on encumbrance.  It is used to determine what funds are available to spend.

34. What is your budget organization structure and budget control?
    a. Four budget categories in EBS:  Capital, Oper-Capital, Oper-Expense and Revenue Budget.  The system checks funds on a fund, cost center and cost type level for expenses and on the budget code level for capital and operating capital.

35. How many modules do you use AME in?
    a. See below

## AME Modules by Transactions that PWC use

|   | Application | Transaction type |
|---|---|---|
| 1. | Human Resources | iRecruitment Notification Approvals |
|   | Human Resources | iRecruitment Offer Approval |
|   | Human Resources | Oracle Self Service Human Resources |
| 2. | Payroll | Payroll Assignment Costing Transaction Type |
| 3. | Purchasing | Purchase Requisition Approval |
|   | Purchasing | Requester Change Order Approval |
| 4. | Payables | OIE Expense Reports |
|   | Payables | Payables Invoice Approval |
|   | Payables | Payables Holds Resolution |

| 5. | Contracts Core | OKC Repository Contract Approval |
|---|---|---|
| 6. | iSupplier | POS Supplier Approval Management |

36. Do you have any document management system?
    a. SharePoint and Footprints for solutions.

37. What is the frequency of your payroll run?
    a. Every other week

38. What is your fixed asset book structure? How many tax books do you have?
    a. Corporate. 1 fixed asset book.

39. How is Oracle inventory used in overall flow of transactions? Are inventory items involved in C2M billing?
    a. (Inventory is setup in master organization units referred to as PWC warehouses with detail to sub-inventory/serialized and location level. Transaction originating from other modules (eg: PO: requisition/purchasing/receiving, AP: invoicing and payment) cause inventory on-hand changes. Every transaction is associated with a transaction type, source, item quantity, unit of measure.
    b. No, inventory items are not involved in C2M billing.

40. Do you have any monitoring process for all the interface tables to make sure no records are stuck in the interface tables?
    a. No

41. What standard reporting tools are pre-configured to your software solution / database?
    a. Business Reporting tools is BIP and Hyperion. IT Support software is OEM. Sisense is the business analytics tool.

42. System integrates with Microsoft AD or other SSO solution for authentication.
    a. EBS WAM and MWM do not use Active Directory. C2M does use AD.

43. System supports other authentication techniques (e.g. two-factor authentication).
    a. No, C2M does use MFA

44. System provides the ability to log and monitor system and security exceptions.
    a. All of our Oracle enterprise systems enable logging and record security alerts.

45. System supports special mobile device security for smart phone and iPad access.
    a. Yes

46. What is the degree of physical/logical separation between web user and SQL data?
    a. For EBS, the "web user" is separated via the role and Oracle recommended Application and Database security parameters.

47. What is the protection from attacks such as SQL injection?
    a. We follow the Oracle recommended security guidelines

48. Discuss approach to application security patches, as well as compatibility with latest versions/patches of third-party technologies (SQL, windows, apache, iis, browser, etc.) used in the application environment.
    a. We are in the process of implementing a monthly process to deploy current security patches within the SDLC. Until this is fully implemented the patches are installed as needed.

49. List any industry standard security certifications / compliances.
    a. We follow but are not required to comply with NERC & FERC standards.

50. Support of detailed system-generated audit trail for all transactions with type/level of information configurable, and access control for review capabilities.
    a. We have audit trail capabilities for selected transactions.

51. The system maintains security related historical information (e.g. user activity logs) for at least seven days.
    a. Yes

52. The system will maintain an audit trail of all security maintenance performed by date, time, user id, device, and location - and supports syslog.
    a. Yes

53. Field level online help required?
    a. Support may be requested for any application related issue.

54. There is no mention of Incident management - severity / priority of issues raised and resolution timeline SLAs - should we check this with customer?
    a. A part of the onboarding process will be to incorporate our ITSM to track support related work and review the estimated hours projected to complete this work and document IT Management approval.

55. Number of environment build, refresh, patches to be applied per month/week to be defined.
    a. The number of these tasks will vary depending on the projects or problems which require these activities.

56. WAM: Predictable services: - Ad-hoc reporting - how many such ad hoc-requests will we entertain in a week/month?
    a. Ad hoc requests are infrequent for WAM.

57. What is the current version of C2M, C2MO, MWM and WAM being used by customer?
    a. Refer to Appendix B of the RFP for this information

58. Is the customer moving to C2M or C2MO?
    a. C2M

59. In case of C2M - Is integration done with WAM.
    a. C2M is integrated with WAM.

60. In the case of C2MO - is it single install base?
    a. N/A See response to question 59.

61. How many new environments to be created, maintenance supported during implementation (e.g.: Dev, QA, STG, Config, PROD) including batch servers?
    a. For C2M the environments will mirror the On-Premise Applications with a Development, Test, UAT, and Production environment. The non-production environments are shut down when not in use.

62. Need to know customer's current batch scheduling details.
    a. PWC uses the CA Batch Manager tool to schedule the billing and other C2M batches.

63. C2M has new set of batch programs, that need to be added/aligned to meet customers' requirements.
    a. There have been a handful of new batches added to our daily batch schedule. This is a part of the C2M implementation and not a required to be implemented by our daily support provider.

64. Is the customer considering using new feature/functional upgrades that are part of C2M?
    a. This is a part of the C2M implementation project and not required for the daily support provider.

65. C2M has a new rate engine (Java based – for better performance and maintainability). Does the scope include conversion of Old Rate to New rate is par?'
    a. The conversion of these rates is a part of the C2M implementation project and not the responsibility of the daily support provider.

66. C2M uses new SOM (Service Order Management) for integration between edge systems (WAM, MWM).
    a. Yes

67. Does the customer have license for using SOM?
    a. Yes

68. The way field orders/activities are handled is different in old CC&B and new C2M system.
    a. Yes

69. The Usage data/Meter event/Smart command processing has been redesigned in new C2M. Newer implementation does not use OSB or SOA for head end system payload processing and orchestration.
    a. This is part of the C2M implementation project and not the responsibility of the daily support provider.

70. Number of head end systems used by customer in the current system.
    a. One, Sensus RNI

71. Usage/meter read and Meter event – frequency and volume of data.
    a. Data is received at various times of the day depending on the data in question.

72. Do these head end systems support Smart metering commands (e.g.: Meter ping, On-demand read, remote-connect, remote-disconnect)?
    a. Yes

73. If a customer has built reports/analytics using older versions if CC&B and other applications, these need to be retrofitted to align to C2M data model.
    a. This is part of the C2M implementation project and not the responsibility of the daily support provider.

74. If customer is using OUA, separate plan to be worked out for data migration or building new set of analytical data.
    a. This is part of the C2M implementation project and not the responsibility of the daily support provider.

75. Need details about the external applications that are to be integrated with C2M.
    a. C2M is integrated with the following applications either directly or indirectly. EBS, WAM, GIS, OMS, MWM, IVR, Kiosk, ePortal, and RNI.

76. Existing integrations (web services, file-based integrations) to be reviewed to retrofit with new C2M system.
    a. This is part of the C2M implementation project and not the responsibility of the daily support provider.

77. Do business users need to be trained on the new system (C2M)?
    a. This is part of the C2M implementation project and not the responsibility of the daily support provider.

78. Are non-US nationals/offshore resources permitted to access your systems?
    a. Yes, with an active Service Agreement and NDA.As long as those nations are approved by the department of homeland security

79. What is the workload per application (ballpark)? For example: EBS 40%, WAM 25%, MWM 10%, C2M 25%?
    a. Refer to the response to question #2.

80. Are the integration points well documented?
    a. Yes

81. Pain Points – Are there any specific areas or modules that required special attention/expertise?
    a. There is no one specific area which requires special attention.

82. What is the main driver of this Managed Services RFP (Cost Reduction, Service Improvement, Staff Redeployment, Replace your existing vendor, Other)?
    a. Technical expertise and assistance, staff augmentation.

83. Does PWC have a preference for a contract model: Fixed Fee, Subscription (bucket of hours), Time & Materials, other?
    a. Fixed fee or T&M

84. On Page 2 you have asterisks next to the applications that are to be supported under this RFP. However, in Section 6.1.2 you have ESRI GIS, Designer/ArcFM, and GeoWorx as In Scope. The assumption is the Vendor will only support the customized integrations and not the applications themselves.  Please confirm.
    a. GIS and related applications are not required to be supported.

85. For Databases in Section 8.1.3 can you explain in more detail what services you require? Will the selected vendor do nightly monitoring or will FAY own that?
    a. DB Services are not required

86. Can you provide a breakdown of hours used (Predictive and On Demand) per application? Including a bucket for DBA, Weblogic and SOA.
    a. Refer to our response to question #2.

87. Due to current pandemic situation, will PWC accept electronic proposal only?
    a. Please refer to Section 4. Schedule and Process of the RFP (Page 4-5). Vendors are required to submit hard copies for this RFP to be considered.

88. In the RFP it states in item 6 on page 6 that vendors must bid on all the scope of work as defined below: Then the Scope is broken down by 6.1.1, 6.1.2 and 6.1.3. Our question is: can we just bid on 6.1.1 or do you have to bid on all three?"
    a. Yes, vendors must bid the entire scope of work defined in Section 6.1.