



FAYETTEVILLE PUBLIC WORKS COMMISSION

PROCUREMENT DEPARTMENT

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

Proposal Addendum

PWC Number: PWC2526078

Proposal Title: RFP Oracle Utilities Customer Cloud Service Implementation

Submission Deadline and Date: July 10, 2026 @ 3:00 pm

Addendum Number: 3

Addendum Date: June 16, 2026

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1. Addenda acknowledgement is required within the IFB Bid Pricing Form.
2. The solicitation is hereby modified as follows:

M1. ADVERSITEMENT FOR PROPOSAL – Paragraph Three (3) & INSTRUCTIONS TO PROPOSAL – Paragraph Two (2) “PWC reserves the right to award to contract(s) to one or more proposers, as determined to be in the best interest of PWC” - is hereby deleted in its entirety.

It is the intent of this RFP to make a single award for all items.

3. Following are questions received about the solicitation and the SME’s answers to the questions.
 - Q1.** For requirements that reference AI-enabled capability or AI-assisted workflows, please clarify if these refer to AI features within CCS or does PWC expect to use a separate Enterprise AI platform? (RFP page 16 – Implementation Strategy; Attachment J)
 - A1.** PWC wishes to begin with CCS integrated, out of the box capabilities first. We are open to expanding to other approaches, based on industry-standard, high impact use cases the bidder has successfully implemented at other organizations.
 - Q2.** Does PWC use OUTA for test automation with C2M? Is PWC open to SI recommendations for alternate test automation tools? (Attachment L – Testing)
 - A2.** PWC currently uses OUTA, but other options are open for consideration.
 - Q3.** Please provide an inventory of all SOA services that are required to be migrated to OIC. (RFP page 16 – Implementation Strategy)
 - A3.** The current inventory is listed below:

SOA Composite name	Application
FPWC_CCB_OMS_GIS	C2M
FPWC_CCB_OMS_CUSTOMERS	C2M
FPWC_CCB_OMS_SCHEDULER	C2M
FPWC_CCB_OMS_PREMISES	C2M
FPWC_CCB_GEN_CCS_FMW_XX_CUTOFFLETTER_INTERFACE	C2M
FPWC_3PWEST_GEN_CCB_FMW_10_PAYMENT_PROCESSING_INTERFACE	C2M

FPWC_PWC_GEN_CCB_FMW_11_MAIL_PAYMENT_PROCESSING_INTERFACE	C2M
FPWC_CCB_GEN_IVR_FMW_XX_NSFAct2IVR_INTERFACE	C2M
FPWC_CCB_GEN_IVR_FMW_XX_NSFAct1IVR_INTERFACE	C2M
FPWC_CCB_GEN_LETTER_FMW_XX_NSFAct1LETTER_INTERFACE	C2M
FPWC_CCB_GEN_IVR_FMW_XX_PASTDUEIVR_INTERFACE	C2M
FPWC_CCB_GEN_IVR_FMW_XX_CUTOFFIVR_INTERFACE	C2M
OnDemandRead	Sensus/RNI
ConnectDisconnect	Sensus/RNI
CommissionDecommission	Sensus/RNI
DeviceStatusCheck	Sensus/RNI
Common	Sensus/RNI
MWMSOMQueryServicePointEBF	MWM-SOM
SOMMWMMGetAvailableApptEBF	MWM-SOM
SOMMWMMProcessActivityEBF	MWM-SOM
SOMMWMActivityStatusEBF	MWM-SOM
MWMSOMDeviceVerificationEBF	MWM-SOM
MWMSOMCreateActivityEBF	MWM-SOM
MWMSOMCompleteActivityEBF	MWM-SOM

- Q4.** Does the proposed scope include the implementation of Oracle Field Service (OFS) in addition to Oracle CCS, given that the RFP primarily calls for a CCS implementation? If so, can PWC provide the functional and technical requirements related to OFS so that implementation effort and pricing can be estimated accurately?
- A4.** OFS implementation should be considered as required for initial deployment of CCS. Estimated pricing for OFS should be based on the scope documents provided and the bidder's past experiences with similar deployments.
- Q5.** As FPWC plans to retire MWM and migrate to OFSC, what is the expected implementation timeline? Does FPWC need parallel implementation for both CCS & OFSC
- A5.** OFS implementation should be considered as required for initial deployment of CCS.
- Q6.** Please clarify if PWC requires the SI to perform only 'Train the Trainer' training or if PWC expects the SI to conduct end user training for all stakeholders.
- A6.** The bidder can offer one or both (Train the Trainer and End User Training), as long as the intent is described within the proposal. If offering both, provide separate pricing for each option.
- Q7.** Similar to the question on Training scope, does PWC expect the SI to produce training documentation for all stakeholders or just the 'Train the Trainer' participants.
- A7.** All content required for end user training should be included in the Train the Trainer documentation. These documents should be formatted in a manner that makes it easy for the Trainers to modify and use for end user training.