

ADDENDUM NO. 1

COUNTY OF KAUAI
DEPARTMENT OF WATER

REQUEST FOR PROPOSAL

FOR

RFP #IT-2019-01
CC&B Hosting & Support Services

NOTICE TO PROSPECTIVE PROPOSERS

This addendum is hereby made a part of the Request For Proposal for the subject project and it shall amend the said contract documents in the following respects:

Item 1

SEE ATTACHED QUESTIONS AND ANSWERS.

End of Addendum No. 1

If there are any questions, please contact Ms. Sandi Nadatani-Mendez by email at snadatani@kauaiwater.org.



Bryan Wienand, P.E.
Manager and Chief Engineer
September 18, 2018

Posted 9/20/18 CE

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM NO. 1

Receipt Acknowledged:

Organization

Received by

Date

Title

(Please sign and return your acknowledgement.)

ADDENDUM NO. 1

QUESTION: Will the DOW allow a response for just the payment options (IVR, Online, Mobile)? If so, what is the DOW's preference for transaction pricing option? Does the DOW wish to have us pass on a convenience fee to your customers, or would the DOW opt to absorb the transaction costs?

ANSWER: Unfortunately, we are unable to allow a response just for the payment options. The RFP is for everything in the Scope of work

QUESTION: What is the average residential bill amount?

ANSWER: Approximately \$60 per month

QUESTION: Is the County open to a Cloud solution hosted in the continental US and can we be provided with the current CC&B environment so we can size and solution.

ANSWER: The Department has no preference.

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This section references a possible cloud-hosted solution. For a cloud-based solution, does the DOW have a location preference as to where it is hosted? e.g., on Oahu at our local Data Center?

ANSWER: The Department has no preference.

Page 6, Section 2.1

Regarding CC&B support:

QUESTION: Of the 22,000 accounts, what is the breakdown by the following account types: Residential; Commercial or industrial (combined) – Approximately 8.5%

ANSWER: Residential – Approximately 91.5%; Commercial or Industrial – Approximately 8.5%

QUESTION: Solicitation #2 of this RFP stated that, "DOW converted from the HBWS' CC&B hosted environment to its own instance of CC&B using oracle V2.5 database". However, in the current solicitation #3, any reference to "oracle V2.5 database" was removed. Could you please verify what database is currently in place?

ANSWER: The current Oracle Database is R12. The current version of CC&B is 2.5.0.2.0

QUESTION: Could the DOW define the current daily monitoring, maintenance, and support tasks and the time associated with each?

ANSWER: It can vary day to day. Batch monitoring begins around 4pm till around 6:30pm/7pm. If system is running slow you'll need to monitor and figure out how/why.

QUESTION: If the DOW will be maintaining the CC&B license, will we be allowed to use a support account to download the necessary files to maintain the system from Oracle's website?

ANSWER: DOW will maintain only our CC&B license, Vendor will need to acquire the Cloud Hosting Solutions

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QUESTION: Please define in detail, the DOW's expectations for the daily, monthly, and annual maintenance of the CC&B system.

ANSWER: It can vary day to day. Batch monitoring begins around 4pm till around 6:30pm/7pm. If system is running slow you'll need to monitor and figure out how/why. If there are errors with batch Vendor will need to figure out what the error is and fix it or contact DOW staff to fix errors and then continue batch.

Page 6, Section 2.2.1

Regarding hosting:

QUESTION: Does the DOW have a preference for local (within the state of Hawaii) hosting or outside of Hawaii, or a combination of both?

ANSWER: The Department does not have a preference but we should be able to get access to the system during our hours.

QUESTION: Beyond backups, is the DOW planning for Disaster Recovery and Business Continuity? If so, should that be factored into the proposed solution?

ANSWER: Vendor should provide DR & BC as part of their maintenance and be included in proposed solution.

QUESTION: Is there a requirement for offsite database replication? What is the estimated size of a daily back up?

ANSWER: No requirement. Daily backup size is 8.4GB

QUESTION: If the solution is Hosted off-site, what are the network interconnect requirements to access the hosted service, such as:

- Layer 2 Ethernet service
- Layer 3 Private MPLS VPN
- Layer 3 Public Internet with SSL/IPSEC VPN
- Combination of all three

ANSWER: Combination of all three

QUESTION: Is QoS traffic prioritization required on an application flow basis?

ANSWER: Yes

QUESTION: What is the estimated traffic volume anticipated for the interconnect?

ANSWER: Unknown, we have at a minimum 7 users who will be on this system all day, and have approximately 40 users who might login throughout the day.

QUESTION: What is the current installed software are you currently running associated with the CC&B application.

ANSWER: CC&B version is 2.5.0.2.0; Automic UC4 (to run batch), APEX Report writer.

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Regarding the functional and technical support for CC&B:

QUESTION: What is the number of calculations in the rate schedules for? (Each calculation corresponds to a potential line that can appear in a bill?) residential, commercial, industrial?

ANSWER: Calculation method are all the same for each of the above classes, Water Service Charge (fixed per meter size); Water Usage Charge (5 tiers/blocks); Power Adjustment Charge – revised every Fiscal Year (per 1000 gallons).

For daily backups:

QUESTION: What is the current size of the backups?

ANSWER: Daily backup size is 8.4GB

QUESTION: How long is it currently taking to perform a backup?

ANSWER: Approximately 1.5 hours.

QUESTION: For how long should a backup be kept before it is pruned: 30, 60, or 90 days?

ANSWER: HRS requires us to keep 7 years worth.

QUESTION: For daily batch processing: How many accounts are in each run?

ANSWER: It varies every day depending on route

QUESTION: When do batch jobs currently run during the day?

ANSWER: Hourly batch jobs are run as well as nightly batch jobs.

QUESTION: How many threads are currently associated with the current batch jobs?

ANSWER: 8

QUESTION: Are the batch jobs primarily for billing?

ANSWER: Yes

QUESTION: Automated reports: What are your common errors seen today?

ANSWER: Roll forward balances in Account Receivable.

QUESTION: Administrative control functions: Define the type of assistance needed. Is it general help around the application? Please provide definition of what each function does.

ANSWER: Batch run errors – meter read errors; duplicate read for same day/time

Bill factor and rate changes:

QUESTION: How often are rate changes made?

ANSWER: Minimum once per year

QUESTION: What challenges are currently encountered when making a rate change?

ANSWER: Staffing scheduling for bill testing.

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Report Generation:

QUESTION: How many reports are run:

ANSWER: Daily - 17 daily scheduled reports plus 30 adhoc reports; Monthly - 67 monthly adhoc reports; Annually - 4 annual reports

QUESTION: What issues are encountered when running these reports?

ANSWER: Takes too long to run and download; some existing reports need revisions to formatting

QUESTION: How many outside service providers (ACH,Financial Institutions):

ANSWER: 4

QUESTION: What is the expectation of help needed?

ANSWER: If cannot connect to FTP; change of account numbers; file not on FTP site; errors in file.

QUESTION: Who is the Prime when it comes to interfacing with the outside service vendors?

ANSWER: Sandi Nadatani-Mendez

QUESTION: Help Desk: Will help desk issues be solely in relation to CC&B support?

ANSWER: Yes

QUESTION: Please describe the helpdesk support requirements in terms of monthly calls, emails, and tickets.

ANSWER: It varies daily and monthly but if we have to give a number; our estimate would be 20-50.

QUESTION: Please describe the average type of support requested from helpdesk.

ANSWER: Adding new bank for ACH, unknown account number for payment;

Page 7, Section 2.2.2:

Outside service providers

QUESTION: Are there any external integrations to the CC&B systems that need to be addressed with the migration to the new-hosted environment?

ANSWER: currently there are none, but in the future we will need to add on external integrations to/from CC&B

Page 7, Section 2.2.4:

Payment Options:

QUESTION: Are these payment options an optional response item in the RFP?

ANSWER: This section are payment options and are required.

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QUESTION: Does the DOW currently have an IVR service? If no, is an IVR solution required for this proposal?

ANSWER: Currently no IVR Service, a solution is proposal should be submitted

QUESTION: Is the DOW looking to have a payment application created?

ANSWER: As part of your response, we hope to see an application created, as we currently do not have one.

QUESTION: Is the online customer service portal to be separate from what the CC&B application provides today?

ANSWER: Yes

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Discovery Session & Statement of Work

QUESTION: Please provide a current network diagram.

ANSWER: We will provide to the awardee.

QUESTION: Please provide a current physical and logical diagram for CC&B.

ANSWER: We will provide to the awardee.

QUESTION: What is the current volume and size of the Oracle database(s)?

ANSWER: Currently we are using 655GB out of 1,070GB

QUESTION: What is DOW's backup and archive retention policy?

ANSWER: 7 years worth

QUESTION: How many environments are required for the CC&B application?

ANSWER: Minimum 2

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Discovery Session & Statement of Work (SOW) and Implementation Plan

QUESTION: Please confirm that the pricing for the Discovery Session SOW will be a fixed price, while the pricing for the Implementation Plan shall be a budgetary price which will be adjusted to a firm price after the discovery session has been conducted.

ANSWER: Both will be fixed price.

QUESTION: When will the discovery session occur: prior to or after bid award?

ANSWER: After Award

QUESTION: Page 8, Data Integration and Population - In regards to the DOW data, there is an implied statement that some records could be non-DOW records. Would these non-DOW records be leftover from the separation of HBWS?

ANSWER: These would be configurations for HBWS as well as data from Maui Water Dept.

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QUESTION: For the migration of data: How far back historically do the records need to go?

ANSWER: We currently have data from 2011 that will need to be migrated over.

QUESTION: Amount of data to be migrated?

ANSWER: All KAUAI DOW Data and configuration. If backup is approximately 4.8GB data is that large.

QUESTION: What times can the migration of data be performed?

ANSWER: This would have to happen over a weekend due to staff using the system on a daily basis.

QUESTION: Are there any external integrations to the CC&B systems that need to be addressed with the migration to the new hosted environment?

ANSWER: Yes, will need to work with providers for ACH, Lockbox, Bill Print Vendor to name a few.

Page 8,

Installation - Current environment:

Regarding database server nodes that are being supported today:

QUESTION: How many currently?

ANSWER: One

QUESTION: What license is being used?

ANSWER: Enterprise

QUESTION: Are the database objects currently partitioned?

ANSWER: No

QUESTION: What OS?

ANSWER: OEL

Regarding Application online servers:

QUESTION: How many currently?

ANSWER: One

QUESTION: Are they clustered?

ANSWER: No

QUESTION: What OS?

ANSWER: OEL

Regarding Application Batch servers:

QUESTION: How many currently?

ANSWER: One

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QUESTION: Are they clustered?

ANSWER: No

QUESTION: What OS?

ANSWER: OEL

QUESTION: Regarding Web Tier, what framework is currently being used:

ANSWER: Web logic

Current Hardware specs:

QUESTION: Type of hardware being used? CPU Model / Speed?

ANSWER: 2 OCPU's where the OCPU's of Oracle Cloud are defined as the CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper threading enabled. For Intel Xeon processor each OCPU corresponds to two hardware execution threads, known as vCPUs.

QUESTION: Memory?

ANSWER: 15GB

Current storage requirements?

QUESTION: Size?

ANSWER: App 133GB / DB 1TB

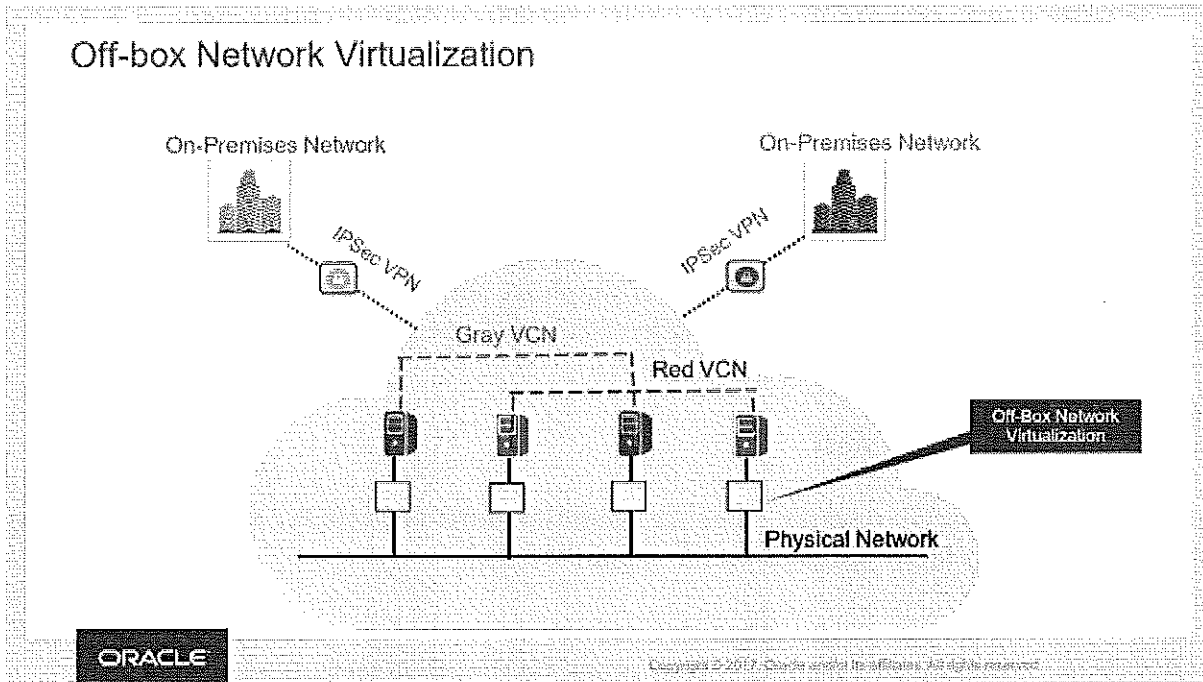
QUESTION: Type?

ANSWER: Disk type: NVMe SSD

QUESTION: Is virtualization being used?

ANSWER: "Off-Box" Virtualization

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We use 'Off Box Network Virtualization'. Note that the virtualization layer is well isolated from the Bare-Metal nodes and as a result, it is much harder for a bad actor to compromise the virtualization layer.

ANSWER: Breakdown of current hardware

Oracle Service Description	Metric	QTY
Oracle Java Cloud Service - Enterprise Edition - General Purpose (Non-Metered)	Hosted Environment	4
Oracle Compute Cloud Service - Block Storage (Non-Metered)	TB of Storage Capacity	8
Oracle Storage Cloud Service - Storage (Non-Metered)	TB of Storage Capacity	4
Oracle Database Cloud Service - Enterprise Edition High Performance – General Purpose (Non-Metered)	Hosted Environment	4
Oracle Database Backup Service - Non-metered	TB of Storage Capacity	6
Oracle Java Cloud Service - Enterprise Edition - High Memory (Non-Metered)	Hosted Environment	3
Oracle Database Cloud Service - Enterprise Edition - High Memory (Non-Metered)	Hosted Environment	3
Oracle Compute Cloud Service - Compute Capacity - Nonmetered	OCPU Per Month	5

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Page 8, System

Testing

QUESTION: Please provide the following.

Description of the standard functionality in the current configuration;

DOW's existing test plan, if any, that was used in the current configuration that can be used as a baseline for a comparison of the new environment;

User Acceptance Testing – Is there a standard set of acceptance criteria that will be used to validate functionality of the new system? If so, please share in advance.

ANSWER: DOW Will work with the awardee on the testing requirements

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Section B Cost Proposal Format

QUESTION: This section states, “The fee quotation must be valid for a minimum of sixty (90) days.” Please clarify which is valid: 60 or 90 days?

ANSWER: 90 days

QUESTION: Funding and Budget: - How much funding/budget is available for this project in the initial year and recurring budget for future years?

ANSWER: The current approved budget is \$200,000.00, following years will be dependent on board approval of funds.