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City of Seattle Request for Proposal # ITD-170128
Addendum

Dated: 06/23/2017

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The following is additional information regarding Request for Proposal # ITD-170128, titled "Customer Information Systems (CIS) Support Services" released on 06/02/2017. The due date and time for responses has changed from 06/30/2017 @ 1:00PM (Pacific), to 07/11/2017 @ 1:00P (Pacific). This addendum includes both questions from prospective proposers and the City's answers, and revisions to the RFP. This addendum is hereby made part of the RFP and therefore, the information contained herein shall be taken into consideration when preparing and submitting a proposal.

Item #	Date Received	Date Answered	Vendor's Question	City's Answer	RFP Revisions
1	6/12/17	6/14/2017	You mentioned multiple awards would be made so you can 'pool' consulting support, do you prefer a prime contractor, a team of partnering consultants or individuals?	Multiple awards will be made if the vendors are not available to cover all the areas. If a particular support area is awarded to the vendor they will be responsible for on-site, on call and ad hoc support. If the vendors decide to partner up and provide support, City expects only one point of contact.	None.
2	6/12/17	6/14/2017	What is your expectations for all upgrades with the vendor?	All work will be evaluated by the City if support is needed.	None.
3	6/12/17	6/14/2017	What is your expectation for on-site staffing?	We expect the vendor to make that recommendation.	None.
4	6/12/17	6/14/2017	What is your expectation for the description box in the technical requirements?	We are looking for vendors to share what kind of work they have done in that area and for how long.	None.
5	6/12/17	6/14/2017	Number and classification of open issues?	We have no critical defects open at the time. There are 42 defects open in the category High, 66 Medium and 11 Low at this time.	None.
6	6/12/17	6/14/2017	Is there an SLA in the RFP for the different support models or how is that expected to be developed?	It will be part of the Statement of work when the contract(s) is awarded.	None.
7	6/12/17	6/14/2017	Is the City of Seattle asking if married same-sex couples are able to get benefits under our insurance plan, or is this asking if anyone in a domestic partnership can get benefits under our insurance plan?	It applies to all domestic partners, regardless of gender. SMC 20.45.010 provides the following definition: "Domestic partner" means any person who is registered with his/her employer as a domestic partner, or, in the absence of such employer-provided	None.

					registry, is registered as a domestic partner with a governmental body pursuant to state or local law authorizing such registration. Any internal employer registry of domestic partnership must comply with criteria for domestic partnerships specified by rule by the Department.	
8	6/12/17	6/14/2017		What support roles does Seattle IT plan to fill themselves? Is there a plan for which roles are to be supported internally and when?	Seattle IT will play a very important role in supporting the system. We have staff members who will be in position to support a number of support activities. However, we do not have the bandwidth and or skills set in certain areas. We are still hiring full-time employees and we will make an assessment sometime in 2018 to understand what our gaps are. We expect the vendor(s) to work along side our staff (cross-training etc.)	None.
9	6/12/17	6/14/2017		In the proposal response template, question 1 refers to system support and question 2 refers to technical expertise. To clarify the differentiation, is question 2 meant to represent experience on non-support projects (e.g., implementations, upgrades)?	Yes. In the first question we are looking at the company's expertise in supporting Oracle applications. In the second question we really want to understand the technical competence of the organization. What are the kind of projects you have done with these applications.	None.
10	6/12/17	6/14/2017		My company is currently designing and developing the training for a utility's CIS system implementation, which includes many of the same applications the City is using. This is in addition to a variety of other similar projects we have run. I know most of the training was completed in 2016. Is	Not at this time.	None.

			there a chance an RFP response for continued training support might be considered?		
11	6/12/17	6/14/2017	Due to the complexity in project scope, submittal requirements, and short turnaround, will the City grant an RFP response extension to July 14, 2017?	The City has decided to extend the deadline till June 30th at 1:00PM (Pacific).	Updated due date on the schedule on first page of RFP.
12	6/12/17	6/14/2017	How many non-production environments do you have that need to be supported?	We have about 10-12 environments but the most critical ones are DEV, QA, UAT, PROD and GOLD. It will change overtime depending on new project requirements.	None.
13	6/12/17	6/14/2017	Currently, how many customizations (RICE components) do you have? Pl provide us the complexity of it.	Reports – 115 Interfaces - 30 Enhancement – 18 Complexity – It varies from simple to complex depending on the interfaces. For SOA composite and Oracle Service Bus (OSB) we utilize a custom error handling framework.	None.
14	6/12/17	6/14/2017	What system health monitoring tools (like HPOV etc.) are installed and for what systems?	We use scripts, WebLogic console and Oracle Enterprise Manager to monitor the health of the systems.	None.
15	6/12/17	6/14/2017	Please provide us ticket information since go-live with their severity - description, resolution details, time occurred, resolution details time, priority, application name, category.	We currently have about 50 open tickets. On an average we receive about 3-4 tickets a day for CCB, MDM and CSS.	None.
16	6/12/17	6/14/2017	We assume this RFP requests support for L2 & L3 Support activities. Please confirm	Typically, Seattle IT will perform most of L1 support activities and some L2 and L3 support activities. We will need support for those areas that we don't have the skills or bandwidth.	None.
17	6/12/17	6/14/2017	Is SCL or any 3rd party vendor performing L1 support i.e. Monitoring	See question 16	None.

			of all CCB/MDM Batches, taking user helpdesk calls? Could you please share SLAs of it? We assume this RFP has L2 & L3 support activities in scope.		
18	6/12/17	6/14/2017	What are the current roles and FTE count supporting these systems?	There are different technical teams that support the system including core application team, integration, middleware, server and network team. In addition, we have functional team that supports the system as well. Overall we have around 20-25 FTEs supporting the system but our hiring process is not complete yet.	None.
19	6/12/17	6/14/2017	Can you share status of functional and technical specs (how recently updated, especially for RICE objects) and how frequently are these updated?	The system went live in September 2016 and most of our functional and technical specs are up to date. However, since then there might be a few gaps.	None.
20	6/12/17	6/14/2017	Please provide inflight projects that can impact these applications and enhancements?	We have several inflight projects that includes AMI implementation (will have significant impacts). Other projects include Outage Management System upgrade, Implementation of Mobile Work Force, Implementation of Utilities Self Service Portal, upgrade of the Financial System, O&M activities for OUA etc	None.
21	6/12/17	6/14/2017	If performance testing is in scope, what performance testing tool is currently used?	As required. We are currently using HP LoadRunner but this can change in the future.	None.
22	6/12/17	6/14/2017	We request to extend the RFP submission date by one week due number of systems and complexity involved.	See question 11.	None.
23	6/12/17	6/14/2017	Our company already has an existing active Consultant Agreement with the	Consultant Agreements are project specific, so a new Agreement will be	None.

				City. Can we propose to use that instead of doing another Agreement?	necessary. However, we may be able to use the same terms and conditions of your existing Agreement.	
24	6/13/17	6/14/17		1. Purpose and Background: Please provide your ticket dump for the last 12 months (including the total number). Also provide the root cause and resolution for these tickets.	Please see Attachment 1	None.
25	6/13/17	6/14/17		5. Scope of Work: Please let us know if there is any plan for Application upgrade and to which verison? Also, will migration is required as part of Application upgrade.	Tentatively planning CCB and MDM upgrade to service level pack 3 in early 2018. Migration requirements will be determined as part of the upgrade process.	None.
26	6/13/17	6/14/17		5. Scope of Work: Please provide details of any back-logs that you may have	See question 5	None.
27	6/13/17	6/14/17		5. Scope of Work: Please confirm for pending requirement deployment build and test work is already completed.	There will be things in flight at the commencement of these contracts.	None.
28	6/13/17	6/14/17		3. Solicitation Objectives: Please provide your current interface architecture and diagram	Please see Attachment 2	None.
29	6/13/17	6/14/17		Apppendix A: Please provide details on the usage of Webcenter Suite. What is it currently being used for?	For the CIS suite of applications, it is used for ESCROW function within Oracle Utility Customer Self Service (OUCSS).	None.
30	6/13/17	6/14/17		Apppendix A: Please provide which are the products used as part of Oracle Webcenter Suite require support? (Webcenter Content , Portal ,Sites etc.)	All the components required by OUCSS.	None.
31	6/13/17	6/14/17		Apppendix A: Please confirm which is the primary mode of integration between CC&B	We have file based integration utilizing SFTP, real-time SOA OSB interfaces, and database links. Middleware is	None.

			and other products and third party. What are other middleware listed used for?	being used for the use of CIS applications.	
32	6/13/17	6/14/17	5. Scope of Work: Please provide details of the current batch processes. - How many custom batch processes are in place for current CC&B system? - Pl. provide details on existing scheduler used for batch monitoring and processing	We use Autosys as batch scheduler. There are close to 100 custom batch jobs including SFTP scripts to move the files between systems.	None.
33	6/13/17	6/14/17	5. Scope of Work: Help desk: - Will the Help desk team interact directly with the (600 CC&B) business users? - Do you need multi-language support other than English? - What are existing tools being used for Help Desk services?	We use HEAT as the help desk tool. We do not need any multi-language support. Our help desk interacts with the functional team and occasionally with the business users.	None.
34	6/13/17	6/14/17	5. Scope of Work: Are there any applications documentation (e.g. architecture, operations manuals, design documents, process etc.) available?	Yes.	None.
35	6/13/17	6/14/17	5. Scope of Work: Can you please provide details on the tools used (Service Request, Incident, Change Management , Problem Management, Source Code control) across applications?	SVN for source control Phoenix for change management HEAT for Service request and Incident management	None.
36	6/13/17	6/14/17	5. Scope of Work: Please provide details on tool used for developing reports.	BI Publisher and OBIEE	None.
37	6/13/17	6/14/17	5. Scope of Work:	Production – Depending on the criticality of the issue/application we	None.

			What is the availability for Production and non-production environment? (Business hour uptime)	have support for 24X7 and we do have planned downtime for upgrades and deployments. Non-production – downtime for these environments is negotiated with the environment owners and project stakeholders.	
38	6/13/17	6/14/17	5. Scope of Work: When is code deployment and maintenance window? (during support business hours, nightly or only weekends)	Sundays as of now. Everything else is on exception basis and nature of deployment and maintenance.	None.
39	6/13/17	6/14/17	5. Scope of Work: Please confirm if L1 support is also required in addition to L2 and L3.	See question 16	None.
40	6/13/17	6/14/17	5. Scope of Work: Do the 3rd party vendor provide 24/7 support - weekdays / weekends / bank holidays	Depends on the contract and the third party.	None.
41	6/13/17	6/14/17	5. Scope of Work: Any dependency on Environment management co-ordination with other vendor applications?	Yes.	None.
42	6/13/17	6/14/17	5. Scope of Work: Are there any particular freeze / black out period during which Transition cannot be started or sustained?	No.	None.
43	6/23/17	6/23/17		The City has decided to extend the deadline till July 11th at 1:00PM (Pacific).	Updated due date on the schedule on first page of RFP.