

GREENVILLE UTILITIES COMMISSION
QUESTIONS AND ANSWERS FOR 22-33
RFP for Customer Cloud Service (CCS) Implementation
05/26/2022

- 1. Can we have a quick meeting with GUC team on this?**
 - *GUC will be following the guidelines defined in the RFP. As stated in the RFP, all communications will occur through GUC's Procurement Manager.*
 - *As posted in the RFP, interviews will occur July 11, 2022, through July 22, 2022, for selected vendors.*

- 2. How many environments does GUC expect to have during the project and after go-live?**
 - *During implementation GUC expects to provide 5 environments: 2 test, 2 dev, and 1 production.*
 - *Post go-live, GUC expects to continue providing 5 environments for up to 90-days and will then move to 3 environments: test, dev, production.*

- 3. What is the timeframe for the Cityworks Implementation?**
 - *GUC wishes to implement Cityworks in parallel with CCS, if it is deemed advantageous and doesn't place undue pressure on the CCS project. GUC is conducting a Phase 0 project for Cityworks and will be able to share learnings with the selected CCS implementation vendor for discussion, with the intent of agreeing to a timeline before CCS project kickoff.*

- 4. Will Cityworks replace both WAM and MWM?**
 - *GUC is conducting a Phase 0 project for Cityworks and will be able to share learnings, including desired scope, with the selected CCS implementation vendor for discussion.*

- 5. Is GUC open to performing Refuse and Stormwater account searches/Billing within CCS or is there a regulatory reason why the custom portal was set up?**
 - *GUC is open to a solution within CCS as long as it can limit the view and access to only the data and functions which are necessary to perform the refuse and stormwater tasks.*

- 6. Is GUC open for some resources being offshore?**
 - *GUC is open to working with offshore resources. The expectation is the vendor would provide resources to work with GUC within our normal business hours of Monday through Friday 8:00am – 5:00pm EDT, with the understanding some portion of the vendors work may occur outside these hours.*

- 7. Can you clarify what GUC is expecting around automated testing for 30% of the test cases? Does 30% represent a particular kind of test case/script?**
 - *We understand that some base use cases are covered using the cloud service testing library. For any number of use cases that fall outside of base testing coverage, we would like for 30% minimum of those cases to be covered using the testing accelerator.*

- 8. Reporting - Can you define how many reports utilize multiple tables vs single tables?**
- *Ninety-nine percent of our reports utilize multiple tables.*
- 9. Does GUC use OUTA (Oracle Utilities Testing Accelerator?) now? If not, will GUC be licensing this product? GUC does not use OUTA today.**
- *GUC does not use a testing accelerator.*
 - *Per Oracle, OUTA is included w/ CCS.*
- 10. Will GUC purchase the required CCS license. There was no mention of object storage and OIC in the RFP.**
- *GUC is purchasing the appropriate CCS licenses as recommended by Oracle. Oracle did not include object storage and OIC in their recommendation. Per the RFP, it is GUC's expectation the chosen vendor assists GUC in identifying any additional needs.*
- 11. GUC is looking to migrate 7 years of historical data. Oracle recommends migrating up to 15 months of data from legacy. Will GUC be working with Oracle to provision the extra storage?**
- *Oracle was advised of the need for 7-year retention during sizing. This was reviewed with Oracle on several occasions and GUC was assured by Oracle this was taken into account in the initial sizing.*
- 12. Data retention is taken care of by Oracle using ILM solution. ILM requires separate license. Has GUC considered this?**
- *Per Oracle, ILM is included w/ CCS.*
- 13. Will GUC use Cloud BI/OUA or continue to use the on-prem solution?**
- *We will consider all reasonable options including the use of a self-managed data warehouse if deemed necessary.*
- 14. How many environments to be build (for example test, stage and PRODUCTION) as part of this RFP?**
- *During implementation GUC expects to provide 5 environments: 2 test, 2 dev, and 1 production. Post go-live, GUC expects to continue providing 5 environments for up to 90-days and will then move to 3 environments: test, dev, production.*
- 15. Please elaborate on GUC's future AMI deployment plan? Are there any smart meters with interval data available currently? Usually there won't be any impact on AMI deployment if just CC&B has upgraded to CC&S, for future AMI plan, the CCS system can be customized in future based on requirements.**
- *GUC's future plans related to AMI are currently on-hold. There are no smart meters currently deployed.*
- 16. Train the trainers along with users would be recommended on CCS product and related customizations or configurations. Please let us know how many people will attend the training.**

- *Using Train, the Trainer approach we would need to train 10-12 trainers that would work with the GUC users to train them.*

17. For test automation of CCS, a custom SOAP UI scripts can be developed for test data creation and does not require any additional licenses. Does GUC has any Oracle Testing Suite licenses for CCS?

- *Per Oracle, OUTA is included w/ CCS.*

18. To follow the standard customization process, the existing custom java components needs to be re-engineered. Can GUC share the details of existing customizations??

- *General details regarding custom processes are shared in the RFP. GUC will share the details with the selected CCS implementation vendor for discussion.*

19. There won't be much impact on existing reports, but its recommended to review all the existing reports and verify performance impacts. Can GUC share the details of existing reports?

- *GUC will share the details with the selected CCS implementation vendor for discussion.*

20. Data retention is flexible and its configurable based on business need. What is the existing data retention periods at GUC?

- *GUC's data retention is posted within the RFP.*

21. The systems integrated with current CC&B needs to reviewed for compatibility before upgrading to CCS. Can GUC share the version numbers of all the integrated systems?

- *The current Oracle product version numbers are:*
 - *MWM v2.3.0.3*
 - *WAM 1.9.1.3.1*
 - *FWPIP 12.2*
 - *EBS 12.2.10*

22. Meter inventory details can be converted to CCS. Does GUC has any customizations in this regard in existing CC&B?

- *GUC has a customized process on meter inventory entry. After that initial process there are no customizations.*

23. Does the city plan to use the same managed services vendor provide system support after the move to the Oracle CCS? Or will they be looking at new vendors for that work?

- *GUC will evaluate this need as the implementation project progresses.*