

REQUEST FOR PROPOSALS

REQUESTING PROPOSALS FOR
ORACLE EBS MANAGED SERVICES

for

GREENVILLE UTILITIES COMMISSION

Of the
City of Greenville, North Carolina

Greenville Utilities Commission
401 South Greene Street
Greenville, North Carolina 27834



**Greenville
Utilities**

ISSUE DATE: September 16, 2020
QUESTIONS RECEIVED BY: September 23, 2020
ANSWERS POSTED BY: September 30, 2020
PROPOSAL PACKAGES SHALL BE RECEIVED BY 3:00 PM (EDST) ON October 5, 2020

Introduction

The Greenville Utilities Commission (hereafter referred to as GUC) is soliciting proposals from qualified Vendors to provide managed services for its financial and human resource applications. Managed services include all activities associated with the maintenance, configuration, development, and support of the in-scope applications, the infrastructure and databases. Some of the required activities include but are not limited to supporting critical business processes, patching, technical and functional support for existing environments, database administration and performance improvement suggestions. Additional services to be provided include but are not limited to integration support, code management and supporting documentation for all services.

Background

GUC provides electric, water, sewer and natural gas services to the City of Greenville and 75% of Pitt County. GUC implemented the Oracle Suite of applications between 2013 and 2016 and has updated several environments in the interim. These applications include:

- Customer Care & Billing (CC&B)
- Mobile Workforce Management (MWM)
- Service Oriented Architecture (SOA) Suite
- Hyperion Planning
- Business Intelligence (OBIEE – WAM / CCB)
- Work and Asset Management (WAM)
- E-Business Suite (EBS)

The purpose of this RFP is to solicit proposals for financial and human resource Managed Services support for Oracle EBS Application, along with the integration points between connected applications. Additional details on the installed application are included in Appendix A.

SUPPORT PLAN

- GUC requires that each vendor prepare a detailed support plan outlining the database, infrastructure and application coverages. The vendor response should contain the following areas:
- Description of coverage for
 - DBA services
 - Application technical and functional services
 - Infrastructure services
 - Out of Scope services
 - GUC obligations
 - Assumptions
 - Hours of Coverage – Normal business hours coverage and off hour coverage.

- Third party or subcontracts
- Financial terms and fees with a rate card per team role
- Billing terms
- Terms and conditions
- Transition requirements - time and tasks
- Actions required by GUC for successful transition

PROPOSAL REQUIREMENTS

GUC requires all proposals to contain, at a minimum, the information listed below. Vendors are asked not to submit advertising material in substitution for responding to the below requested information.

1. A Cover Letter.
2. Brief History of Firm.
3. Statement of Professional Qualifications: Include résumés of key staff proposed to support GUC's technical and functional team. Indicate offshore or onshore resources and time zones of each onshore resource. One staff member should be designated as the proposed Account Manager, with supporting staff identified. List should provide identification of which resources from the proposed support team supports each module within the requested products.
4. List of Subconsultants: If any subconsultants are used to assist with the services, list the names of the firms along with professional qualifications and recent similar products supported.
5. List of current or past clients with similar engagements to the proposal requirements. List must include at least three references that also includes clients' names, contact person, addresses, and telephone numbers for each client reference. A minimum of one reference should be a government or utility entity.
6. Schedule of Rates: List rates charged on an hourly basis for each classification of personnel. These rates would be for T&M engagements or projects/requests outside of managed services. Please provide working shift rates as well as off-shift rates (if applicable)
7. Location of Office: Geographic location of office assigned to perform work with listing of key staff who work at that location on a permanent basis.
8. Provide workdays/hours of support team.
9. Provide service request level differentiation and response time estimates for each level.
10. Fixed Fee proposal for Application and Database Managed Services.
11. Detailed charge / fee structure for resources outside managed

- services for hourly rates for T&M or Project Work. Please provide working shift rates as well as off-shift rates (if applicable)
12. Expectations of GUC.
 13. Define any training required.
 14. Provide an overview of the customer experience including the items listed in the Support Plan Section listed above.
 15. Provide all legal and compliance reports.
 16. Special Considerations: Include any special considerations, conditions, or other circumstances that is foreseen.
 17. 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 and received by 3:00pm (EDST) on October 5, 2020. E-mail to: haddocgc@guc.com.

STATEMENT OF WORK

Support requests for managed services will fall under several topics – predictable services, functionality breaks, questions and guidance. Support requests for T&M services will fall under another topic – on-demand services. These request types are defined below:

Predictable Services: Functional and technical support services that are pre-defined or can be planned for a future date. This includes services related to maintenance, monitoring and system application and database patching updates.

Functionality Breaks: Services under this category include any remediation of issues that arise from system patching updates that may break existing system functionality.

Questions: Services under this category would answer system related ‘how-to’ questions or basic guidance.

On-Demand Services: Functional, technical and developmental support services required to address a need created by an unplanned application outage or request for enhancement to existing application processes.

Managed Services requests

- **Functional / Technical Support**
 - Vendor will have access to GUC environments and resources to support Applications and Databases under managed services contract
 - Vendor is responsible for providing issue research and resolution support
 - Vendor is responsible for resolving issues related to application configuration or business rules / workflows.
 - Vendor will assist in reporting product issues / defects to Oracle Support services and facilitate troubleshooting and resolutions.
 - Vendor is responsible for providing recommendations for performance tuning and capacity planning.
 - Vendor will assist with system functionality and process flow

- questions for software and reports.
- Vendor will review and resolve technical issues using non-production environments. Vendor will provide guidance and documentation for corrective actions taken and either perform the changes in the production environment or provide guidance for GUC to perform the changes in the production environment.
- Application and Database Hardware
 - Vendor is responsible for providing recommendations related to architecture, resources, compatibility, configuration changes, patching, maintenance and security/hardening physical or virtual servers.
 - Vendor is responsible for providing recommendations related to improving server interconnectivity
 - Recommendations can be made at any time or upon request of GUC
- Database Support
 - Vendor is responsible for providing ongoing assistance related to all applicable database administration, maintenance and monitoring activities. This includes performance management, security, patching, SQL tuning, backup and recovery, data storage management, OEM, documentation, alerts and notifications.
 - Vendor is responsible for providing recommendations related to configuration changes, database design, patching and maintenance of Oracle Application Server instances.
 - Vendor should explain how DBA support will be provided in troubleshooting and issue resolution activities, in addition to upgrades, patches, configurations etc.
 - Vendor DBA serves as the APPS DBA for the EBS system.
- Cloning, Patching, and Test Instances
 - In addition to the production instance, GUC requires maintenance and services on other test environments. More specifics related to environments can be found in the Appendices.
 - Vendor should be prepared to occasionally respond to emergency requests for refreshing or cloning environments for testing and or validation activities. Normal refreshes of development environments are planned and will be scheduled in advance whenever possible.
 - When technical issues arise for which patching is needed, vendor is expected to apply patches as directed by GUC in test environments before application of patches into the production environment is permitted.
 - Vendor is responsible for the application of the required patches and is expected to proactively manage the process of patch releases and advise GUC of noted recommended or required patches and updates.
 - Planned release patching will take place quarterly for payroll patching and a minimum of twice per year for major system and java update releases. GUC also utilizes Vertex monthly

- updates for payroll tax.
 - No patch or other update will be applied to Production without authorization from GUC designated POC.
 - Maintenance and patching efforts are not considered complete until validation / approval is signed off by GUC staff.
 - Vendor will support maintenance for all existing customizations and integrations
- Deliverables
 - Vendor will provide reports addressing the requirements below:
 - Weekly and on demand reports that may include the following data:
 - Number of open tickets by application, priority level and resource
 - Summary of T&M hours and hourly ticket charges
 - Monthly and on demand reports that may include the following data:
 - Number of tickets created by application, priority level and resource
 - Number of tickets worked by application, priority level and resource
 - Number of tickets closed by application, priority level and resource
 - Number of hours charged by ticket, priority level and application (for T&M tickets worked)
 - For knowledge storage and transfer, vendor will be required to provide the following:
 - All tickets should contain root cause analysis and solution prior to closing.
 - Functional diagram – if required.
 - Process change documentation / training documentation.
 - Technical design documentation – if required.

On-Demand Services

- All technical support escalation requests will be routed to the vendor through GUC's designated contacts. The vendor will redirect any requests that come from other channels back to this individual or designated alternative contact.
- Vendor will have access to GUC's team for the purpose of requesting access to local resources, verification of client-side configurations, etc.
- In most instances, the Vendor will review and resolve technical issues using test environments, then provide guidance and documentation as needed for GUC or Vendor (once approved) to make the appropriate changes in the Production environment.
- When technical issues arise that require Oracle's Support, the Vendor must coordinate access/updates to the Oracle Support website. If

assigned to monitor, execute or follow-up on support items in a timely manner.

- Change Control
 - Vendor must adhere to GUC policies on change management, code management and development standards.
 - All changes in any production environment will either be made by, or closely observed/supervised by GUC staff. In any instance where a Vendor technician is making changes in a production environment, prior approval is required from GUC.
 - All changes proposed for any production environment must be fully documented by the Vendor and processed through the GUC team. Documentation associated with changes should be shared with GUC.
 - If Vendor feels a request falls outside the scope of the approved managed services, they should immediately notify their GUC contact.
- Knowledge Transfer
 - When end user interaction is required, the Vendor will coordinate communications through the assigned GUC Contact. Upon direction, the Vendor will communicate directly with application end users to work towards problem resolution and transfer information regarding solution.
 - Vendor will work closely with assigned GUC contact or designated superuser to share knowledge and expertise related to troubleshooting, functional configurations, and technical issues.
 - All activities and resolutions must be documented by Vendor and provided to GUC for historical/educational and reference purposes. Issue will not be considered closed/complete until documentation is received and approved.
 - Vendor will ensure assigned technicians are available to share information and answer questions in a timely manner. The GUC contact(s), in collaboration with GUC technicians, will have the ability to communicate directly with vendor's technician(s) assigned to each issue through resolution.
- Deliverables

Vendor will provide documentation in accordance to GUC's requirements for On Demand Services as described below:

 - Supporting documentation for services that require On Demand hours may include but not be limited to the following:
 - A high-level hours-by-resources estimate
 - A high-level dollars-by-resource estimate
 - Summary of work to be completed
 - Once the documentation is reviewed by GUC, it will be determined if a SOW, project plan, etc. is required for the proposed services or are within the scope of the T&M annual budget.
 - For services associated with projects or higher-level SOW activities

based on GUC's requirements, additional reporting may be requested, to include a minimum of the following items:

- Weekly reports on project progress and current status
- Full project schedule, tasks, durations, resources assigned and dependencies
- List of specific deliverables
- List of issues / risks
- Budget report / tracking
- Functional / Design specification documents

On Demand Service Requirements

- The Vendor must be able to respond to service requests and all critical issues within one (1) hour during GUC operating hours and two (2) hours during non-operating hours. Response must include the primary contact information for the person assigned to resolve the issue. If responsibility is shifted, notification should be provided to GUC.
- The Vendor must be able to respond to non-critical issues within eight (8) GUC business hours.
- The Vendor must offer a variety of support options, to include remote access by secure VPN connection, or through other web-based tools.
- The Vendor must provide the names, availability (working hours) and qualifications of fully trained and qualified staff that may be assigned to GUC.
 - If new or replacement resources are necessary, both GUC and the Vendor must agree to the resource changes.
 - Onboarding hours and system sign on / validation of access of new Vendor resources will not be charged to GUC.

Managed Services Service Requirements

- At a minimum, vendor will provide the following responses to Managed Service items:

Production Environment

Severity Level	Initial Response Time	Status Updates to Customer
Critical (Sev 1)	60 minutes	Every 2 hours
High (Sev 2)	120 minutes	Once a day
Medium (Sev 3)	240 minutes	Once every 3 days
Low (Sev 4)	Next Business Day	Weekly

Development Environments

Severity Level	Initial Response Time	Status Updates to Customer
Critical (Sev 1)	120 minutes	Every 2 hours
High (Sev 2)	120 minutes	Once a day
Medium (Sev 3)	Next Business Day	Once every 3 days
Low (Sev 4)	Within 3 business Days	Weekly

Work / Account Management

- As issues arise during the contract period, authorized GUC staff will review and open tickets to the selected Vendor based on internal knowledge, existing documentation and discussions.
- For major On-Demand projects, GUC will assign a project manager and or resource to coordinate the efforts with the vendor. In the event an on-site resource is required, GUC will provide workspace and network access as needed. For off-site, GUC will provide remote access to applications as needed.
- Vendor must have ticket tracking system that is accessible by GUC staff to manage tickets including: submission of new tickets, review or update existing tickets, request additional information, close tickets, access previously closed tickets, adding documentation files, etc.
- The Vendor must provide a single point of contact to manage overall services and scope of work requirements.
- The Vendor shall be required to lead regularly scheduled status meetings in coordination with GUC staff. The purpose of the meetings will be to monitor status of ongoing issues, review challenges and successes, and discuss continuous quality improvement strategies.

PROPOSALS SHALL BE RECEIVED BY 3:00 PM (EDT) ON October 5, 2020.

Proposals shall be submitted to Cleve Haddock, CLGPO, Procurement Manager, Greenville Utilities Commission, 401 S. Greene Street, Greenville, North Carolina 27834. GUC reserves the right to reject any and all Proposals.

Questions regarding this Request for Proposals (RFP) should be received on

or before 3:00 PM (EDT) on September 23, 2020. Answers should be communicated by September 30, 2020. All questions shall be directed to the attention of Cleve Haddock, CLGPO, Procurement Manager, (252) 551-1533, at haddocgc@guc.com.

SELECTION PROCESS

- Proposals should be received no later than 3:00 PM (EDT) October 5, 2020. All firms submitting proposals must be duly licensed to practice business in the State of North Carolina. **Late Proposals will not be considered.**
- Screening of proposals by a staff committee should be completed by October 9, 2020. The staff committee will review the potential firm's recent specialized experience, firm's staff qualifications, firm's capacity to accomplish the work, firm's past performance, ability to meet the requirements with base product and other considerations when screening proposals.

EVALUATION AND AWARD

Proposals will be evaluated by GUC personnel. Selected vendors may be requested to present formal presentations/unit demonstrations on site on a date and time mutually agreeable by both parties. The cost of these demonstrations and travel / accommodations will be the responsibility of the vendor.

Evaluation Criteria:

Vendor/unit selection shall be based on evaluation and rating of Vendor's demonstrated competence and qualifications/performance for the type of unit/services/products to be offered. The following guidelines will be used as minimum criteria for rating the Vendor:

- The quality of references from past customers of vendor.
- Quality of approach and methodology that demonstrates an understanding of the requirements
- Vendor's response time
- Overall Costs

GUC reserves the right to reject all proposals or accept such proposals, as appears in its own best interest, and to waive technicalities or irregularities of any kind in the proposal. GUC is not obligated to accept the lowest cost proposal. If a proposal is to be awarded, it will be awarded to the responsible, responsive respondent whose evaluation by GUC indicates that the award will be in GUC's best interests.

TERMS AND CONDITIONS

GUC reserves the right to reject all Proposals or accept such Proposals, as appears in its own best interest, and to waive technicalities or irregularities of any kind in the proposal. GUC is not obligated to accept the lowest cost proposal.

CONFLICT OF INTEREST

In general, conflicts of interest relate to the potential for self-gain usually, but not always, of a fiscal nature. Potential for self-gain can serve to undermine the judgment or objectivity of Proposers providing consultation services. A potential or actual conflict of interest exists when commitments and obligations to GUC are likely to be compromised by a Proposer's other interests or commitments, especially economic, particularly if those interests or commitments are not disclosed. Not all conflicting interests are necessarily impermissible. Timely and complete disclosure of potential conflicts of interest may be a satisfactory remedy and protects the consultant from suspicion and accusations of breach of professional integrity. Proposers are asked to disclose any situation or relationship that might be regarded as potential conflict of interest with, but not limited to, their expected duties and recommendations as defined in this RFP.

PROPOSER INCURRED COSTS

All costs that may be incurred to prepare qualifications, attend meetings, attend site inspections, provide requested follow-up information, make formal and informal presentations, and for the entire contract negotiations process if applicable, shall be the sole responsibility of each Proposer. GUC is not responsible under any circumstances for reimbursement of any costs that may be incurred by Proposers during the proposal preparation, subsequent selection or negotiation stages.

MINORITY BUSINESS PARTICIPATION PROGRAM

GUC has adopted an Affirmative Action and Minority and Women Business Enterprise Plan (M/WBE) Program. Firms submitting a proposal are attesting that they also have taken affirmative action to ensure equality of opportunity in all aspects of employment, and to utilize M/WBE suppliers of materials and/or labor.

PROPOSAL WITHDRAWAL

A proposer must notify GUC in writing of its request to withdraw a proposal within seventy-two (72) hours after the proposal opening, not including Saturdays, Sundays, or holidays. In order to justify withdrawal, the proposer must demonstrate that a substantial error exists, and that the proposal was submitted in good faith.

AFFIRMATIVE ACTION

The Provider will take affirmative action in complying with all Federal and State requirements concerning fair employment and employment of the handicapped, and concerning the treatment of all employees, without discrimination by reason of race, color, religion, sex, national origin, or physical handicap.

MEDIATION/BINDING ARBITRATION

In the event of any dispute between the Parties, the Parties agree to submit any dispute to nonbinding mediation before a mutually agreeable Mediator prior to initiating litigation. If the Parties are unable to agree upon a Mediator within thirty (30) days after demand therefore, either Party may petition a Court of competent jurisdiction for the designation of a qualified Mediator for these purposes. Each Party shall bear its own costs and expenses of participating in the mediation (including, without limitation, reasonable attorneys' fees), and each Party shall bear one-half (1/2) of the costs and expenses of the Mediator. Unless otherwise agreed, the Parties will hold the mediation in Greenville, North Carolina. The matters discussed or revealed in the mediation session shall not be disclosed in any subsequent litigation. In the event the matter is not resolved in mediation, either Party may request arbitration. The parties shall jointly select an Arbitrator and shall be bound by the decision of the Arbitrator with respect to any dispute between the parties with respect to this Agreement. If the parties are unable to mutually agree upon an Arbitrator, the Parties shall each select an Arbitrator, and the two Arbitrators so selected shall select a third Arbitrator, and the decision of the majority of the Arbitrators shall be conclusive and binding upon the Parties. The Parties at all times agree to equally split the costs of any Arbitrator(s) selected in an effort to resolve the dispute between the Parties. Any party desiring to resolve a dispute under the terms of this Agreement shall notify the other Party in writing, and the Parties shall seek to agree upon a mutually agreed upon Arbitrator within a period of ten (10) days from the date of such written demand. If the Parties are unable to agree within such ten (10) day period, the Parties shall each select an Arbitrator, and the two (2) Arbitrators so selected shall select a third Arbitrator within fifteen (15) days from the date of the written demand for arbitration, and a decision shall be rendered by the Arbitrator(s) so selected within five (5) days after such Arbitrator(s) is selected.

INDEMNITY PROVISION

Provider agrees to indemnify and save GREENVILLE UTILITIES COMMISSION of the City of Greenville, Pitt County, North Carolina, and the City of Greenville, North Carolina, its co-owners, joint venturers, agents, employees, and insurance carriers harmless from any and all losses, claims, actions, costs, expenses including reasonable attorney fees, judgments, subrogations, or other damages resulting from injury to any person (including injury resulting in death), or damage (including loss or destruction) to property of whatsoever nature of any person arising out of or incident to the performance of the terms of this Contract by Provider, including, but not limited to, Provider's employees, agents, subcontractors, and others designated by Provider to perform work or services in, about, or attendant to, the work and services under the terms of this Contract. Provider shall not be held responsible for any losses, expenses, claims, subrogations, actions, costs, judgments, or other damages, directly, solely, and proximately caused by the negligence of Greenville Utilities Commission of the City of Greenville, Pitt County, North Carolina. Insurance covering this indemnity agreement by the Provider in favor of Greenville Utilities

Commission of the City of Greenville, Pitt County, North Carolina, shall be provided by Provider.

GOVERNING LAWS

All requests, contracts, transactions, agreements, etc., are made under and shall be governed by and construed in accordance with the laws of the State of North Carolina.

UNIFORM GUIDANCE

Contracts funded with federal grant or loan funds must be procured in a manner that conforms with all applicable federal laws, policies, and standards, including those under the Uniform Guidance (2 C.F.R. Part 200).

ADMINISTRATIVE CODE

Proposals, bids, Qualifications, and awards are subject to applicable provisions of the North Carolina Administrative Code.

COVID19

Notwithstanding anything else in this Contract, while federal, state, or local state(s) of emergency are in effect, or when a public health emergency has been declared, Contractor shall comply with all guidance and recommendations of the Centers for Disease Control, the State of North Carolina, Pitt County, unless mutually agreed to by GUC and Contractor.

NOTICES

Notices to the Parties should be sent to the names and addresses specified below:

Cleve Haddock, CLGPO
Procurement Manager
Greenville Utilities Commission
P.O. Box 1847
Greenville, NC 27835-1847
252-551-1533

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APPENDIX A

Application Overview – Oracle E-Business Suite (EBS)

Oracle E-Business Suite (EBS)

- I. End Users – approximately 483
- II. Active Modules
 1. Financials:
 - a) Accounts Payable
 - b) Accounts Receivable
 - c) Assets
 - d) Cash Management
 - e) General Ledger
 - f) iExpense
 - g) Payments
 - h) Public Sector Financials
 2. Human Resources
 - a) Advanced Benefits
 - b) Human Resources
 - c) Payroll
 - d) Self-Service Human Resources
 - e) Time and Labor
 3. Logistics
 - a) Inventory Management
 4. Procurement
 - a) iProcurement
 - b) Purchasing
 5. Projects
 - a) Project Costing
 - b) Project Billing
 6. Public Sector
 - a) Grants

III. Interfaces

INTERFACE NAME	MODULE	INTERNAL OR EXTERNAL	INBOUND (To ERP) OR OUTBOUND (From ERP)
EBS/WAM Cost Transactions	INV	Internal	Inbound / Outbound
OTL Transactions	HR	Internal	Inbound / Outbound
EBS Project Add Task	Projects	Internal	Inbound
EBS Project Updated	Projects	Internal	Inbound
EBS Stock Checkout Requests	INV	Internal	Inbound / Outbound
Hours Worked	HR	Internal	Inbound / Outbound
Project Expenditures	Projects	Internal	Inbound / Outbound
Process Quarterly Wage File *1	HR	External	Outbound
Payroll Register	HR	Internal	Outbound
BOA - Bank Statements *2	AP	External	Inbound
VISA Bank Statements *2	AP	External	Inbound
Hyperion Data	HR	Internal	Outbound
Customer Refunds *2	AP	Internal	Outbound
EmployeeAccrualSync	HR	Internal	Inbound / Outbound
Fleet Fuel	INV	Internal	Inbound / Outbound
Master Extraction	INV	Internal	Inbound / Outbound
Assetworks-EBS *2	PO	Internal	Inbound / Outbound
GL Open Periods	GL	Internal	n/a
CCBToEBSAPProcedureCall	AP	Internal	Inbound
CCB EBS GL *2	GL	Internal	Inbound
EBS CCB AP *2	AP	Internal	Inbound
Selerix	HR	External	Inbound

Note1: These interfaces are automated (i.e. a data file is pushed via SFTP from Oracle to external entity).

Note2: External File loaded into EBS.

All other interfaces are manual. User downloads from Oracle and sends to external entity. Or user receives a file from external entity and uploads to Oracle.

IV. Customizations

1. Inventory Integration with WAM, must be familiar with WAM
2. Customization of SLA in all EBS Finance Modules
3. Customization of Payroll Costing Modules
4. Customization of Payroll Elements
5. Project Accounting / Allocations
6. Bank Reconciliation / Journal Entries

7. CCB Cash GL Interface
8. CCB Customer Refunds Interface in Accounts Payable

V. Current Oracle E-Business Suite (EBS) Environments

1. Production instance version R12.1.3 .x 64-bit Linux 6.X
 - a. External Apps Tier
 - b. Internal Apps Tier
 - c. Database Version: 12.1.0.2 x R2 64-bit
2. STG Non-Production instances version R12.1.3 .x 64-bit
 - a. External Apps Tier
 - b. Internal Apps Tier
 - c. Database Version: 12.1.0.2 x R2 64-bit
3. TST Non-Production instances version R12.1.3 .x 64-bit
 - a. External Apps Tier
 - b. Internal Apps Tier
 - c. Database Version: 12.1.0.2 x R2 64-bit

*** Supported Managed Services Environments will include: EBS PRD, EBS STG, EBS TST. Current project is upgrading DB from 12.1.0.2 to 19c. This should be live prior to Managed Services Contract commencing.

VI. Temporary Environments – for upgrade purposes

- a. STG2 Non-Production instances version R12.1.3 .x 64-bit
 - i. External Apps Tier
 - ii. Internal Apps Tier
 - iii. Database Version: 12.1.0.2 x R2 64-bit
- b. TST2 Non-Production instances version R12.1.3 .x 64-bit
 - i. External Apps Tier
 - ii. Internal Apps Tier
 - iii. Database Version: 19c Linux 7.5
- c. DEV Non-Production instances version R12.1.3 .x 64-bit
 - i. External Apps Tier
 - ii. Internal Apps Tier
 - iii. Database Version: 12.1.0.2 x R2 64-bit
- d. DEV2 Non-Production instances version R12.1.3 .x 64-bit
 - i. External Apps Tier
 - ii. Internal Apps Tier
 - iii. Database Version: 19c Linux 7.5

VII. Backup Schedule

- a. Snap shots taken in 30-minute increments

VIII. Scheduled times for maintenance / planned outages

- a. Sunday evening, 9:30 PM

COMPLETE BELOW FORM(S)

Letter of Compliance to E-Verify for Greenville Utilities Commission

1. I have submitted an RFP for contract or desire to enter into a contract with the Greenville Utilities Commission of the City of Greenville, N.C.
2. As part of my duties and responsibilities pursuant to said RFP and/or contract, I affirm that I am aware of and in compliance with the requirements of E-Verify, Article 2 of Chapter 64 of the North Carolina General Statutes, to include (mark which applies):
3. ____ After hiring an employee to work in the United States I verify the work authorization of said employee through E-Verify and retain the record of the verification of work authorization while the employee is employed and for one year thereafter; or
4. ____ I employ less than fifteen (15) employees in the State of North Carolina.
5. As part of my duties and responsibilities pursuant to said RFP and/or contract, I affirm that to the best of my knowledge and subcontractors employed as a part of this RFP and/or contract, are in compliance with the requirements of E-Verify, Article 2 of Chapter 64 of the North Carolina General Statutes, to include (mark which applies):
6. ____ After hiring an employee to work in the United States the subcontractor verifies the work authorization of said employee through E-Verify and retains the record of the verification of work authorization while the employee is employed and for one year thereafter; or
7. ____ Employ less than fifteen (15) employees in the State of North Carolina. Specify subcontractor: _____

_____(Company Name)

By: _____(Typed Name)

_____(Authorized Signatory)

_____(Title)

_____(Date)

It is certified that this Proposal is made in good faith and without collusion or connection with any other person submitting a proposal on these services. It is also certified that this proposal is made in good faith and without collusion or connection with any GUC employee(s).

Certified check or cash for \$ N/A or bid bond for \$ N/A attached.

Firm Name _____ Phone (____) _____

Address _____

City _____ State _____ Zip Code _____

Fax (____) _____ E-Mail _____

Authorized Official _____ Title _____

Typed Name

Signature _____ Date _____

**Your Proposal should be received no later than October 5, 2020
at 3:00 PM (EDST)**

Notice:

Greenville Utilities Commission is committed to the health and safety of our customers and employees. We are taking the spread of COVID-19 very seriously and continue to monitor the latest Local, State, and Federal guidance. We are presently closed to the public.

We are receiving FedEx, UPS, US Mail

Send Proposals to:

**Greenville Utilities Commission
401 South Greene Street, Greenville, North Carolina, 27834
Att: Cleve Haddock, CLGPO, Procurement Manager
RFP # 20-47**