City of Raleigh
RFP 274-PU-101
Implementation Services for Customer Care & Billing 2.2 Upgrade
Addendum 2

Follow up questions from Addendum 1

1. Reference question #31 from Addendum 1: Section 8.3.2 Please provide the City's standards. The City has agreed to install the database and app servers which will be to the City's standards.
2. Reference question #32 from Addendum 1: Section 8.3.3 Please clarify the types and amount of assistance required. The server specifications and settings required meet PU performance requirements. Best practice architecture for CC&B 2.5 server configuration including high availability.
3. Reference question #60 from Addendum 1: 8.3.2 – Database Installation – What participation by City DBA's should be assumed for the project during the various phases and for the various CC&B environments? The City expects DBAs to perform tasks with respect to CCB database environments/phases. Vendor may need to provide support.
4. Reference question #61 from Addendum 1: 8.3.5/8.6.7 - Streaming Disaster recovery - Are there any models or preferred vendors for this at Raleigh for other mission critical applications, for which the policies and procedures can be shared? The City's standard DR database methodology is Oracle Hot Standby.
5. Reference question #62 from Addendum 1: 8.3.5 – Separate production reporting environment – Please expand on "as is" and Phase 2 requirements for this – i.e. the # of minutes the reporting environment is behind production and the refresh timing/technology method, availability of CC&B front end, etc. We are now reporting on an additional node directly from the Production Database. The additional node was added to prevent any performance impact to users/production performance.
6. Reference question #63 from Addendum 1: Phase 2 - Fit Gap 4185 (Cityworks Interface) – Regarding the reference to JBOSS/Service Bus, can you elaborate on requirements and/or a preferred interface approach? Also does Raleigh have any preferred installed middleware licenses or middle vendor licenses available via State Contract? The current preferred interface approach is for CC&B to expose a web service to send and receive FA data for Solid Waste Services to Cityworks as Service Request. The data is received, transformed, and sent through the JBoss Fuse middleware. Field Activity IDs must be stored in Cityworks and CC&B will be updated from Cityworks once the work is complete. The preferred middleware is JBoss Fuse and the City is licensed to support vendor development.
7. Reference question #64 from Addendum 1: Phase 2 – Fit Gap 4097 (Web Self Service) – Recognizing there are alternative architectures and tools for the Phase 2 Web Self Service, does the vendor scope for this requirement include the user-facing pages and associated forms, or is the scope confined to explicit web services or other well defined API/middleware interface points to CC&B, that support each of listed Fit Gap requirements? The vendor scope includes user-facing pages and associated forms to interact directly with CC&B web services for Start Service and Stop Service.

Pre-Proposal Conference Follow-Up

5/25/16 8:00 a.m.

Attendees

Utility Solutions Partners	Steven Casazza - President
Utility Solutions Partners	Jason Gordon - Regional Vice President
Utility Solutions Partners	Kevin McCaslin - Solution Architect
Intoollect	Maryann Wolff
Intoollect	Mike Stein
PricewaterhouseCoopers LLP	Steven Obosnenko
WiPro	Rob Porter
WiPro	Christine Laine
Origin Consulting	Paul Butler
Origin Consulting	Ken Williams
ESC-Partners (Enterprise Solutions Consulting)	Mark Vanderwall
Emtec	Steve Murphy
Ernst Young	Neelima Raghu
Oracle	Robert Szadek
Ernst Young	Patrick Moore
UNKNOWN	Karl Vanroekel
Black & Veatch International Company	Kent Lackey
Black & Veatch International Company	Alejandro Toto
Black & Veatch International Company	David Mayers
Principle Solutions Group	Jasmin Young
Principle Solutions Group	Judy Pennock
WiPro	Deepak Jain

City of Raleigh Staff

Susan Decker, Utility Billing Applications and Billing Manager
Angela Hodges, Testing Team Manager
Susan Burch, Accounting and Billing Manager
Mark Fournier, Project Manager, Information Technology Department
Brandon Vann, Developer
Spencer Smith, Applications Support Manager
Donna Taylor, Developer
Kevin Champion, Sr. Systems Analyst Programmer
Shaun Mizell, Procurement Control Administrator
Chad Foley, Application Integration Developer
David Fitzgerald, Revenue Manager

Questions from Prospective Vendor Partners:

1. Will Mark Fournier be the Project Manager on the new project? The Project Manager for this project has not been determined.
2. Would Kevin and Angela be a part of the project? At this time, we expect Kevin Champion, Angela Hodges, and Susan Burch will all be a part of the project.
3. Regarding the Test Scenarios, 45% is listed as available, is the other 55% not available? Some functionality has not been retested since go-live. We have begun to catalog all test scenarios, scripts and results of all functionality that has changed, enhanced or had a defect. Some functionality has remained as is since go-live and no regression testing has been required. Therefore, those scenarios have not been documented (i.e. meter read upload process).
4. Is the plan for Phase I to have the Vendor Partners bring the 45% up to 100%? We expect the vendor to assist with the test script gap to get up to 100%; we must test everything prior to go-live. If anything changes from 2.2 to 2.5 it needs to be tested. We will need a GAP analysis to see if any additional items need to be added for functionality.
5. Is the expectation to replace the current hardware or reuse the current hardware? Please provide information on the servers and environments. We are currently migrating to the new data center of which some are new virtual servers. We are standing up new vertical servers for the new application. There will be a mix of new and existing hardware. The servers are virtual environments. The vendor should provide minimum hardware requirements.
6. Can we assume the testing, development, and training environments will be provided and not included in the bid price? Yes
7. Will we be using a load driver/balancer during testing? We currently do not have load balancing application within the test environment. We currently use a NetScaler appliance to load balance network traffic to CC&B servers. We currently do not have a load driver application for testing.
8. Can the implementation time be less than 24 months or are there set milestone dates that need to be reached? 24 months was just an estimate and if it could be completed in less time we will be fine with that. There are considerations that need to be made as far as our staff availability.
9. As far as the 80% onsite support, is it possible to provide an alternate proposal? 80% will still need to be proposed, but an alternate proposal can be added, and we may take that into consideration.
10. Out of the 260+ users, how many use CC&B at one time on average? We estimate about 150.
11. How many users are logged in to WSS at one time on average? On a typical day, we average about 20 users logged in to WSS at any given time.
12. Will we be using the 2.5 Rate Engine? Yes. Our goal is to have it implemented during phase I.
13. Is the current support handled internally? Yes
14. You listed PeopleSoft in licensing (page 15, 4.8.2) that you are looking for. What are you looking for in regards to PeopleSoft licensing? The price should include the cost for integration of PeopleSoft, 4.8.2 does not reference licensing.
15. Is Disaster Recovery new to the City of Raleigh? We have DR solutions available, but none currently for CC&B.
16. Are you looking for the vendors to price out the servers? No, with the exception of the load servers.
17. Currently batch performs at 6.5 hours; your requirement is 4-5 hours. Is this a performance improvement that you are looking for? Yes

18. Will this be a combination of hardware and software? Yes. There has not been a lot of tuning since go-live. Records have increased, but we have not performed any major tuning.
19. If the vendor suggests hardware improvements, such as additional disk space, is that something that the City will cover? Yes, and this should be included in your proposal.
20. To clarify (page 5 1.2) in regards to "The city will remain in control and set scope/timing for the upgrade", who is responsible for setting the timeline? The City will set the scope/timing/funding through the steering committee.
21. If the City has to put things on hold for 6 months, for example, what happens? There would be negotiations at that point.
22. Do you use the PMO structure? Yes, there will be a City PMO assigned with the standard PMO methodology to include , processes, deliverables, standards, status reports, issues and risks, with a governing body of the IRMC.
23. As far as standards and processes that must be adhered to, when can we see those? During contract negotiations
24. Is creation of the Statement of Work (SOW) Document part of the bid? Would you like for the Vendor Partner to provide the timeframe? Yes and yes
25. In regards to networking, are there access issues or standards that might be unusual? We use standard VPN technology.
26. What do you do with PCI compliance today? We are currently PCI compliant. CC&B must adhere to PCI compliance throughout phase 1 and 2 of the project. All coding/development must adhere to PCI compliance. CCB does not store credit card information but does contain sensitive customer information.
27. As far as a build out of a Disaster Recovery Environment, what type of assistance are you looking for? We may require assistance building out the environment; however the City's intent is to build the disaster recovery solution. Partner shall ensure the data transmission process remains in sync without failure. We will require assistance with testing of the DR site as well.
28. Do you currently have a Disaster Recovery Process for CC&B? CCB data is replicated on a schedule for backup.
29. How often do you test the Disaster Policies and Procedures? Not frequently.
30. Do you have a Hot Backup? Yes, we do have a hot backup of CCB data.
31. How quickly do you wish to recover after a Disaster? Within hours once it has been determined that Recovery is necessary. It would be just restoring the ability to service the customers at that moment in time and not full integration of system interfaces (interface priority needs to be established).
32. Can you give us a schedule of the batch process including the batch run time of each job? Reference excel document 4_CCB_Nightly.xls for current batch schedule. We do not have an average for each batch job.
33. Is there a Disaster Recovery Plan for PeopleSoft and can we leverage their solutions? No there is no PS disaster recovery plan to leverage.
34. In regards to standing up different environments and performing installs, would the City DBAs do the installs or would this be the responsibility of the Vendor Partners? While we could potentially allow a vendor to perform this kind of work, the overall goal is to have knowledge transfer to City resources and for the City resources to perform these installs.
35. In regards to question 63 and the JBOSS/Service Bus, can you provide these details in writing? The current preferred interface approach is for CC&B to expose a web service to send and receive FA data for Solid Waste Services to Cityworks as Service Request. The data is received, transformed, and sent through the JBoss Fuse middleware. Field Activity IDs must be stored in

Cityworks and CC&B will be updated from Cityworks once the work is complete. The preferred middleware is JBoss Fuse and the City is licensed to support vendor development.

36. In regards to the plan for the BI Publisher environment, would it expand on the "as-is" or would there be a separate instance for the reporting, and if so how far behind would that be? There has been a little bit of change since this document was drafted. The reporting environment is a third production server and a tier was added to improve performance. The reporting environment that BI Publisher uses is a direct replica of production.
37. If a payment is made one minute, how soon would reporting be able to pull that data? As soon as the database knows, the reporting knows.
38. In regards to the City's internal PMO Office, is there any independent quality regulation? Yes, we have a City Quality Assurance Manager who will work with the teams.
39. In regards to business process changes, what is the internal change management process? Is there a formal position within the City? In regards to business processes, most formal change management is not required. It is handled at the Utility Billing level. Business processes that impact external stake holders or require Council approval will need to go through a formal change management process.
40. Describe your training process and resources, and how they would work with the Vendor Partner. We have our own internal team, but the Vendor Partner would help with the documentation and business process changes.
41. So the Vendor Partner would guide the City but not provide training materials? Yes, we hope to use our own trainers and to maintain ownership over the training materials.
42. Has the City used cloud computing? We had not anticipated using the cloud for CC&B 2.5, but if it makes sense we are open to it. The vendor should propose best solution.
43. For clarification, all licensing for CC&B and hardware will be covered by the City? The things that are not covered would be for third-party applications for performance testing. Yes, all licensing, hardware and other project related costs should be included in the response and the responsibility of the City. The vendor shall be responsible for providing application and tools that would not be used by the City after go-live (i.e. load balancing/performance testing).
44. In regards to section 8.8.11 of the RFP, will all testing have to be automated? No, the automation of testing refers to testing overall mass daily system activities such as meter read uploaded, daily bill and letter file, and financial balancing.
45. How many people will be a part of the upgrade given that the existing system will still have to be supported? There will be three full-time technical staff members and a six-member testing team fully devoted to the project. Accounting/Billing will most likely have a resource available for the upgrade and someone from the Training Team will assist with developing training materials.
46. Can you provide the actual number of City staff devoted to the project so that we can determine the staff that we have available to work with? See the above for expectation. The vendor shall provide a resource recommendation plan for both vendor and CoR staff based on experience for phase 1 and phase 2.
47. The RFP refers to the Vendor Partner developing a single tracking tool to document the life of the project, but also states that the City will provide HP Quality Center as the system of record. Is there any overlap? We use HP Quality Center to log items, defects, etc. but from a project management perspective, we expect the vendor partner to be responsible for managing the project utilizing their own software.
48. Since we have a PMO, wouldn't it be within the PMO for the tool that we would be using? Typically, the City wouldn't dictate what the vendor partners should use. Vendor Partners have traditionally setup a SharePoint site with the PMO for project artifacts.

49. In reference to 4.8.3 regarding the movement of Milestone dates and the associated penalties, is there a point in time after the scope is locked in where any change to the Milestone dates will result in a monetary penalty? If the City asked for the change there would be no penalty. We will negotiate the actual penalties during contract negotiation.
50. How will you measure when then City Staff is capable of supporting the system independently? The vendor and CoR staff shall work hand-in-hand to develop and configure the applications so the City staff is successfully able to support the application as we do now. Vendor partner will also provide documentation that can be used to support the system after the project.
51. In reference to section 11 requiring job aids for training, does the City already have job aids? The City has training materials and will update the existing training materials in phase 1 and phase 2. The vendor shall assist with new and changing functionality as necessary.
52. Have you engaged or notified the Bill Print Vendor regarding the Bill Print upgrade? We have not formally notified the Bill Print Vendor. Currently the bill print vendor converts our DOC 1 file into their own XML format.
53. In regards to PCI, how much revenue is received directly from credit card transactions? Approximately $5 million monthly. All payments other than ACH interface through iNovah, which has a real-time interface.
54. Will there be any interfacing of the Field Techs' information to CC&B? Since go-live Field Technicians have been using CC&B in the field via wireless cards. Field activities are dispatched via a custom portal in CC&B.
55. Where will the majority of the upgrade work be performed? The majority of the work will be at the Lake Woodard location; however, some work may be required at other CoR facilities.
56. How many processes will be affected by Phase II? We are unsure at this time the number of processes impacted by phase 1 and phase 2. There is new functionality included in phase 2 and a fit gap analysis will be required.
57. With the number of active users, do you currently have a distributing process environment? There are three CC&B Application Servers that use NetScaler Load Balancer.
58. In regards to Disaster Recovery, what kind of turnaround time do you expect for recovery? It depends on the severity of the outage. If it is easier to fix production we will go that route rather than a Disaster Recovery solution. Once we have identified there is a true disaster, we would expect recovery within hours. Disaster Recovery would only be used in the event of a catastrophic event.
59. Regarding PCI compliance, are you currently using SSL or HTTPS? We are not currently using HTTPS or SSL within CC&B. The interfaces to both iNovah and Web Self Service currently use SSL. We expect as part of the project to move CC&B over to HTTPS.
60. Is database level encryption currently in use? No, we currently mask social security numbers based on security roles.
61. With 2.5 there is an option to add encryption. This wouldn't be a Phase I project, but a possible functional upgrade during Phase II. To be discussed during fit gap with recommendation from vendor.
62. Are there any other City projects in the pipeline that may impact the timeline for the CC&B Upgrade? During the 18-24 month timeline there should not be a problem. Cityworks (an asset management system) and land management projects are currently in the works but their connections to CC&B are managed through middleware solutions.
63. Where is your asset management at this time? The current City's asset management solution is non-enterprise. The meter inventory is currently managed through PeopleSoft. CCB is the system of record for the meter serial numbers. That level of detail is not housed in PeopleSoft.

64. Are there any plans to enhance the dispatching functionality? We have redesigned our field dispatching using base functionality with portals and zones. The City would like the capability to provide time scheduling (i.e. estimate a window of time of arrival).
65. Is the testing team representative of all of the different groups? Yes, we have representatives from the banking industry, finance, customer service, billing, and field services.
66. In regards to offshore requirements, would it be a problem if we reach out to offshore resources for coding? We are open to this but we want to ensure that we understand the new Java code and want to have proper communication between our developers and the programmers working offshore. The proposer shall submit original requirements, however may provide an alternate proposal.
67. Is the City open to 2 weeks on, 2 weeks off scheduling plan? We prefer the 4-5 day on-site scenario, but alternate off-site proposals can be submitted in addition to the on-site requirement. Alternate proposal should include how the knowledge transfer will be handled if off-site.
68. Will the analysis of phase II be done during the phase I timeframe? Phase I will focus on the conversion of current functionality to 2.5. Work on GAP Analysis will be conducted during Phase I. The GAP Analysis will be revisited before we begin Phase II.
69. Do you have a preference for a start date for the project, or are there any factors that would prevent you from going live at a particular part of the year? We would like to start as soon as possible. Any time of the year would be acceptable for a go-live date. The month of July is a delicate time for us due to rate increases and fiscal year-end for PeopleSoft, but that would not prevent us from going live at this time as long as the rate changes are included in the system as part of the implementation. We may also convert a merger town rate to City of Raleigh rates during the project timeline.
70. When is the Cityworks project supposed to go-live? Bringing Public Utilities online in Cityworks would be a January timeframe. Energov could be a possible conflict as it could pull from the same resources but it has an undetermined future go-live date. We have three interfaces that would be involved.
71. How many resources would be involved with either Cityworks or Energov? No one in Utility Billing will be standing up any systems. We will only be attending meetings but not performing development work on the projects. We will not be testing their system but will have to test the interface in order for the systems to go-live. There may be City IT resource demands for the various projects.
72. Is the Rate Table on the City website inclusive of all rate changes? The rate table is not all inclusive, however a comprehensive document of all rates will be provided during the project. There are currently approximately 1,500 rate components.
73. What is the lead time for rate changes? We begin discussing the next year's rate increases immediately, but do not begin formal rate testing until after March.
74. Will reporting continue to be done in BI Publisher after the upgrade? Yes
75. In regards to page 26 # 15, the SOW seems to be geared towards fixed price but there is a Pricing Summary Analysis with estimated hours included as well. Does the City want a fixed price bid or a time and materials bid? The Pricing Summary Analysis was included to compare Vendor Partners to see how they would allocate the money but the contract itself will have a not to exceed amount and the bid should be priced accordingly.
76. We have been given a sample SOW, and the Vendor Partners were asked to provide their input to that. There are parts of the RFP that are also referenced in the SOW. Should both pieces be included in the same place on our responses? The SOW shall be all inclusive. The SOW and the

contract will be the binding documents. Vendor shall provide a sample SOW on tab 6 of proposal.

77. How will the City address exceptions to terms? A standard contract will be executed between the City and the vendor. We will work with our attorneys and the Vendor's attorneys to review the exceptions to terms.
78. What kind of knowledge transfer are you looking for in terms of COBOL to Java conversion? Will it have to be a line-by-line observation? A line-by-line observation would not be required. Developers would need to be knowledgeable about every program and any special processes. We need to be able to support it after the end of the project. Vendor developers shall provide written documentation for all design work.
79. Do you have sufficient licensing for ALM or will the Vendor Partners have to provide these licenses? We have a limited number of licenses but we will provide sufficient logins for a number of users.
80. Are you using any load performance testing? No
81. Do you want to stay with ALM or are you looking for another tool? We are open to what the Vendor Partner provides for load testing.
82. In regards to Page 19, 8.3.8 (Visio Documentation), can you elaborate further? We will provide the as-is Visio Documentation and collaborate to improve or make changes.
83. Are you looking for knowledge transfer for the 2.5 Rate Engine? Yes, the Vendor Partner shall assist and instruct the City for new rate engine. City resources shall be self-sustaining after the project.
84. Regarding the 90 day support, is that 90 days for both or for each Phase? 90 days after each Phase.
85. Can we modify the SOW based on our own standards? The SOW is a template that we have used in the past, but it can be modified for your needs.
86. In regards to section 8.13.1 of the RFP, the statement of work will be drafted during contract routing, is that correct? The Vendor Partners shall provide a draft SOW. The formal SOW will be developed as part of contract negotiation.
87. Where will the majority of the development work take place? The Lake Woodard location. The City DBAs are downtown and the physical computers will be located at the Data Center on Westinghouse.
88. Are the Java developers at the Lake Woodard location? Yes
89. Who will choose which resources come on-site? The Vendor Partner would choose their team and provide resumes and qualifications in the RFP. If you have to substitute a resource, we expect them to have equivalent experience and knowledge.
90. Is there a contract requirement for local workforce or for minority or women owned businesses? There is no goal for the RFP. The City requires this for construction RFQs only.

We will post a second Addendum on 6/17/2016 with any unanswered questions from the first Addendum, the answers to any questions asked via email between now 5/27/2016, and all of the questions and answers from the RFP Pre-Proposal Conference.

Please send any additional questions that you may have to angela.hodges@raleighnc.gov .

Questions/Answers received after May 11, 2016 and deadline

1. What are City of Raleigh (COR)'s long term and short term strategic objectives? The City's Strategic Plan can be found on the City's website: www.raleighnc.gov. What are the main challenges that COR currently has while serving its customers? Managing growth, service levels, workloads, etc.
2. Is COR currently taking up the CC&B Support activities or is it handled by an external IT Service provider? The City of Raleigh supports CC&B
3. Is the current version of CC&B & WSS used by COR in Support? Need clarification of question. Please elaborate on the existing supporting and licensing agreements with Oracle?

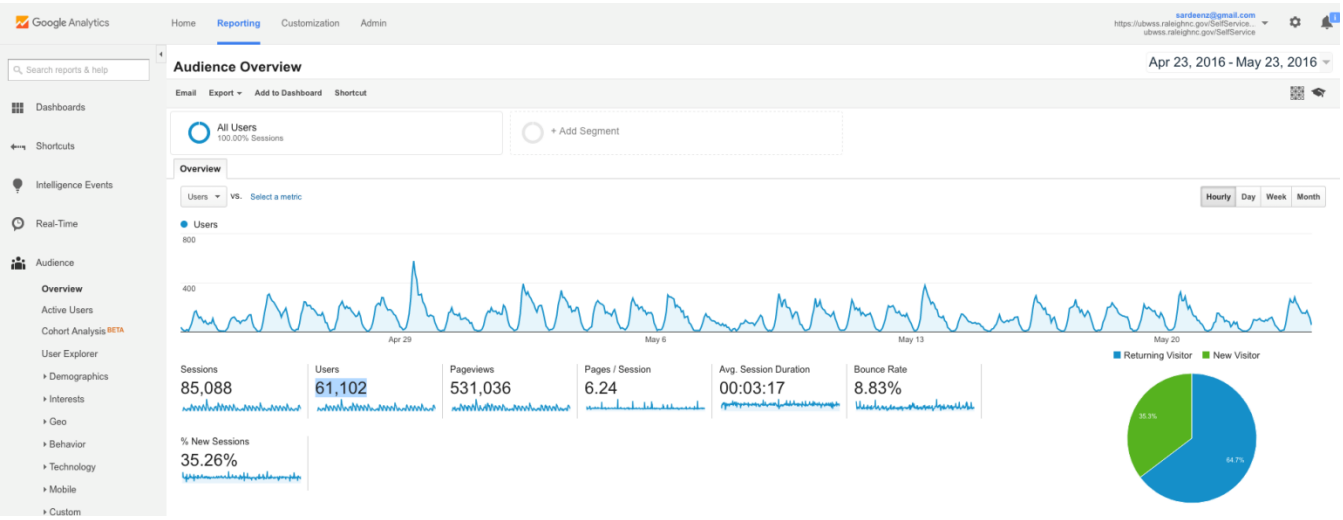
CSI	Oracle Product Description	Term	License Type	# of Licenses	License Level
15919582	Oracle Utilities Customer Care and Billing Standard Edition Resid	30-May-15 to 29-May-16	Customer Perpetual	1800	Full Use
15919582	Oracle Utilities Customer Care and Billing Business Intelligence S	30-May-15 to 29-May-16	Customer Perpetual	1	Full Use

4. Is COR open to Hosted CIS / As a Service Offerings? Need clarification of question.
5. Does COR have an internal training team and tools for the staff? CoR PUD has an internal training team. What are the tools used to generate training materials by COR? We currently utilize classroom training as well as ELearning.
6. How are the existing business processes documented? Our business processes are in Word and PDF form. Is there any tool to maintain the current processes and To-Be processes? No
7. What is the level of Support COR intents the Proposer to pick up during Warranty and after Go-Live? 10 days on site support, 90 days of post-production support with option to extend (8.11)
8. Will the existing COR IT team take care of the changes to existing interfaces or is it expected that the Proposer to take up the changes to dependent interfacing applications/3rd party products? This will be a collaborative effort depending upon each interface.
9. Please provide the existing landscape or technical architecture diagram that depicts all interfaces and 3rd part applications to the CC&B application, BI Publisher and Automic(UC4). See page #14
10. Does COR follow ITIL framework for Incident Management, Problem and Change Management? City of Raleigh does follow ITIL framework for Incident, Problem and Change Management. What are the tools used to perform support, change management and problem management activities? Footprints by Numera is the City's ITIL tool and to manage the activities. The City's IT department's has several personnel certified in ITIL foundations and Operational Support and Analysis.
11. Does COR already have any testing tools and necessary licenses? No
12. Are there any known defects and issues in the current customized version of CC&B used by COR? Refer to Fit-Gap_Technical_and_Finctional_Upgrade.xlsx
13. Is the existing Hardware, storage and network scalable to sustain for the next 10 years? Does COR require any assistance by the Proposer for the maintenance of the new hardware that might need to be procured for the upgraded solution or can we assume that this will be taken up by the existing COR's Infrastructure and IT teams. It is the proposers responsibility to advise CoR if new hardware is required for any piece of project scope and if configuration and maintenance of the

new hardware is required, the proposer shall include in their bid. COR Infrastructure can provide maintenance of new hardware, but the purchase and support of any new hardware must be approved by COR prior to implementation.

14. Does COR intend to continue using BI Publisher? Yes Is COR willing to consider advanced analytical tools for future requirements? Yes, if cost effective
15. On page 19, 8.3.6(1_CCB_Upgrade_v2.5_v16_Final.pdf) it states that the Proposer needs to modify "existing scripts". How are these scripts maintained? The existing scripts consist of a database import/export process where there are approximately 760 tables listed as "Configuration" tables. These tables are exported from one environment and then imported into the needed environment. Changes to any tables between v2.2 and v2.5 would need to be addressed as well as the changes needed in the COR's custom tables listed in the CM_Objects Appendix
16. Does COR have a Primary and Disaster recovery sites where the existing CC&B and other software is maintained? Yes, COR operations primary and disaster recovery data centers. The replication of CCB data to DR site is handled at the NetApp filer level. How often are these sites synchronized? Please elaborate. We believe they are backed up daily
17. Does COR have a dedicated Development, Testing and Training environments for the upgrade project or Proposer should procure that? Yes In case Proposer need to procure the environment, please clarify whether the Proposer is expected to procure necessary software licenses? N/A
18. Does COR have any specific limit on the budget available for this activity? No
19. Can COR quantify the amount of customizations done on top of the basic CC&B , BI Publisher and Automic(UC4) See attachments (CM_Objects_City_of_Raleigh.xlsx)
20. Does COR intend to continue using the existing Web Self Service portal and also upgrade its Web Self Service tool as part of the CC&B upgrade? The City intends to continue using the existing WSS. We do not intend to purchase Oracle's Customer Self Service at this time.
21. Does COR intend to carry forward all of its customizations to the latest version or is it open to adapt new functionality introduced in the latest versions of products to perform a specific task? We are open if new functionality supports required business needs.
22. Can COR please provide more information of the number of reports being generated by BI publisher and the number of users using the tool for reporting activities? Currently there are +/- 260 reports and a list will be provided during the projects.
    - The number of BI Publisher users (Production) is about 40.
    - The number of reports in production is 147.
    - BI Publisher UAT may have as many as 260 reports but many are in the Development folder. Not all reports in the Development folder are needed in BIP Production.
23. Is BI Publisher used as any enterprise reporting tool? BI Publisher is not used at an enterprise level for reporting.
24. Does COR intend the Proposer to take up the conversion of reports published in BI publisher from old version to new version? Proposer is responsible for ensuring existing reports continue to run without errors. Ultimately the Proposer will be responsible for ensuring that the report's data is extracted (grouped/summed, etc.) in the same or similar format. The City will be responsible for any SQL changes that would need to be made (BIP Data Models).
25. Is COR preference to rewrite COBOL programs in JAVA or use conversion tools to create converted JAVA programs? CoR requires cost benefit analysis (i.e level of effort, costs etc.) on the two options.
26. Can you please provide expected timeline for phase1 (technical upgrade) and phase2 (functional upgrade) separately. Is there any minimum period criteria for each phase? There is no minimum period required. The timeline for each phase will need to be determined during project scoping. The proposer shall provide timelines for each phase based on information provided in RFP.

27. Are there any reusable test cases available with COP? The City has developed and maintained a testing library housing approximately 45% of test scenarios.
28. Is the expectation to replace the current hardware or reuse the hardware with required changes? Please provide the current server make (e.g. Oracle x86) used to host CC&B, WSS and BI publisher (Production, Development and Testing environments). The database hosts will be reused and app/web servers are virtual. The current hardware/virtual specs should be provided by Sys_Eng.6/13/2016. No further information was available/received.
29. Out of 260+ users, how many users will access CC&B concurrently? Estimate average 150 concurrently. How many concurrent users are there for WSS? Average daily concurrent is 20. Google Analytics example below.



TYPE	TOTAL
Active Account	183,313
Active Account w/Active Auto Pay	21,691
Active Account w/E-Bill	25,267
Active Account w/E-Mail	117,503
Active Account w/WSS	97,581
Active Person	166,950
Active Person w/E-Bill	22,969
Active Person w/E-Mail	105,033
Active Person w/WSS	88,304
Premises Active	182,866

30. What is the technology used for Web Self Service? (Is it Oracle's older WSS product?) Yes it is Oracle's older WSS product. But it has been highly customized.
31. This pricing request is a bit confusing. The price sheet requests hourly rates, hours, and fees which is not a problem and reflects a Time & Materials (T&M) bid. Section 12 (page 26 of 33) of the reflects a request for a fixed fee (not-to-exceed) based on deliverables. Is the City of Raleigh

seeking a T&M bid or Fixed? If fixed, how do we respond to the price sheet which is hourly rate and hourly effort based, not deliverable based? The intent is to receive a time & material quote and the contract requires a not to exceed amount. The pricing analysis sheet is intended to provide insight into cost allocation of the project.

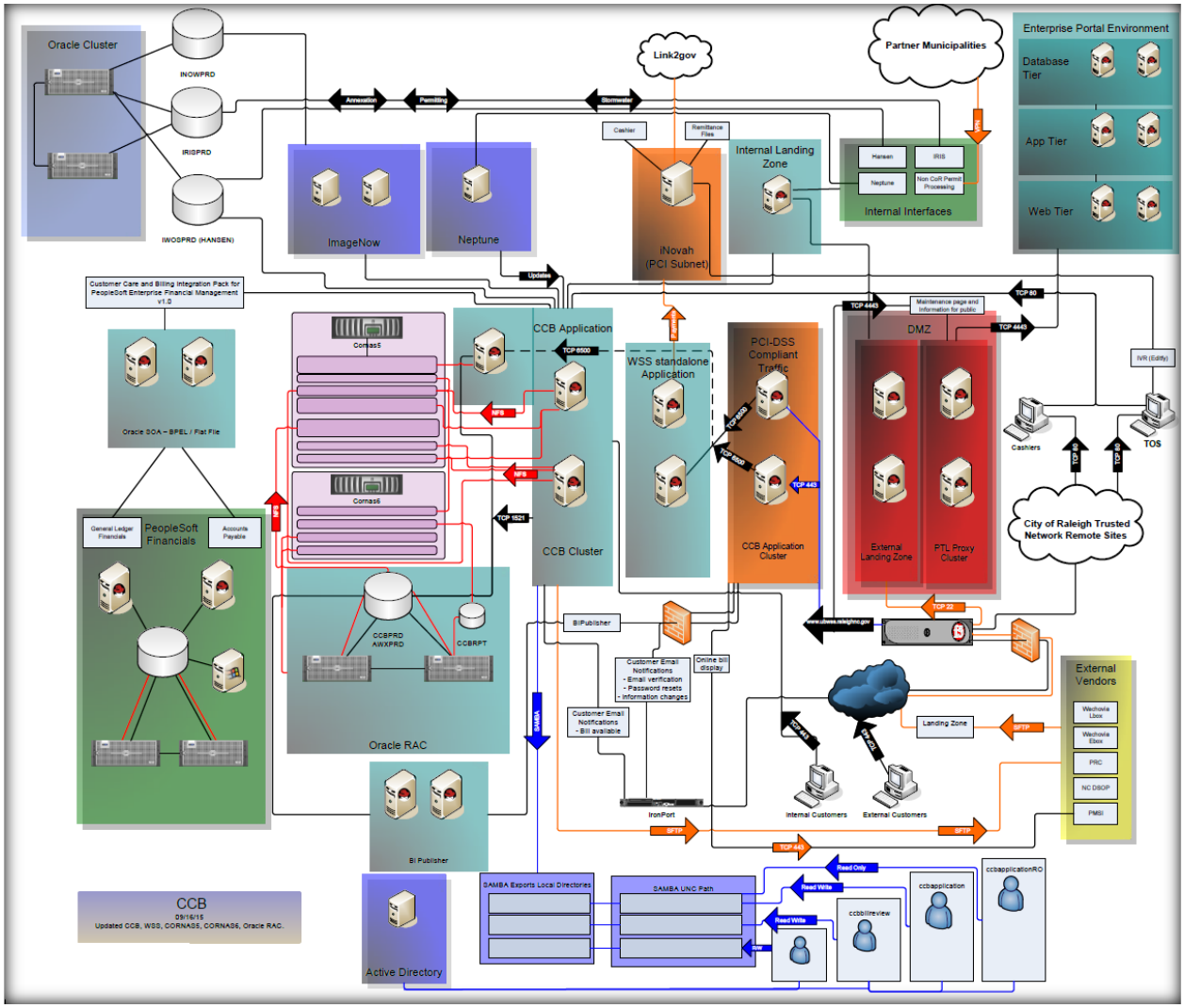
32. Given we have contracted directly with municipalities in the state of North Carolina, we are confident we would be able to contract with the City of Raleigh. In Section 15 (page 26 of 33), the 1st paragraph states no exceptions to the RFP will be considered. The 2nd paragraph states the RFP terms will be incorporated into the agreement between the City and the Proposer (meaning terms not included in the RFP may be considered). Is the 1st paragraph or 2nd correct? Please describe the intent on using the RFP or parts thereof as the contractual agreement. Please see the CoR Services Contract Template. A scope of work will be developed and that will be the basis of the contract. The intent is to specify no contract requirements shall be in a proposal.
33. Page 8 of the RFP contains the following statement which requires an authorized signature; however, it references to "Section 1.11 of this Proposal". There is no Section 1.11 included in the RFP, plus, it refers to "Proposal" and it appears that it should refer to a section of the RFP. Could you please clarify?

    BY SIGNING THIS PROPOSAL, THE PROPOSER VERIFIES THAT THEY HAVE READ AND WILL COMPLY WITH THE TERMS AND CONDITIONS OF SECTION 1.11 OF THIS PROPOSAL WITH RESPECT TO ANY INFORMATION CONTAINED IN THE PROPOSAL FOR WHICH PROPOSER ASSERTS ANY CLAIM OF CONFIDENTIALITY OR TRADE SECRETS."

    Should read: SECTION **15.12** OF THIS PROPOSAL

34. Would it be possible to extend the deadline for questions to Friday, June 3?
    We will not be extending the time for additional questions.

Additional items for clarification:

1. Correction page 8 of RFP: the RFP references Section 1.11 and it should be 15.12
   "BY SIGNING THIS PROPOSAL, THE PROPOSER VERIFIES THAT THEY HAVE READ AND WILL COMPLY WITH THE TERMS AND CONDITIONS OF SECTION **15.12** OF THIS PROPOSAL WITH RESPECT TO ANY INFORMATION CONTAINED IN THE PROPOSAL FOR WHICH PROPOSER ASSERTS ANY CLAIM OF CONFIDENTIALITY OR TRADE SECRETS."
2. This RFP is governed by State of NC General Statue 143-129.8
3. Pricing of this project should include all costs: implementation services, licenses, hardware, etc. The pricing summary analysis allows all cost to be listed.
4. For the upgrade project Cityworks interface with CC&B should include Public Utilities and Solid Waste field activities.

The existing landscape or technical architecture diagram that depicts all interfaces and 3rd part applications to the CC&B application, BI Publisher and Automic(UC4).
(#9 of Questions/Answers received after May 11, 2016 and deadline on Page 10