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| **Form N: Questionnaire**  **(See B10)**  **SUPPLY, DELIVERY, IMPLEMENTATION AND MAINTENANCE OF AN ENTERPRISE JOB SCHEDULER** | |
| ORACLE CUSTOMER CARE AND BILLING INTEGRATION  (CCB)  As it pertains to E2.1(a) and E3.2 | |
| 1. . | The scheduler must be able execute CCB job streams and jobs. Describe how this is accomplished with the proposed software product. |
| Bidder’s Response | |
| 1. . | Describe how the scheduler implements conditional dependencies between CCB job streams.  Describe how the scheduler implements conditional dependencies between CCB jobs in different job streams. |
| Bidder’s Response | |
|  | Describe how the scheduler will behave when a CCB job stream started with the current business date executes into another date. For example a job stream called “nightly batch” starts on Friday September16 at 10:00 PM and ends Saturday September 17 at 3:00am.  Describe how the scheduler handles CCB jobs and job streams by overriding the business date for the job or stream. For example starting a job stream on Saturday September 17 with a processing date of Friday September 16. |
| Bidder’s Response | |

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| **Form N: Questionnaire**  **(See B10)**  **SUPPLY, DELIVERY, IMPLEMENTATION AND MAINTENANCE OF AN ENTERPRISE JOB SCHEDULER** | |
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| ORACLE CUSTOMER CARE AND BILLING INTEGRATION  (CCB) continued  As it pertains to E2.1(a) and E3.2 | |
|  | Describe how the scheduler restarts a CCB job after it fails with a run status of “error”. |
| Bidder’s Response | |
|  | In CCB jobs can fail with a run status of “in progress”. The CCB UPDERR job is required to place the failed job into “error” status before the job can be restarted. Discuss how the scheduler will extract the batch code, batch number and the run status from the failed job and automatically passes these values into the input parameters of the CCB UPDERR job. |
| Bidder’s Response | |
|  | In CCB there are some jobs that cannot be restarted after a failure. The CCB job must be flagged as “DO NOT RESTART”. The job has to be resubmitted with the same batch code, batch number and business date. Describe how the scheduler can be used to automate what currently is a manual process. |
| Bidder’s Response | |

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| **Form N: Questionnaire**  **(See B10)**  **SUPPLY, DELIVERY, IMPLEMENTATION AND MAINTENANCE OF AN ENTERPRISE JOB SCHEDULER** | |
| ORACLE CUSTOMER CARE AND BILLING INTEGRATION  (CCB) continued  As it pertains to E2.1(a) and E3.2 | |
|  | In CCB there is a service called Thread Pool Worker TPW processes that is critical to the execution of CCB jobs. It is the process manager responsible for the execution of multiple child processes. Discuss how the bidder’s scheduler can manage the TPW environment by starting additional TPW processes when needed and how to automate the restart of the TPW process when it fails. |
| Bidder’s Response | |
| BUSINESS OBJECTS ENTERPRISE SERVER (BOE)  As it pertains to E2.8 | |
|  | Describe how the scheduler executes Crystal Reports using Business Objects Enterprise Server (BOE) XI or SAP Business Objects Business Intelligence (BOBI) platform (12) |
| Bidder’s Response | |
|  | Describe how the scheduler overrides and/or passes conditional parameters to BOE or BOBI. |
| Bidder’s Response | |

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| **Form N: Questionnaire**  **(See B10)**  **SUPPLY, DELIVERY, IMPLEMENTATION AND MAINTENANCE OF AN ENTERPRISE JOB SCHEDULER** | |
| DIRECTORIES AND FILE TRANSFER PROTOCOLS (FTP)  As it pertains to E2.5, E2.6 and E2.7 | |
|  | Discuss how the scheduler can logically determine the current year and write output to a directory with the year as its name if it exists, or create a new directory if it does not exist given a specified parent path. |
| Bidder’s Response | |
|  | Discuss the scheduler’s ability to transfers files using FTP files between UNIX and Windows and vice versa.  Does the software product have a built in FTP client? If so, does it support SFTP and FTPS? |
| Bidder’s Response | |
|  | Discuss how the scheduler can transfer files to and from external service provider sites. For example the Canada Postal Corporations ePost bills or to banks for payment transfers. |
| Bidder’s Response | |

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| **Form N: Questionnaire**  **(See B10)**  **SUPPLY, DELIVERY, IMPLEMENTATION AND MAINTENANCE OF AN ENTERPRISE JOB SCHEDULER** | |
| DIRECTORIES AND FILE TRANSFER PROTOCOLS (FTP) continued  As it pertains to E2.5, E2.6 and E2.7 | |
|  | Describe how the scheduler can monitor for the existence of a file used as a condition in job dependencies. |
| Bidder’s Response | |
|  | Discuss how the scheduler determines success or failure of:   * FTP process * UNIX shell script * Windows shell script |
| Bidder’s Response | |
| SECURITY AND ENVIRONMENT  As it pertains to E2.5, E2.6 and E2.7 | |
|  | Detail how the scheduler prevents passwords from being exposed. Discuss if the scheduler uses encryption for storing and passing passwords for connecting to an Oracle Database, Windows Server, Solaris UNIX server and any other server service. |
| Bidder’s Response | |

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| **Form N: Questionnaire**  **(See B10)**  **SUPPLY, DELIVERY, IMPLEMENTATION AND MAINTENANCE OF AN ENTERPRISE JOB SCHEDULER** | |
| SECURITY AND ENVIRONMENT continued  As it pertains to E2.5, E2.6 and E2.7 | |
|  | The scheduler application must provide the ability for multiple user access and implement a roles based authorization. Describe what methods of authentication are available and is the product capable of integrating with Microsoft Active Directory LDAP server. |
| Bidder’s Response | |
|  | In the event of a prolonged outage to the production scheduler, describe the scheduler’s reaction when it is restored. Will missed events automatically start upon restoration? If yes, discuss how to prevent the scheduler from executing missed events. |
| Bidder’s Response | |
|  | The Bidder should describe the scheduler product’s scalability; extensibility and add-on functionality The City of Winnipeg can consider in the future but is not currently a requirement for this proposal. For example what are the bidder’s recommendations to handle;   * Redundancy, Availability, and Fail Over * Multiple development environments and managing changes from various groups * The ability to automate promotion of changes * Web Server automation |
| Bidder’s Response | |

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| **Form N: Questionnaire**  **(See B10)**  **SUPPLY, DELIVERY, IMPLEMENTATION AND MAINTENANCE OF AN ENTERPRISE JOB SCHEDULER** | |
| SECURITY AND ENVIRONMENT continued  As it pertains to E2.5, E2.6 and E2.7 | |
|  | Bidders must define the specific technical infrastructure requirements of their solution which shall include the minimum and recommended server resource requirements to successfully operate the Enterprise Scheduler with the bidder’s stated requirements and meets specifications E2.4 to E2.8.  The City of Winnipeg’s preferred technical environment consists of:  OS: Windows 2008 R2  Able to be virtualized with VMware 4.x  Database: Oracle 10G R2 and 11g R2 Standard Edition or SQL Server 2008 Standard Edition  Storage: Enterprise SAN with SAN boot  Backup: IBM TSM 6.x  Identity Management: MS Active Directory 2003 |
| SERVICES | |
|  | The Bidder must provide a detailed work plan with the number of days of effort and cost for each phase to architect, design, implement their software product. The total cost shall be reflected in Form B Prices as it pertains to E3.1. |
| Bidder Response | |
|  | The Bidder must provide a detailed work plan with the number of days of effort and cost for each phase to integrate The City of Winnipeg Water and Waste Department’s existing Oracle Customer Care and Billing application workflow process templates and jobs into the bidder’s implemented solution. The cost shall be reflected in Form B Prices (Item 15) as it pertains to E3.2. |
| Bidder Response | |
|  | The Bidder shall provide training and list the cost breakdown as it pertains to E3.3 and the cost shall be reflected in Form B Prices (Item 16). |
| Bidder Response | |

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| **Form N: Questionnaire**  **(See B10)**  **SUPPLY, DELIVERY, IMPLEMENTATION AND MAINTENANCE OF AN ENTERPRISE JOB SCHEDULER** | | | | | |
| SERVICES continued | | | | | |
|  | | The Bidder should indicate the recommended number of days and rate for Post Go-Live support of the production implementation of the software product and CCB workflow integration. The cost shall be reflected in Form B Prices (Item 17) as it pertains to E3.4 | | | |
| Bidder Response | | | | | |
|  | | The Bidder shall indicate if there are any software requirements not identified in the bid proposal but are required for the work specified with the total cost reflected in Form B Prices (Item 11) as it pertains to E3.5.  Specify if licensing is applied per virtual server environments versus per physical server environments or per CPU core versus per physical CPU | | | |
| Bidder Response | | | | | |
| BIDDER’S PROFILE | | | | | |
| **Bidder Profile**  The Bidder will provide a profile of its organization and all other companies who will be providing products or services through a subcontracting arrangement with the Bidder  Answer each question in the space provided to the right of the item. If the solution has one or more Vendor partners, duplicate the tables as appropriate. | | | | | |
|  | | Year established | | |  |
|  | | Parent company and the Subsidiary offering the product, if any | | |  |
|  | | Office locations | | |  |
|  | | Products available | | |  |
|  | | Total number of employees | | |  |
|  | | Description of your strategic plan and industry outlook for your firm | | |  |
|  | | Number of client installations, and number using current releases | | |  |
|  | | Number of signed client contracts of proposed solutions in process (clients contract negotiations or projects being implemented) | | |  |
| **The Bidder may attach any additional literature and product brochures.** | | | | | |
| **Form N: Questionnaire**  **(See B10)**  **SUPPLY, DELIVERY, IMPLEMENTATION AND MAINTENANCE OF AN ENTERPRISE JOB SCHEDULER** | | | | | |
| RELEVANT CLIENT LIST | | | | | |
| **Bidder Credentials**  The Bidder (and any proposed subcontractors) must demonstrate a proven track record in providing reliable product solutions across a series of successful project installation efforts.  The Bidder’s record should reflect experience in work of a similar nature and with other utility based clients to that being proposed Relevant experience must be associated with project implementations not more than three (3) years prior to the date of this RFP.  The Bidder and each vendor partner will provide a listing of its current clients that demonstrate the experience for which the City is seeking. The list should include: customer name, site location, customer base, implementation date and description of the engagement.  Please complete the client listing below. Add rows to the table as appropriate. | | | | | |
| **Organization name** | | | |  | |
| Location of installation | | | |  | |
| Customer base | | | |  | |
| Implementation date | | | |  | |
| Description of engagement | | | |  | |
| **Organization name** | | | |  | |
| Location of installation | | | |  | |
| Customer base | | | |  | |
| Implementation date | | | |  | |
| Description of engagement | | | |  | |
| **Organization name** | | | |  | |
| Location of installation | | | |  | |
| Customer base | | | |  | |
| Implementation date | | | |  | |
| Description of engagement | | | |  | |
| **Organization name** | | | |  | |
| Location of installation | | | |  | |
| Customer base | | | |  | |
| Implementation date | | | |  | |
| Description of engagement | | | |  | |
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