



GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUÅHAN
P.O.BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

May 26, 2022

AMENDMENT NO.: II

TO

REQUEST FOR PROPOSAL NO.: GPA-RFP-22-003

FOR

GPWA CUSTOMER INFORMATION SYSTEM (CIS) SYSTEM SUPPORT

Interested Firms/Individuals are hereby notified of the following change and response to inquiries received from Proponent No. 2 dated May 13, 2022 and Proponent No. 1 dated May 14, 2022:

CHANGE -

1. Closing Date is changed **FROM:** 4:00 P.M., Friday, May 27, 2022 **TO NOW READ:** 4:00 P.M., Friday, June 10, 2022 (CHamoru Standard Time).
2. **REMOVE** Page 7a of 43 and **REPLACE** with Page 7b of 43.

Section 1.4, PREPARATION AND SUBMISSION OF PROPOSALS, Paragraph 7 is changed **FROM:**

Request for Proposal No.: GPA-RFP-22-003 must be submitted before **4:00 P.M., Friday, May 27, 2022 (CHamoru Standard Time)** in a sealed envelope indicating the RFP number and addressed as follows:

To: Guam Power Authority
GPWA Procurement Office
Gloria B. Nelson Public Service Building
688 Route 15
1st. Floor, Room 101
Mangilao, Guam 96913

Attn: Jamie Lynn C. Pangelinan
Supply Management Administrator

TO NOW READ:

Request for Proposal No.: GPA-RFP-22-003 must be submitted before **4:00 P.M., Friday, June 10, 2022 (CHamoru Standard Time)** in a sealed envelope indicating the RFP number and addressed as follows:

To: Guam Power Authority
GPA Procurement Office
Gloria B. Nelson Public Service Building
688 Route 15
1st. Floor, Room 101
Fadian, GU 96913

Attn: John M. Benavente, P.E.
General Manager

Jamie L.C. Pangelinan
Supply Management Administrator

RESPONSE -

Inquiry from Proponent No. 2 dated 05/13/2022:

FORM OF CONTRACT – REQUIREMENTS -

QUESTION:

1. **3.3 SECTION III - CONTRACTOR'S COMPENSATION**

A. The total compensation to CONTRACTOR for services in this CONTRACT is the lump sum of: _____, plus approved adjustments.

Would GPWA accept this clause be modified to eliminate a lump sum agreement and rather base compensation on a time and material basis?

ANSWER:

The final purchase order will be for a fixed amount for the term of the contract. We are open to a Time and Materials contract as long as we are able to define a set amount charge per month/annual.

QUESTION:

2. **3.6 SECTION VI- INVOICING AND PAYMENT TERMS & CONDITIONS**

All Invoices shall include supporting documents (i.e. timesheets, shipping invoices, consumable listings). All supporting documents must be reviewed and approved by GPWA Project Manager prior to invoice submittal for charges.

Can GPWA clarify that supporting documents for invoices to be submitted along with invoices submittal for charges is acceptable, and that supporting documents do not precede invoice submittals?

ANSWER:

Acceptable that supporting documents will be submitted along with invoices for billing.

QUESTION:

3. **3.15 SECTION XV – INDEMNIFICATION**

The CONTRACTOR shall indemnify and hold GPWA harmless from any claim, liability or product liability, loss, damage, demand, cause of action or suit, expense or reasonable fee of legal counsel arising out of or in connection with the goods or services the CONTRACTOR provides.

Would GPWA consider amendment to this section?

ANSWER:

GPWA is open to consider amendments to this section.

QUESTION:

4. **3.18 SECTION XVIII – CYBER / DATA SECURITY**

CONTRACTOR shall follow and abide by GPWA's Cybersecurity Policy (CSP). Such policy shall cover all CONTRACTOR *[sic]* personal, development, programming, services, software, hardware and other related solutions as part of this contract. Any deviations, changes or results that will impact GPWA's CSP guidelines will be subject to review and approval by the GPWA Cyber Security Committee

Can GPA provide a copy of its Cybersecurity Policy (CSP) for review and vendor compliance determination?

ANSWER:

GPA's Cybersecurity Policy follows NIST 800 Control Framework.

SECTION 4 SOLICITATION AND TECHNICAL REQUIREMENTS –

QUESTION:

5. **Oracle Customer Care & Billing (CC&B)**

1. How many billing cycles and bills successfully generated monthly?
2. How many custom programs and nature of programs?
3. Version of CCB

ANSWER:

1. 30 Billing Cycles
2. 1,177 custom programs
3. 2.6.0.0

Algorithms	130
Batch Control	38
BPA Scripts	49
Business Service	249
Business Object	77
Custom Table/Views	182
UI Maps	32
XAI	120
Portal	8
Zones	234
User Exits	29
Maintenance Extension	5
Java Services	4
JSP	20
TOTAL	1177

QUESTION:

6. *GPWA POS (point of sale) Interface*

POS is interfaced with CCB?

ANSWER:

Yes.

QUESTION:

7. *Oracle Business Intelligence (BI)*

Bill extract is also part of BI?

ANSWER:

No.

QUESTION:

8. *Oracle Database 12C/18C/19C/21C*

How often the DBs and other applications are tuned-in?

ANSWER:

Only on critical patches or CC&B upgrade.

QUESTION:

9. *On-Premise Oracle Application Infrastructure Support*

** No question asked.

QUESTION:

10. *Atomic UC4*

UC4 is used for MDM batch jobs or CCB?

ANSWER:

No.

QUESTION:

11. *CC&B API (Application Programming Interface)*

Is this still in use?

ANSWER:

Yes.

QUESTION:

12. *CC&B Custom Extracts*

How many custom programs and nature of programs?

ANSWER:

None.

QUESTION:

13. *Oracle Application Express (APEX)*

Please elaborate what apps being used? If they are interacting with CCB?

ANSWER:

Bank Payment Entries.

QUESTION:

14. *L&G SmartMeter AMI*

All the meters are smart?

Prepaid meters?

Share the high-level systems interaction diagram for better understanding.

ANSWER:

Yes, all are smart meters. The same meter types res used for Pre-Paid.

QUESTION:

15. *MeterSense MDMS*

Interval data is being captured and billed?

ANSWER:

Captured, but not billed.

QUESTION:

16. ***ShoreTel IVR***

IVR is interfaced with CCB?

ANSWER:

No.

QUESTION:

17. ***Oracle GoldenGate/Data Guard***

What are the systems interfaced? CCB DB? BI? Any other please specify.

ANSWER:

JDE E1, MDMS.

QUESTION:

18. ***Oracle JDE One World / Enterprise One***

1. Oracle JDE is interfaced with CCB?
2. If yes, what level of FTs are interfaced?

ANSWER:

Yes, CC&B is integrated w/ JDE.

QUESTION:

19. ***Oracle Customer & Experience Cloud***

1. Customer portal is being used payments/billing info?
2. Oracle C&E cloud is used for what?
Any specific campaigns or other marketing data is being synced in CCB?

ANSWER:

1. Yes
2. N/A

QUESTION:

20. ***Oracle Cloud Infrastructure (OCI)***

What application are hosted here?

ANSWER:

None at this time.

QUESTION:

21. ***Training and Knowledge Transfer: • Train new users on the system • Assist in knowledge transfer to IT technical staff***

What are the names of applications that would require Training, Knowledge transfer or than CC&B?

ANSWER:

This will cover the CC&B application only.

QUESTION:

22. ***Implementing Enhancements/Programming Changes: • Implement requested application enhancements • Assist with programming/design of Application Programming Interface (API) for integration with other applications***

Is this required for JDE, POS and MDM applications as well- or just CC&B?

ANSWER:

JDE and POS as well.

QUESTION:

23. ***Support Options PROPONENTS proposal on providing onsite and remote support options***

Is there a ticketing system that GPA is already using- or vendor is expected to implement one?

ANSWER:

Vendor currently provides ticketing system.

QUESTION:

24. ***Service Level Agreements (SLA) PROPONENTS proposal to include the type and level of Service Level Agreement (SLA) response***

Are there any legal and regulatory requirements with specific SLAs and non-performance penalties?

ANSWER:

There are none.

QUESTION:

25. ***Page 24 - "Support/ Troubleshooting"***

Is the plan to upgrade to CCB or C2M v2.9 immediately or later on?

ANSWER:

The option is being looked at for Fiscal year 2023.

QUESTION:

26. ***Page 24 "Implementing Enhancements/ Programming Changes"***

Will enhancements be implemented on the current CCB version, or in upgraded version (please specify target upgrade version)?

ANSWER:

This will be dependent if the enhancement will add additional needed features for CC&B.

Inquiry from Proponent No. 1 dated 05/14/2022:

QUESTION:

1. Whether companies from Outside USA can apply for this? (like, from India or Canada)

ANSWER:

The requirement for doing business with GPA is that the company has a valid Guam Business License.

QUESTION:

2. Whether we need to come over there for meetings?

ANSWER:

A face to face meeting is not a requirement for this proposal. Such meeting can be done virtually.

QUESTION:

3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

ANSWER:

This is acceptable as long as the persons involved with the GPA work have been vetted and approved by GPA and Guam Homeland Security.

QUESTION:

4. Can we submit the proposals via email?

ANSWER:

No. Proposals sent via email is unacceptable.

All other Terms and Conditions in the RFP package shall remain unchanged and in full force.



for JOHN M. BENAVENTE, P.E.
General Manager

