

GREENVILLE UTILITIES COMMISSION

QUESTIONS AND ANSWERS FOR 23-36

RFP FOR CCS & OIC MANAGED SERVICES & SUPPORT

8/28/2023 at 3:00PM

1. Are we to fill out the Good Faith document and provide a blank check with our proposal as noted on page 22 of the RFP?

This is a standard form. Yes, complete form/sign and date. Certified Check or cash \$N/A Not Required. Bid Bond \$N/A Not Required.

2. As noted on page 5 of the RFP, there should be an insurance acknowledge statement attachment. Where is this located or are we to provide our own statement? If so, we still need documentation of the insurance requirements?

Please Provide Certificate of Liability Insurance (COI).

3. Page 8 mentions issues and requests marked with severity 1, 2, 3 and 4. Please provide definitions for each severity?

Severity 1 – Critical Business Impact - The impact of the reported issue is such that GUC is unable to either use the application or reasonably continue work using the application.

Severity 2 – Significant Business Impact - Important features of the application are not working properly and there are no acceptable, alternative solutions. While other areas of the application are not impacted, the reported issue has created a significant, negative impact on productivity or service level.

Severity 3 – Some Business Impact - Important features of the application are unavailable, but an alternative solution is available or non-essential features of the application are unavailable with no alternative solution. The impact, regardless of product usage, is minimal loss of operational functionality.

Severity 4 – Minimal Business Impact - GUC submits an information request or documentation clarification which has no operational impact. The use of the application by GUC is continuing and there is no negative impact on productivity.

4. Page 10 states “Provide your cost for the proposal on the Proposal Worksheet and attach any proposed fee schedule. Your proposal should probably include fixed cost services as well as time and materials approaches with a not to exceed price. Which services does Greenville expect to be fixed price? Which services does Greenville expect to be time and materials?”

GUC would like cost proposals submitted for full fixed price cost for all services, as well as time and materials cost proposals for each service offered.

5. We would like GUC to clarify what the current go-live date?

The current go-live date is scheduled for January 16, 2024.

6. How much documentation do you have available for all customizations (enhancements, integrations, OIC, reports, batch streams. etc.) being implemented?

As a part of our project, it is requested that our implementor provide solution design documents for enhancements, integrations, and batch creation streams.

7. Would GUC be open to have part of our team engaged during the three-month stabilization period post go-live?

GUC is open to having our managed services partner engaged during the three month stabilization period.

8. After go-live, what is your expectation regarding the "two to four team members" that you currently have assigned to the implementation project? Are they going to continue supporting the application full time?

These team members will continue to support the application as one of their main job duties, however they will also be responsible for other applications in addition to CCS and OIC.

9. Are those "two to four team members" team inherently technical or functional?

These team members are a combination of functional and technical employees.