GAINESVILLE REGIONAL UTILITIES

CITY OF GAINESVILLE, FLORIDA

Solicitation No. 2017-037

Issue Date: July 12, 2017

Due Date @ 2:00 p.m. August 10, 2017

Request for Proposals
Outage Management System (OMS)

Purchasing Representative:

Elizabeth Mattke, C.P.M, CPPO
Senior Buyer
352.393.1252
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Gainesville Regional Utilities
301 S.E. 4th Avenue
Gainesville, FL 32601

TABLE OF CONTENTS

INSTRUCTIONS

1.0 DEFINITION OF TERMS FOR INSTRUCTIONS.

- Addendum/Addenda: Written or graphic document(s) issued prior to the Response due date, which make additions, deletions, or revisions to the solicitation or contract documents.
- Agreement: A written Contract between two or more Parties. “Contract” and “Agreement” are synonymous.
- Best and Final Offer (BAFO): The final proposal submitted after competitive negotiations are completed that contains the Responders most favorable terms.
- Bid: The written response to a Solicitation.
- Due Date: The date the response is due.
- Non–Responsive: A response that does not meet the material requirements of the solicitation.
- Redacted: The censoring of part of a Response.
- Respondent: An individual or business entity that submits a response to a Solicitation.
- Response: A written document submitted by a Respondent in reply to Solicitation.
- Responsive: A response that conforms in all material respects to the requirements set forth in the Solicitation.
- Solicitation: A written document issued by an agency to obtain information or pricing for goods and/or services. May also be referred to as an Invitation to Bid, Request for Proposal, Request for Quotation, or Request for Statement of Qualifications.
- Work: Activity involving mental or physical effort done in order to achieve a purpose or result requested in the scope.

2.0 PRE-BID OR PRE-PROPOSAL MEETING.

A meeting will not be held.

3.0 EXAMINATION OF SOLICITATION DOCUMENTS AND WORK SITE.

3.1 Prior to responding to the Solicitation, Respondents are responsible for the following: (a) examining the Solicitation thoroughly, (b) if applicable, visiting the work site to become familiar with local conditions that may affect the cost, progress, performance of furnishing the Work, (c) considering federal, state and local laws and regulations that may impact or affect cost, progress, performance or furnishing of the Work, (d) studying and carefully correlating Respondent’s observations with the Solicitation, and (e) notifying the Purchasing Representative of all conflicts, errors or discrepancies in the Solicitation.

3.2 Respondents are expected to become fully informed as to the requirements of the Specifications and failure to do so will be at their own risk. Respondents cannot expect to secure relief on the plea of error.

3.3 A Respondent who is aggrieved in connection with the specifications of this Solicitation may protest in writing to Utilities Purchasing at least seven (7) business days prior to the Response due date.

4.0 INTERPRETATIONS AND ADDENDA.

4.1 All questions about the meaning or intent of the Solicitation are to be directed to the Purchasing Representative, unless stated otherwise in the Solicitation. Interpretations or clarifications considered necessary in response to such questions will be issued by Addenda sent to all parties recorded as having received the Solicitation. Questions received after close of business July 26, 2017 may not be answered by the Purchasing Representative. Only questions answered by formal written Addenda will be binding. Oral and other interpretations or clarifications that are not memorized by formal written Addenda will be without legal effect.

4.2 Addenda may also be issued to modify the Solicitation as deemed advisable by the Purchasing Representative.

4.3 Addenda issued by GRU prior to the Solicitation due date/time are considered binding as if written into the original Solicitation. Respondents are responsible for ensuring that all addenda have been received prior to submitting their Response.

5.0 RESPONSE SUBMITTALS.

5.1 RESPONSE SUBMITTALS

In order to maintain comparability and enhance the review process, it is requested that responses be organized in the manner specified below. Include all information in your response.

Point values listed below are the number of points available based on a total of 100 points.

Failure to provide the following information may be cause for the response to be deemed non-responsive:

☐ **Required Forms and Submittals:** (mandatory)

- Respondent's Certification Form, with acknowledgement of any addenda
- Proof of Minimum Qualifications (see Supplemental Conditions, Section 12.0)
- Proof of Insurance (see Supplemental Conditions, Section 23.0)
- Clarifications and Exceptions (if any) in accordance with Instructions, Section 8.0.
- Financial Responsibility. Provide appropriate documentation that evidences the financial viability of the company, including corporate structure, to perform the services as outlined herein. The most recent three years of audited financial statements is preferred. (**Please note**: one set of financials in a separate envelope is preferred, with only a listing of its contents in this section.)
- Brief description of any past, pending or threatened litigation or regulatory actions that are pending or were filed against the Respondent since 2013, or indicate if none are known to exist.
- Drug Free Workplace Certification Form
- Subcontractor Information Form

☐ **Qualifications and Experience:** (10 points)

Provide a narrative which profiles the background, experience, business philosophy and qualifications of the Respondent. Attach a listing of Respondent's recent implementations (since January 2012, indicating Client, type of implementation (electric only; electric/water/gas etc.), systems integrated (SAP, EMS etc., and date) and an executive summary of all current/anticipated projects for the remainder of 2017 and early 2018.

☐ **Approach to Project:** (15 points)

- Solution. Provide a narrative that demonstrates how the Respondent's proposed approach will meet the goals and objectives outlined in this RFP. This should include an overview/summary of Software Survey 2 highlighting its capabilities, limitations, and ability to adapt to new technologies/business needs. Further, advantages of this approach should also be explained. Clarity of the proposed solution is the aim, and therefore, use of product boilerplate and marketing releases is strongly discouraged.
- Management. Provide a brief description of how Respondent proposes to successfully manage this project. Include a description of how the project team will be structured, its roles and responsibilities, location within the company's organizational framework and chain of command. Brief résumés of staff/consultants to be assigned to this project along with their responsibilities are to be included in this section. Indicate the specific individual who would serve as the day-to-day contact and be responsible for meeting the deliverables of this project and where they would be located.

Since Contractor staff experience and knowledge are a vital component of project success, GRU expects and requires that résumés submitted are for staff that will actually be assigned to the project. GRU reserves the right to request a substitution of personnel.

- Timeline. Provide a timeline for the project including customization (if necessary), data migration, functionality testing, training, and implementation up to the point of acceptance. For purposes of this submittal use a start date of October 1, 2017.

☐ **Software:** (40 points)

- Survey 1 – GRU Standard Technical Information (separate document). Provide answers where applicable. If not applicable, mark with "N/A". Note: this is a "boilerplate" IT Questionnaire; therefore some questions may not be applicable.
- Survey 2 – OMS Functionality and Adaptability (separate document). Provide information as requested regarding the characteristics of the software. The questions should be regarded as a formal written interview of the Respondent's proposed software solution rather than specific requirements.
- Demo link(s) to YouTube or other web-based demo, if available.
- Agreements. Provide copy of software license and maintenance/support agreement modified to correspond to this Response. It is anticipated that the contract draft, including terms and conditions, included as part of this RFP will be used for implementation.

☐ **Pricing:** (20 points)

- Pricing Response Form. The price proposal is a presentation of the Respondent's total offering price including the estimated cost for providing each component of the requirements. Respondent must use the prescribed format for the price proposal provided in the attached Pricing Response Form. The Respondent must provide a proposal with a maximum cost for the project based on the project as described herein. Both initial and ongoing cost will be taken into consideration. Any additional recommendations and services or options may be included as additions to the project on an optional basis. These optional items must be priced separately as an attachment to this Form.
- Milestones. In addition to the payment terms set forth in the General Conditions, GRU acknowledges Respondent may require progress payments; therefore a payment schedule may be negotiated. All payments will be tied to deliverables. Typically GRU will not accept more than 10% assigned to the first deliverable or less than 20% to the last deliverable. Respondent should attach their preferred payment schedule with clearly defined milestones if this payment method is desired.

☐ **Distinguishing Characteristics:** (5 points)

Respondents are encouraged to identify any distinguishing characteristics of their firm that the evaluation committee should be made aware of including any unique features that set them apart from other competitors. These may include suggestions and alternatives that the Respondent believes will improve the quality of the service and/or reduce the cost of services, warranties, guarantees or other assurance of quality, service, and customer satisfaction. These characteristics may also be beyond the scope of this RFP if Respondent deems they would provide value to the long-term goals of GRU.

☐ **Referrals:** (5 points)

Provide five (5) referrals, each for a separate entity, as follows: Referred clients should be using the applications/services proposed and preferably be entities with similar operations (utilities). All referrals shall be recent (within the past five years) and be verifiable. Referred clients should be able to attest to the firm's knowledge, quality of work, working relationship, flexibility, and ability to meet budget constraints. Each referral should include **current** information for the following: Client's name, address, contact person, contact Email and phone #, how long they have been a client, and which applications/services are used. [Unverifiable or unsatisfactory references may result in Respondent being deemed non-responsive or non-responsible.]

☐ **Local Preference; Small Business and/or Disabled Veteran Preference:** (5 points)

If claiming Local Preference in accordance with the City of Gainesville ordinance, respondent must provide a copy of the business tax receipt. (see Instructions Section 18.0)

If claiming Small Business or Disabled Veteran Preference in accordance with the City of Gainesville Resolution #150616, respondent must provide proof that Respondent meets one of the following:

Small Business Enterprise (SBE): Independently owned with a net worth of not more than five million dollars and employs 200 or fewer permanent full-time employees.

Service-Disabled Veteran Enterprise (SDVE): At least 51% owned and managed by a veteran who has been certified as a service-disabled veteran by the Florida Department of Management Services or other agency.

5.2 **INTERVIEW / PRESENTATION.**

Respondents may be invited to give a presentation. Point values listed below are the number of points available based on a total of 50 points. Evaluation will be by consensus. Respondents who decline their invitation will not be considered for award.

- 35 points – Software functionality, ease of use, and integration capability
- 15 points – User Experience; maintenance/support, implementation process and team

A draft OMS Presentation document is provided as a separate document.

5.3 **SELECTION PROCESS AND RECOMMENDATION.**

It is anticipated that the evaluation committee will short-list Respondents based on their written proposal and send those short-listed an invitation to present their solution. GRU reserves the right to waive the interview/presentation requirement should it be deemed unnecessary.

The written evaluation (100 points as detailed in Section 5.1 above) will determine the short-list. The interview/presentation evaluation (50 points as detailed in Section 5.2 above) will determine the final ranking and recommendation. (i.e. the two evaluation scores will be combined)

GRU may, at its sole discretion, conduct a Best and Final Offer (BAFO) round to this solicitation. Should this round be conducted, the Purchasing Representative will issue a request to include instructions, deadline, and addenda as applicable.

6.0 RESPONSE PREPARATION.

6.1 The Pricing Response Form is included in the Solicitation and should be used to submit pricing information, providing a price for all items listed on the form, unless noted otherwise.

6.2 All blanks on the Respondent's Certification Form must be legibly completed in ink (computer printed, typed or handwritten).

6.3 A Response submitted by a corporation must be executed in the corporate name by the president, a vice-president, or other corporate representative and accompanied by a document showing authorization of such person's authority. Include the physical address and state of incorporation. A Response submitted by a partnership must be executed in the partnership name and signed by a partner, whose title must appear under the signature, and the physical address of the partnership must be shown below the signature.

6.4 The names of individuals included on the Respondent's Certification Form must be legibly printed below signatures (computer printed, typed or handwritten).

6.5 Respondent must acknowledge receipt of all addenda using the space provided on the Respondent's Certification Form.

6.6 Costs for developing a response to the Solicitation are the sole obligation of the Respondent.

6.7 Respondent's pricing must include applicable taxes on items purchased or manufactured by Respondent for the project. GRU is exempt from Florida sales taxes for certain purchases. A "Consumer's Certificate of Exemption" is available at www.gru.com .

6.8 Respondents are encouraged to use environmentally sustainable practices in response to the Solicitation when possible. This may include providing double-sided copies, minimal use of plastic covers, binders, tabs or dividers, etc.

7.0 PRICE.

7.1 The price stated on the Pricing Response Form is firm. Any additional charges that were not included in the Response will not be paid by GRU unless approved in writing by an authorized GRU representative. Subsequent to contract formation, pricing inconsistencies on invoices may be grounds to cancel the contract.

7.2 If the Respondent offers discounted pricing, such as prompt payment discounts or volume discounts, it must be clearly stated and explained on the Pricing Response Form. Such discounts, if applicable, will not be used in determining award of the Solicitation.

8.0 DEVIATIONS FROM SPECIFICATIONS.

8.1 Any deviation from this Solicitation must be provided and explained in detail with the Response. Deviations must be explained on a separate page labeled "Clarifications and Exceptions" and included with the Response. Each clarification and exception must correspond to the specific referenced section in the Solicitation. Otherwise, the Response will be considered in strict compliance with the Solicitation and the selected Respondent will be held accountable for compliance with the Specifications.

8.2 GRU reserves the right to waive clarifications and exceptions to the Solicitation if determined by GRU to be in GRU's best interest.

9.0 SOLICITATION RESPONSE.

9.1 **Response must be in the possession of Utilities Purchasing by 2:00 p.m. on the due date**. Possession is defined as being physically received in Utilities Purchasing at the GRU Administration Building, 301 S.E. 4th Avenue, 3rd Floor, Gainesville Florida 32601. **The time clock located in Utilities Purchasing will be the official time. Any Response received after 2:00 p.m. will not be considered.** Responses shall be sealed and plainly marked on the outside of the envelope with both the project number and the project name. Response must be completed and signed in ink in space(s) provided or will be subject to rejection. Responses **may not be** submitted by facsimile or e-mail.

9.2 Responses will be publicly opened at the time and place indicated in the Solicitation and will be available for inspection upon notice of award or intended Award, or within thirty (30) calendar days after the opening of Responses, whichever occurs first. Prices may be read at the public Solicitation opening at the sole discretion of Utilities Purchasing.

9.3 The Respondent's Certification Form must be submitted with the Response and enclosed in a nontransparent sealed envelope, marked with the project title and Respondent's name and address. **One original, 8 paper copies and one electronic copy** of the Response should be provided. If required, a Bid Bond and other documents must be provided with the Response. If a Bid Bond is required by the Solicitation and not included the response will be deemed non-responsive.

9.4 A "Non-Submittal" form has been provided for those who choose not to participate in the Solicitation.

10.0 MODIFICATION OR WITHDRAWAL OF A RESPONSE TO A SOLICITATION.

10.1 A Response may be modified or withdrawn if a written request is submitted and physically received by GRU Purchasing before the Response due date and time.

10.2 After Responses have been opened, corrections to the Response are permitted only to the extent that (1) Respondent can show by clear and convincing evidence that there was a material and substantial mistake in the preparation of its Response; (2) the nature of the mistake is evident; and (3) the intended pricing is evident.

11.0 BID BOND.

A Bid Bond is not required.

12.0 TERMS OF AWARD.

12.1 Award will be made to the lowest, responsive, responsible Respondent based on the criteria stated in Section 5.0 above as GRU determines to be in its best interest. GRU may not award a particular line item(s).

12.2 GRU reserves the right to reject any and all Responses, or any part thereof, to waive any and all informalities or irregularities, and the right to disregard all nonconforming, nonresponsive, unbalanced or conditional Responses. A responsible Respondent and any selected subcontractors, suppliers, other persons, and/or organizations proposed to perform or furnish the Work have the capacity in all respects to fully perform the Contract requirements and the experience, integrity, reliability, capacity, facilities, equipment, and credit to ensure good faith performance, such capacity and responsibility to be determined solely by GRU. GRU may conduct such investigation as GRU deems necessary to establish the responsibility, qualifications and financial ability of Respondent(s), proposed subcontractors, material suppliers, individuals, or entities to perform the Work in accordance with the Contract. Such information may include, but shall not be limited to, current financial statements, bank records, verifications of availability of equipment and personnel and past performance records.

12.3 Discrepancies in the multiplication of units of Work and unit prices will be resolved in favor of the unit prices. Discrepancies between the indicated sum of any column of figures and the correct sum thereof will be resolved in favor of the correct sum.

12.4 If the Contract is awarded, GRU will give the successful Respondent a Notice of Intent to Award within sixty (60) calendar days after the Solicitation due date. All Responses must remain valid for sixty (60) calendar days from the Solicitation due date.

12.5 When GRU gives a Notice of Award to the successful Respondent, it will be accompanied by the required number of unsigned counterparts of the Contract (or Purchase Order, as applicable) with all attachments. Within fifteen (15) calendar days thereafter, Respondent must sign and deliver the required number of counterparts of the Contract, attachments, and required Bonds, if applicable. GRU will ultimately provide a fully signed counterpart to the Respondent.

12.6 Failure on the part of the successful Respondent to execute a Contract within fifteen (15) calendar days after the notice of acceptance may be just cause for annulment of award.

12.7 GRU may then accept the Response of the next lowest, responsive, responsible Respondent or re-advertise the Solicitation. If the next lowest, responsive, responsible Response is accepted, this acceptance will bind such Respondent as though it was the original successful Respondent.

12.8 Protests in respect to the intended award must be filed within three (3) calendar days of notice for purchases that do not require prior approval of the City Commission, and within seven (7) calendar days for purchases that require prior approval of the City Commission. It is the Respondent's duty to be informed of the intended award and GRU's protest procedures.

13.0 PUBLIC ENTITY CRIMES/DEBARMENT/SUSPENSION/TERMINATION.

13.1 Pursuant to Chapter 287.133(2)(a) of the Florida Statutes, "A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals or replies on leases of real property to a public entity; may not be awarded or perform work as contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in sec. 287.017, for Category Two for a period of 36 months following the date of being placed on the convicted vendor list."

13.2 Respondent is responsible for compliance with current policies regarding debarment / suspension / termination which have been issued by the Utilities Purchasing Division.

13.3 The Respondent certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this Solicitation by any governmental department or agency.

14.0 DISCLOSURE, CONFIDENTIALITY AND PUBLIC RECORDS.

14.1 Florida has a very broad public records law. By entering into an agreement with GRU, the Respondent acknowledges that it will comply with the Florida Public Records Act (*Chapter 119, Florida Statutes*) Failure to comply with the Florida Public Records Act, including failure to provide a public record upon request, is a breach of the Contract between GRU and Respondent. GRU may pursue all remedies for breach of this agreement. Responses to this Solicitation upon receipt by GRU become public records subject to the provisions of *Chapter 119*, *Florida Statutes*. Should the Respondent believe that any portion or all of its response is exempt from the Florida Public Records Act; the Response should clearly assert such exemption and the specific legal authority for the asserted exemption. In complying with the Florida Public Records Act the Respondent must:

14.2 Responses to this Solicitation are public records and will be available for inspection after such time as an award is recommended or within thirty (30) calendar days after the Solicitation due date, whichever occurs first in time.

15.0 CONFIDENTIAL INFORMATION.

Upon receipt by GRU, responses to this Solicitation become public records subject to the provisions of Chapter 119 of the Florida Statutes, Florida's Public Records Law. If Respondent believes that any portion of the Response constitutes a trade secret pursuant to the Florida Statutes or is otherwise exempt from Florida's Public Records Law, Respondent should clearly identify the specific sections of the response for which confidentiality is claimed, and provide specific legal authority of the asserted exemption. Any portion of the Response that Respondent asserts qualify for exemption from Chapter 119, must be submitted in a separate envelope and clearly identified as "trade secret" or otherwise "exempt from the Florida Public Records Law with Respondent's firm name and the Response number marked on the outside of the envelope. In the event that GRU determines that any portion of the Response (initially claimed by the Respondent to be exempt) do not qualify as such, the Respondent will be contacted and will have the opportunity to waive their claim to confidentiality. Please be aware that the designation of an item as "exempt" or a "trade secret" by Respondent, and the refusal to disclose any materials submitted to GRU, may be challenged in court. By your designation of material in your Response as "exempt" or a "trade secret", Respondent agrees to indemnify and hold harmless the City, GRU, its elected officials, and employees for any award to a plaintiff for damages, costs or attorneys' fees and for costs attorneys' fees incurred by GRU by reason of any legal action challenging Respondent's designation of "exempt" or "trade secret" and GRU's refusal to disclose.

16.0 LOBBYING.

To ensure fair consideration and consistent and accurate dissemination of information for all proposers, the City prohibits communication to or with any department, employee, or agent evaluating or considering the

proposals during the submission process, except as authorized by the contact person. During the blackout period as defined herein, except as pursuant to an authorized appeal, no person may lobby, as defined herein, on behalf of a competing party in a particular procurement process, City officials or employees except the purchasing designated staff contact in the purchasing division. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred. The blackout period means the period between the time the solicitation response is received by GRU Purchasing and the time City officials and employees award the contract. Lobbying means when any natural person, for compensation, seeks to influence the governmental decision-making, to encourage the passage, defeat or modification of any proposal, recommendation or decision by City officials and employees, except as authorized by procurement documents.

17.0 COLLUSION.

17.1 Only one response from any individual, firm, corporation, organization or agency under the same or different name will be considered for this Solicitation. Submission of more than one response may result in the rejection of all responses from the Respondent.

17.2 Respondent, by signing the Respondent's Certification Form, declares that the Response is made without any previous understanding, agreement, or connections with any persons, firms, or corporations responding on the same items and that it is in all respects fair and in good faith without any outside control, collusion or fraud. A non-exclusive manufacturer/distributor relationship does not, in and of itself, constitute a prior understanding, agreement, connection or collusion between Responders.

17.3 By responding to the Solicitation, the Respondent acknowledges that it has not offered or given any gift or compensation to any GRU officer or employee to secure favorable treatment with respect to being awarded this Contract.

18.0 LOCAL PREFERENCE.

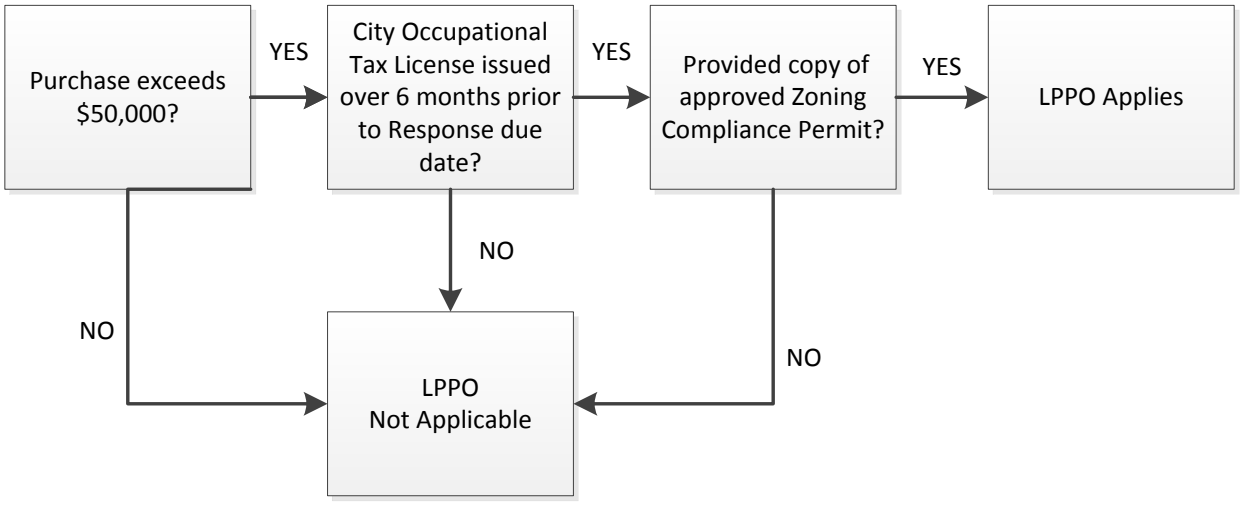
The Local Preference Ordinance applies to Solicitations for goods or services estimated to exceed $50,000.

In solicitation of, or letting contracts for procurement of, supplies, materials, equipment and services, as described in the purchasing policies, the City Commission, or other purchasing authority, may give a preference to local businesses in making such purchase or awarding such contract in an amount not to exceed five percent of the local business' total price, and in any event the cost differential should not exceed $25,000.

A "local business" means the Respondent has a valid business tax receipt, issued by the City of Gainesville at least six months prior to Response due date, to do business in said locality that authorizes the business to provide the goods, services, or construction services to be purchased, and a physical business address located within the limits of said locality, in an area zoned for the conduct of such business, from which the business operates or performs business on a day-to-day basis. Post office boxes are not verifiable and cannot be used for the purpose of establishing said physical address. In order to be eligible for local preference, the Respondent must provide a copy of the business tax receipt. The ordinance can be found at www.cityofgainesville.org. A Local Preference Decision Tree is attached.

LOCAL PREFERENCE POLICY ORDINANCE DECISION TREE

While not all encompassing, the following is provided as a guideline for determining whether the City of Gainesville Local Preference Policy Ordinance (LPPO) applies to solicitation responses submitted to the City. LPPO applies only to new solicitations. Respondents are advised to review the entire text of the Local Preference Policy Ordinance. CONTRACTOR is advised to review the entire text of the LPPO at www.cityofgainesville.org..



DEBARMENT/SUSPENSION/TERMINATION

Debarment/Suspension. The purchasing representative is authorized to suspend a vendor from consideration for award of contracts if there is probable cause to believe that the vendor has engaged in activity which might lead to debarment. The suspension shall be for a period not to exceed three months. After reasonable notice to the vendor involved and reasonable opportunity for that vendor to be heard, the purchasing representative, after consulting with the City Attorney, is authorized to debar a vendor for cause from consideration for award of contracts. The debarment shall be for a period of not more than three years. The causes for debarment include:

(a) Conviction for commission of a criminal offense as an incident to obtaining or attempting to obtain a public or private contract or subcontract, or in the performance of such contract or subcontract, within five years of a proposed award;

(b) Conviction under State or Federal statutes of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or any other offense indicating a lack of business integrity or business honesty which currently, seriously, and directly affects responsibility as a City contractor, within five years of a proposed award;

(c) Conviction under state or federal antitrust statutes arising out of the submission of bids or proposals, within five years of a proposed award;

(d) Violation of contract provisions, as set forth below, of a character which is regarded by the purchasing representative to be so serious as to justify debarment action, within five years of a proposed award:
  (I) Deliberate failure without good cause to perform in accordance with the specifications or within the time limit provided in the contract; or
  (II) A record of failure to perform or of unsatisfactory performance in accordance with the terms of one or more contracts; provided that failure to perform or unsatisfactory performance caused by acts beyond the control of the contractor shall not be considered to be a basis for debarment;

(e) For any provision of, or offer, gift or agreement to provide, any gratuity, kickback or offer of employment to any current or former City employee in connection with any decision, approval, disapproval, recommendation, or preparation of any part of a program requirement or a purchase requisition, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal, within three years of a proposed award;

(f) For any payment, gratuity, kickback or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order, within three years of a proposed award;

(g) For retaining a person or soliciting or securing a GRU contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies for the purpose of securing business, within three years of a proposed award;

(h) During the period of a contract with GRU, employing, or offering employment to, any current City employee participating directly or indirectly in the procurement process, within three years of a proposed award;

(i) Any other cause the purchasing representative determines to be so serious and compelling as to affect responsibility as a City contractor, including debarment by another governmental entity for any cause listed in this Section;

(j) The foregoing is supplemental to any applicable provisions of F.S. 287.133, as amended. In the event of any conflict between this provision and the requirements of said statute, the statute shall prevail.

REJECTION OF BIDS/TERMINATION OF CONTRACT

Previously solicited and/or accepted bids may be rejected or acceptance revoked prior to beginning of performance upon discovery by GRU that the bidder or its affiliates have committed any act which would have been cause for debarment, or were on the convicted vendor list prepared under the provisions of F.S. 287.133, as amended, at or prior to the acceptance of the bid.

If GRU discovers, after a contract is awarded and performance has begun, that the bidder or its affiliates have committed any act subsequent to or prior to award or acceptance which would have been cause for debarment had it been discovered prior to award or acceptance, GRU may consider such to be a material breach of the contract and such shall constitute cause for termination of the contract.

FORMS

SOLICITATION NUMBER: **2017-037** TITLE: **OUTAGE MANAGEMENT SYSTEM**

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CONTRACT SAMPLE

CONTRACT BETWEEN THE CITY OF GAINESVILLE, d/b/a GAINESVILLE REGIONAL UTILITIES, AND COMPANY NAME FOR AN OUTAGE MANAGEMENT SYSTEM

THIS CONTRACT is made and entered into this _____ day of _____, 2017, by and between the CITY OF GAINESVILLE, a Florida municipal corporation d/b/a GAINESVILLE REGIONAL UTILITIES ("GRU"), with offices located at 301 S.E. 4th Avenue, Gainesville, Florida 32601 and _____ ("_____ "), a _____ corporation, with its principal place of business at _____, individually referred to as Party or collectively as Parties, respectively.

WHEREAS, GRU requires an outage management system (OMS); and

WHEREAS, GRU issued a Solicitation on July 12, 2017 for an outage management system; and

WHEREAS, _____ submitted a Response dated _____, to provide an outage management system; and

WHEREAS, GRU desires to enter into a Contract for the services described herein.

NOW, THEREFORE, in consideration of the covenants contained herein, the Parties agree to the following:

1. CONTRACTOR shall provide an outage management system detailed herein.

2. Compensation.

   2.1 GRU shall pay CONTRACTOR for the faithful performance of this Contract as detailed in Attachment 4 – Pricing Response Form, attached hereto and made a part hereof as if fully set forth herein.

   2.2 Pricing shall be firm for the initial term and thereafter adjustments to price may be requested by the CONTRACTOR at least sixty (90) calendar days prior to the current expiration date of this Contract. Any negotiated price changes shall remain firm for the extension period. CONTRACTOR shall provide documentation for any requested price increase and the price increase shall not exceed the Consumer's Price Index (CPI) for the previous twelve calendar months as published by the U.S. Department of Labor, Bureau of Labor Statistics.

3. Term of Contract. The term of this Contract shall be for three years, commencing on the date above and terminating on _____, 2020. This Contract may be extended for two additional two-year periods upon mutual agreement of the Parties. Beyond the extensions described above. This Contract may be extended for an additional six (6) months to allow for completion of a new agreement between the Parties.

[Remainder of page intentionally left blank]

IN WITNESS WHEREOF, the Parties hereto have executed this Contract on the date first above written in two (2) counterparts, each of which shall without proof or accounting for the other counterparts be deemed an original contract.

COMPANY NAME

BY: _____
Name
Title

CITY OF GAINESVILLE d/b/a
GAINESVILLE REGIONAL UTILITIES

BY: _____
Gary Baysinger
Energy Delivery Officer

Approved as to form and legality:

_____
Keino Young
Utilities Attorney

Utilities Purchasing Representative:

_____
Elizabeth L. Mattke, C.P.M., CPPO
Senior Buyer

SOLICITATION NUMBER: **2017-037** TITLE: **OUTAGE MANAGEMENT SYSTEM**

RESPONDENT'S CERTIFICATION

NAME OF CORPORATION, PARTNERSHIP, OR INDIVIDUAL: _____

PHYSICAL ADDRESS: _____

FEDERAL IDENTIFICATION #: _____ STATE OF INCORPORATION: _____ (Seal)

I have carefully reviewed this Solicitation including the scope, submission requirements, general information, and the evaluation and award process.

I acknowledge receipt and incorporation of the following addenda, and the cost, if any, of such revisions has been included in the pricing provided.

Addenda _____ through _____ acknowledged (if applicable).

I further acknowledge that: _____ **Response is in full compliance with the specifications**; or ____ Response is in full compliance with the specifications **except** as specifically stated and explained in detail on sheets attached hereto and labeled "Clarifications and Exceptions".

I hereby propose to provide the goods/services requested in this Solicitation. I agree to hold pricing for at least **60** calendar days from the Solicitation due date. I agree that GRU's terms and conditions herein take precedence over any conflicting terms and conditions submitted for GRU's consideration, and agree to abide by all conditions of this Solicitation.

I certify that all information contained in this Response is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to execute and submit this Response on behalf of the organization as its agent and that the organization is ready, willing and able to perform if awarded.

I further certify that this Response is made without prior understanding, agreement, connection, discussion, or collusion with any other person, company or corporation submitting an offer for the same product or service; no officer, employee or agent of GRU owns or will benefit more than 5% from award of this Solicitation; and the undersigned executed this Respondent's Certification with full knowledge and understanding of the matters therein contained.

_____		RESPONDENT'S CONTACT (for additional information)
AUTHORIZED SIGNATURE	DATE	
_____		_____
PRINT NAME	TITLE	NAME
_____		_____
TELEPHONE NUMBER	FAX NUMBER	TITLE
_____		_____
E-MAIL ADDRESS		PHONE
_____		_____
WEBSITE		E-MAIL ADDRESS

If Respondent is not an individual, include authorization for the above individual to sign on behalf of the organization.

SOLICITATION NUMBER: **2017-037** TITLE: **OUTAGE MANAGEMENT SYSTEM**

DRUG-FREE WORKPLACE CERTIFICATION FORM

Preference may be given to a business that certifies that it has implemented a drug-free workplace program. Pursuant to Section 287.087, Florida Statutes, whenever two or more competitive solicitations that are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a response received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie responses will be followed if none of the tied providers has a drug free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are under proposal a copy of the statement specified in Subsection (1).

4. In the statement specified in Subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, Florida Statutes, or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on any employee who is so convicted or require the satisfactory participation in a drug abuse assistance or rehabilitation program as such is available in the employee's community.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of applicable laws, rules and regulations.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

_____ _____

CORPORATION, PARTNERSHIP, OR INDIVIDUAL DATE

_____

AUTHORIZED SIGNATURE

PRICING RESPONSE FORM

SOLICITATION NUMBER: **2017-037** TITLE: **OUTAGE MANAGEMENT SYSTEM**

1) **Software License** $_____

Type of license: _____

Cost for additional concurrent users: _____per_____

2) **Warranty period:** _____days after_____ (attach copy)

3) **Support is available:** _____(days) _____(time)

4) **Annual Maintenance and Support** (after expiration of warranty) $_____

Based on _____% of license fees

Subject to escalation based on _____

5) **Any 3rd party licenses** required $_____

List:_____

6) **Implementation Consulting** / Customization $_____

Estimated time: _____at a rate of $_____ per _____

7) **Installation** $_____

Estimated time: _____at a rate of $_____ per _____

8) **User Training** (on-site train the trainer acceptable) $_____

Estimated time: _____at a rate of $_____ per _____

9) **Data Conversion and Migration** $_____

Estimated time: _____at a rate of $_____ per _____

10) **Travel and Expenses** $_____

Based on _____ round trip flights from _____and _____nights hotel

11) **Other costs or fees** $_____

Explain:_____

12) **Hardware requirements** (Attach a list of minimum and recommended) (not included)

NOTE: If desired, attach milestone payment schedule for consideration.

SUBCONTRACTOR INFORMATION FORM

SOLICITATION NUMBER: **2017-037** TITLE: **OUTAGE MANAGEMENT SYSTEM**

List any subcontractors that will be used for the Work along with the goods or services to be provided. If the subcontractor is a small or minority-owned business, check the boxes that apply. The selected prime CONTRACTOR will be asked to provide the actual subcontractor spend amount at a later date.

Small Business Enterprise (SBE): Independently owned with a net worth of not more than five million dollars and employs 200 or fewer permanent full-time employees.

Minority Business Enterprise (MBE): 51% owned and managed by a minority. African-American, Asian-American, Hispanic-American, Native-American, or American women owned.

Service-Disabled Veteran Enterprise (SDVE): At least 51% owned and managed by a veteran who has been certified as a service-disabled veteran by the Florida Department of Management Services or other agency.

Subcontractor Name	Goods or Service to be provided	Business Type		
		SBE	MBE	SDVE

.

NON SUBMITTAL FORM

SOLICITATION NUMBER: **2017-037** TITLE: **OUTAGE MANAGEMENT SYSTEM**

TO: **Gainesville Regional Utilities Purchasing Department**
301 S.E. 4th Avenue, Gainesville, Florida 32601

Fax: (352) 334-2989 **Email: purchasing@gru.com**

BUSINESS: _____

ADDRESS: _____

CONTACT: _____

PHONE: _____

EMAIL: _____

DATE: _____

Business declines to respond to the referenced Solicitation for the following reason(s):

_____ Do not offer product or service or product specified.

_____ Schedule conflict or unavailability.

_____ Insufficient time to respond to the Solicitation.

_____ Unable to meet specifications.

_____ Unable to meet the insurance requirements.

_____ Unable to meet bond requirements.

_____ Not interested at this time.

_____ Other _____

Please consider business for future solicitations: yes ___ no ___

Please consider business on solicitations for these products/services:

_____

Comments:_____

_____

ATTACHMENT 1
GENERAL TERMS AND CONDITIONS

1.0 DEFINITIONS.

- Agreement: A written Contract between two or more Parties. “Contract” and “Agreement” are synonymous.
- Deliverable: The completion of a milestone or the accomplishment of a task associated with the Work.
- Free on Board (FOB) Destination: The CONTRACTOR is responsible for delivery of materials to a specified delivery point. The risks of loss are borne by the seller or consignee. Title passes when delivery is received by the buyer at destination. Seller has total responsibility until shipment is delivered.
- Specification: A description of the physical or functional characteristics of goods or services as defined in the Solicitation.
- Work: Activity involving effort done in order to achieve a purpose or result requested in the scope.

2.0 COMPLIANCE WITH REFERENCED SPECIFICATIONS.

All Work, materials, systems, or operations specified by reference to standard trade or manufacturer’s published specifications shall comply with the requirements, except as modified by this Contract. The specifications used must be the latest published edition that is in effect on the effective date of this Contract unless a particular edition is specified. In the event of a conflict, the specifications that contain the more stringent requirements will govern.

3.0 CHANGE ORDERS.

GRU shall pay CONTRACTOR for the Work at the price[s] stated in this Contract. No additional payment will be made to CONTRACTOR except for additional Work or materials stated on a valid change order, and issued by GRU prior to the performance of the added Work or delivery of additional materials. A change order may be issued without invalidating the Contract, if (1) made in writing, (2) signed by the authorized representative(s), and (3) accepted by CONTRACTOR. Such change shall include the following: change orders that constitute changes (1) the general scope of Work, (2) the schedule, (3) administrative procedures not affecting the conditions of the Contract, or (4) the Contract price.

4.0 NOTICES.

Notices to CONTRACTOR shall be deemed to have been properly sent when electronically or physically delivered to CONTRACTOR. Notices to GRU are deemed to have been properly sent when delivered to Utilities Purchasing, 301 SE 4th Avenue, Gainesville, Florida 32601 or e-mailed to purchasing@gru.com and GRU acknowledges receipt of the email.

5.0 PAYMENT.

5.1 Invoicing.
CONTRACTOR is responsible for invoicing GRU for Work performed pursuant to this Contract. Itemized invoices shall include the following information (if applicable): Contract number, Purchase Order number, item number, job number, description of supplies or services, quantities, unit prices, Work location, GRU Project Representative, job start date, job completion date or other pertinent information. Itemized invoice(s) must be mailed to Gainesville Regional Utilities, Accounts Payable, P.O. Box 147118, Station A-27, Gainesville, FL 32164-7118 or faxed to 352-334-2964 or e-mailed to accountspayable@gru.com.

5.2 Receipting Report for Services.
An itemized receipting report for services must be provided to the GRU Project Representative prior to invoicing which includes the number of hours and labor rates by job title, overhead, authorized per diem or travel expenses, and other charges. Receipting reports shall be used by the Project Representative to verify the services rendered.

5.3 Payment Terms.

Unless otherwise agreed upon in writing, GRU's payment terms are net thirty (30) days from receipt of correct invoice. CONTRACTOR shall not submit more than one invoice per thirty-day period. Any delay in receiving invoices, or error and omissions, will be considered just cause for delaying or withholding payment. Invoices for partially completed Work may be allowed with GRU's prior approval. All partial invoices must be clearly identified as such on the invoice. Any charges or fees will be governed by current Florida Statutes.

5.4 Lien Release.
Before the final acceptance of the Work and payment by GRU, CONTRACTOR shall furnish to GRU an affidavit and final waiver that all claims for labor and materials employed or used in the construction of said Work have been settled and no legal claim can be filed against GRU for such labor and materials. If such evidence is not furnished to GRU, such amounts as may be necessary to meet the unsatisfied claims may be retained from monies due to CONTRACTOR under this Contract until the liability has been discharged.

5.5 Final Payment/Acceptance**.**
The acceptance by CONTRACTOR of final payment due on termination of the Contract shall constitute a full and complete release of GRU from any and all claims, demands and causes of action whatsoever which CONTRACTOR, its successors or assigns have or may have against GRU under the provisions of this Contract.

6.0 COMPLIANCE WITH LAWS AND REGULATIONS.

All City, County, State and Federal laws, regulations and/or ordinances shall be strictly observed. CONTRACTOR is responsible for taking all precautions necessary to protect life and property.

7.0 GOVERNING LAW, VENUE, ATTORNEY'S FEES, AND WAIVER OF RIGHT TO JURY TRIAL.

This Contract shall be construed pursuant to the laws of Florida and may not be construed more strictly against one party than against the other. In the event of any legal proceedings arising from or related to this Contract: (1) venue for any state or federal legal proceedings shall be in Alachua County Florida; (2) each Party shall bear its own attorneys' fees except to the extent that CONTRACTOR agrees to indemnify GRU as described below in Section 4.0 Supplemental Conditions, including any appeals; and (3) for civil proceedings, the Parties hereby waive the right to jury trial.

8.0 SOVEREIGN IMMUNITY.

Nothing in this Contract shall be interpreted as a waiver of GRU's sovereign immunity as granted pursuant to *Section 768.28 Florida Statutes.*

9.0 SEVERABILITY.

If any provision of this Contract is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected; and the rights and obligations of the Parties shall be construed and enforced as if this Contract did not contain the particular provision held to be invalid.

10.0 ASSIGNMENT.

GRU or CONTRACTOR shall not assign, in whole or in part, any right or obligation pursuant to this Contract, without the prior written consent of the other Party.

11.0 AUDIT OF RECORDS.

CONTRACTOR shall maintain records sufficient to document completion of the scope of services pursuant to this contract. At all reasonable times, these records shall be made available to review, inspect, copy and audit by persons duly authorized by GRU. These records shall be kept for a minimum of three (3) years after termination of this Contract. Records that relate to any litigation, appeals or settlement of claim arising pursuant to the performance of this Contract shall be made available until a final disposition has been made of such litigation, appeal, or claim.

12.0 NONEXCLUSIVE REMEDIES.

Except as expressly set forth in this Contract, the exercise by either Party of any of its remedies under this Contract shall be without prejudice to its other remedies under this Contract or otherwise.

13.0 ADVERTISING.

CONTRACTOR shall not publicly disseminate any information concerning the Contract without prior written approval from GRU, including but not limited to, mentioning the Contract in a press release or other promotional material, identifying GRU or the City as a reference, or otherwise linking CONTRACTOR's name and either a description of the Contract or the name of the City or GRU in any material published, either in print or electronically, to any entity that is not a party to Contract, except potential or actual authorized distributors, dealers, resellers, or service representative.

14.0 MODIFICATION OF TERMS.

This Contract constitutes the entire agreement between the Parties. No oral agreements or representations shall be valid or binding upon GRU or CONTRACTOR. No alteration or modification of this Contract, including substitution of product, shall be valid or binding unless authorized by GRU. CONTRACTOR may not unilaterally modify the terms of this Contract by affixing additional terms to product upon delivery (e.g., attachment or inclusion of standard preprinted forms, product literature, "shrink wrap" terms accompanying or affixed to a product, whether written or electronic) or by incorporating such terms onto CONTRACTOR's order or fiscal forms or any other documents forwarded by CONTRACTOR for payment. An acceptance of product or processing of documentation on forms furnished by CONTRACTOR for approval or payment shall not constitute acceptance of the proposed modification to terms and conditions.

15.0 WAIVER.

Any delay or failure by GRU to exercise or enforce any of its rights pursuant to this Contract shall not constitute or be deemed a waiver of GRU's right thereafter to enforce those rights, nor will any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right.

16.0 DISCLOSURE AND CONFIDENTIALITY.

16.1 "Confidential Information" includes, to the extent such information is defined pursuant to Sections 119.07 and 812.081, *Florida Statutes*, as trade secrets, confidential, or otherwise exempt from the Florida Public Records Law. "Confidential Information" that is marked as "confidential" upon receipt, may include, but not limited to, certain information about GRU's operations, specifications, formulas, codes, software, hardware, intellectual properties, and other confidential and proprietary information belonging to GRU, Work Product (as defined below) or technical documentation, prepared, developed, or obtained by GRU, CONTRACTOR, or any of GRU's or CONTRACTOR's agents, representatives, or employees.

16.2 "Work Product" may include creative work which may lead to programs, intellectual properties, computer software, computer programs, codes, text, hypertext, designs, and/or any other work products associated with or arising directly out of the performance of the Work.

17.0 PUBLIC RECORDS.

If Contractor is either a "contractor" as defined in Section 119.0701(1)(a), Florida Statutes, or an "agency" as defined in Section 119.011(2), Florida Statutes, Contractor shall:

17.1 Keep and maintain all public records, as defined in Section 119.011(12), Florida Statutes, that ordinarily and necessarily would be required by GRU.

17.2 Provide the public with access to public records on the same terms and conditions that GRU would provide the records and at a cost that does not exceed the cost provided by law;

17.3 Ensure that all public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law; and

17.4 Meet all requirements for retaining public records and transfer to GRU, at no cost, all public records in possession of Contractor upon termination of this Contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to GRU in a format that is compatible with the information technology systems of GRU.

17.5 **IN THE EVENT THAT CONTRACTOR HAS QUESTIONS REGARDING FLORIDA'S PUBLIC RECORDS LAW, CHAPTER 119 OF THE FLORIDA STATUTES, OR IF CONTRACTOR HAS QUESTIONS RELATED TO CONTRACTOR'S OBLIGATION TO PROVIDE PUBLIC RECORDS, CONTRACTOR SHOULD CONTACT THE GRU PURCHASING REPRESENTATIVE USING THE CONTACT INFORMATION PROVIDED IN THIS CONTRACT, CONTACT THE PURCHASING DEPARTMENT AT (352) 393-1240, OR EMAIL PURCHASING@GRU.COM.**

18.0 SALES TAX.

Respondent's pricing shall include applicable taxes on items purchased or manufactured by Respondent for the project. GRU is exempt from Florida sales taxes for certain purchases. A "Consumer's Certificate of Exemption" is available at www.gru.com .

[Remainder of page intentionally left blank]

ATTACHMENT 2
SUPPLEMENTAL CONDITIONS

These Supplemental Conditions amend or supplement the Solicitation/Contract as indicated below. All provisions which are not so amended or supplemented remain in full force and effect, except that the Technical Specifications, if any, shall govern if any conflict arises between such sections and these Special Conditions.

1.0 CONDUCT OF THE WORK.

CONTRACTOR shall be considered an independent CONTRACTOR and as such shall not be entitled to any right or benefit to which GRU employees are or may be entitled to by reason of employment. Except as specifically noted in this Contract, CONTRACTOR shall be solely responsible for the means, methods, techniques, sequences, and procedures utilized by CONTRACTOR in the performance of this Contract. CONTRACTOR will assign only competent and skilled workers to perform the Work. All of CONTRACTOR's personnel or subcontractors engaged in any of the Work performed pursuant to this Contract are under CONTRACTOR's sole direction, supervision and control at all times and in all places. CONTRACTOR's employees must be as clean and in good appearance as the job conditions permit, conducting themselves in an industrious and professional manner. CONTRACTOR and its employees cannot represent, act, or be deemed to be an agent or employee of GRU.

2.0 CONTRACTOR RESPONSIBILITIES.

2.1 Performance.
CONTRACTOR shall perform all Work promptly and diligently in a good, proper and workmanlike manner in accordance with the Specifications. In performing the Work, CONTRACTOR has the freedom to perform Work in the manner which is most beneficial to the project provided that it is within the limits of these Specifications.

2.2 Project Related Requirements.
CONTRACTOR is responsible for providing and paying expenses for all labor, tools, equipment, and materials. All project related requirements must be of high quality, in good working condition, and conducive for the particular task. Adequate first aid supplies must be provided by CONTRACTOR and accessible to employees. These may include, but are not limited to, sanitation facilities, potable water, and office trailers.

3.0 COOPERATION/ COORDINATION.

3.1 Access to Work Site.
GRU and its authorized representatives are permitted free access to the work site, and reasonable opportunity for the inspection of all Work and materials.

3.2 Work by GRU.
GRU reserves the right to perform activities in the area where the Work is being performed by CONTRACTOR.

3.3 Work by Other Contractors.
GRU reserves the right to permit other Contractors to perform work within the same work area. CONTRACTOR shall not damage, endanger, compromise or destroy any part of the site, including by way of example and not limitation, work being performed by others on the site.

3.4 Coordination.
CONTRACTOR shall, in the course of providing the Work, cooperate and communicate with GRU and all other persons or entities as required for satisfactory completion. CONTRACTOR will afford GRU and other Contractors' reasonable opportunity for the introduction and storage of their equipment and materials and the execution of their Work concurrently and coordinating its Work in the best interest of GRU.

4.0 INDEMNIFICATION.

4.1 CONTRACTOR shall be fully liable for the actions of its agents, employees, partners, or subcontractors and fully indemnifies, defends, and holds harmless the City of Gainesville, GRU, its elected officials, its officers, agents, and employees, from any such suits, actions, damages, and/or costs of every name and description, including attorneys' fees, arising from or relating to personal injury and damage to real or personal tangible property alleged to be caused in whole or in part by CONTRACTOR, its agents, employees, partners, or subcontractors.

4.2 Further, CONTRACTOR shall fully indemnify, defend, and hold the harmless the City of Gainesville and/or GRU from any suits, actions, damages, and costs of every name and description, including attorneys' fees, arising from or relating to violation or infringement of a trademark, copyright, patent, trade secret or intellectual property right, provided, however, that the foregoing obligation will not apply to GRU's misuse or modification or CONTRACTOR's products or GRU's operation or use of CONTRACTOR's products in a manner not contemplated by the Contract or the purchase order. If any product is the subject of an infringement suit or in CONTRACTOR's opinion is likely to become the subject of such a suit, CONTRACTOR may at its sole expense procure for GRU the right to continue using the product or to modify it to become non-infringing. If CONTRACTOR is not reasonably able to modify or otherwise secure GRU the right to continue using the product, CONTRACTOR shall remove the product and refund GRU the amounts paid in excess of a reasonable rental for past use. GRU shall not be liable for any royalties if applicable.

4.3 CONTRACTOR's obligations under the preceding two paragraphs with respect to any legal action are contingent upon GRU giving CONTRACTOR (1) written notice of any action or threatened action, (2) defending the action at CONTRACTOR's sole expense. CONTRACTOR shall not be liable for any costs or expenses incurred or made by GRU in any legal action without CONTRACTOR's prior written consent, which will not be unreasonably withheld.

4.4 The provisions of this section shall survive the termination or expiration of this Contract.

5.0 DAMAGE TO WORK.

Until final acceptance of the Work by GRU, Work will be under the charge and care of CONTRACTOR who must take every necessary precaution against damage to the Work by the elements or from any other cause whatsoever. CONTRACTOR will rebuild, repair, restore, or make good at their expense, damages to any portion of the Work before its completion and acceptance. Failure to do so will be at CONTRACTOR's own risk. CONTRACTOR is not relieved of a requirement of the specifications on the plea of error.

6.0 DISPUTES.

If a dispute arises out of or relates to this Contract, or the breach thereof, and if the dispute cannot be settled through negotiation, either party may, by giving written notice, refer the dispute to a meeting of appropriate higher management, to be held within twenty 20 business days after giving of notice. If the dispute is not resolved within thirty 30 business days after giving notice, or such later date as may be mutually agreed, the Parties agree first to try in good faith to settle the dispute by mediation administered by the American Arbitration Association ("AAA") under its Commercial Mediation Rules before resorting to arbitration, litigation, or some other dispute resolution procedure.

If the dispute requires arbitration, the dispute will be submitted to and finally resolved by arbitration under the Rules of the AAA. The location of the arbitration will be Alachua County, Florida. The decision of the arbitrator will be final and binding upon both Parties, and neither Party will seek recourse to a law court or other authority to appeal for revisions of the decision.

7.0 DELAY.

Notwithstanding the completion schedule, GRU has the right to delay performance for up to three (3) consecutive months as necessary or desirable and such delay will not be deemed a breach of Contract, but

the performance schedule will be extended for a period equivalent to the time lost by reason of GRU's delay. Such extension of time will be CONTRACTOR's sole and exclusive remedy for such delay.

If the project is stopped or delayed for more than three (3) consecutive months and GRU or CONTRACTOR elects to terminate the Contract because of such delay, or if such stoppage or delay is due to actions taken by GRU within its control, then CONTRACTOR's sole and exclusive remedy under the Contract will be reimbursement for costs reasonably expended in preparation for or in performance of the Contract. None of the aforementioned costs will be interpreted to include home office overhead expenses or other expenses not directly attributable to performance of the Contact. CONTRACTOR is not entitled to make any other claim, whether in breach of Contract or in tort for damages resulting in such delay.

8.0 DEFAULT.

If CONTRACTOR should be adjudged as bankrupt, or make a general assignment for the benefit of its creditor(s), or if a receiver should be appointed for CONTRACTOR, or if there is persistent or repeated refusal or failure to supply sufficient properly skilled workforce or proper materials, or if CONTRACTOR should refuse or fail to make payment to persons supplying labor or materials for the Work pursuant to this Contract, or persistently disregards instructions of GRU, or fails to observe or perform or is guilty of a substantial violation of any provision of the Contract documents, then GRU, after serving at least ten (10) calendar days prior written notice to CONTRACTOR of its intent to terminate and such default should continue unremedied for a period of ten (10) calendar days, may terminate the Contract without prejudice to any other rights or remedies and take possession of the Work; and GRU may take possession of and utilize in completing the Work such materials, appliances, equipment as may be on the site of the Work and necessary therefore. CONTRACTOR will be liable to GRU for any damages resulting from such default.

9.0 TERMINATION.

9.1 Termination for Convenience.
GRU may, by providing thirty 30 calendar days written notice to CONTRACTOR, terminate this Contract, or any part thereof, for any or no reason, for GRU's convenience and without cause. After the termination date, CONTRACTOR shall stop all Work and cause its suppliers and/or subcontractors to stop all Work in connection with this Contract. If GRU terminates for convenience, GRU shall pay CONTRACTOR for goods and services accepted as of the date of termination, and for CONTRACTOR's actual and reasonable, out of pocket costs incurred directly as a result of such termination. GRU is not responsible for Work performed after the effective termination date of this contract.

9.2 Termination for Cause (Cancellation).
GRU may terminate this Contract for cause if CONTRACTOR materially breaches this Contract by:

(a) refusing, failing or being unable to properly manage or perform;
(b) refusing, failing or being unable to perform the Work pursuant to this Contract with sufficient numbers of workers, properly skilled workers, proper materials to maintain applicable schedules;
(c) refusing, failing or being unable to make prompt payment to subcontractors or suppliers;
(d) disregarding laws, ordinances, rules, regulations or orders of any public authority or quasi-public authority having jurisdiction over the Project;
(e) refusing, failing or being unable to substantially perform pursuant to the terms of this Contract as determined by GRU, or as otherwise defined elsewhere herein; and/or
(f) refusing, failing or being unable to substantially perform in accordance with the terms of any other agreement between GRU and CONTRACTOR.

9.3 Funding out Clause.
If funds for this Contract are no longer available, GRU reserves the right to terminate this Contract without cause by providing CONTRACTOR with thirty (30) calendar days written notice to CONTRACTOR.

10.0 FORCE MAJEURE.

No Party to this Contract shall be liable for any default or delay in the performance of its obligations under this Contract due to an act of God or other event to the extent that: (a) the non-performing Party is without fault in causing such default or delay; and (b) such default or delay could not have been prevented by reasonable precautions. Such causes include, but are not limited to: acts of civil or military authority (including but not limited to courts of administrative agencies); acts of God; war; terrorist attacks; riot; insurrection; inability of GRU to secure approval; validation or sale of bonds; inability of GRU or Supplier to obtain any required permits, licenses or zoning; blockades; embargoes; sabotage; epidemics; fires; hurricanes, tornados, floods; or strikes.

In the event of any delay resulting from such causes, the time for performance of each of the Parties hereunder (including the payment of invoices if such event actually prevents payment) shall be extended for a period of time reasonably necessary to overcome the effect of such delay. Any negotiated delivery dates established during or after a Force Majeure event will always be discussed and negotiated if additional delays are expected.

In the event of any delay or nonperformance resulting from such cause, the Party affected will promptly notify the other Party in writing of the nature, cause, date of commencement, and the anticipated impact of such delay or nonperformance. Such written notice, including change orders, will indicate the extent, if any, to which is anticipated that any delivery or completion date will be affected.

11.0 LIMITATION OF GRU'S LIABILITY.

To the fullest extent permitted by law, GRU shall not be liable to CONTRACTOR for any incidental, consequential, punitive, exemplary or indirect damages, lost profits, revenue or other business interruption damages, including but not limited to, loss of use of equipment or facility.

12.0 CONTRACTOR REQUIREMENTS.

12.1 CONTRACTOR shall have completed implementations of fully functional Outage Management Systems at a minimum of two Electric Utilities within the past 5 years.

12.2 Outage Management System must have the ability to interface with:
- 12.2.1 SAP CCS (Customer Care and Service)
- 12.2.2 Open Systems International's Energy Management System / SCADA
- 12.2.3 ESRI for GIS data
- 12.2.4 Cisco's Interactive Voice Response (IVR) System

12.3 Ability to display data in layers by utility (Electric, Gas, Water, Wastewater, Fiber Optic)

13.0 PERMITS.

(none known)

14.0 AUTHORIZED REPRESENTATIVES.

14.1 The Purchasing Representative for this Contract is Elizabeth Mattke. Questions regarding this Contract shall be directed to Elizabeth at (352) 393-1252 or via email at mattkeel@gru.com.

14.2 The Project Representative for this Contract is _____ and may be contacted at _____

14.3 The Project Representative for CONTRACTOR is _____

15.0 WORK HOURS.

GRU normal business hours are Monday through Friday 7:00 AM to 5:00 PM. CONTRACTOR may perform the Work outside business hours only with prior approval from the Authorized Representative or designee.

16.0 PERFORMANCE TIME

CONTRACTOR shall complete the Work no later than the date set forth in the Contract. CONTRACTOR further understands and agrees that time is of the essence. If CONTRACTOR fails to complete the Work on or before the date established for Final Completion, then CONTRACTOR will be solely responsible for liquidated damages or other costs as set forth in the Solicitation or Contract.

17.0 LIQUIDATED DAMAGES.

Liquidated damages shall not be assessed.

18.0 COMPLETION OF WORK.

18.1 Substantial Completion: The time at which the Work (or a specified part thereof) has progressed to the point where, in the opinion of Engineer, the Work (or a specified part thereof) is sufficiently complete, in accordance with the Contract Documents, so that the Work (or a specified part thereof) can be utilized for the purposes for which it is intended. The terms “substantially complete” and “substantially completed” as applied to all or part of the Work refer to Substantial Completion thereof.

18.2 Final Completion: The date that GRU receives and agrees with written notice from the Contractor stating that the Work has been completed and is ready for final payment.

19.0 DELIVERY.

All materials and equipment shall be delivered F.O.B. Destination, freight included.

20.0 JOB SITE

The Work shall be performed at GRU's **Eastside Operations Center**, Building 8, 4747 North Main Street.

21.0 BONDS.

Bonds are not required for this Solicitation.

22.0 INSURANCE.

CONTRACTOR shall meet the minimum insurance requirements at all times as required by law and GRU. CONTRACTOR shall notify GRU of any changes in coverage within seven (7) business days of knowledge of such change taking effect. Failure to maintain minimum coverage may result in breach of Contract. CONTRACTOR shall procure and maintain insurance with coverage amounts as required. CONTRACTOR must furnish GRU a certificate of insurance in a form acceptable to GRU for the insurance required with endorsement naming GRU as additional insured.

23.0 MINIMUM INSURANCE AMOUNTS REQUIRED.

Insurance is required in the amounts set forth below:

Commercial General Liability	$1,000,000 combined single limit for bodily injury and property damage
Automobile Liability	$1,000,000 combined single limit for bodily injury and property damage

Worker's Compensation:

(a) State	Statutory
(b) Applicable Federal	Statutory
(c) Employer's Liability	$500,000 per Accident $500,000 Disease, Policy Limit $500,000 Disease, Each Employee
Excess Liability	$1,000,000

24.0 WARRANTY/GUARANTEE.

24.1 CONTRACTOR warrants and guarantees to GRU that all materials will be new unless otherwise specified and that all Work will be of a quality free from defects and in accordance with the Specifications. CONTRACTOR agrees to remedy promptly, and without cost to GRU, any defective materials or workmanship which appear within the stated warranty period. No provision contained in the Specifications shall be interpreted to limit CONTRACTOR's liability for defects.

24.2 No provision contained in the Specifications shall be interpreted to limit the terms and conditions of the manufacturer's warranty and CONTRACTOR will secure parts, materials and equipment to be installed with manufacturer's full warranty as to parts and service wherever possible. CONTRACTOR must indicate if any warranty is being provided by either CONTRACTOR or a manufacturer and if any such warranty is being provided, such warranty will be stated. When the manufacturer warrants the equipment or materials being supplied, CONTRACTOR must provide such warranty to GRU or must state as a Clarification and Exception the reason CONTRACTOR is not able to provide such warranty.

24.3 All labor shall be warranted for a minimum of one year. For materials, the Manufacturer's warranty applies.

25.0 SAFETY AND SECURITY.

Each location has unique safety and security procedures and guidelines that must be followed. Acceptance of a project or work assignment in a particular location will be an acceptance of the safety and security requirements for that location. GRU will provide the safety and security requirements along with the scope of work requested.

25.1 Confinement to Work Area/Parking.
CONTRACTOR's employees shall stay in the designated work area to the maximum extent possible and shall not traverse other areas of GRU's site except for travel to and from sanitary facilities or designated parking areas. CONTRACTOR and its employees shall park personal vehicles and equipment in areas designated by GRU.

25.2 Sanitation.
If sanitary facilities are available near the work site, CONTRACTOR may request GRU's permission to use such facilities by its employees, obtaining written permission from GRU prior to the use of such facilities. Unless such permission has been obtained, CONTRACTOR is responsible for the cost, provision and maintenance of sanitary facilities for persons employed by CONTRACTOR. If responsible for providing sanitary facilities, CONTRACTOR is also responsible for all labor and supplies necessary to maintain such facilities and must comply with the State Board of Health requirements. Upon completion of the Work, facilities must be removed from the site.

26.0 LIVING WAGE ORDINANCE.

The Living Wage Ordinance as amended does not apply to this Solicitation. The ordinance can be found at www.cityofgainesville.org.

27.0 WARRANTY OF TITLE.

CONTRACTOR warrants that it holds and shall transfer unencumbered title of the property to GRU and further warrants that it has the right and authority to transfer the title to the property.

28.0 NERC CIP COMPLIANCE REQUIREMENTS.

Pursuant to federally mandated security standards from the North American Electric Reliability Corporation (NERC) regarding Critical Infrastructure Protection (CIP), GRU has implemented specific requirements for any contract employee requiring access to protected systems and facilities. These requirements are outlined in NERC Standard "CIP-004-6 Table R3 – Personnel Risk Assessment Program", and apply to anyone who shall have physical and/or electronic access to these designated locations. Compliance verification for an employee, including annual training as well as a qualified criminal history background screening, will be required prior to granting that employee authorized access to the designated protected systems and/or facilities.

29.0 ORDER OF PRECEDENCE.

In the event that there is any conflict between the terms and conditions, the order of precedence shall be as follows:

a. Any modification to this Contract
b. Contract
c. GRU Technical Specifications
e. GRU Supplemental Conditions
f. GRU General Conditions
g. GRU Instructions
h. CONTRACTOR Response

ATTACHMENT 3
TECHNICAL SPECIFICATIONS / STATEMENT OF WORK

See Survey 2 (separate document) for details of desired software functionality.

2017-037 OMS Presentation

The presentation is to last no longer than three (3) hours including Q&A.

System overview to include a minimum for following:

1) Describe process for mapping for OMS synchronizing with GIS, tracing and predicting
2) Describe processing of an incident from creation through follow-up and show it working on Electric, Water, and Gas layers
3) Explain configurability of cause codes after implementation of system
4) Explain and show SAP integration and manipulation
5) Describe incident creation for customers not recognized in OMS.
6) Describe and show your reporting features and report edit/builder tool
7) Describe ETR calculation in automatic mode and configurability
8) Describe SCADA initiated incident (Breaker or Recloser Lock out) creation
9) Describe your live dashboard of a current system.

Demonstration

Simulate the afternoon storm in a system of app 90,000 customers that creates scattered outages across the system. We will assign assessors to evaluate laterals while crews are assigned to circuit lockouts and reclosers incidents. Minimum impact for a storm is as follows:

a) 300 customer calls
b) 3,000 customers affected
c) 2 circuits are locked out
d) 20 transformers are out of service
e) 25 lateral fuses open position
f) 7 Reclosers in open position
g) 2 of the calls came in before breaker locked out the circuit. They are behind two separate fuses on the same locked circuit.

Show:

1) Dashboard (number of customers, crews assigned, ETR, etc.)
2) Demonstrate outage map for outside use (number of customers, ETR, Cause, etc.)
3) Demonstrate filtering/grouping capabilities based on available fields
   a) Regions or zones
   b) Substations
   c) Dispatcher
   d) Crew status
   e) Number of customers
   f) Other

4) How to split system operationally in either
    a) Regions or zones
    b) Substations
    c) Feeder ID
    d) Other
5) Demonstrate your prediction engine on levels such as:
    a) Transformer
    b) Lateral fuse
    c) Recloser
    d) Breaker
6) Demonstrate remedy for over-prediction and show steps
7) Demonstrate Switching functionality –
    a) Procedures for switching order writing
    b) Validation from the request through system reconfiguration
    c) Execution of a switching order
    d) Tagging/clearances etc.
8) Demonstrate how to edit live ticket (time stamps)
9) Demonstrate how two separate active incident on a common circuit would not be absorbed into new incident created by Prediction Engine (see bullet “g”)
10) Demonstrate processes for each crew type during storm such as:
    a) Assessors
    b) Tree crew
    c) Line crew
        i) Apprentice
        ii) Trainee
        iii) Contractor
        iv) Linemen
    d) Mutual Aid crews
11) Demonstrate the ability to reassign a crew from incident to incident without compromising either incidents data regardless of the crew being moved is the lead crew on an incident or not
12) Demonstrate partial restoration through switching including:
    a) Jumpers on same and different phases
    b) Number of customers restored
    c) Isolation of affected area
    d) Validation
13) Demonstrate reporting by showing:
    a) Analytics
    b) Customizations on demand
    c) Database platform and relationship
    d) Customer outage history
    e) “Out of the box”:
        i) SAIDI
        ii) SAIFI
        iii) CAIDI

iv) Exceptions
    (1) Tmed IEEE 1366-2012
    (2) Named Storms
    (3) Other exceptions
v) Anything else

14) Demonstrate IVR operations:
    a) Call taking
    b) Incident creation
    c) Information to customer
        i) Outage status
        ii) Crew status
        iii) Estimated Time of Restoration
        iv) Account status (Dunning, Inspection required, etc.)
    d) Callback when outage is restored.

Last Updated: 01/07/2015
Version: 1.4

RFP 2017-037 SURVEY 1

GRU Standard Technical Information for Product Evaluations (Demos to RFPs)

Standard Vendor Questions

Facilities/Data Center

1. Are there any data center/computer room implications (floor and rack space, power needs, A/C load, UPS load)?
   Answer:

Server

1. What is the client/server architecture (provide diagrams)?
   Answer:

   a. The client stores what files?
      Answer:

   b. The Server(s) stores what files?
      Answer:

2. Is the product able to run and supported as a virtual machine with VMWare ESX VI4.0 or higher?
   Answer:

3. Is the product able to run and supported on Windows 2003 or 2008 Server (specify which)?, What offering (Standard Edition, Enterprise Edition, etc..)?
   Answer: |

4. How many servers are needed?
   Answer:

5. What are the minimum server requirements?
   Answer:

6. Can existing servers be used?
   Answer:

7. Is there any other software/middleware needed on the server side (eg. IIS, SQL, ...)? If so, what and what versions?
   Answer:

8. How many environments/partitions are needed (Sandbox, Dev, Test, Training, QA, Production)?
   Answer:

9. How are they licensed?
   Answer:

10. How is license compliance enforced?
    Answer:

11. Is a license server needed, if so is Flexnet LMTools supported?
    Answer:

12. How is Dev/Test/QA and Production partitioning/separation done?
    Answer:

13. How is version/patch promotion, etc done from Dev/Test/QA to Production?
    Answer:

    a. How often are patches released?
       Answer:

    b. How often are upgrades released?
       Answer:

    c. What is involved to install a patch and upgrade?
       Answer:

14. How is load-balancing architected?
    Answer:

15. How is High-Availability and Disaster/Recovery architected?
    Answer:

16. Is H-A via external means (i.e. MS-Clustering)?
    Answer:

17. If MS-Clustering is used, which options are available (active/passive or active/active)?
    Answer:

18. Is H-A via internal means (i.e. synchronization of servers and data within the application)?
    Answer:

19. GRU uses Microsoft SCEPP (System Center End Point Protection) for Anti-Virus on servers. Have you tested your system with SCEPP? What, if any, and the known scanning exception that need to be configure?
    Answer:

Storage & RDBMS

1. What RDBMS is used? (MS-SQL Server 2008 or greater)
   Answer:

2. Must the RDBMS system (SQL Server) be installed on the same server as the application, or can it be on a separate existing server?
   Answer:

3. If your product uses MS-SQL, does your application require SA for installation?
   Answer:

4. If your product uses MS-SQL, does your application operate and run using the SA account (bad practice), or does it use a different account after tables are setup?

   SA is used interactively by humans for management of SQL server databases. Using the SA account to operate and run an application is sloppy design. It makes it difficult to change the SA password and the SA account has too many privileges for operations.

   Answer:

5. If your product uses MS-SQL, does the configuration require "Named Pipes"?
   Answer:

6. If your product uses MS-SQL, does the configuration require SQL Server Reporting services?
   Answer:

7. Does your application utilize the Common Language Runtime (CLR) inside the SQL Server engine? If yes, please provide details as to why. This may require follow-up with DBA.
   Answer:

8. Must user accounts be created in the RDBMS (SQL Server)? If yes, why?
   Answer:

9. What is the estimate DB size (initially and growth)?
   Answer:

10. What is a typical or ballpark size for GRU? (1GB, 10GB, 100GB, 1TB ranges)
    Answer:

11. How do we determine the DB size estimate?
    Answer:

12. Is a File Share necessary? If so, what for?
    Answer:

13. Is a SAN (HP EVA, HP MSA) environment supported?
    Answer:

14. Is local server disk space required? If so, why and how much?
    Answer:

15. How is backup and restore accomplished?
    Answer:

16. What, if any, are the backup and restore issues?
    Answer:

17. How is archiving done (internal to the application and database, and external databases)?
    Answer:

18. What, if any, are the archiving issues?
    Answer:

19. What is involved to configure the application if server name, storage locations and the like change?
    Answer:

Network

1. Does the product work on an IP network?
   Answer:

2. Is a static IP address required? If so, why?
   Answer:

3. Is multicasting required? If so, why?
   Answer:

4. What is the estimated bandwidth consumption?
   Answer:

5. What ports need to be opened in the Firewall/Router? Please specify all port#'s and what they are for – those required and those optional.
   Answer:

6. Does any server need to be in the DMZ and/or Internet, if so describe details of the requirements?
   Answer:

7. How is security accomplished, particularly if anything is in the DMZ or the Internet?
   Answer:

8. Does the server or application require or expect to have Internet access?
   Answer:

9. Will the server or application require or expect to have direct Internet access by non-employees?
   Answer:

Email

1. Is MS-Exchange 2007 or greater required and supported?
   Answer:

2. What specific version of MS-Exchange is required?
   Answer:

3. What, if any, special configuration is needed for MS-Exchange?
   Answer:

HTTP

1. Is a HTTP server required? If so what is supported?
   Answer:

2. Is MS-IIS 6.0 or greater supported?
   Answer:

3. Is the .Net framework required, if so, what version(s)?
   Answer:

4. What special configuration is needed for the HTTP server?
   Answer:

5. Is an application container needed (eg. JRun, Tomcat)? If so what product and version?
   Answer:

6. What browsers are supported?
   Answer:

7. Is Internet access required by the product and by GRU business functionality?
   Answer:

8. Is HTTPS required, how and why is this used?
   Answer:

Client

1. What is the required/available client platforms?
   Hardware minimums
   OS (version(s), edition(s), bit size 32 or 64)
   JVM (provider and version)
   .Net version
   Browser provider and version
   Answer:

2. Is there any other software needed on the client side (eg. MS-Project, Visio, ...)? If so, what and what versions?
   Answer:

3. Is there a deployment kit (like an MSI)?
   Answer:

4. Is Microsoft APP-V (Application Virtualization) supported?
   Answer:

5. How are client patches and upgrades done?
   a. What is the delivery means from you to GRU?
      Answer:

   b. What is the deployment means for GRU to do the installs?
      Answer:

   c. How often are patches and upgrades made available?
      Answer:

   d. Is ADMINISTRATOR privilege required to do the install?
      Answer:

6. GRU uses Vipre Anti-Virus. Has your system been tested with this? What, if any, are the known scanning exception that need to be configured?
   Answer:

File Transfers

1. Describe any file transfers necessary, either from system to system within GRU, or to/from 3rd party vendor and GRU. The answer should include the following for each file
    a. Is the file transfer done through a batch (non-interactive) job/process
    b. Is the file transfer done through a user initiate interactive process, by what means (launching a script or using an interactive tool)
    c. What is the schedule for the file transfer
    d. Will GRU be receiving a file, if so, where is it stored, what process is used to receive the file (batch job/script, user initiate/interactive tool)
    e. What is the file retention period
    f. What logging, error checking/processing, error reports are generated
    g. What happens when there are file transfer problems
    h. What happens if there are internal file/data format problems

Answer:

Application Administration & Security

1. Explain the system security model and requirements.
   Answer:

2. Is the authentication integrated with Active Directory and/or LDAP and can it use Windows network authentication, or is it a separate authentication database?
   Answer:

3. If using Active Directory or LDAP, if you change your AD or LDAP password does in automatically propagate to application authentication database.
   Answer:

4. Beyond account authentication, is there integration with Active Directory and/or LDAP? If so, what & how?
   Answer:

5. How are permission dealt with, is it Active Directory integrated?
   Answer:

6. How is user authentication done?
   Answer:

7. Do users sign-on to the product?
   Answer:

8. What tasks with typical time amount and skill sets are necessary to administer the system/application (ie. manager accounts, permission, etc...)?
   Answer:

9. What internal systems will be accessed or interfaced with, give details of specifications?
   Answer:

10. What external systems will be accessed or interfaced with, give details of specifications?
    Answer:

11. What internal users will access system?
    Answer:

12. What external users will access system?
    Answer:

Printing, Scanning & Faxing

1. Are there any specific printer or other peripheral device requirements?
   Answer:

2. Are there any special printing and other peripheral device issues?
   Answer:

Programming Environment

1. What programming languages are used?
   Answer:

2. What programming environments are used?
   Answer:

3. What other IT tools are used?
   Answer:

4. How do we securely develop and deploy our own applications interfacing with this system?
   Answer:

5. Does the application need Administrator privileges to run?
   Answer:

6. Does the application use the least privilege to run paradigm?
   Answer:

Mobile Computing

1. What end-user mobile hardware is required and supported, what are the specification details?
   For example, laptop, handheld
   Answer:

2. What network hardware is required and supported, what are the specification details?
   For example, 802.11a/b/g/n,GPS, Ethernet RJ45
   Answer:

3. What are the OS requirements/specifications for the end-user mobile hardware (include all supported OS)?
   For example, Windows XP, Windows CE
   Answer:

4. Does the vendor provide End to End application security allowing the product to be used from the Internet? How?
   For example: Yes, SSL/Application proxy in DMZ. User level authentication in the application.
   Answer:

5. What are the network security requirements/specifications for the end-user mobile hardware, OS and client application?
   Required: 802.11i(802.1x)
   Unacceptable: WEP, WPA-1, WPA-2
   Answer:

6. What enabling client software is required, specify exact products and version?
   For example, Web Browser (specify exactly), Java VM
   Answer:

7. What is the client application software and its functionality?
   Answer:

8. Is there an application or "brokering" server that resides in the customers DMZ to communicate with the mobile client application software?
   Answer:

9. What network protocols and tcp/upd port numbers will the "brokering" server in the DMZ require for access to the private newtork?
   Answer:

10. What network protocols and tcp/upd port numbers will the "brokering" server in the DMZ require for access from user on the Internet?
    Answer:

11. Is IPSec VPN supported?
    Answer:

12. Is SSL VPN supported?
    Answer:

Cloud Computing

This means any hosted solution off-site from GRU.

1. Do you own and manage the data center?
   Answer:

2. Is physical access to data processing equipment (servers and network equipment) restricted?
   If yes, describe how.
   Answer:

3. What redundancy tier level is the data center?
   Answer:

4. Does your organization implement controls to segregate your data from other customers?
   If yes, describe how.
   Answer:

5. What is your privacy and usage policy concerning our data?
   Answer:

6. Where is the data actually stored?
   Answer:

7. Does your organization follow secure data destruction processes for confidential data and IT equipment/media?
   If yes, describe.
   Answer:

8. What is the process mechanism to extract our data/virtual servers from the cloud in the event of service/contract termination - what format will the data/systems arrive back in?
   Answer:

9. Does your organization have regularly tested disaster recovery plans for data processing facilities?
   Answer:

10. What is your disaster/recovery plan?
    Answer:

11. Does your organization encrypt (and regularly test) its backups?
    If yes, describe.
    Answer:

12. Is the transmission path from our site to your cloud solution encrypted using a VPN tunnel or SSL?
    If yes, describe requirements and specifications.
    Answer:

13. Does your organization have a formal change control process?
    If yes, describe briefly.
    Answer:

14. Is the solution auditable, and what compliance requirements does it meet?
    Answer:

15. What access to the audit logs, security event logs, traffic details will you provide?
    Answer:

16. Can you provide results of a third-party external audit conducted within the past two years?
    Answer:

17. Will you provide relevant certificates of applicable compliance certifications?
    Answer:

18. Does your organization have formal written information security policies?
    If yes, describe the security measures for the cloud solution.
    Answer:

19. Are external third-party contracts required to comply with policies and customer agreements?
    Answer:

20. What controls do you have in place to detect attacks and breaches?
    Answer:

21. How do you prevent a breach or attack on one client affecting other clients services (i.e. service segregation, rather than data segregation)?
    Answer:

22. What circumstances/criteria would you follow in notifying your customers of a breach?
    Answer:

23. Do they have any high profile/high threat/high risk customers - what criteria would they use to determine whether a new customer poses a significant risk to their existing customers?
    Answer:

24. What are the limits on scalability and associated costs?
Answer:

Phone System

1. Are there any special requirements for GRU's phone system?
   Answer:

2. Is CISCO VOIP support? Specify appropriate details.
   Answer:

Support

1. Contact Information (phone#, web page, info needed to log call)?
   Answer:

2. Support hours, time zone?
   Answer:

3. Support tools needed to interact with vendor?
   Answer:

4. Support “protocols” needed to interact with vendor? In other words, how do you authenticate who the customer asking support is, that they are allowed to call, and are under support – what info does customer need to provide?
   Answer:

Typical Installation Schedule

1. Prep work and duration?
   Answer:

2. Installation work and duration with vendor?
   Answer:

3. Post work and duration?
   Answer:

4. What IT staff types needed (Sys Admin, DBA, Programmer, Desktop support, business analysts)?
   Answer:

Standard Questions for GRU Business Unit

1. What level of IT service is needed?
    a. High-Availability (yes or no)
    b. Disaster/Recovery (yes or no)
    c. Extended Hours of Support (yes or no, if yes what hours)
    Answer:

2. Where are the servers to be located?
    a. Centrally in IT data center – makes support, backups, H-A, D/R simpler
    or
    b. In user work location – makes support, backups, H-A, D/R much harder or infeasible
    Answer:

3. In detail, What are all the intended uses of the system, devices, etc?
    The point of this question is to help match up user expectation with system and IT capabilities. For example, a request for WiFi that states users want their iPad to access SAP will reveal that SAP and IT does not have the capability to do this without an preceding additional project or expansion of the requested project.
    a. **Answer:**

RFP Instructions to Vendors
Vendor Information
Architecture
Security
User Types
OtherNFRS
Operator Disp
Tabular Lists
Integration
Reporting
Call Taking
Grouping
Crews
Callbacks
Notifications
ERT Calc
Switching
ExternalMap
ExternalReporting
DamageAssmnt

RFP Instructions

Table of Contents

- The format this RFP is designed to make answers succinct and streamlined. In many cases, there are opportunities for the vendor to expand upon their answers. It is desirable that these answers be as brief and to the point as possible. In some cases, the amount of text entered into a cell will exceed the allowed space and the cell will not automatically adjust its size. This should not be a cause for concern as the data is still present in the cell and can be viewed by the evaluators.
- Most questions are formatted to allow a simple answer along with adding any additional comments.
- There are typically 5 discrete columns for the answer to each question as shown below:

Question Number	Question	Base	Config	Planned	Date	Comments
1	Does the proposed solution have the xxxxx feature?					

- In the example above, the respondent should select from the available answers based on whether the particular feature or capability is currently available and mark with an 'x'. When selecting that answer to any question, additional information should be provided in the "Comments" field.
- When providing an answer to the "Base" column, the respondent should only respond with an 'x' if the feature is included in the base product version with additional descriptions in the 'Comments' field.
- When providing an answer to the "Config" column, the respondent should only respond with an 'x' if the feature requires configuration of the base product version with additional description of the configuration effort in the 'Comments' field.
- When providing an answer to the "Planned" column, the respondent should indicate whether the feature is currently on the Product Roadmap for development. If only part of the feature is on the roadmap, add additional information in the "Comments" field.
- The "Date" column should be completed to indicate when a feature currently on the Product Roadmap is expected to be ready to be put into production at a utility site. If the feature is already available, this column should be left blank.
- The 4 columns: Base, Config, Planned, and Date are linked to each other in a logical way. Certain combinations of answers will create confusion. The table below shows how the various combinations will be interpreted. (Note that the table does not provide a comprehensive list of response combinations.)

Question	Base	Config	Planned	Date	Explanation
Does the proposed solution have the xxxxx feature?	x				Indicates an available feature as part of the base product set in various levels of deployment
Does the proposed solution have the xxxxx feature?		x			Indicates a partially available feature that requires custom configuration in various levels of deployment
Does the proposed solution have the xxxxx feature?			x	MM/DD/YYYY	Indicates a partially available feature in various levels of deployment with additional enhancements planned in a future release
Does the proposed solution have the xxxxx feature?	x	x			
	x		x		
Does the proposed solution have the xxxxx feature?		x	x		

- Questions that do not follow the format above ask for more descriptive answers. Space is provided for these answers. In some situations, the available space may not be large enough for the answer provided and the cell will not automatically resize to accommodate the answer. However, the entire answer will be captured in the cell and should therefore not be a cause for concern.

Vendor Information	Table of Contents
Please complete the information below for identification purposes.	
Corporate Summary Information	
Full Company Name:	
Address Line 1:	
Address Line 2:	
City:	
State:	
Zip:	
Headquarters Location:	

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.AR.001	The OMS server(s) use a relational and geospatial database as the native database for all operational data. Describe the compatible relational and geospatial databases supported. Indicate which versions and patch levels are supported in the comments. SQL database is preferred.						5
OMS.AR.002	The OMS logs (60 Days minimum) all user actions taken, including any action that changes the electrical model or changes the state of any event.						3
OMS.AR.003	The OMS has an architecture that provides capabilities for the archiving, reporting and storage of historical information in such a manner that operational performance is not impacted when historical reports are generated.						5
OMS.AR.004	The OMS architecture has mechanisms for establishing an offsite disaster recovery. Describe the approach(es) supported and the amount of downtime that would occur upon complete failure of the primary site using the supported approaches.						5
OMS.AR.005	The OMS has a mechanism for establishing redundancy and availability greater than what can be achieved by a single server environment. Please describe the mechanism used. Indicate the amount of down time that occurs during a typical hardware failure.						4
OMS.AR.006	The OMS provides the ability to restore all performance indices data (e.g. SAIDI, MAIFI etc.) to a backup point in the event of a computer storage failure or other catastrophic failure.						3
OMS.AR.007	The OMS is deployed on a layered architecture and conforms to a 3 tier architecture. There is clear delineation between presentation, business logic and data tier.						3
OMS.AR.008	The OMS shall support SQL server database.						5
OMS.AR.009	The OMS shall support high availability architecture and be designed for **24x7 uptime**						5
OMS.AR.010	The system should be designed to be browser independent						2
OMS.AR.011	The system should be designed to be used by PC's, tablets, and mobile devices						4
OMS.AR.012	The system should require no external plugins, controls, or installed local software other than a standards-compliant HTML5+, CSS3+, and Javascript (ECMAScript 5+) capable web browser.						3
OMS.AR.013	The system should have a well-tested, industry standard method of automatically applying patches, feature requests, and hot fixes to a running system, as well as backing out those changes if determined undesirable. Please describe the process.						5
OMS.AR.014	The vendor shall provide the database schema for the OMS						5

OMS.AR.015	The vendor shall provide code or SQL associated with in-built reports						5
OMS.AR.016	System supports immediate application of OS patches						4
OMS.AR.017	The OMS system must be available during maintenance activities.						
OMS.AR.018	The OMS system shall use a non-proprietary database. Provide details in comments						
OMS.AR.019	The OMS system needs to integrate into the existing R/3 IS-U/CCS 4.72 and mobile management system.						5
OMS.AR.020	Ability to combine the existing 2-IVR systems (Outage management and call center) into one rather than replicating from one to the other						5
OMS.AR.021	Ability to integrate with our SAP S/4 Hana 1610 or 1709 IS-U within 2 years						5
OMS.AR.022	OMS system should have a SAP PO/PI adapter (SAP PO 7.4)						5
						Scores:	71

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	**Description**					**Comments**	
OMS.SEC.001	The OMS modules includes an audit trail of all user actions, including user credentials, date/time (Military format) and action taken. See OMS.AR.009.						5
OMS.SEC.002	The OMS modules include an audit trail of all user log-ons and log-offs, including user credentials, date/time (Military format) of log on and log off.						3
OMS.SEC.003	The OMS modules support usernames and passwords through a common sign on and signoff with all other applications by use of LDAP or Active Directory. Explain mechanism that is used in the comments.						5
OMS.SEC.004	The OMS modules support users not in LDAP. Provide details in comments						5
OMS.SEC.005	The OMS passwords are stored in encrypted format or alternatively not stored at all. Explain the methodology for managing user access in the comments.						4
OMS.SEC.006	The OMS user sessions have session timeouts that automatically log out a user after a certain amount of user inactivity and number of successful login attempts. The period is configurable and may be turned off for certain users.						3
OMS.SEC.007	External user sessions have session timeouts that automatically log out a user after a certain amount of user inactivity and number of successful login attempts. The period is configurable and may be turned off for certain users.						3
OMS.SEC.008	The OMS has been certified for use in CIP compliant environment. If so, identify where and the verification process used.						5
OMS.SEC.009	The OMS supports WS-Security 1.0 a. SAML b. Kerberos tickets c. 509 certificates						5
OMS.SEC.010	The OMS supports transport layer security via Secure Sockets layer (SSL).						2
OMS.SEC.011	The OMS supports single sign on (SSO) capability. Please describe identity management technologies supported in the comments.						4
OMS.SEC.012	The OMS supports multifactor authentication. Please describe the technologies and standards supported in the commments.						3
OMS.SEC.013	The OMS application supports industry standard authentication mechanisms instead of proprietary authentication methods.						5
OMS.SEC.014	The system must provide event logging to support local troubleshooting and performance tuning.						5
OMS.SEC.015	The system must support secure firewall configurations						5
OMS.SEC.016	The system must co-exist with anti-virus software						4
OMS.SEC.017	The system should log any changes to security for audit purposes						
						Scores:	66

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	**Description**					**Comments**	
OMS.UT.001	The OMS has the ability to restrict functionality by user type, and each user has the ability to be assigned to one or more user types.						5
OMS.UT.002	The OMS supports a user type that can be restricted to have the ability to view information and not modify any data in the OMS						5
OMS.UT.003	The OMS supports a user group that is restricted to edit functions that do not impact the electrical model (i.e. can do everything except for open and close devices, cut or insert jumpers, etc.)						5
OMS.UT.004	The OMS supports a user type that can only edit crew related information.						5
OMS.UT.005	The OMS supports a user type that can only edit outage details.						5
OMS.UT.006	The OMS supports a user type that can perform all actions (e.g. Administrator)						5
OMS.UT.007	The OMS shall support a total of 80 concurrent users. This includes Dispatchers (5), Call Takers (40), Damage Assessors (12), Dashboard Users (20) and Operations Managers (1) for a total of approximately 80 users.						4
OMS.UT.008	Damage assessors may access screens and functionality pertaining to Damage assessing Only						5
OMS.UT.009	The OMS should support role based security.						5
						Scores:	44

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.NFR.001	The OMS system shall be available 99.999% not including disaster recovery and/or planned maintenance						5
OMS.NFR.002	The mean time between failures of the OMS shall be at least 4,500 hours not including disaster recovery and/or planned maintenance						5
OMS.NFR.004	The OMS shall support appropriate tooling, simulation, test, version control, and governance facilities to expedite testing, deployment, rollback and applying code patches to application software without downtime						5
OMS.NFR.005	The OMS shall support management and administration APIs for script-based automation of management and administration tasks						5
OMS.NFR.006	The OMS system shall recover from a disaster in 2 hours						5
OMS.NFR.007	The OMS shall support performance logging and alerts to evaluate/notify support staff of performance issues and the performance levels						4
OMS.NFR.008	The OMS shall contain one or more environments for purposes of testing						5
OMS.NFR.009	The OMS shall contain one or more environments for purposes of training						5
OMS.NFR.010	The OMS shall support highly configurable components including business rules, business work-flows.						5
OMS.NFR.011	The OMS shall be capable of holding 730 days' worth of outage data after which it may be moved to another system for archival						5
OMS.NFR.012	The OMS shall support a call ingest rate of 7,000 calls per hour for a maximum of 12 hours from any source.						5
OMS.NFR.013	The OMS shall have a response time of 5 second or less for device operations, not including the installation of jumpers, with a 5 second or less response time for operating any device including the time to update the outage status , and with a five seconds or less response time for assigning and dispatching crews, and while maintaining a response time of no longer than 10 seconds when putting jumpers in or out						5
OMS.NFR.014	End user response time to queries (or actions) shall be bellow a second for heavy user, less than 2 seconds for web client and less than 4 seconds for a mobile client under normal and event load conditions						5
OMS.NFR.015	An outage shall be created within 1 second of receipt of inbound call from IVR, under blue sky or storm load, without loss of calls.						5
OMS.NFR.016	The OMS performance must be unaffected when receiving and processing momentary events from SCADA at the rate of 375 to 400 events per hour						5
						Scores:	74

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Requirement ID	Description					Comments	
OMS.OD.001	A geographic map display window that shows all of the distribution circuits. The source data for the view is from the ESRI ArcGIS model.						5
OMS.OD.002	The OMS has decluttering ability to turn off displayed items (text annotations, poles, secondary roads etc.) as the user zooms out and zooms in. It has the ability to display specific map layers based on the zoom perspective, e.g. If the user is viewing a large area then only display primary conductors and major street centerlines. This capability should be configurable by the user or administrator and applicable to a user or group of users. The users should be able to select this option from a menu						5
OMS.OD.003	The ability to manually turn on and off the display of layers or groups of objects.						5
OMS.OD.004	The ability to search for devices by name, meter number, locations by address, customer by address and phone number.						5
OMS.OD.005	The ability to search for devices by name, locations by address, customer by address and phone number must support the use of wildcards and return multiple matching results for the users selection						5
OMS.OD.006	The ability to open a separate magnification window to show details while keeping the main map view open and zoomed out.						5
OMS.OD.007	The ability to have an overview window that shows outage locations on top of regional polygons or other geographical layer showing physical features						4
OMS.OD.008	The ability to trace from a selected point upstream, downstream or in both directions. The trace should be by selected phase or for all phases present.						5
OMS.OD.009	The user should be able to be perform a trace from a selected point upstream, downstream or both and perform a query against attributes in the model for all of the equipment touched by the trace.						5
OMS.OD.010	The symbols for all switchable devices have the ability to change automatic and manually when they are open or closed and have the ability to have unique symbols for individual phases being open or closed.						5
OMS.OD.011	The OMS must prevent the operation of devices that are under SCADA control						5
OMS.OD.012	The map viewer has the ability to dynamically color the conductors based upon the source feeder and change as the feeder extend changes due to switching.						5
OMS.OD.013	The map viewer represents de-energized segments with a unique color to graphically differentiate energized and de-energized sections of circuits.						5

OMS.OD.014	The map viewer represents the conductor segments predicted de-energized by the OMS with another unique color.						5
OMS.OD.015	The map viewer represents the parcels predicted de-energized by the OMS with another unique color.						5
OMS.OD.016	The map viewer represents the conductor segments that are tied parallel in a unique color.						5
OMS.OD.017	The parallel color is different from the normal parallel color if the feeders are tied between two different substations.						5
OMS.OD.018	The map viewer displays the locations of crews based upon their assigned work.						4
OMS.OD.019	The map viewer has an option to display the locations of crews based upon GPS coordinates provided by a mobile system.						5
OMS.OD.020	The user has the ability to open and close all switchable devices such as switches, breakers, and fuses.						5
OMS.OD.021	The user has the ability to display all opened and closed conductors to represent cut or downed wires.						5
OMS.OD.022	The operation of switchable devices can be done for any or all phase of the devices						5
OMS.OD.023	The OMS records the actual time of operation (not current time) of switchable devices						5
OMS.OD.024	The ability to insert and remove jumpers, conductors and temporary switches.						5
OMS.OD.025	The jumpers can be by specific phase or for all phases and be able to cross phases, i.e. connect a phase A conductor to a nominally fed phase B conductor.						5
OMS.OD.026	The map viewer has the ability to zoom and pan to enable easy searching of components on the distribution system.						5
OMS.OD.027	The map viewer has the ability to load raster background data such as satellite, search light, or drive by photo images and Google map backgrounds or equivalent. The display must include an accurate geographic representation of distribution circuits and the underlying of the land base information, e.g. street centerlines, aerial or satellite imagery. Please explain the technology used in comments.						5
OMS.OD.028	The map viewer has the ability to load dynamic background data from a weather data source. List the weather data sources supported in the comments.						5
OMS.OD.029	The map viewer automatically loads all visible areas of the distribution system without user intervention when the user is panning and zooming around.						4
OMS.OD.030	The map viewer has the ability to turn on and off layers of the map. The layers supported include but are not be limited to electrical, landbase, and streets and roads.						5

OMS.OD.031	The map viewer has the ability to generate simplified views of feeders by generating an on-the-fly orthogonal schematic of a selected feeder. This includes the ability to generate a schematic representation of one or more distribution circuits.						4
OMS.OD.032	The map viewer has the ability to view only selected feeders and substations						5
OMS.OD.033	Admin Configurable symbology for device representation on maps						5
OMS.OD.034	Ability to confirm outage from device on map						5
OMS.OD.035	Ability to change incident location from one device to a different device (to actual trouble location)						3
OMS.OD.036	Display the near real-time location of vehicles based on inputs provided by the TC Technology MIMS Mobile Crew location and/or current Automatic Vehicle Location (AVL) solution.						5
OMS.OD.037	Provide functionality to display either the operational electrical network or the as-designed electrical network for an area, and highlight graphically any devices that are in a non-standard configuration						5
OMS.OD.038	Provide the functionality to make changes to the operational electrical network, and have the changes persist through any refreshes from the GIS system						5
OMS.OD.039	Graphically display safety and clearance tags in the electrical network						5
OMS.OD.040	Interface with tag generation programs						3
OMS.OD.041	Display a symbol indicating the location of customers who have initiated trouble calls.						3
OMS.OD.042	The ability to display a symbol indicating the location of outages. The outage symbol must be adjacent to the device associated with the outage and be color coded to indicate the status of the outage.						5
OMS.OD.043	The ability to display a crew's last known location and to update the location based on status changes to the outages to which the crew is currently assigned.						5
OMS.OD.044	The system should provide the functionality to display nested outages						5
OMS.OD.045	The ability to add and remove notes associated with a specific device. A device note symbol must be created and displayed adjacent to the device.						4
OMS.OD.046	The ability to easily turn on/off graphic display layers by call type and outage states.						5
OMS.OD.047	The ability to graphically identify devices that are in their abnormal operational state e.g. normally closed device in an open state.						5

OMS.OD.048	The ability to center in the graphic window displays the location of an outage record or crew location. The centering of the outage or crew symbols is triggered by a request from the outage summary or crew summary windows.						4
OMS.OD.049	The IVR system may be toggled On or Off from the OMS screen by dispatch						3
OMS.OD.050	Provide a "map display" function that provides the capability to select an outage and center the outage location in the graphic display window.						5
OMS.OD.051	The ability to require valid equipment when entering equipment involved in an outage						5
						Scores:	241

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Requirement ID	Description					Comments	
OMS.TD.001	All OMS tabular lists are dynamically updated without any operator interaction (that is, there is a configurable dynamic refresh rate)						5
OMS.TD.002	The OMS has a dynamic list of grouped calls (not individual calls)						5
OMS.TD.003	The OMS has a dynamic list of all calls by feeder and substation (not grouped outages)						5
OMS.TD.004	The OMS has a dynamic summary list of outages and counts of outages by user defined region.						5
OMS.TD.005	The OMS has a dynamic summary list of outage counts by substation.						5
OMS.TD.006	All dynamic lists have sorting capability on any column, including the capability to have multiple nested sorts.						5
OMS.TD.007	All dynamic lists support easy (1 click) navigation to the map viewer.						4
OMS.TD.008	The OMS has a dynamic summary of reliability indices by substation and by feeder.						4
OMS.TD.009	All dynamic lists have filtering capability, with the ability to filter on multiple fields.						5
OMS.TD.010	All dynamic lists have the ability to save sorts and filters by user (not tied to a user console).						5
OMS.TD.011	The sorts in the outage list can be sorted on a minimum of the following columns: customer minutes interrupted, priority customers, customer type, outage types and number of customers out.						5
OMS.TD.012	The OMS dynamic list of grouped calls supports a dynamic status to reflect current status of event including: acknowledge, crew on site, ETA, and restored.						5
OMS.TD.013	The OMS dynamic list of grouped calls supports a graphic status to reflect current status of event including: acknowledge, crew on site, ETA, and restored.						5
OMS.TD.014	Data from all tabular displays may be exported to Microsoft Excel and emailed to a specific user						3
OMS.TD.015	An outage summary screen which displays current outages and associated information including Outage number, Outage Status, Device(s), number of trouble calls per outage #, number of affected customers per outage scenario, reported hazards, start time, assigned crew(s) and operating area.						5
OMS.TD.016	Allow for the entry of partial and complete restoration details by specifying the points on the distribution network that have been energized. Restoration times and the customers restored by the restoration steps should be recorded.						5

					Scores:	76

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.INT.001	The OMS shares a common electrical operations model that represents the electrical substations and circuits compatible with ESRI ArcGIS Pro.						5
OMS.INT.002	The OMS model is based upon the ESRI standard electrical ArcGIS Utility Network model. Identify in the comments the version supported.						5
OMS.INT.003	The OMS model has the ability to be updated in real time as the ESRI ArcGIS GIS model is updated. Please describe the recommended OMS model update process and recommended frequency.						5
OMS.INT.004	The OMS model has the ability to reflect any changes made to the OMS model back into the ESRI GIS. Please describe the recommended ESRI ArcGIS model update process and recommended frequency.						5
OMS.INT.005	The OMS model does not require any extraction or translation from the source ESRI ArcGIS model. Describe all required extraction and translation tools, requirements, and processes.						5
OMS.INT.006	The system must support integration with ESRI GIS and have tools within the OMS model for reviewing the electrical model updates before they are applied to the production model.						5
OMS.INT.007	The OMS model has the ability to be loaded in IEC 61968-13 CPDSM RDF common information model (CIM) format, by bulk and incremental form. Identify the version of CIM supported in the comments.						4
OMS.INT.008	The OMS supports integration with an AMI system with Multispeak 4.3 or higher						5
OMS.INT.009	The OMS supports integrates with an AMI system using industry standards Multispeak 4.3 or higher and IEC 61968-9 CIM complaint messages. (indicate in comments versions supported)						5
OMS.INT.010	The AMI integration supports outage detection (last gasp) messages from the AMI to drive the outage prediction engine and reporting.						5
OMS.INT.011	The AMI integration supports outage restoration messages from the AMI system (power on) to confirm and validate outage restorations.						5
OMS.INT.012	The integration filters out AMI calls based upon factors that drive false indications including meter pulls accounts turned off or out of service and non-pay disconnects.						5
OMS.INT.013	The AMI integration supports the generation of outage ping messages to verify single service outages.						5
OMS.INT.014	The OMS supports integration with an IVR system for the purposes of taking automated trouble calls.						5

OMS.INT.015	OMS integration messages with IVR are compliant with IEC 61970, 61968, and 61968-8 standard and Multispeak 4.3 or higher standard. (indicate supported versions). The system must support integration with Interactive Voice Response Systems (CISCO IVR).						5
OMS.INT.016	The OMS must support integration with Interactive Voice Response Systems (CISCO IVR).						5
OMS.INT.017	The OMS supports integration with an IVR system for the purposes of allowing callers to request outage status.						5
OMS.INT.018	The OMS supports integration with a CIS system for the purposes of loading customer account information						5
OMS.INT.019	The OMS to CIS interface is compliant with IEC 61968-8 standard and Multispeak 4.3 or higher standard. (Indicate in comment which is supported and identify the version of the standard supported). The system must support integration with SAP						5
OMS.INT.020	The OMS must support integration with CIS Infinity by Advanced Utility for Customer Information.						5
OMS.INT.021	The OMS supports the integration with Open Systems International (OSI) SCADA system for the purposes of obtaining breaker and switch status for all SCADA controlled devices. OSI SCADA controlled devices must be non-operable in the OMS system.						5
OMS.INT.022	The OMS-OSI SCADA interface should be compliant with Multispeak standard. Identify supported version.						5
OMS.INT.023	The OMS supports integration with OSI SCADA by other means that has been proven to work in production use. The system must support integration with OSI SCADA						5
OMS.INT.024	List if integration approach is among the following: SOA, Web Services, MQ REST etc.						2
OMS.INT.025	SAP compatibility for dunning (non-payment disconnects) issues / updating						5
OMS.INT.026	Use of standard SMTP Communications Protocols and Transports is a standard feature of the vendor's system.						5
OMS.INT.027	All web services provided or consumed by the OMS system supports WS-I Basic Profile v1.1.						3
OMS.INT.028	The system should support importing or referencing historical outages from previous outage management systems. Explain the process						5
OMS.INT.029	The system should support integration with Everbridge application to contact GRU's linemen with overtime opportunities						5
OMS.INT.030	The system should support integration with an AVL solution. Radio Satellite Integrators is currently deployed in a pilot program.						5
OMS.INT.031	The system should support integration with an external documentation or document storage system (LaserFiche, Meridian, Mediawiki, etc.)						5

OMS.INT.032	Provide a documented Applications Programming Interface (API).						5
OMS.INT.033	Be able to distinguish between and determine authorization for all actions based on whether they originate from a user interface or from an API.						5
OMS.INT.034	Support integration with Itron MVRS and Itron FCS meter reading software						5
OMS.INT.035	The capability to integrate with third party Switching Management systems such as Sun-Net.						1
OMS.INT.036	Integrate with ArcGIS Online, and/or ArcGIS Portal, and/or ArcGIS Server to publish outage maps for public consumption. Provide version compatibility for ArcGIS Portal and ArcGIS Server						5
OMS.INT.037	Overflow call center (AnswerNet) must enter call from an external interface						5
OMS.INT.038	Integrate with CIS to provide updates to contact information such as email, phone numbers, etc. Describe the process.						5
OMS.INT.039	The OMS supports the integration with a SCADA system for the purposes of feeder load for outage analysis						5
OMS.INT.040	Integrate with IVR to allow IVR to identify a customer and provide a notification on the customer's specific outage. Describe this process.						5
OMS.INT.041	The system should provide tools to evaluate the readiness of GRU's GIS system for integration with the OMS solution. Describe what tools are available.						5
						Scores:	195

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OMS.INT.001	The OMS shares a common electrical operations model that represents the electrical substations and circuits compatible with ESRI ArcGIS Pro.						5
OMS.INT.002	The OMS model is based upon the ESRI standard electrical ArcGIS Utility Network model. Identify in the comments the version supported.						5
OMS.INT.003	The OMS model has the ability to be updated in real time as the ESRI ArcGIS GIS model is updated. Please describe the recommended OMS model update process and recommended frequency.						5
OMS.INT.004	The OMS model has the ability to reflect any changes made to the OMS model back into the ESRI GIS. Please describe the recommended ESRI ArcGIS model update process and recommended frequency.						5
OMS.INT.005	The OMS model does not require any extraction or translation from the source ESRI ArcGIS model. Describe all required extraction and translation tools, requirements, and processes.						5
OMS.INT.006	The system must support integration with ESRI GIS and have tools within the OMS model for reviewing the electrical model updates before they are applied to the production model.						5
OMS.INT.007	The OMS model has the ability to be loaded in IEC 61968-13 CPDSM RDF common information model (CIM) format, by bulk and incremental form. Identify the version of CIM supported in the comments.						4
OMS.INT.008	The OMS supports integration with an AMI system with Multispeak 4.3 or higher						5
OMS.INT.009	The OMS supports integrates with an AMI system using industry standards Multispeak 4.3 or higher and IEC 61968-9 CIM complaint messages. (indicate in comments versions supported)						5
OMS.INT.010	The AMI integration supports outage detection (last gasp) messages from the AMI to drive the outage prediction engine and reporting.						5
OMS.INT.011	The AMI integration supports outage restoration messages from the AMI system (power on) to confirm and validate outage restorations.						5
OMS.INT.012	The integration filters out AMI calls based upon factors that drive false indications including meter pulls accounts turned off or out of service and non-pay disconnects.						5
OMS.INT.013	The AMI integration supports the generation of outage ping messages to verify single service outages.						5
OMS.INT.014	The OMS supports integration with an IVR system for the purposes of taking automated trouble calls.						5

OMS.INT.015	OMS integration messages with IVR are compliant with IEC 61970, 61968, and 61968-8 standard and Multispeak 4.3 or higher standard. (indicate supported versions). The system must support integration with Interactive Voice Response Systems (CISCO IVR).						5
OMS.INT.016	The OMS must support integration with Interactive Voice Response Systems (CISCO IVR).						5
OMS.INT.017	The OMS supports integration with an IVR system for the purposes of allowing callers to request outage status.						5
OMS.INT.018	The OMS supports integration with a CIS system for the purposes of loading customer account information						5
OMS.INT.019	The OMS to CIS interface is compliant with IEC 61968-8 standard and Multispeak 4.3 or higher standard. (Indicate in comment which is supported and identify the version of the standard supported). The system must support integration with SAP						5
OMS.INT.020	The OMS must support integration with CIS Infinity by Advanced Utility for Customer Information.						5
OMS.INT.021	The OMS supports the integration with Open Systems International (OSI) SCADA system for the purposes of obtaining breaker and switch status for all SCADA controlled devices. OSI SCADA controlled devices must be non-operable in the OMS system.						5
OMS.INT.022	The OMS-OSI SCADA interface should be compliant with Multispeak standard. Identify supported version.						5
OMS.INT.023	The OMS supports integration with OSI SCADA by other means that has been proven to work in production use. The system must support integration with OSI SCADA						5
OMS.INT.024	List if integration approach is among the following: SOA, Web Services, MQ REST etc.						2
OMS.INT.025	SAP compatibility for dunning (non-payment disconnects) issues / updating						5
OMS.INT.026	Use of standard SMTP Communications Protocols and Transports is a standard feature of the vendor's system.						5
OMS.INT.027	All web services provided or consumed by the OMS system supports WS-I Basic Profile v1.1.						3
OMS.INT.028	The system should support importing or referencing historical outages from previous outage management systems. Explain the process						5
OMS.INT.029	The system should support integration with Everbridge application to contact GRU's linemen with overtime opportunities						5
OMS.INT.030	The system should support integration with an AVL solution. Radio Satellite Integrators is currently deployed in a pilot program.						5
OMS.INT.031	The system should support integration with an external documentation or document storage system (LaserFiche, Meridian, Mediawiki, etc.)						5

OMS.INT.032	Provide a documented Applications Programming Interface (API).						5
OMS.INT.033	Be able to distinguish between and determine authorization for all actions based on whether they originate from a user interface or from an API.						5
OMS.INT.034	Support integration with Itron MVRS and Itron FCS meter reading software						5
OMS.INT.035	The capability to integrate with third party Switching Management systems such as Sun-Net.						1
OMS.INT.036	Integrate with ArcGIS Online, and/or ArcGIS Portal, and/or ArcGIS Server to publish outage maps for public consumption. Provide version compatibility for ArcGIS Portal and ArcGIS Server						5
OMS.INT.037	Overflow call center (AnswerNet) must enter call from an external interface						5
OMS.INT.038	Integrate with CIS to provide updates to contact information such as email, phone numbers, etc. Describe the process.						5
OMS.INT.039	The OMS supports the integration with a SCADA system for the purposes of feeder load for outage analysis						5
OMS.INT.040	Integrate with IVR to allow IVR to identify a customer and provide a notification on the customer's specific outage. Describe this process.						5
OMS.INT.041	The system should provide tools to evaluate the readiness of GRU's GIS system for integration with the OMS solution. Describe what tools are available.						5
						Scores:	195

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.RPT.001	The OMS includes standard reports using a report writing package. List all of the supported report writing packages and the versions of the package supported.						5
OMS.RPT.002	The OMS reports includes a report that calculates standard IEEE reliability metrics (for eg. SAIDI, CAIDI, SAIFI, and CAIFI) for a user defined time frame (past 5 years, last year, current year to date, last month, current month to date, last week and the previous day). Provide details in comments.						5
OMS.RPT.003	Standard IEEE reliability metrics should be available based on equipment, customer, circuit, cause or system wide for user defined time frames. Provide details in comments.						5
OMS.RPT.004	Standard IEEE reliability reports must have the ability to exclude MED (Major Event Days) as defined by the user. Provide details in comments.						5
OMS.RPT.005	The OMS reports includes the above report for system, regions, substations and feeders for the same periods.						5
OMS.RPT.006	The OMS reports calculate the IEEE indices with and without the inclusion of outages for major event days as defined in IEEE P1366-2012.						5
OMS.RPT.007	The OMS includes a report that lists all outages that occurred on the previous day including details of the location, crew, cause, failure, remedy and size of each outage.						5
OMS.RPT.008	The OMS includes a report that lists all outages that occurred within a range of user defined dates and may be filtered by outage cause and condition. Provide details in comments.						5
OMS.RPT.009	The OMS reports are provided in a format that supports the ability for the reports to be customized without having to redefine the reports from scratch.						5
OMS.RPT.010	The OMS includes documentation and a data dictionary of all of the tables and columns used by the standard reports.						5
OMS.RPT.011	The OMS includes documentation of all additional tables that contain operational data so that reports can be extended and defined.						5
OMS.RPT.012	The OMS includes configurable dashboards or portals that can reflect current outage and system operating conditions that can be made available to a large user base internally. Describe the dashboard or portal technology and available functionality.						5
OMS.RPT.013	The OMS dashboard/portals are able to be updated so that information displayed on the portals is no older than 5 minutes.						5
OMS.RPT.014	The OMS provides preconfigured reports as base product offering (e.g. asset reporting). Please summarize such reports beyond those already identified in the requirements.						3

OMS.RPT.015	An outage dashboard with related map which is configurable to display current outages and associated information						5
OMS.RPT.016	The system should provide the ability to perform analysis and produce ad-hoc reports against historical outage data, e.g. outage cause, number of outages on a given fuse, feeder, transformer, etc. over a user defined period of time.						5
OMS.RPT.017	The system should allow tracking of outage information on a per customer basis, at least for important customers, so that outage durations and frequency of outages may be recorded for CEMI (Customers Experiencing Multiple Interruptions) purposes, for instance						5
OMS.RPT.018	Ability to report historical ERT vs actual restorations by different categories, crew, different timeframes, equipment. This is to provide a "lessons learned" list.						5
OMS.RPT.019	Ability to have dashboards that may be configured by user type to show different data						4
OMS.RPT.020	Ability to insert unique equipment ID (from GIS foreign key/identifiers) while recording outages due to equipment failure						5
OMS.RPT.021	Ability to identify additional equipment that failed as part of an outage						5
OMS.RPT.022	Ability to edit completed outages with logging feature						5
OMS.RPT.023	Ability to display dashboard on mobile platform						3
						Scores:	110

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.CT.001	The OMS includes a call taking module for internal and external users						5
OMS.CT.002	The OMS call taking module is completely separate from the other OMS functions						5
OMS.CT.003	The OMS call taking module has the ability to search for an account via SAP by entering in the caller's phone number. A caller may have one or more numbers (work, home, cell, for example)						5
OMS.CT.004	The OMS call taking module supports the ability to search by the callers account number.						5
OMS.CT.005	The OMS call taking module supports the ability to search by the callers first and last name.						5
OMS.CT.006	The OMS call taking module supports the ability to search by the outage location address.						5
OMS.CT.007	The OMS call taking module has the ability for all searches listed above to include wildcards in the search.						5
OMS.CT.008	The OMS call taking module has an option for the searches on customer names and street names to match on "sounds like" queries.						5
OMS.CT.009	The OMS call taking module displays for the matched customers account the current outage status						5
OMS.CT.010	The OMS call taking module displays for the matched customers account the Estimated Restoration Time (ERT).						5
OMS.CT.011	The OMS call taking module displays for the matched customers account the current outage case notes.						5
OMS.CT.012	The OMS call taking module displays for the matched customers account the current outage crew status.						5
OMS.CT.013	The OMS call taking module has the ability to retrieve for the matched customers account the history of all outage calls taken.						5
OMS.CT.014	The OMS call taking module has the ability to retrieve for the matched customers account the history of all outages for that account.						5
OMS.CT.015	IVR system integration must support multiple addresses using the same phone number						5
OMS.CT.016	IVR system integration must support multiple phone numbers associated with the same address						5
OMS.CT.017	IVR system integration must support third party callers who want to report an address or event by street location, address						5
OMS.CT.018	Data from call taking should be automatically split up into the categories - internal, IVR or external - depending on the data						5
OMS.CT.019	The ability to quickly locate a customer record using various search criteria including account (Business Partner in SAP) number						4

OMS.CT.020	Trouble call entry must be available for input from the IVR phone system						5
OMS.CT.021	Trouble call entry must be available for input from the customer facing corporate mobile app						3
OMS.CT.022	Trouble call entry must be available for input from the customer facing corporate website						5
OMS.CT.023	Supports summary of real time display of outage status - graphical						5
OMS.CT.024	Supports summary of real time display of outage status - textual						5
OMS.CT.025	Ability to navigate from matched call to graphical representation						5
OMS.CT.026	Ability to have scripting capabilities within the module (wizard based)						5
OMS.CT.027	Ability to initiate an outage from an external application and pass in pertinent info						5
						Scores:	132

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.GRP.001	The OMS includes an outage call grouping function that automatically groups all calls to a common open point based upon a dynamic electrical connectivity model.						5
OMS.GRP.002	The OMS grouping function automatically groups the calls into a single outage based upon call types including those from third parties - police, fire etc. with no specific customer address.						3
OMS.GRP.003	The OMS outage call grouping function is configurable with an outage prediction rules engine. Describe your rules engine.						5
OMS.GRP.004	The call grouping function is performed as new calls come into the OMS in real time.						5
OMS.GRP.005	The OMS supports a mechanism for the user to manually change, override and create new groups.						5
OMS.GRP.006	The OMS grouping function has the ability for the user to suggest to the grouping engine that the prediction should be moved either upstream or downstream of the current prediction.						5
OMS.GRP.007	The OMS grouping function uses the phases of the connectivity model and the phase location of the calls to make predictions by phase.						5
OMS.GRP.008	The OMS prediction engine does not change an outage prediction location for any outage that is confirmed by the user.						5
OMS.GRP.009	The outage prediction grouping is based upon all changes to model including open and close of devices (by phase).						5
OMS.GRP.010	The outage prediction is based upon all changes to model including cuts and jumpers (by phase).						5
OMS.GRP.011	The OMS has the ability to modify the incident's device throughout its lifecycle						5
OMS.GRP.012	The OMS has the ability to separate one or multiple calls / locations from an incident for additional repair work (e.g., fixed fuse, individual customer still out)						5
OMS.GRP.013	The OMS user has the ability to confirm an outage's predicted location or device on the user's main screen and through the graphical interface						5
OMS.GRP.014	The OMS user has the ability to identify both an outage's damaged location and its affected device						5
OMS.GRP.015	The OMS user has the ability to associate a non-connected outage to a device						5
OMS.GRP.016	Ability to create and view high-level incidents comprised of several individual incidents (nested incidents)						5
OMS.GRP.017	The OMS can accept and manage calls not related to a customer (e.g., intersection)						5

OMS.GRP.018	The OMS can accept and manage calls for customers without electrical connectivity						5
OMS.GRP.019	The OMS has the ability to identify outages containing ranked priority customers (e.g., hospitals) on the user's main screen and on the graphical interface						5
OMS.GRP.020	The OMS administrative users have the ability to configure outage priority (including customer profile, key account, cause, problem code, etc.)						5
OMS.GRP.021	The OMS can re-analyze and re-group calls based on any switching operations recorded by the user. Describe the process						5
OMS.GRP.022	The OMS administrative user has the ability to configure incident to prevent grouping based on a later event (e.g., working on wire down, then a fuse blows)						5
OMS.GRP.023	The OMS will automatically predict customers "out" that have not called in to report the outage						5
OMS.GRP.024	The OMS user has the ability to correct customer-transformer relationship directly in OMS application						5
OMS.GRP.025	The prediction engine has the ability to prioritize restorations based on a variety of factors including size of outage (MW), # of affected customers and nature of outage criticality						5
OMS.GRP.026	An outage prediction may use historical outage data to "infer" outages.						4
OMS.GRP.027	The capability to manually split existing outages into separate outages, merge multiple outages into a single outage, and group outages by custom criteria.						5
OMS.GRP.028	The system must allow a dispatcher to move an outage out of an open state to an intermediate state without providing all of the info required to final close an outage.						5
OMS.GRP.029	The ability to indicate the predicted device associated with an outage is confirmed closed. The prediction engine should take the device's new status into consideration in subsequent outage prediction analysis.						5
OMS.GRP.030	The ability to progress an outage through specific stages including, assigned, dispatched, working, closed and completed. Each change in status should be recorded and time stamped in an outage log.						5
OMS.GRP.031	Allow a dispatcher to add comments or notes associated with an outage and record the comments in an outage log.						5
OMS.GRP.032	The ability to display a detailed listing of the calls associated with an outage.						5
OMS.GRP.033	The ability to perform bulk updates to outages by feeder, fuse, transformer, etc., e.g. restore all outages associated with feeder xyz.						5
OMS.GRP.034	The ability to separate a call that is associated with an outage into a separate outage event.						5

OMS.GRP.035	The ability to update outage related information including outage cause, restoration steps and restoration time and type of equipment affected. The system should be configurable to enforce the entry of certain fields such as restoration time, outage cause code prior to allowing a user to close an outage.						5
OMS.GRP.036	The OMS has a validation feature on cause codes, equipment types						5
OMS.GRP.037	The OMS includes circuit load as a component to predicted outages						5
						Scores:	182

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.CRW.001	The OMS allows the user to define and manually assign crews to outages. The crew definitions must be configurable and include, but not be limited to, the following fields: number of crew members, the type of the crew, equipment information, and type of vehicle associated with the crew and assign individuals to a crew.						5
OMS.CRW.002	The crew functionality reflects when a crew goes on and off shift and make the off shift crews unavailable for assignment.						5
OMS.CRW.003	The OMS supports the ability to assign (or "un-assign") outages to one or more crews at the same time or sequentially. It also provides the ability to assign or "un-assign" one or more crews to an outage.						5
OMS.CRW.004	The OMS provides the ability for the user to indicate that a crew is at the work site.						5
OMS.CRW.005	The OMS crew functionality has the ability to be integrated with a mobile data system, but support manual management of non-mobile enabled crews in addition to the mobile enabled crews.						5
OMS.CRW.006	The OMS has a function to manage calling crews in for work, it tracks contact information and their history of all previous calls and whether they were reached, and came in or declined when called. It has the ability to call out a crew when no crew is available by integrating with existing Call Out system or providing Crew Callout functionality						5
OMS.CRW.007	The OMS crew functionality tracks crew hours worked and monitors and alarms when crews are about to exceed their work/rest requirements.						5
OMS.CRW.008	The OMS has the ability to define work shifts along with the associated details						5
OMS.CRW.009	The OMS includes the ability to configure attributes and relationships on employee and crew records						5
OMS.CRW.010	Users can create new crews using the crew administration tools. Crews can be defined as permanent or temporary (contractor, mutual aid). Newly created crews are immediately available for work in the system.						5
OMS.CRW.011	Ability to associate a resource (person) to multiple crews						5
OMS.CRW.012	Ability to create a queue of work for a crew						5
OMS.CRW.013	The ability to change the working status of a crew e.g. from unavailable to available.						5
OMS.CRW.014	A "Crew Summary" window indicating available crews and number of incidents that are assigned or working.						5
OMS.CRW.015	A "map display" function that provides the capability to select a crew from the crew summary window and center the crew's last known location in the graphic display window.						5

					Scores:	75

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.CB.001	The OMS has a module for the purposes of managing callbacks to customers who have been restored. It must contain a dynamic list of customers restored who requested a callback.						5
OMS.CB.002	The OMS callback module has the ability to initiate callbacks to only customers who request callbacks when restored (or those registered for notifications).						5
OMS.CB.003	The OMS callback module also has the ability to be able to callback customers whose ERT was changed greater than a configurable amount or have a new ERT available.						5
OMS.CB.004	The OMS callbacks module has the ability to be integrated with an IVR system for performing automatic callbacks.						5
OMS.CB.005	The OMS callbacks module has the ability to phone via IVR, send text and/or email (configurable) messages to customers updating them at various stages of the outage restoration process (Change of ERT, Time when restored etc.)						5
OMS.CB.006	The OMS callbacks module supports callbacks made manually by users and by the IVR and does not allow callbacks to be made twice for the same outage						5
OMS.CB.007	The OMS callbacks module supports the creation of a nested outage if a customer is determined to not be restored based upon the callback.						5
OMS.CB.008	The OMS callbacks module has the ability to be integrated with Everbridge for performing automatic outbound calls.						5
OMS.CB.009	The OMS callbacks module has the ability to call back an individual customer via social media feeds (e.g. Twitter & Facebook to specified user accounts) for posting outage information.						5
						Scores:	45

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.NFY.001	The OMS includes a configurable automatic notification capability that notifies internal users via email and text message when outages are reported, predicted, revised, or restored.						5
OMS.NFY.002	The OMS notification function has the ability to notify internal users via configurable selections - email or text - when outages are confirmed.						5
OMS.NFY.003	The OMS notifications have configurable triggers for notification of each internal user based upon: size of outage, inclusion of a specific customer, or the inclusion of any critical customer.						5
OMS.NFY.004	The OMS notification function generates a notification when an ERT for an outage previously notified becomes available or revised. The notfication message must contain a configurable set of parameters including; # of customers affected, type of customer, customer location and affected feeders/devices						5
OMS.NFY.005	The OMS generates a notification when an ERT (for a previously notified outage) exceeds the time by x (a configurable amount of time).						5
OMS.NFY.006	The OMS generates a notification for internal users when an outage is restored to service. The notification may be configured by a set of parameters as defined in OMS.NFY.004						5
OMS.NFY.007	The OMS notification system is capable of generating notification to customers when outage is predicted, confirmed or when ERT is present or updated						5
OMS.NFY.008	The OMS notification of customers includes capability to notify those customers who desired to be notified when they are restored.						5
OMS.NFY.009	Provide capability to automatically contact a customer electronically with outage status updates using IVR						5
OMS.NFY.010	Provide capability to automatically contact a customer electronically with outage status updates using Email						5
OMS.NFY.011	Provide capability to automatically contact a customer electronically with outage status updates using Text Message.						5
OMS.NFY.012	Support integration with Corporate Social Media sites such as Twitter and Facebook, IVR, and Web						5
OMS.NFY.013	Automated generation of outage status reports.						5

OMS.NFY.014	Provide the capability to review outage status reports centrally, and once approved, have the message propagate to multiple locations including Corporate Website, IVR, Text, Social Media, CSRs, Call Center, and Email.						5
OMS.NFY.015	Provide IVR, Text, Email, or Web outage status for customers based on OMS predictive analysis.						5
OMS.NFY.016	All notification functionality must also apply to internal users - supervisors, managers, customer service representatives etc on a configurable basis						5
OMS.NFY.017	Audible notification can be configured to play when an Outage event or trouble call occurs						5
OMS.NFY.018	Notification list for known outages for customers who enroll must have an option for time of day						5
						Scores:	90

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.ERT.001	The OMS includes functionality to automatically generate Estimated Restoration Times (ERT) for each outage and this functionality is operational at least one other customer location. Provide details.						5
OMS.ERT.002	The ERT calculation is configurable and the ERT changes based upon the outage location and type of equipment.						5
OMS.ERT.003	The ERT is configurable and the ERT changes based upon whether the outage is for an overhead or underground segment.						5
OMS.ERT.004	The ERT is configurable so that the ERT changes based by month.						4
OMS.ERT.005	The ERT is configurable so that the ERT changes based by time of day.						4
OMS.ERT.006	The ERT is configurable so that the ERT changes based by region.						4
OMS.ERT.007	The ERT is configurable so that the ERT changes based weather.						5
OMS.ERT.008	The ERT is configurable so that the ERT changes based on travel time.						5
OMS.ERT.009	The ERT is configurable so that the ERT changes based on the equipment type (Fuse, Transformer, etc.)						5
OMS.ERT.010	The ERT is updated when the user selects the cause of the outage						5
OMS.ERT.011	The OMS includes a function to calculate the recommended desired number of crews required to achieve target system wide estimate restoration time.						5
OMS.ERT.012	Ability to provide an overview of restoration efforts (total effort versus available labor)						4
OMS.ERT.013	Ability to define specific outage events (e.g., storms), track and report based on these events (event, area, devices)						5
OMS.ERT.014	Ability to override ERT on individual incident manually						5
OMS.ERT.015	Ability to override ERT on a group of incidents manually						5
OMS.ERT.016	Ability to configure ERT expiration alerts						5
OMS.ERT.017	Ability to disable all ERT functionality						5
OMS.ERT.018	Ability to use data from Damage Assessment function for ERT calculation						5
						Scores:	86

OMS.NFY.014	Provide the capability to review outage status reports centrally, and once approved, have the message propagate to multiple locations including Corporate Website, IVR, Text, Social Media, CSRs, Call Center, and Email.						5
OMS.NFY.015	Provide IVR, Text, Email, or Web outage status for customers based on OMS predictive analysis.						5
OMS.NFY.016	All notification functionality must also apply to internal users - supervisors, managers, customer service representatives etc on a configurable basis						5
OMS.NFY.017	Audible notification can be configured to play when an Outage event or trouble call occurs						5
OMS.NFY.018	Notification list for known outages for customers who enroll must have an option for time of day						5
						Scores:	90

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.ERT.001	The OMS includes functionality to automatically generate Estimated Restoration Times (ERT) for each outage and this functionality is operational at least one other customer location. Provide details.						5
OMS.ERT.002	The ERT calculation is configurable and the ERT changes based upon the outage location and type of equipment.						5
OMS.ERT.003	The ERT is configurable and the ERT changes based upon whether the outage is for an overhead or underground segment.						5
OMS.ERT.004	The ERT is configurable so that the ERT changes based by month.						4
OMS.ERT.005	The ERT is configurable so that the ERT changes based by time of day.						4
OMS.ERT.006	The ERT is configurable so that the ERT changes based by region.						4
OMS.ERT.007	The ERT is configurable so that the ERT changes based weather.						5
OMS.ERT.008	The ERT is configurable so that the ERT changes based on travel time.						5
OMS.ERT.009	The ERT is configurable so that the ERT changes based on the equipment type (Fuse, Transformer, etc.)						5
OMS.ERT.010	The ERT is updated when the user selects the cause of the outage						5
OMS.ERT.011	The OMS includes a function to calculate the recommended desired number of crews required to achieve target system wide estimate restoration time.						5
OMS.ERT.012	Ability to provide an overview of restoration efforts (total effort versus available labor)						4
OMS.ERT.013	Ability to define specific outage events (e.g., storms), track and report based on these events (event, area, devices)						5
OMS.ERT.014	Ability to override ERT on individual incident manually						5
OMS.ERT.015	Ability to override ERT on a group of incidents manually						5
OMS.ERT.016	Ability to configure ERT expiration alerts						5
OMS.ERT.017	Ability to disable all ERT functionality						5
OMS.ERT.018	Ability to use data from Damage Assessment function for ERT calculation						5
						Scores:	86

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.SW.001	The OMS must include a tool to manually prepare switching plans that contain a sequential record of all steps taken to perform a switching job.						5
OMS.SW.002	The user is able records steps ahead of time as they are done by the user in a simulation model that is only visible to the user preparing the switching plan.						5
OMS.SW.003	The OMS must simulate each step using topology processor and show the impact of the step on the energization of the electrical system including the identification of loops, parallels and de-energized segments for radial and nested type of outages						5
OMS.SW.004	The OMS simulates each step using the power flow function and alert the user to any limit violations of voltage and flow. The user should also be able to view the power flow results graphically on the map view or in tabular view for any location in the simulated model.						4
OMS.SW.005	The OMS switching module validates the switching plan against a predefined set of rules after each step is defined and prior to the actual execution of the switching plan.						4
OMS.SW.006	The OMS switching module has the ability to track one or more approvals of the switching plan.						4
OMS.SW.007	The OMS switching module allows users to record switching plan header information. The header information is configurable to include multiple pre-defined fields but be able to include at a minimum the following fields: Description, Location, project number, planned start date/time and planned end date/time.						5
OMS.SW.008	The OMS switching module has the ability to support the creation of non-switching steps such as check load, place grounds, or any other non-switching action.						4
OMS.SW.009	The OMS switching module allows switching plans to be played back against the real time model as each step is executed.						5
OMS.SW.010	The OMS switching module supports the creation of steps for the placing and removing of tags, safety documents and notes.						5
OMS.SW.011	The OMS switching module validates for the correct application of tags and safety documents to ensure proper isolation for safety.						5
OMS.SW.012	The OMS switching supports the ability to record steps for placing and removing grounds.						4
OMS.SW.013	The OMS switching module has the ability to automatically prepare a set of switching steps based upon an operator's input of desire results (isolate this device, restore this segment, etc.)						4

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.ERT.001	The OMS includes functionality to automatically generate Estimated Restoration Times (ERT) for each outage and this functionality is operational at least one other customer location. Provide details.						5
OMS.ERT.002	The ERT calculation is configurable and the ERT changes based upon the outage location and type of equipment.						5
OMS.ERT.003	The ERT is configurable and the ERT changes based upon whether the outage is for an overhead or underground segment.						5
OMS.ERT.004	The ERT is configurable so that the ERT changes based by month.						4
OMS.ERT.005	The ERT is configurable so that the ERT changes based by time of day.						4
OMS.ERT.006	The ERT is configurable so that the ERT changes based by region.						4
OMS.ERT.007	The ERT is configurable so that the ERT changes based weather.						5
OMS.ERT.008	The ERT is configurable so that the ERT changes based on travel time.						5
OMS.ERT.009	The ERT is configurable so that the ERT changes based on the equipment type (Fuse, Transformer, etc.)						5
OMS.ERT.010	The ERT is updated when the user selects the cause of the outage						5
OMS.ERT.011	The OMS includes a function to calculate the recommended desired number of crews required to achieve target system wide estimate restoration time.						5
OMS.ERT.012	Ability to provide an overview of restoration efforts (total effort versus available labor)						4
OMS.ERT.013	Ability to define specific outage events (e.g., storms), track and report based on these events (event, area, devices)						5
OMS.ERT.014	Ability to override ERT on individual incident manually						5
OMS.ERT.015	Ability to override ERT on a group of incidents manually						5
OMS.ERT.016	Ability to configure ERT expiration alerts						5
OMS.ERT.017	Ability to disable all ERT functionality						5
OMS.ERT.018	Ability to use data from Damage Assessment function for ERT calculation						5
						Scores:	86

Table of Contents		Base	Config	Planned	Date Planned		Weight
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OMS.SW.001	The OMS must include a tool to manually prepare switching plans that contain a sequential record of all steps taken to perform a switching job.						5
OMS.SW.002	The user is able records steps ahead of time as they are done by the user in a simulation model that is only visible to the user preparing the switching plan.						5
OMS.SW.003	The OMS must simulate each step using topology processor and show the impact of the step on the energization of the electrical system including the identification of loops, parallels and de-energized segments for radial and nested type of outages						5
OMS.SW.004	The OMS simulates each step using the power flow function and alert the user to any limit violations of voltage and flow. The user should also be able to view the power flow results graphically on the map view or in tabular view for any location in the simulated model.						4
OMS.SW.005	The OMS switching module validates the switching plan against a predefined set of rules after each step is defined and prior to the actual execution of the switching plan.						4
OMS.SW.006	The OMS switching module has the ability to track one or more approvals of the switching plan.						4
OMS.SW.007	The OMS switching module allows users to record switching plan header information. The header information is configurable to include multiple pre-defined fields but be able to include at a minimum the following fields: Description, Location, project number, planned start date/time and planned end date/time.						5
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OMS.SW.011	The OMS switching module validates for the correct application of tags and safety documents to ensure proper isolation for safety.						5
OMS.SW.012	The OMS switching supports the ability to record steps for placing and removing grounds.						4
OMS.SW.013	The OMS switching module has the ability to automatically prepare a set of switching steps based upon an operator's input of desire results (isolate this device, restore this segment, etc.)						4

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OMS.SW.005	The OMS switching module validates the switching plan against a predefined set of rules after each step is defined and prior to the actual execution of the switching plan.						4
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Table of Contents		Base	Config	Planned	Date Planned		Weight
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OMS.SW.004	The OMS simulates each step using the power flow function and alert the user to any limit violations of voltage and flow. The user should also be able to view the power flow results graphically on the map view or in tabular view for any location in the simulated model.						4
OMS.SW.005	The OMS switching module validates the switching plan against a predefined set of rules after each step is defined and prior to the actual execution of the switching plan.						4
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OMS.SW.012	The OMS switching supports the ability to record steps for placing and removing grounds.						4
OMS.SW.013	The OMS switching module has the ability to automatically prepare a set of switching steps based upon an operator's input of desire results (isolate this device, restore this segment, etc.)						4

OMS.SW.014	The OMS automatic switching preparation function evaluates power flow results for the proposed switching steps and provides warnings if they violate voltage limits or cause overloads.						4
OMS.SW.015	The OMS automatic switching preparation function allows the user to identify the target load profile for the analysis to be based upon a target date/time or system peak.						4
OMS.SW.016	The OMS automatic switching preparation modules algorithm has an objective function that minimizes the steps required without causing any violations of safety, voltage or power flow constraints, etc.).						5
OMS.SW.017	The OMS switching module includes a function for the user to select a sequence of steps in a switching plan that is being prepared and generate the reverse sequence of steps. (eg. for each open it writes a close, etc.).						5
						Scores:	77

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	**Description**					**Comments**	
OMS.EXTMAP.001	Display GRU Electric Service territory						5
OMS.EXTMAP.002	Contains GIS features such as pan, zoom, and search by address						5
OMS.EXTMAP.003	Display confirmed and reported outages by service location						5
OMS.EXTMAP.004	Allow the user to zoom in on the map to sufficiently identify the exact service location						4
OMS.EXTMAP.005	Depending on zoom level, group clusters of outages and display an aggregate number with a GRU defined symbol						4
OMS.EXTMAP.006	Display from www.gru.com corporate web site						4
OMS.EXTMAP.007	Displays the number of outages						5
OMS.EXTMAP.008	Displays the number of affected customers						4
OMS.EXTMAP.009	Displays ERT for each outage						5
OMS.EXTMAP.010	Dynamically updates based on new, dispatched, confirmed, or restored outages.						5
OMS.EXTMAP.011	Depending on the zoom level, automatically display or hide different map features						5
OMS.EXTMAP.012	Display location of Dispatched Crews						5
						Scores:	56

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	**Description**					**Comments**	
OMS.EXTMAP.001	Display GRU Electric Service territory						5
OMS.EXTMAP.002	Contains GIS features such as pan, zoom, and search by address						5
OMS.EXTMAP.003	Display confirmed and reported outages by service location						5
OMS.EXTMAP.004	Allow the user to zoom in on the map to sufficiently identify the exact service location						4
OMS.EXTMAP.005	Depending on zoom level, group clusters of outages and display an aggregate number with a GRU defined symbol						4
OMS.EXTMAP.006	Display from www.gru.com corporate web site						4
OMS.EXTMAP.007	Displays the number of outages						5
OMS.EXTMAP.008	Displays the number of affected customers						4
OMS.EXTMAP.009	Displays ERT for each outage						5
OMS.EXTMAP.010	Dynamically updates based on new, dispatched, confirmed, or restored outages.						5
OMS.EXTMAP.011	Depending on the zoom level, automatically display or hide different map features						5
OMS.EXTMAP.012	Display location of Dispatched Crews						5
						Scores:	56

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.EXTRPT.001	External Outage Reporting system can locate a customer's service location(s) based upon Phone Number, and allow the customer to select the appropriate location(s) to report						5
OMS.EXTRPT.002	External Outage Reporting system can locate a customer's service location(s) based upon Customer Address, and allow the customer to select the appropriate location(s) to report						5
OMS.EXTRPT.003	External Outage Reporting system can locate a customer's service location(s) based upon Member Number and PIN, and allow the customer to select the appropriate location(s) to report						5
OMS.EXTRPT.004	External Outage Reporting system allows non customers a way to report outages and trouble calls						4
OMS.EXTRPT.005	External Outage Reporting system is uses technology to prevent bot generated outage reports						5
OMS.EXTRPT.006	External Outage Reporting system is configurable to collect more or less information based upon GRU's requirements						4
OMS.EXTRPT.007	When reporting an outage, the External Outage Reporting system tracks if there was a flash						4
OMS.EXTRPT.008	When reporting an outage, the External Outage Reporting system tracks if there is a fire						4
OMS.EXTRPT.009	When reporting an outage, the External Outage Reporting system tracks if power lines are in contact with trees						5
OMS.EXTRPT.010	When reporting an outage, the External Outage Reporting system tracks if power lines are down						5
OMS.EXTRPT.011	When reporting an outage, the External Outage Reporting system tracks if customer is a med-alert customer						5
OMS.EXTRPT.012	External Outage Reporting system allows customer to select method (Text/Email/Phone) of contact for receiving outage updates						5
OMS.EXTRPT.013	When reporting an outage, the External Outage Reporting system tracks the method a customer wants to be contacted with updates (Phone, Email, or Text Message)						5
OMS.EXTRPT.014	When reporting an outage, the External Outage Reporting system tracks any comments provided by the customer						5
OMS.EXTRPT.015	When reporting an outage, the External Outage Reporting system tracks the method a customer wants to be contacted by Phone						5
OMS.EXTRPT.016	When reporting an outage, the External Outage Reporting system tracks the method a customer wants to be contacted by Email						5
OMS.EXTRPT.017	When reporting an outage, the External Outage Reporting system tracks the method a customer wants to be contacted by Text Message						5

OMS.EXTRPT.018	External Outage Reporting system is web based and compatible with all major web browsers						5
OMS.EXTRPT.019	External Outage reporting system can be displayed from gru.com						5
OMS.EXTRPT.020	External Outage Reporting system should track the origin (web, CSR reported, IVR, Call Center, etc.) of the reported outage transaction						5
OMS.EXTRPT.021	External Outage reporting system can be customized or modified to match corporate branding.						5
						Scores:	101

Table of Contents		Base	Config	Planned	Date Planned		Weight
Requirement ID	Description					Comments	
OMS.DA.001	The OMS has screens for collecting damage assessment information and this functionality is operational at least one other customer location. Provide details.						4
OMS.DA.002	The OMS damage assessment function allows damage to be recorded at specific locations in the model.						4
OMS.DA.003	Damage assessment information must include the ability to identify damage associated with poles, lines, cable and structures.						4
OMS.DA.004	The damage assessment screens should show the user all current locations of predicted and confirmed outages from the OMS so that the damage assessment may be correlated with the known outages in the system.						4
OMS.DA.005	The user should be able to record the counts of all types of damage and indicate whether the damage is accessible by vehicle.						5
OMS.DA.006	One damage incident must include the ability to record one or more types of damage at that location.						4
OMS.DA.007	Damage assessments can be related to outages by the user in the OMS or placed at a location where there is no current predicted outage.						4
OMS.DA.008	Damage assessment information must be able to be entered by a non-dispatch user type.						4
OMS.DA.009	The OMS must include reporting capability to summarize the amount of damage recorded by type, region, and total amount of effort and materials required.						5
OMS.DA.010	Damage assessment information must be used by the ERT calculations to improve the accuracy of the ERTs produced by the system.						5
OMS.DA.011	In addition to the ability to enter damage assessment in the OMS, a separate damage assessment application that can run on a mobile device (phone, tablet, etc.) in a disconnected state.						3
OMS.DA.012	Damage assessment information must also be enterable and updatable by an external application through well documented APIs or integration methods.						4
OMS.DA.013	Ability to summarize damage assessment information to quantify restoration duration						5
OMS.DA.014	Allow assessors to receive and update work in the field						5
OMS.DA.015	Assessment tool should allow assessors to view assignments not assigned to them, and review any updates or notes that are attached.						5
OMS.DA.016	Allow assessors to report damage information in real time						5
OMS.DA.017	Ability to indicate inaccessibility of roads						5
						Scores:	75

GAINESVILLE REGIONAL UTILITIES

CITY OF GAINESVILLE, FLORIDA

ADDENDUM NO. 1

2017-037 Outage Management System (OMS)

DATE: July 31, 2017 **DUE DATE: August 16, 2017** (extended)

NOTE: This addendum has been issued only to all holders of record of the Specifications. The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary.

Changes (Edits, Deletion, or Additions)

1. The due date is hereby extended until 2:00 p.m. EST Wednesday, August 16, 2017.

Questions and Answers

1. Is Oracle RDBMS acceptable as an alternative for the OMS database?

   Answer: No.

2. If Oracle RDBMS is an acceptable alternative, how many DBA resources are available for administrative training?

   Answer: N/A

3. Survey 2_OMS Functional Details document, under the DA tab, I am not able to make a selection on the Base column in OMS.DA.001-006. Can you please review your copy and make sure that we have edit capabilities on those fields?

   Answer: 2017-037 REV Survey 2_OMS Functional Details is attached. The only change is edit capability to existing fields.

Elizabeth Mattke, C.P.M., CPPO
Senior Buyer

ACKNOWLEDGEMENT:
Each Proposer shall acknowledge receipt of his Addendum No. 1, by his signature below, and shall attach a copy of this Addendum to its Proposal.

CERTIFICATION BY PROPOSER:
The undersigned acknowledges receipt of this Addendum No. 1, the Proposal submitted is in accordance with the information, instructions, and stipulations set forth herein.

Proposer: _____

By: _____