

GREENVILLE UTILITIES COMMISSION
QUESTIONS AND ANSWERS FOR 22-33
RFP for Customer Cloud Service (CCS) Implementation
06/02/2022

- **We were unable to find the Insurance Acknowledgement Statement included with the other forms - can you please provide?**
 - *For response to RFP, implementer must acknowledge through documentation they can provide a certificate of liability insurance with GUC as the certificate holder if selected.*
 - *Once selected a copy of COI will be needed to do business with GUC.*
- **Is "Scope of Services" referenced in the Implementation Methodology/Plan and Approach section the same as "Proposed Scope & Requirements?"**
 - *Scope of services is the section "Proposal Scope & Requirements"*
- **Can you please provide a list of current customizations, including whether they are java or OUAF?**
 - *General details regarding custom processes are shared in the RFP. GUC will share the details with the selected CCS implementation vendor for discussion.*
- **Can you please provide a list of the 226 reports currently in use and the source for each (OUA vs. BI Publisher, etc.)?**
 - *GUC will share the details with the selected CCS implementation vendor for discussion.*
- **Can you please provide an architecture diagram?**
 - *GUC will share the details with the selected CCS implementation vendor for discussion.*
- **Can you please share GUC's business and timeline drivers?**
 - *There are several drivers: CCB 2.4 out of support, other projects, and capital funding.*
- **What is the scope of first AMI roll out and timeline?**
 - *GUC's future plans related to AMI are currently on-hold. There are no smart meters currently deployed.*
- **Do you currently upload and bill MV90 TOU scalar reads?**
 - *General details regarding the meter read processes are shared in the RFP.*
 - *GUC bills all reads as a scalar read.*
 - *GUC uses MV90 for industrial customers and are billed as a scalar read.*
 - *The TOU rates are for our solar customers and are handled via a manual process and bill as a scalar read.*
- **Can you provide a list of all meter configuration types?**
 - *We currently have 8 meter configuration types and the details of those will be shared with the selected CCS implementation vendor.*
- **What's the middleware technology identified in the following statement "Bank of America, RPS and miscellaneous payment files are uploaded to the CC&B staging tables using a middleware technology."? And how is the middleware technology adding the records, direct SQL or an API?**
 - *Currently GUC uses Oracle SOA suite.*
 - *In most cases it is direct SQL and other times it is SOAP API.*
- **Testing:**
 - **What is the total number of test cases GUC assumes for this project?**
 - *As this is new technology, GUC does not have a projected number of test cases.*
 - *For CCB 2.4 implementation we had approximately 200 test cases.*

- **What was the rationale for the 30% of automated test cases?**
 - *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.*
- **What is the % Requirement traceability to test cases?**
 - 100%
- **How many existing test cases does GUC have?**
 - GUC currently has approximately 200 test cases.
- **What is the total number of business requirements?**
 - GUC is currently doing pre-work of requirement reviews to ready ourselves for the project.
- **How are requirements and test cases documented and stored (tool set)?**
 - Microsoft SharePoint, Excel and Word.
- **Does GUC have any Automated testing tools in place and/or preferred?**
 - *Today, GUC does not use a testing accelerator.*
 - *Per Oracle, OUTA is included w/ CCS which GUC plans to use.*
- **OCM:**
 - **Is there current training available? If so, is the desire to update that training?**
 - *GUC has training manuals from CCB 2.4 implementation. Updated materials will be needed.*
 - **What knowledge management tools are in place?**
 - *GUC has a couple of tools that could be used such as: Office 365, SharePoint, and Teams.*
- **Is the interface from City of Greenville to CCS file-based or an API?**
 - *City of Greenville is a combination of direct access and file based.*
- **For Payment Processing, what feeds Batch Payments? Is that file-based, and if so, is that a custom JAVA batch job?**
 - *The RFP provides information on GUC's payment process.*
 - *The payment processing is file and middleware based.*