

QUESTION AND ANSWERS FOR:

#19-39, 8/14/19

RFP FOR UTILITY CUSTOMER SELF SERVICE PORTAL (UCSS) SOLUTION

1. Who are your current providers for print and payment?
 - a. Print provider is Utilitec
 - b. Payment provider – GUC is moving from Western Union to Kubra
2. What are you not happy about with your current provider?
 - a. Customers find it confusing and unintuitive which results in telephone calls or office visits, defeating the purpose of an online portal.
 - b. Lack of stability. Restarts are becoming necessary more frequently so customers can login to portal.
 - c. Inability to edit the portal means it's outdated as we change policies and procedures.
3. Will you need a new print provider as well if you choose a different provider?
 - a. No
4. Is real-time with Oracle a requirement and if so, what versions of Oracle and CC+B do you have?
 - a. The requirement is to interface real-time with Oracle CCB. We have CCB 2.4 SP3
5. Please provide copies of recent merchant statements
 - a. Currently not applicable.
6. In the RFP, it states: GUC requires the proposed software package to support confidentiality.
availability and integrity. Upon selection of the vendor, they will be asked to provide their security measures and level of encryption used in the software to protect data. Specific requirements can be found in Appendix A.
Does this mean that the Security Requirements in Appendix A, "Additional Security" (pages 13-14) are reserved for post award and should not be answered at this stage? Or is GUC simply informing proposers that further security information will be requested post award and Appendix A needs to be completed in its entirety?
 - a. Provide information as you see fit. There will be a deeper dive for the finalist.

7. The RFP states: Responses must be double-sided and are limited to a total of 40 pages. The font size shall not be smaller than 11-point. An electronic pdf format of your Proposal must be e-mailed to: haddocgc@guc.com.
Does GUC want a hard copy version of the response (thus the double-sided requirement) or only an electronic version? If a hardcopy response is desired please indicate a shipping address.
 - a. GUC desires an electronic copy with 11-point font. When/If printed it should not exceed 40 pages double sided.
8. What is the current identity store in use for storing customer usernames and passwords that works with OUCSS?
 - a. Currently we use Weblogic default credential storage. However, we are open to your off the shelf product.
9. Does OUCSS use CCB as its only source of data or, is OUCSS integrated to other systems?
 - a. OUCSS uses CCB as its data source. There are links to the bill pdf and credit/debit card provider.
10. Does OUCSS currently display the AMR data/usage graphs and if so, what is the source of the information?
 - a. Usage is displayed per service per meter. This information comes from CCB billed usage.
11. Does OUCSS currently display outage information and if so, what is the source of the information?
 - a. The access outage information from OUCSS is a link to the GUC outage page.
12. Does OUCSS currently provide text alerts and if so, what is the source of the information?
 - a. GUC does not have texting with OUCSS.
13. Are there any custom services created in the backend for OUCSS and if so, will a list be provided?
 - a. The following functionality is custom: To Dos for budget bill sign up, start/stop/transfer service, display bill is a link to the bill PDF, at login the customer class (industrial, commercial, residential) field was removed.
14. Who is GUC's payment vendor?
 - a. GUC is moving from Western Union to Kubra

15. We understand that GUC has about 150,000 active accounts. Can you confirm that and specify the percentage of active accounts that are registered users of OUCSS?
- a. GUC has around 150,000 customer connections. Being all services, an account may have multiple services. The customer connections is a one to many account ratio.
 - b. With our current system you can be a registered user without an active account. We do not track this information.
16. What version of CC&B are you on?
- a. We have CCB 2.4 SP3
17. Do we need to deliver a printed copy? Or is electronic all we need to provide?
- a. GUC desires an electronic copy with 11-point font. When/If printed it should not exceed 40 pages double sided.
18. Is Greenville open to managed services for post ePortal implementation?
- a. We are open to your off the shelf product.
19. Do you have a preference Cloud (IaaS, PaaS or SaaS) versus On Premise?
- a. We are open to your off the shelf product.
20. Is there a template for a pricing matrix?
- a. No
21. Who is your current payment vendor?
- a. GUC is moving from Western Union to Kubra
22. Are there any other known integrations besides CCB and Payment Vendor...ie, Bill Print vendor for images, any other 3rd party systems?
- a. There are links to the bill pdf and credit/debit card provider.
23. What are the insurance requirements?
- a. Currently not applicable.
24. Can Greenville share a sample MSA?
- a. Currently not applicable.
25. Can you provide the scoring and weighting criteria for evaluation of the proposals?
- a. Currently not applicable.
26. Functional Requirement 9 - Could GUC elaborate on what is meant by multi account search for those not in account set?

- a. Currently customers link all of their accounts to their customer self-service log in. Then accounts can be added to account sets if this is their business need. Customers need to be able to search for accounts linked to their sign on to add them to an account set. (Ex. Landlord wants all accounts with one apartment group in an account set for Elm Street Villa Apartments, etc.)
27. Functional Requirement 30 - Does the City have already have a SMS gateway for text notifications?
- a. No.
28. How many calls come into the call center annually?
- a. 160,000
29. What is your current Self-Service Adoption rate?
- a. Not tracked.
30. How many customers are enrolled in EBPP today?
- a. Approximately 42,000 registered users.