



FAYETTEVILLE PUBLIC WORKS COMMISSION

PROCUREMENT DEPARTMENT

<https://www.faypwc.com/bids/>

Bid Addendum

PWC Number: PWC2223062

Bid Title : Managed Services Provider for Oracle Utilities Applications

Bid Opening Date and Time: August 24, 2023, at 2:00 pm

Addendum Number: 1

Addendum Date: July 31, 2023

Procurement Advisor: *Shelby Lesane*

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1. Return one properly executed copy of this addendum with bid response or prior to the Bid Opening Date/Time listed above.

2. Following pages are questions received about the solicitation and the SME's answers to the questions.

Failure to acknowledge receipt of this addendum may result in rejection of the response.

Check ONE of the following options:

- Bid has not been mailed. Any changes resulting from this addendum are included in our bid response.
- Bid has been mailed. No changes resulted from this addendum.
- Bid has been mailed. Changes resulting from this addendum are as follows:

Execute Addendum:

Offeror: _____

Authorized Signature: _____

Name and Titled (Typed): _____

Date: _____

Questions and Responses for: (PWC2223062) Managed Services Provider for Oracle Utilities Applications

1. Incumbent: Could you confirm if there is an incumbent for this project? Knowing whether there is an existing service provider in place would help us better understand your current situation and any potential transition or handover requirements.
 - A. There is managed services provider in place at this time. The transition period schedule and support will be discussed during contract negotiations with the selected vendor.

2. Budget and Agency Motivations: Has a final budget been established for this project? Additionally, I would like to inquire about the motivations behind this project from the agency's perspective. Understanding the agency's goals and objectives will provide valuable context for tailoring our proposal and addressing the specific needs of the project.
 - A. Funds will be allocated through established financial guidelines approved by the PWC Board of Commissioners.
 - B. The purpose of the solicitation is documented on pages 2-3 of the RFP.

3. Who would be the best person to connect with to talk about how PWC manages the analytics for these applications?
 - A. PWC is not seeking services for managing analytics.

4. Is the 50 predictive hours per week, is that for all the roles?
 - A. For budget estimation purposes, use 50 hours per year for Predictive Services and 3,400 hours per year for On Demand Services as defined in the RFP.

5. For which application are hosted on site vs. Off-site (for off-site are they hosted in OCI)?
 - A. Only C2M is located in OCI and it's an IaaS solution. HCM is in Oracle Cloud. WACS, when deployed, will be Oracle Cloud. All other applications are hosted on premise.

6. Are there detailed design documents for each interface listed in the RFP?
 - A. No

7. For C2M where are the Application Servers hosted (DB appear to be hosted in OCI)? Are there system diagrams showing systems reside as well as interface paths between systems?
- A. Some documentation exists, but it is not complete. C2M is hosted in OCI including DB which is a DBaaS solution.
8. Do you use OEM for database and application monitoring? What monitoring system is in place if not OEM?
- A. OEM is used to monitor Databases only. Infrastructure uses Solarwinds for other monitoring.
9. Is there existing procedural documentation for the systems, for example 3rd party files for interfaces does documentation exists for contacts and procedures for when the automation breaks down (Missing files for examples)?
- A. Some documentation exists but might not be a complete listing.
10. Regarding Section 8. Statement of Work A. Predictable Services:
- It states: "For estimation purposes, use 50 predictive hours for the proposed budget."
 - Is 50 hours, correct?
 - What is the skillset makeup of the 50 hours in terms of roles and services expected?
 - What time frame does the 50 hours cover? Week month? Other?
- A. See RFP and response for #4.
11. Regarding Section 8. Statement of Work B. On Demand Services:
- It states: "For estimation purposes, use 3,400 on demand hours for the proposed budget."
 - What is the skillset makeup of the 3400 hours in terms of roles and services expected?
 - What time frame does the 3400 hours cover? Yearly? Other?
- A. RFP and response to #4.
- B. The skillset is mostly C2M but also includes consulting from MWM, WAM, Head-in systems such as meter reading issues.

12. If possible, can your team answer the queries below related to RFP# PWC2223062 (Utilities)?
- Point B of section# 8.1.4 - how frequently are the lower environments to be refreshed with production data?
- A. Average of 2-3 times per year.
- Point B of section# 8.1.4 - how many times did we clone the existing production system in the past one year?
- B. 2 Times.
- Point E of section# 8.1.4 - Is our understanding correct that PWC will perform the patch testing? before we apply them into production?
- C. PWC is responsible for UAT testing and deployment to production with vendor assistance. Vendor should do unit testing and assist with SIT.
- In Page#16, are there any batches scheduled to run during the back-up process?
- D. We use C2M batch scheduler as well as CA batch scheduler. Batches run during backup process.
13. Section 2 (Table 1): As WAM will be replaced by WACS in September - 2023, Can we assume that WAM will be excluded from scope of work?
- A. At this time WAM is not expected to be replaced until February 2024, both WAM and WACS will require support.
14. Section 2 (Table 1): Can we assume that MWM will be excluded from scope of work, as OFS will be used instead?
- A. We currently only use MWM with C2M activities. There is a plan to move this MWM to OFS but not for at least 9+ months.
- B. We will be implementing OFS after WACS goes live. This is a new feature as MWM was never used with WAM in the past.
15. Does the scope include Customer's infrastructure/ Batch schedule monitoring as well? If so, it is going to be a 24/7 activity. RFP mentions weekend support as well? - is it On Demand?
- A. This does include overnight batch monitoring for C2M billing. This should be a monitoring service not typically billed at an hourly rate.

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16. Does the scope include Monitoring, fixing and reporting of the Batch streams as well?
 - A. Yes. If the fix is more complex, it will require PWC personnel to receive a phone call after hours.
17. C2M: This has a list of nightly batch streams - Do we support during out of office hours as well? Is there a requirement to provide 24*7 support?
 - A. Refer to RFP and #15.
18. C2M: On demand service - It is mentioned that the monitoring support needed for billing batch. What about all the other batch streams?
 - A. Billing is the most critical and needs to be monitored 24/7.
 - B. Refer to RFP and #15.
19. Section 8. A: For estimation purposes, use 50 predictive hours for the proposed budget? What is this 50 hour for? per day/week??
 - A. See response to #4.
20. Section 8. B: For estimation purposes, use 3,400 on demand hours for the proposed budget. Are these 3400 hours capped by PWC? Per year?
 - A. Not capped, this is actual on demand hours incurred in FY 22.
21. Can we assume that the predictive hours of 50 and on demand hours of 3,400 is for estimation purposes only or will that be actual? In case actual work needs more hours than how will that be managed/approved?
 - A. Estimation purposes only. Work order gets created, vendor provides estimated number of hours to complete ticket, PWC management approves estimate.
 - B. Refer to RFP and #4.
22. 8.1.4 Cloning, Patching, and Test Instances. We may need to agree with the numbers (of cloning, refresh, patching) and frequency for better estimation/scoping purpose.
 - A. See RFP and responses to #s 4 and #12.
23. 8.1.5 Customization: Tech - Need to agree on how many planned changes to be installed/applied to the environments. App - The number of changes to be estimated separately based on complexity (simple/ medium / complex)?

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- A. See RFP and responses to #s 4.
24. 9.5 System Availability:
- 99.9 % availability to be excluded for Infra (OCI), WACS and OFS as this will be managed by Oracle.
- A. That is correct.
- Will scope include only for C2M and other IaaS/PaaS applications (DB, WebLogic, and SOA)?
- B. Refer to RFP, Appendix B, Appendix C, and Appendix D.
25. APPENDIX C - Application Overview C2M M-F, 7 AM – 9 PM plus billing batch monitoring, Afterhours/weekends as needed:
- 14-hour window to be managed by 2 shifts?
 - is Billing batch monitoring - is this 24/7 service?
- A. This is after hours support Eastern time. Anything outside normal working days of 8-5 Mon-Friday.
- B. Refer to RFP and #16.
- Scheduled times for maintenance/planned outages: Currently mentioned as 2-hour window/week. Can this be reviewed and agreed based on the complexity of the task?
- C. Production deployment for C2M our busiest app. Usually happens on Thursday and averages less than 1 hour each occurrence. This is not fixed and can be modified based on needs.
26. WACS and OFS - Oracle will release 3 maintenance packs (A, B, C) per year, Will this to be taken up as On-Demand service
- A. Yes, testing the releases in lower environment would also fall under this on-demand service.
27. APPENDIX C - Application Overview C2M
- How many DBs are maintained in IaaS and PaaS?
- A. 7 total between Prod and Lower environments.
- Is it an RAC environment?

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- B. No
 - Approximate Database size?
 - C. Largest Db is C2M approximately 37TB In size the rest are all no more than 500G each
 - Is there DR setup?
 - D. Dataguard exists for DB's
 - How many OCI VMs will be used across all applications?
 - E. OCI is mainly used to support C2M and currently has 32 servers in total
 - Does our scope include any services deployed in Azure as well?
 - F. Just using Azure DevOps for checking in code repos
 - Does PWC use any COTS scheduler?
 - G. No
 - What tools are being used to monitor infra/application stack (e.g.: OEM, Dynatrace, etc.)?
 - H. OEM, Solarwinds, and some cloud native OCI apps.
28. Customization: Can we get the list of customizations (CM components) built in C2M, WACS, MWM and OFS? We may need these details for deriving effort estimations.
- A. AzureDevops can be scraped to find information on specific instances upon request. Information available will be provided to the selected Vendor.
29. If possible, can your team answer the queries below related to RFP# PWC2223062 (Utilities)?
- Point B of section# 8.1.4 - how frequently are the lower environments to be refreshed with production data?
- A. Refer to #12.
 - Point B of section# 8.1.4 - how many times did we clone the existing production system in the past one year?
 - B. Refer to #12

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- Point E of section# 8.1.4 - Is our understanding correct that PWC will perform the patch testing? before we apply them into production?
- C. UAT and production deployment is PWC's responsibility.
- In Page#16, are there any batches scheduled to run during the back-up process?
- D. Yes
30. Can your team clarify on below items? This is again related to RFP# PWC2223062 (Utilities)
- Page#2 - "troubleshooting process and performance issues" - Are there any existing issues which need to be addressed as part of this support scope?
- A. There will be an ongoing list of tickets in queue so it's possible that some issues will be left open at time of transition.
- What is the code migration approach currently being followed by FPWC? Can we use bundling for small code changes?
- B. C2M bundles are preferred, Azure DevOps keeps code versioning.
- Does FPWC have preferred development approach (Agile or Waterfall) to be followed for additional enhancement requests?
- C. PWC prefers and agile methodology but will use various methodologies to best fit the project or work effort.
- Any concern to FPWC, if the vendor implements offsite support with an offshore team? (30% onsite-North Carolina, 70% Offshore India)
- D. PWC is supportive of offshore as long as it is supported during the PWC work hours 7AM-6PM (sometimes longer) EST.
31. APPENDIX F - Bid Proposal Summary Notes item #2 states "For estimation purposes, use 50 Predictive Hours and 3,400 On Demand Hours". APPENDIX G - Bid Proposal Summary Form has # of hours listed for FY 24, FY 25, FY 26 and Total. Based on the APPENDIX F instructions it seems that the # of hours for FY 24, FY 25 and FY 26 should be 3,450 each and the Total hours for all periods would be 10,350. Is that your expectation? If not, please clarify what is expected.
- A. See response to #4.
32. Can you confirm the method in which we expect to receive the responses? Are they posted to the procurement site?

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- A. Questions/responses are compiled and posted on the PWC website as an Addendum to the RFP.
33. Please provide the ticket dump for last 6 months.
- A. PWC will provide information to the selected Vendor.
34. We assume MWM and OFS will co-exist; OFS is not replacing MWM and both the application to be support - Please confirm.
- A. Yes, MWM for C2M will be replaced within the next year with OFS. WACS will start using OFS within the next year as well.
35. This 50 hours mentioned, is it per month/ week it is not clear. Need more clarity with example. For so many modules how can we cater with 50 hours?
- A. See responses to #4.
36. This 3400 hours mentioned, is it per month/ year? Need more clarity with an example.
- A. See responses to #4.
37. Please share the details of number of Production and Non-Production for C2M, MWM, OFS, WACS instances to support.
- A. C2M has 4 lower environments, OFS has 2 lower environments, WACS has 4 lower environments.
- Please share the architecture Details like number of Web, Application and DB, Nodes, is the RAC database used for High-Availability.
- A. No RAC, 44 DB's including lower environments, Dataguard used for DB's.
38. Please provide the number of customer components currently.
- A. Not applicable.
39. (Introduction - page 3 of RFP)-Can you please confirm the deployment model for WACS and OFS is Saas.
- A. These systems are still in development
40. (Schedule and Prices) In lieu of conservation, would PWC reduce the printed copies to 1 hard copy and 1 USB copy along with the electronic submission?
- A. No, PWC will also not accept USB or any mobile media, PWC has supplied a drop off URL for electronic distribution. PWC will still require hard copies as indicated in the RFP.

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41. Statement of Work (page 7-8 of RFP)

- For predictable services do you suggest 50 hrs a week for a budget? Is it a week or a month?

A. See RFP and responses to #4.

- Confirming that for on demand services you are suggesting 3400 hrs for an annual budget?

B. See RFP and responses to #4.

42. 3.5 Trade Secrets/Confidentiality (page 4 of RFP)

A. Any trade secrets submitted by vendor should be submitted separately in a sealed enveloped marked "Trade Secret – Confidential and Proprietary Information – Do Not Disclose Except for the Purpose of Evaluation this Response, Offer documentation specifying how the content qualifies as a trade secret under North Carolina law, and the "trade secret" should be stamped on each page of the trade secret materials contained in the envelope.

- Are we required to add the pages we have marked as "Confidential" in the proposal, into a separate sealed envelope?

D. No, if the vendor just marks the pages in the bid documents as Confidential, we will not reveal those documents to any other bidders.