City of Tacoma

INFORMATION TECHNOLOGY DEPARTMENT

ADDENDUM NO. 3 **DATE:** 3/6/2024

REVISIONS TO:
Request for Proposals Specification No. IT23-0327F
SAP S4 RISE AND CLOUD SERVICE SI

NOTICE TO ALL PROPOSERS:

This addendum is issued to clarify, revise, add to or delete from, the original specification documents for the above project. This addendum, as integrated with the original specification documents, shall form the specification documents. The noted revisions shall take precedence over previously issued specification documents and shall become part of this contract.

REVISIONS TO THE SUBMITTAL DEADLINE:

The submittal deadline remains the same.

REVISIONS TO THE GENERAL INFORMATION AND REQUIREMENTS:

REMOVE SUBMITTAL CHECKLIST in its entirety and REPLACE with SUBMITTAL CHECKLIST marked Addendum 3 with the following revision:

One electronic copy emailed to **sendbid@cityoftacoma.org** of your complete submittal package

REVISE 11. CONTENT TO BE SUBMITTED BY VENDOR: Section 10: Client References.

REMOVE Provide three client references able to verify the firm's overall expertise for this type of work. The references must have worked with the firm within the last year.
REPLACE WITH: Please provide at least three (3) business references for projects performed and completed within the past (5) years.

QUESTIONS AND ANSWERS:

Question 1: Is the city open to multiple contract vehicles, such as NASPO, GSA, OMNIA, etc., or is one specific contract required?

Answer 1: We are looking for a proposal based on this specification. Please include any and all information that may affect pricing in your proposal, including NASPO if it applies to this scope. This will be reviewed as part of the evaluation process

Question 2: The RFP indicates a due date of 4/2/2024 while the City of Tacoma Website indicates 4/4/2024. Which date is the RFP due?

Answer 2: See Addendum 1

Question 3: **Did the City of Tacoma work with a partner/company that will be biding on this project to generate the requirements and specifications?**

Answer 3: The entire RFP requirements and specifications were drafted entirely by City personnel. We did consult others, none of whom will be bidding on the RFP, for some of the content.

Question 4: **Has the City of Tacoma (Tacoma) IT prepared any SAP ECC custom development code analysis using SAP analysis tools, SI proprietary programs, or third-party programs or systems? If so, please provide detailed and summary results**

Answer 4: Yes. We have run the SAP Readiness Check for SAP S/4HANA which includes some custom code analysis. See Addendum 2.

Question 5: **Has Tacoma IT run (or attempted to run) any SAP ECC-to-S/4HANA brownfield migration tools, SI proprietary programs, or third-party programs or systems to determine S/4 migration feasibility? If so, please provide detailed and summary results**

Answer 5: See Addendum 2

Question 6: **Has Tacoma IT (or others) run the SAP Code Inspector (ABAP code review)? If so, please provide detailed and summary results**

Answer 6: Yes. It's part of our Tech QA process. All our technical developments are checked with code inspector and suggested changes are adapted as appropriate. We do not save the results and cannot provide them.

Question 7: **Has Tacoma IT (or others) modified (or identified a need to modify) the SAP Code Inspector Syntax Inspection record limitation**

Answer 7: No

Question 8: **Has Tacoma IT (or others) developed or utilized a means of evaluating the repetitive use of program "packages" and, if applicable, the priority or importance of code complexity, repeated use, or consequence? If so, please provide detailed and summary results**

Answer 8: We have not evaluated the repetitive use of program packages.

Question 9: **Please provide any SI proprietary checks and analyses results and dashboards (detailed and summary results) for SAP Code Inspector**

Answer 9: We have modified SAP's code inspector variant with our own checks and run it with ATC (ABAP test cockpit). It's part of our Tech QA process. All our technical developments are checked with code inspector and suggested changes are adapted as appropriate. We do not save the results and cannot provide them.

Question 10: **Please provide any "Complexity" analyses of existing custom development code, by general code area (HR, Finance, Supply Chain, etc.), if available**

Answer 10: Nothing available on the complexity analysis.

Question 11: Has Tacoma IT (or others) prepared analyses of 3rd-party software, programs, or proprietary development integration with SAP ECC and such programs readiness for (and ongoing support of) transition to S/4HANA? If so, please provide detailed and summary results

Answer 11: We have done our own evaluation of 3rd party bolt-ons and integrated programs with SAP. Two of our bolt-ons, BDEx and Xponential, will need to be upgraded and go live at the same time as S/4 to be compatible with S/4. Those bolt-on upgrades will be performed by other vendors. We also need a solution for our cass certification software. Other 3rd party extensions include: Esole, Verint, and Liquid UI. Everything else integrates through either PI, BTP, or Business Connector (only one interface) by way of the following protocols: https, sftp/flat file, RFC, and jdbc. We have not run any program readiness checks specifically for interfaces. We did run the SAP Readiness Check for SAP S/4HANA, see Addendum 2.

Question 12: Please provide any custom code analyses, dashboard, and prioritization schema results, including BTP development estimates and t-shirt sizing, if available

Answer 12: The subject of this question is not clear to us and will not be answered at this time.

Question 13: Please provide any S/4HANA "fit-to-standard" evaluation of existing SAP ECC custom development, if available

Answer 13: We are not looking to do a large 'fit-to-standard' effort. We are primarily looking for a technical migration. We don't have the 'fit-to-standard' evaluation, but if the selected vendor is looking at remediating custom development that they know exists in standard, we expect the vendor to bring that recommendation to us prior to implementing the remediation.

Question 14: Please explain the statement "We do not have an external HR system"**? What is the HR System currently deployed? From Section 1.4: Human Resource Management, Module HCM**

Answer 14: We are using ECC HR functionality and ESS.

Question 15: Are there any particular Union policies which need to be consider in our approach?

Answer 15: We do have a number of labor unions and we have configuration to support what was negotiated for labor unions. However, we do not believe there is anything specific in the approach for labor unions since it is a 'Migrate as-is'.

Question 16: Are the benefits administration applicable to Contract Employees?

Answer 16: No. HCM is only applicable to internal employees and retirees.

Question 17: Along with employees, do Managers / HR Admins need access to Time Entry application?

Answer 17: Yes. Everyone in the City needs access to Time Entry. We also have a custom email application that sends the time approvals to managers once the time is submitted. There's also a batch transfer for fire employees from Telestaff and a daily transfer of time from our mobile workforce management solution (IFS).

Question 18: Could you elaborate on your security compliance requirements, particularly regarding data protection and residency?

Answer 18: We have various policies that govern data protection and classification. It classifies what data can transmitted, how it is stored, how it is shared, or otherwise exposed. High-level, our data needs to be encrypted at rest in the system that it is utilized and in transit and must reside in the US.

Question 19: Is planning in the scope? If yes, what are the planning cycles (Forecast/rolling forecast, budget etc.), and what is the frequency of each of them?

Answer 19: No.

Question 20: Can more details be shared regarding the system requirements for "Budgeting"? Operating, Capital, Grant, Fund and Project Management.

Answer 20: Budget is not part of the migration scope because we are moving it to another system and will no longer reside in SAP. The final budget will be loaded into SAP.

Question 21: Can more details be shared regarding the functionality requirements for Cash and Treasury Management? - Do any interfaces exist as of today?

Answer 21: We want to migrate as is. So, it is a technical migration. We have interfaces for our banks, credit card companies, and lock boxes.

Question 22: Is there a formalized process today for onboarding new vendors? Are there any tools or workflow used to support this process?

Answer 22: Yes, we use Ariba to onboard vendors and then transact with them in Ariba. We don't have any supporting documents at this time.

Question 23: Do you expect to retire any existing software, 3rd party applications, or custom code that is currently in use?

Answer 23: Allevo, eSole, uPerform.

Question 24: Are there any requirements outside of best practices for how Physical Inventory is handled?

Answer 24: There are no new requirements. We want to migrate as is. So, it is a technical migration.

Question 25: Procurement --> Any special procurement process like Subcontracting, consignment & Stock Transport Orders available?

Answer 25: We don't have these.

Question 26: Are financial statement prepared in accordance with US GAAP?

Answer 26: Yes, we do follow GAAP and governmental accounting standards board (GASB) when it comes to reporting.

Question 27: How many funds does Tacoma have across the board that will need to be maintained and reported on?

Answer 27: 639

Question 28: There are 5 company codes at present and this will be all? Or will some be sunset (Non-Active Co. Codes).

Answer 28: Yes. We have more company codes in ECC but we really only want to migrate the 5 active company codes. However, we will need assistance to confirm that we have the appropriate historical data stored in Snowflake, our data warehouse, before we decide to leave the non-active company code data behind.

Question 29: How many SPLs are there?

Answer 29: One

Question 30: Posting Directly to FI -Asset area - have these been done consistently using Specific Doc types / User ids. Do the totals reconcile to last drawn Balance Sheet by Asset class?

Answer 30: Yes

Question 31: Currently only 1 Depreciation exists but want to have more for Accruals and Modified Accrual reporting à have the additional depreciations been computed being tracked separately? This will impact Asset Migration of course.

Answer 31: Additional depreciation is being calculated manually.

Question 32: Are Additional Depreciation Areas Accruals and Modified Accruals needed across the board OR specific to different funds e.g. Proprietary / Fiduciary Funds?

Answer 32: We need it across the board for all funds.

Question 33: Migration of all Grants into one generic Grant – so Grant from HUD/ Interior/ DoJ will all into one generic Grant?

Answer 33: We will only use the grants module for new grants once we are live on S/4. For migration purposes, we will just use one generic grant to bring them all over.

Question 34: Why was Greenfield approach excluded? To ensure migration of ALL historical data? Or any other reasons?

Answer 34: A large portion of the system is working fine. So there was no reason to start completely over and then reimplement all of our customizations. It was not about the data. It was the cost versus benefit.

Question 35: BOM has been appended - what is the provenance, has an Architect from SAP for Private Clouds evaluated and shortlisted the BOM?

Answer 35: We worked with various SAP Architects to procure what is listed on the BOM.

Question 36: Separate co code for Treasury ops. TRSY - Has In House Cash come up before? Bank Balances are by TRSY only or sub granulated to Funds and other company codes? Each entity may have balances which should correspond to TRSY Cash.

Answer 36: We keep cash balances by fund.

Question 37: Is city of Tacoma plan to do btp after the project? We can assume interfaces are as is?

Answer 37: The City already has BTP. We are currently migrating interfaces to Integration Suite ourselves. Some interfaces will continue to live on PI. Interfaces will migrate as is. If they are on PI, they will go live on PI. If they are on BTP, they will go live on BTP.

Question 38: In the to be scenario for system refresh, will you refresh all data from one environment to another? Including PII Data? is there security set in place assuming security is different in each environment. Can you elaborate on this requirement from data and security perspective.

Answer 38: The selected vendor will have a workshop and analyze with City Architect the pro's and cons of system vs client refreshes. In the past we have utilized system refreshes. We also have the Epi-use client refresh tool. Determine best approach and procedures for system and/or client refreshes for each non-production environment.

Question 39: How many sub-funds currently?

Answer 39: We have 639 funds and subfunds combined.

Question 40: Have you done a readiness check can you share with us? Also Early watch report? We need information on number of records, database size, customization etc. This is important for scope and timeline.

Answer 40: S/4Hana readiness check released as Addendum 2. The vendors selected for the demos will have an opportunity to see the early watch report to prepare for their demo/interview.

Question 41: Are you open to use signovia for anything such as masterdata management or cleansing since its in the BOM.

Answer 41: We are open to using it as long as we don't have to increase licensing levels. We are licensed for it.

Question 42: Do you have RACI or preliminary staffing plan for the state of Tacoma employees who will be involved in this project?

Answer 42: We don't have a RACI. We are anticipating that the vendors come with that in their approach. We have very senior analyst and developer teams. The managers are also experts in their areas. The City is expecting that the team would have a role and be able to work side by side with the vendors on migration. We also have a high level draft of how many SME's we will have by department to participate.

Question 43: Can you provide an ATC check result?

Answer 43: Not available.

Question 44: On ECC Client Landscape (Exhibit 1) – can you explain the purpose of DEX, TEX and TST system and if you intend to convert them to S/4HANA?

Answer 44: DEX, TEX, and TST are going away. We will have a 4 tier S/4 Hana and Service Cloud environment. (Sandbox, Dev, QA, Prod)

Question 45: How many non-leading ledgers are being used in GL?

Answer 45: We are currently on the classic GL. We don't have non-leading ledgers.

Question 46: Will there be a connection between then S/4 HANA and Service Cloud (SAP Sales and Service Core) Systems?

Answer 46: Yes, Service Cloud will be tightly integrated with our S/4 Hana system.

Question 47: In Exhibit 2, on tab A. Analytics and Data, what does the Exhibit RF4. CVI-E Data refer to?

Answer 47: There is a tab in the Exhibit 2 Functional Migration Requirements spreadsheet call "RF4. CVI-E Data" It is referring to that tab.

Question 48: Do you intend to continue to use PI after migration to RISE?

Answer 48: Yes. Some of our interfaces have been migrated to BTP (Integration Suite), and some will continue to reside on the PI platform.

Question 49: Can you elaborate on "Elimination of vendors" marked 'Do not use'" in the Requirements to Data Section. What does "elimination" mean in this context?

Answer 49: We want to migrate the data from the 'Do not use' vendors, but we do not want them to show up on the active list of vendors. Many of the do not use vendors still have open transactions that need to be closed before they can be disabled. We are wanting to close out those documents and disable those 'Do not use' vendors as part of the migration.

Question 50: For HR, is your intent to use the HR compatibility pack in S4 or use H4S4?

Answer 50: We want to use S4 not H4S4. We purchased the following SKU's:
SAP Core HR for SAP S/4HANA, Private Cloud Edition (PA/OM)
SAP Time Tracking for SAP S/4HANA, Private Cloud Edition (Time)
SAP Payroll for SAP S/4HANA, Private Cloud Edition (Payroll)
SAP U.S. Payroll Tax Cal by BSI, priv ed

Question 51: Can you provide more details about the current technical infrastructure, including server specifications, network setup, and any existing virtualization or cloud solutions?

Answer 51: See Exhibit #1- tab AsBuiltECCServerSpecs for ECC 4 tier environment server specs. We run our ECC environment on SUSE Linux and Hana 2.0. We have multi-site VMware cluster for virtualization. The majority of our SAP environment is on on-site with the exception of BTP, Signavio, and Ariba.

Question 52: What specific requirements or constraints do you have regarding the proposed S/4HANA landscape on AWS?

Answer 52: We will connect to Rise using our existing VPN and/or Direct Connect through our AWS account and transit gateway through VPC peering so we can have access to various AWS resources and functionalities. We are currently building out this connectivity and infrastructure.
https://docs.aws.amazon.com/sap/latest/general/connectivity-rise.html#rise-connection-accounts

Question 53: Could you provide more insight into the nature and complexity of the existing customizations within the SAP environment? Are there any critical functionalities heavily reliant on these customizations?

Answer 53: Please see Section 2.3.4 Custom Solutions and Exhibit 02 – RFP Functional Migration Requirements.xlsx tab F. Custom SD-FICA. Here are our largest custom areas.

- Tax & License
- Licenses for Rental Properties
- Business Improvement Areas (BIA)
- Local Improvement Districts (LID)
- Agency Pledge Management
- Advanced Metering Infrastructure (AMI)

Question 54: Are there any specific guideline or restrictions regarding the development of new customizations or extensions in the S/4HANA environment?

Answer 54: We have been exploring clean core concepts and leveraging BTP for various ABAP customizations, extensibility, Fiori applications, and integration. We would like to see recommendations and approaches proposed. However, for custom code that does not need rework to function properly, we will not be taking that out of the core at this time.

Question 55: Can you elaborate on the data migration strategy, including the volume of data to be migrated, data cleansing requirements, and any specific challenges anticipated during the migration process?

Answer 55: In general, we are looking for the vendor to come up with the migration strategy. Our database is 1.3T compressed. Almost 300GB of that is unstructured softcont1 data and just needs to be migrated over. Please see Exhibit 02 – RFP Functional Migration Requirements.xls tab A. Analytics and Data. Outside of the CVI conversion, we are not aware of other specific challenges we may have.

Question 56: What size and composition of the end-user community that will require training on the new S/4HANA system?

Answer 56: While over 800 users will be experiencing some change in the CIC and GL areas and require training, we anticipate utilizing a train the trainer model primarily and therefore the number of end users should not greatly impact the vendor.

Question 57: What types of testing methodologies and tools are currently in use within the organization, and how would you like us to integrate our testing approach with existing practices?

Answer 57: We use HP ALM as a repository for our existing test scripts, but we do not have automated testing setup. For new areas such as Service Cloud, we will need to create new test scripts. We are open to having a discussion as to how we can best integrate our existing practices with your testing approach.

Question 58: Can you outline the existing integration points between SAP and other third party systems or applications?

Answer 58: Please see Exhibit 1 RFP Architectural Technical Doc's, tab AsBuiltHighLevelInterface. We have integrations that leverage RFC's, HTTPS (Rest, Soap, oData, API, etc) SFTP (Flat files), and JDBC. Most integrations go through PI and soon to be Integration Suite. There are some direct web service and RFC integrations with ECC.

Question 59: Are there any critical interfaces that need to be redesigned or reconfigured as part of the migration to S/4HANA?

Answer 59: We are not aware of any redesign/reconfiguration requirements at this time as we do not know exactly what the new changes will be.

Question 60: What are the City's long-term plans for maintaining and enhancing the S/4HANA system beyond the initial migration?

Answer 60: We have stood up a program to do long term planning and funding for future initiatives. We have many areas of opportunity. For example, plant maintenance is not working well for us since we never implemented enterprise asset management and have a struggling mobile solution. Longer term, we do not want to stay on the S/4 HR solution and instead want to opt for a 3rd party SaaS HCM solution. There are also areas of improvement in procurement, both on S/4 and Ariba. There will also be additional phases of Service Cloud. We are in the first phase of several future phases of systems transformations.

Question 61: Are there any specific areas or functionalities where you anticipate the need for future enhancement or optimizations?

Answer 61: We have many areas of opportunity. For example, plant maintenance is not working well for us since we never implemented enterprise asset management. Longer term, we do not want to stay on the S/4 HR solution and instead want to opt for a 3rd party SaaS HCM solution. There are also areas of improvement in procurement, both on S/4 and Ariba. There will also be additional phases of Service Cloud. We are in the first phase of several future phases of systems transformations.

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Question 63: What level of ongoing support and maintenance services are expected from our team post- implementation?

Answer 63: We are expecting a stable system, without a bunch of new workarounds. If these were not caught during implementation, then we expect the vendor to help us fix them if we cannot. The vendor can expect a higher level of participation at initial go-live. Go-live issues typically taper off after the first month or two. We also have a very strong analyst team. So, we anticipate being able to resolve many of the issues ourselves and expect to be able to support the system ourselves after hypercare.

Question 64: Do you expect all the resources to be deployed on-site or can the work be performed in the hybrid resource model (on-site/offshore/remote)?

Answer 64: We are expecting the entire engagement to be primarily virtual with some exceptions as recommended by vendors for key activities. The Vendor is expected to accommodate the City's core working hours of 8am to 5pm

PST/PDT. The City expects an approach that does not cause the City to lose an entire day waiting for responses/solutions from project team members if offshore resources are used.

Question 65: Do you have any not-to exceed budget for this project?

Answer 65: We are in the middle of the budget process and cannot give an accurate not-to exceed amount until final council approval.

Question 66: What is the anticipated project go-live date and tenure?

Answer 66: We hope to go live by Q1 2026 with 3 to 6 months of hypercare after that. As for tenure, that will depend upon the vendor's approach. We are not expecting the contract length, including hyper care, to beyond 2 years.

Question 67: Mixed procurement scenario (SAP and Ariba), Please provide more details around this because IT23-0327F document does not have any reference to an Ariba system. Please describe how Ariba is utilized by the city.

Answer 67: We are using Ariba for contracting and some procurement. We are doing direct releases against contracts, PR's, PO's, catalogs, and invoices in Ariba. However, we have not migrated all of our vendors. Our efforts have been severely hindered for vendors that are related to materials that we have in the material master. For most of those vendors, we are still transacting in SAP. It is on our radar to make improvements in this area but not within the scope of this RFP.

Question 68: Are catalogs (punchout or internal) in scope?

Answer 68: We only have punch out and catalogs in Ariba.

Question 69: Invoice verification refers to Ariba as well as Invoice scanning tool, please provide more details because IT23-0327F document does not have any reference to Ariba system.

Answer 69: We are using Ariba for direct releases against contracts and invoices for vendors setup in Ariba. However, we have not migrated all of our vendors. We don't have systems that read in and input invoices into SAP. Those are manually entered from paper invoices. When we make the payment, we scan the original paper invoices to store them into our file share. We print barcodes and put them on the invoices then we scan them using a Canon scanner. Then, using the Kofax software, it ties the scanned document to the payment via the barcode.

Question 70: Please provide details of the other Invoice scanning tool.

Answer 70: Outside of what is submitted in Ariba, we hand enter all other invoices manually into the system. When we make the payment, we scan the original paper invoices to store them into our file share. We print barcodes and put them on the invoices then we scan them using a Canon scanner and Kofax software, it ties the scanned document to the payment via the barcode.

Question 71: Material Planning Not Part of Project (NPP), please clarify the scope and how is it different from C.6. – MRP.

Answer 71: C.5 is referencing material planning, for example the departments will reserve material on work orders when they know what they need to use. C.6 is regarding MRP which is more around ordering more materials. The departments typically use MRP as a guide for what to order, but do not trust it's results to be fully automated.

Question 72: "This is enabled but not used in the traditional sense." Please can you elaborate/provide details on current manual process for procurement.

Answer 72: We do run MRP but we do not actually order off of the MRP run. Also, we are not using the planning portion of MRP properly as some materials may be held for years before being used. We run MRP and then use it as a basis for ordering what we think needs to be ordered and the quantities that we think need to be ordered. So, we use it more as a starting point.

Question 73: "Simultaneously, we are starting the journey of transforming our customer service experience, especially on the utilities side, beginning with the contact center." Please describe all other parallel projects (including non-SAP) for which there may be a competing prioritization for SMEs and end users in terms of involvement required for both projects?

Answer 73: Since we are only replacing the contact center functionality originally provided by the CIC0 transaction in this phase, we will want to have follow-on phases where we use more functionality provided by the Service Cloud platform.

Question 74: What is the average volume of WM transactions both inbound and outbound per day?

Answer 74: 479/day for WM; 1488/day for IM and WM combined

Question 75: How do you expect the vendor to align with your sustainability and environmental policies during the project?

Answer 75: Please refer to the City's Sustainable Procurement Policy and Climate Action Plan as referenced in Section 11: Sustainability in the specification.

Question 76: Could you clarify the reference requirement since on Page 25, it is mentioned to include 3 references with whom we worked within the last year? But in Exhibit 6, it is mentioned to include 5 references with whom we worked within last 5 years

Answer 76: See Addendum 3

Question 77: Based on end user feedback, what uPerform learning and performance support features have been most popular/helpful to front and back office? What features have not been helpful? Is there a desire to implement context-sensitive help with Enable Now?

Answer 77: We have purchased Enable Now. It is in the BOM, and we want to use it for both S/4 HANA and Service Cloud. We can't speak to anything that the users like related to uPerform. We are also discontinuing licenses for uPerform.

Question 78: Can you provide a list of all third party apps that will require an interface by the SI?

Answer 78: Please see Exhibit #1, tab AsBuiltHighLevelInterface for high level diagram and table listing (Below diagram). Many application/interfaces have multiple integrations. We are not asking for vendor to rebuild our interfaces from scratch, just technically remediate, if needed, on the platform they're currently built on.

Question 79: Is Enterprise Asset Management to be consider In Scope for this RFP?

Answer 79: Yes but we are only using the plant maintenance portion. If the vendor has recommendations on how EAM could help us, we would like to hear about them.

Question 80: Please provide details on how many of the following are in scope; Plants in scope, Warehouses, Storage Locations, Storage types, Storage Sections, Bins, Different SKU's, Purchase Organizations, Purchase Groups

Answer 80:

Plants	88	
Warehouses	16	
Storage Locations	253	
Storage types	36	total 673 assignments
Storage Sections	5	total 718 assignments
Bins	45510	
Different SKU's	73364	
Purchase Organizations	1	
Purchase Groups	109	

Question 81: Which SAP ESS Functions are you using?

Answer 81: We are using ESS for open enrollment, changes to personnel data, time entry, paystubs, etc. are all accessible through ESS. Additionally, we've embed ECC webdynpros for inbox, working time, etc). We are not using MSS.

Question 82: How many ESS users do you have?

Answer 82: Every employee has access to ESS. Approximately 4000 users have access to ESS.

Question 83: Please provide more details around which users are regarded as Key-users who would qualify for Service Cloud vs. non-key users which would desireably be leveraging other methods such as Fiori or CEM to access

customer data ? A breakdown by department (Backoffice, Tax & License, Permitting, Treasury, Device/Meter shop, Sales, Display only).

Answer 83: Who will receive a Service Cloud license and who will not is an effort that should be part of the project. However, users assigned the Display CIC Profile (only used to display data) will likely not receive a Service Cloud license. There are approximately 350 employees who are heavy users of CIC0 and will definitely be assigned a license.

Question 84: What are your primary technical and security considerations for integrating S/4HANA RISE and AWS, especially about ensuring a smooth transition from your current setup?

Answer 84: We will be implementing S/4 Hana PCE (Private Cloud Edition). We are looking to build on our existing infrastructure extending our network to our own AWS tenant and our SAP AWS Rise tenant. We are looking to build on our existing security posture while leveraging everything AWS and cloud computing has to offer while keeping our network private.

Question 85: Could you share examples or templates of the documentation standards vendors are expected to follow?

Answer 85: See pages at end of addendum titled Question 85 Functional Example and Question 85 Technical Example.

Question 86: As WM (stock room management) is the interim solution, will EWM be part of the future road map?

Answer 86: All areas that the vendor recommends for future enhancement would be considered for future phases.

Question 87: Is this a new RFP or are there any incumbents?

Answer 87: This is a new RFP.

Question 88: Any major projects planned in coming years that vendors should be aware of?

Answer 88: The program will be determining which projects will be coming in future years. At this time, some candidates include work management, new HR system, mobile solution, procurement, and follow-on phases of service cloud. Whether we are enhancing our current solution(s) or implementing new systems will be determined in 2025-26.

Question 89: Are offshore resources allows as team members for this RFP?

Answer 89: Yes. However, the Vendor is expected to accommodate the City's core working hours of 8am to 5pm PST/PDT. The City expects an approach that does not cause the City to lose an entire day waiting for responses/solutions from project team members if offshore resources are used.

Question 90: Could you elaborate on the specific challenges and key objectives you foresee with the enhanced brownfield migration approach for the finance sector?

Answer 90: We are on the classic GL. So, a potential challenge is the migration from classic to new GL. The key objectives are to take advantage of the universal ledger to facilitate our mandatory functional reporting (BARS, NARUC, FERC). We would also like to retire some of the custom reports and replace it with universal ledger reporting capabilities.

Question 91: With numerous customization in play, which ones do you consider critical for migration, and which might be candidates for re-evaluation or simplification?

Answer 91: Anything that needs a bunch of technical remediation could be a candidate for re-evaluation/simplification. Anything that comes over cleanly will just stay as is. Basically, if it is more effort to customize than to go standard, then we want to have a discussion before re-customizing.

Question 92: Can we have access to a list of the processes run on Plant Maintenance today with SAP?

Answer 92: See page at end of this addendum titled Question 92.

Question 93: Given your preference for data deletion, could you share more about the regulatory and operational guidelines that influence this decision?

Answer 93: We receive a large number of public disclosure requests. Basically, if we have the data, then we have to disclose it. So, we prefer to delete if we no longer need the data or keep it easily accessible in case we have to disclose it.

Question 94: What specific performance metrics are most important to you for the new S/4HANA and Service Cloud environment, and how do you plan to track these?

Answer 94: Usage and response time metrics. We will track these through reports in S/4 Hana (ST03n) and Service Cloud.

Question 95: Can you detail your requirements and expectations for migrating NFS document storage to the new system, particularly focusing on access and compliance issues?

Answer 95: We currently use NFS to store our utility invoices (PDF's) at the operating system level and they can be retrieved and displayed programmatically to customer service representatives, and utility customers on the customer portal website. We also use NFS for several flat file interfaces at the operating system level. Flat files are exported from SAP and various process (Mostly PI), pic them up and SFTP them somewhere as well as vice versa. We pick up files and put them on the NFS drive and SAP is able to ingest the files through batch jobs. We are not sure how this will work in Rise since we don't have access to the OS, and are looking for the SI to help us architect and redesign how we do this. If we can continue to use NFS, that's great, if not, look at other alternatives such as S3 storage, etc

Question 96: Which third-party applications are you planning to integrate, and are there any anticipated compatibility challenges with S/4HANA and Services Cloud?

Answer 96: Please see Exhibit 01 – RFP Architecture Technical Docs for a high-level list of interfaces/integrations. For Service Cloud, we need to replace eSole, our screen pop solution for incoming calls. We have requested vendors to provide a recommendation on what works best with Service Cloud. Verint is the software we use to collect screen recordings for training and coaching. We also have AMI functionality; however, are unsure if direct integration will be required to Service Cloud; this will be determined during the project.

Question 97: How will you decide which existing system components are unnecessary and should not be migrated?

Answer 97: See Exhibit #1 Architectural Technical Docs, Tab A. Questions, row #7. SI to perform a review with City resources and identify unused components and ensure that they are not installed if they are not needed in the new S/4 system.

Question 98: Can you provide more insights into your preferred balance between automated and manual testing for this project?

Answer 98: We don't have any automated testing setup at this time. We are open to suggestions.

Question 99: Is your new tool and replacement the responsibility of the system integrator during the migration/implementation project?

Answer 99: This question was right after a question about screen pops for the CIC. So, we are assuming it is a continuation of that question. We will need a new tool or the old tool redesigned. The old tool was built on SAPScript for SAP GUI (CIC). We will need a new tool that works with Service Cloud.

Question 100: Using SAP Enable Now, what are the critical areas where you see the need for specialized training content development?

Answer 100: We think the new GL, universal ledger, grants, and Service Cloud will have the need for specialized training development. Also, in general, we want to keep our old SAP GUI screens unless it is not available. So, if there are any new transactions, those will also need specialized content.

Question 101: What is the City's total No. of Roles / Users / Org levels (eg Company Code, Plant, etc.) / concurrent users?

Answer 101: 4,170 SAP users total; COT doesn't designate plant or company code at the user access level
We can provide two averages for the past ten days.

i. The average over the 10 days total is 293.4 concurrent users. This includes 4 days that are either weekend days or holidays. If we take the average of just the regular working days (the other 6 days), we're looking at 430 concurrent users on average.
ii. There are 906 users assigned to Y* and Z* roles.

Question 102: Are you planning to manage shared email boxes in Service Cloud?

Answer 102: We currently do not have email in the CIC but we are open to what the Service Cloud might be able to offer.

Question 103: Employee Self-Service: Are you using any Webdynpro Java application? If yes, please provide a breakup of the total number of Webdynpro Java applications and custom Webdynpro Applications currently used by Business.

Answer 103: Yes. Approximately 15 Java webdynpro's, 2 custom. Approximately 80 ABAP webdynpro's.

Question 104: How many Benefit plan are currently used and are all standard or any custom enhancements used?

Answer 104: Looks like 97. This includes plans only available to certain Personnel subareas and plans such as admin fees for various plans like Wellness and Flexible Spending. This also includes supplemental union pensions; some are custom such as TERS plans and union pension.

Question 105: Please provide the number of interfaces in production currently? 1. On BTP (Business Technology Platform), 2. On PI (Process Integration)

Answer 105: We are currently migrating various integrations from PI to Integration Suite and will continue to do so. This number will be constantly increasing.

Question 106: What is your process for onboarding the selected vendor, and how do you plan to ensure their team aligns with your operational and SAP system needs?

Answer 106: We have a standard process for onboarding contractors/vendors.

Question 107: Could you detail your expectations for deliverables from the vendor, especially concerning project documentation, testing strategies, change management plans, and training programs?

Answer 107: The above deliverables are part of your response to the RFP and will be further refined with the statement of work during contracting.

Question 108: Could you clarify the reference requirement since on Page 25, it is mentioned to include 3 references with whom we worked within the last year? But in Exhibit 6, it is mentioned to include 5 references with whom we worked within last 5 years.

Answer 108: See Addendum 3

Question 109: We are an NMSDC certified MBE, can we fulfil Section 12: Equity in contracting requirement.

Answer 109: No, we cannot accept other certifications than the OMWBE Certification at this time.

Question 110: How did City of Tacoma reach the total number of months for the contract duration of 21 months? 18 months for migration and 3 months of hypercare?

Answer 110: Based off of other migrations and experience in upgrading to new versions of SAP, we estimated that the project would be no longer than 24 months, including up to 6 months of hypercare.

Question 111: Does City of Tacoma have documentation for the current SAP ECC FICO business processes? If yes can these be shared?

Answer 111: We do have documentation, and we will share them with the selected vendor no earlier than contracting. We tried to identify functionality that we are using in the Functional Requirements spreadsheet.

Question 112: Does City of Tacoma have documentation for the current SAP ECC SD business processes? If yes can these be shared?

Answer 112: We do have documentation, and we will share them with the selected vendor no earlier than contracting. We tried to identify functionality that we are using in the Functional Requirements spreadsheet.

Question 113: Does City of Tacoma have documentation for the current SAP ECC MM business processes? If yes can these be shared?

Answer 113: We do have documentation, and we will share them with the selected vendor no earlier than contracting. We tried to identify functionality that we are using in the Functional Requirements spreadsheet.

Question 114: Does City of Tacoma have documentation for the current SAP ECC IS-U business processes? If yes can these be shared?

Answer 114: We do have documentation, and we will share them with the selected vendor no earlier than contracting. We tried to identify functionality that we are using in the Functional Requirements spreadsheet.

Question 115: Does City of Tacoma have documentation for all the integrations with SAP ECC, presented on the file “Exhibit01_RFPArchitecturalDocs.xls”, sheet tab name “AsBuiltHighLevelInterface”?

Answer 115: Yes, mostly all of them.

Question 116: Does City of Tacoma want the SAP S/4 HANA SI team also to implement SAP Cloud Services? If yes did City of Tacoma prepare a scope for the SAP Cloud Services besides the references in the RFP mentioning SAP Cloud Services?

Answer 116: We want to award one contract to the vendor that can implement both S/4 and Service Cloud. The scope of Service Cloud is outlined and limited to a minimum of like for like functionality with the possibility of including some low hanging fruit. We are not opposed to vendors partnering with other vendors as long as the City is dealing with just one vendor.

Question 117: What is the scope of activities expected from the vendor? Can you list the exact scope for the delivery expected by City of Tacoma?

Answer 117: The entire RFP has the scope that we are looking for.

Question 118: How many interfaces will be migrated from PI to BTP (Business Technology Platform)? Are there known interfaces that will remain on PI?

Answer 118: Conversion of interfaces from PI to BTP is not part of the project. There are known interfaces that will remain on PI.

Question 119: Please provide the number of iFlows currently in the Integration Suite? 1. How many standard iFlows? 2. How many custom iFlows?

Answer 119: We are currently migrating various integrations from PI to Integration Suite and will continue to do so. This number will be constantly increasing.

Question 120: How many locations does City of Tacoma have SAP users?

Answer 120: Multiple (numerous), however there are two main sites, the Tacoma Municipal Building, and the Tacoma Public Utilities building.

Question 121: Does the City of Tacoma require hypercare onsite?

Answer 121: No

Question 122: What is City of Tacoma expectation for a soft transition from Hypercare to AMS Support?

Answer 122: We do not plan on using AMS support. We have internal employees who are capable of supporting the system.

Question 123: What is City of Tacoma expectation for the project documentation preparation? For the vendor to prepare all the documentation, or will City of Tacoma allocate resources to do this activity or will it be a hybrid approach?

Answer 123: It will be a hybrid. It depends on who has the knowledge to create the documentation.

Question 124: If possible, please provide EWA reports for all production systems. Can you share the Simplification item check report?

Answer 124: The SAP Readiness Check was release as Addendum 2, which contains the simplification items. Early watch reports will be released to short listed SI's.

Question 125: Is the technical assessment completed(S/4 HANA conversion approach)? Please share the HANA sizing report. What is the current document storage solution, its architecture and any details?

Answer 125: The SAP Readiness Check was release as Addendum 2. We don't currently have a document management solution.

Question 126: What is the current solution manager configuration (technical administration, monitoring, change management, root cause analysis, custom code life cycle management, business process management, scope and effort analyzer and etc.)?

Answer 126: Solution manager is currently used for Technical Administration, SLD, LMDB, Early Watch, batch job monitoring, and CTS+ for PI.

Question 127: Is City of Tacoma looking for traditional conversion of ECC to S/4 HANA or selective data migration from your current ECC system or legacy system?

Answer 127: Traditional conversion

Question 128: Is the current SSO log on method. What is your current identity provider used by the current platform?

Answer 128: SSO 3.0, Secure Login Client with SNC. Kerberos tokens mapping to Active Directory domain user ID.

Question 129: Can we get access to the document referenced 'RF4, CVI-E Data'?

Answer 129: There is a tab in the Exhibit 2 Functional Migration Requirements spreadsheet call "RF4. CVI-E Data" It is referring to that tab.

Question 130: Do we need to integrate between Exponential and SAP S/4 HANA?

Answer 130: Yes, but it is not an interface integration. It is a bolt on to ECC.

Question 131: Can we have access to a list of all the reports used and the system in which they are used?

Answer 131: No. We don't have that information.

Question 132: Do you have any documentation of the workflows that can be shared?

Answer 132: We do have documentation, and we will share them with the selected vendor no earlier than contracting. We tried to identify functionality that we are using in the Functional Requirements spreadsheet.

Question 133: Pre-scheduled bank payments. Can we have access to the diagrams and specs for these integrations?

Answer 133: We do have documentation, and we will share them with the selected vendor no earlier than contracting. We tried to identify functionality that we are using in the Functional Requirements spreadsheet.

Question 134: Can we have access to the specs for the file sent to the bank and/or example of a file?

Answer 134: We do have documentation, and we will share them with the selected vendor no earlier than contracting. We tried to identify functionality that we are using in the Functional Requirements spreadsheet.

Question 135: Is it your selected vendors responsibility to implement Enable Now? If yes, please provide the scope of what content will be implemented with Enable Now including the volume of work?

Answer 135: We are expecting the vendor to implement Enable Now. The scope of the work will be limited to the areas that will substantially change such as Service Cloud and some areas of finance. Basically, anywhere we will have to retrain users. We don't want to roll out Fiori in areas where there's an old SAP GUI screen that is still supported.

Question 136: Can we have access to the types of documents City have today?

Answer 136: We think this question is related to training documents. We can't provide access to training documents. We will make any documents needed available to the selected vendor.

Question 137: Is the evaluation/assessment to be included as part of the project implementation estimation?

Answer 137: Yes

Question 138: Is it City's desire to transfer existing functionality to SAP Service Cloud or is the City open to re-write of the customization for SAP Service Cloud?

Answer 138: In general, we want to minimize customization. So, if there is an out of the box solution that transfers the functionality without customization, then we want to go with the out of the box solution. We only want to customize as a last resort.

Question 139: Given that the City is a mature SAP ECC user, how would you categorize the current level of SAP knowledge and capabilities?

Answer 139: It varies by department and how long a particular employee has been with the City. There's no general guidance on this.

Question 140: Which AWS document storage solution does the City intend to use?

Answer 140: The selected SI will analyze current architecture and recommend and implement best go-forward approach with S4 in Rise and AWS.

Question 141: What is the current timeline to complete the AMI development?

Answer 141: It's done already.

Question 142: Have you decided on the Service cloud version with SAP? If so, which version?

Answer 142: No, please recommend a version as part of your approach.

Question 143: Due to the RFP's considerable scope and the necessity for firms to form partnerships to provide all necessary migration services, would the City consider a 4-week extension to the RFP due date?

Answer 143: At this time the City will not be extending the due date.

Question 144: Would the City accept bidder proposals for S/4 migration without the utilities scope?

Answer 144: No

Question 145: Does the City of Tacoma have employees in unions? If so please describe impact on HCM module.

Answer 145: We are doing a technical migration of the HCM module. There should be no impact.

Question 146: Has the City considered standard ESS on Fiori as a target state option for HR?

Answer 146: We are not targeting ESS on Fiori as part of this project. We will consider it for future phases.

Question 147: We can see your Prod DB is sized at 2 TBs. Please confirm assumed landscape sizing for - SBX,DEV,QA,PRD after 5 years of growth

Answer 147: The SAP Readiness Check was release as Addendum 2, which contains the Hana sizing report. We have sized the Sbx, QA, and PRD at 2TB, and DEV at 512GB. We are confident we will not exceed 2TB after 5 years of growth.

Question 148: Please confirm ERP version – EHP8 ECC6, SPS 31?

Answer 148: EHP8 ECC6, SPS 28

Question 149: What languages are installed on your SAP systems?

Answer 149: English and German.

Question 150: Can the City provide the current number of custom code objects?

Answer 150: The SAP Readiness Check was release as Addendum 2. It will contain that information.

Question 151: Can the City provide the current number of SPAU/SPDD objects?

Answer 151: The SAP Readiness Check was release as Addendum 2. It will contain that information.

Question 152: We can see the CIC profile breakdown of users. Are those 756 unique users?

Answer 152: Yes, give or take a couple users depending on various factors.

Question 153: Does MyAccount utilize MCF (Multichannel Foundation for Utilities and Public Sector) or is it completely custom?

Answer 153: It is a custom solution by Milestone.

Question 154: Please share the EWA (Early Watch Alert) reports of all production systems.

Answer 154: We are not sharing the EWA at this time.

Question 155: Please share the ATC (ABAP Test Cockpit) check report.

Answer 155: We do not have this. We do run this when we move custom code into production. It is part of our process for code review, but we don't have a generic one for the entire system nor do we have any saved reports to share.

Question 156: Please specify which applications need to be enabled for SSO(Single Sign On) on RISE platform. Please clarify in detail the scope of SSO activity.

Answer 156: S/4 Hana and Service Cloud

Question 157: Please share the Z* and Y* object dump from SAP table TADIR to get the statistics of custom objects

Answer 157: We will not be providing the entire list. There are currently 20497 objects that start with Y* and Z*.

Question 158: What strategy is currently used for user provisioning in TACOMA ? Are we using any IDM(SAP IDM , Sailpoint etc) tool ?

Answer 158: Documented manual processes and custom solution for roles.

Question 159: Is GRC Implemented? If yes, what GRC modules (Access Control, Process Control) are implemented? If not what solution is used to make system risk free?

Answer 159: No

Question 160: Modify integration interfaces as necessary to ensure smooth data exchange between S/4HANA and third-party systems.Does this mean modifying existing interfaces in PI or modifying the migrated interfaces in BTP? Does it include "create" a brand new interface in BTP if the migration from PI to BTP is not feasible?

Answer 160: We are using both PI and BTP. It means, make necessary adjustments to the interface in the location it resides, to ensure integration keeps working. So, if the interface is currently on PI, then we want it working on PI when we move to S/4. If the interface is currently working on BTP, then we want it working on BTP when we move to S/4. We are not asking for brand new interfaces to be created.

Question 161: Was there a PI to BTP migration assessment being done? If yes, Is there a PI to BTP migration Assessment report that can be shared? If no, could City of Tacoma share the status of the assessment as for the number of interfaces in each of the statuses below? A. Ready to migrate, B. Adjustment required, C. Evaluation required

Answer 161: At this time we will not be providing the migration assessment report. PI to BTP migration is not in scope for this effort.

i. Ready to Migrate: 205
ii. Adjustment required: 60
iii. Evaluation required: 25

Question 162: What is the volume of reports that must be remediated?

Answer 162: We don't know as we are not sure which underlying tables are changing that will impact existing reports.

Question 163: Why is the City not using SAP standard FERC processes?

Answer 163: Power is not in their own unique business area or company code.

Question 164: Is there any standard SAP functionality being leveraged as part of the Intra-City Utility payments?

Answer 164: We have a custom table that we maintain for intra-city utility payments.

Question 165: Are ALL AMI interfaces (both standard SAP AMI and custom) migrated to BTP?

Answer 165: No, they are still on PI and will remain there through the project.

Question 166: Under which circumstances a BPEM case is created for NCS, T&L, Electrical inspections and Tax?

Answer 166: Never. We only use BPEM for utilities

Question 167: Are there any integration with 3rd party systems expected with Service Cloud? If so, please provide the list with details.

Answer 167: Service Cloud will be integrated with S/4Hana. All 3rd party systems will be integrated through S/4Hana as the hub to Service Cloud. Sometimes, we are just launching links through CIC0. In those instances, we would expect the link to just launch from Service Cloud and not have to go through S/4.

Question 168: Is the PI to BTP migration occurring now and expected to complete before the start of brownfield migration?

Answer 168: Some migration is occurring now and is will not be complete before the start of brownfield migration.

Question 169: Company Experience, sub-section 2 asks that Bidders provide a 'description of your company's past experience on similar projects…" where the company was prime contractor. Please confirm that bids presented by a consortium that include demonstrations of required experience from all companies will be considered compliant.

Answer 169: Yes. We want to just award one contract but you can use the experience of both companies. So, someone will have to be prime and pay the other companies, but they are welcome to present together.

Question 170: Exhibit 6 asks that Bidders "provide at least five (5) business references… that include the following designated areas." ECC to S/4 Migration, New GL, Grants, Service Cloud for Utilities, Public Sector /IS-PS, Utilities/ IS-U. Please confirm that the six (6) designated areas can be demonstrated in a cumulative fashion across multiple references (i.e., Reference 1 demonstrates areas 1 & 3, Reference 2 demonstrates areas 2 & 3, Reference 3 demonstrates areas 4, 5 & 6, etc.).

Answer 170: See Addendum 3

Question 171: How will the SI work with your Basis Team? Who will be responsible for what?

Answer 171: The selected SI will have access to our Basis Manager, the Basis Team, and our solution architect. Please propose your recommended approach in your response.

Question 172: Are there other cloud migration projects (SAP and non-SAP) running in parallel that are not in the scope of RFP in terms of integrations?

Answer 172: Not known at this time.

Question 173: Can we have more details on customization?

Answer 173: This was following an HR question. So, we are responding to the HR question. The major customization in HR is around TERS where we have a custom infotype.

Question 174: Can you provide an End-User list? How many users in each functional area?

Answer 174: We don't have a user list by functional area. In all, we have 3700 employees and 2700 retirees. Almost every employee uses the system for some sort of benefits open enrollment, time entry, or reporting. Pensioners do not directly access the system. We have approximately 760 users assigned a CIC Profile and approximately 83 users assigned Finance roles.

Question 175: Apart from customer, contract, contract account, premise and POD, are there any other features expected in Service Cloud?

Answer 175: Yes. Please see RFP Functional Requirements spreadsheet. We would expect all business master data, technical master data, notifications, work orders, sales orders, and sales contracts to be accessible for viewing in Service Cloud.

Question 176: Can we access to list of the processes being done in Ariba and in SAP to have better visibility to what runs in Ariba vs. SAP.

Answer 176: See page at end of addendum titled Question 176.

Question 177: The RFP indicates that there are custom processes developed for AMI. Would you please elaborate on those processes?

Answer 177: There are many custom processes, here are a few examples:
Keep in mind that we are not looking to change this process. AMI is a technical lift and shift. A custom program called via Z-Transactions to allow the end user to Install, Remove and replace and retrofitting of AMI meters as well as retrofitting and installing compound water meters. These programs updates register groups, create, and allocate profiles. Allocate AMI water modules to the water meters. Updates/creates device location class characteristics for lat/long of power and water meters. Custom tables (Z-Tables) created to support the custom meter programs listed above. There are multiple custom transactions that are used only for AMI mass deployment. The target date for completion of the mass deployment project is end of year 2024. At that point those programs will no longer be used.

- Z-Transaction for manual monitoring to include a billing determinate button to display time series calculation values.
- Z-Transaction for viewing and transmitting FlexNet data from SAP to the MDMS.
- Z-Transaction with custom table for creating 09 meter read orders. This is used to request meter reads at time of rate change or seasonal price changes.
- Z-Transaction with custom tables and program(s) for the receiving and creation of power meters, water meters, and water modules from a file received from the meter vendor.
- Z-Transaction to create and add a register equipment for large water meters. ZDM003A. Displays in IQ03 Structure tab.

Question 178: Can you provide some additional details regarding the pain point of not being able to re-run after a batch failure? As the payment is going to clarification it sounds like there is a payment lot being created as part of this processing.

Answer 178: When there is a heavy invoicing day, ie 18k invoices rather than 10k, the amount of autopay CC increases in tandem. When this happens, the amount of time it takes for the batch job to run & complete is much longer. If the process isn't finished before the next batch job kicks off, the payments are sent to clarification but there is no notice sent that the payment run didn't complete all steps. The payment run itself *was* successful, authorizations for charges received, just no payments on the CA with no way to identify that the payment didn't post to the CA.
If we were re-run the batch, the customer would be double charged, or an attempted 2*nd* charge with the 2nd payment actually posting to the CA and the 1st payment remaining in clarification until action taken by an agent.
The only way for these payments to post to the CA is for an agent to post it out of FPCPL to the CA.

Question 179: Does the absence of batch processing for payment returns stem from the need for manual investigation in all cases to identify the associated payment document?

Answer 179: Yes, Treasury has to manually locate all the payments and use the appropriate return method for each instance.

Question 180: Is RNI the only AMI headend system or are there others?

Answer 180: Yes

Question 181: Could TPU elaborate on the current solution for dunning disconnect for AMI meters and non-AMI meters?

Answer 181: See page at end of addendum titled Question 181.

Question 182: What details of AMI to be handled/ displayed to agent by Service Cloud?

Answer 182: AMI remote capable meters need to display the call status that go out and come back in to and from the MDM for Disconnect/Reconnect activities (for the disconnection document) as well as the following:

- Meter read orders including transfer date and time to and from the MDMS. ZEL31
- Meter read results including transfer date and time to and from the MDMS. ZEL31
- Billing determinants (Time series calculated values) ZEL31
- First screen of AMI Monitor with inbound and outbound message only. ZEL31, IQ03- AMI Monitoring.

- Meter connection status (Meter on or off)(Power to the meter on or off) IQ03 AMI operations tab.
- IQ03- Various tab. Be able to click into rate data button to view registers and the register specific data including VEE and TSC interval length.
- Water register equipment. IQ03- Structure tab.
- The external events button displays the AMI Event management screen. Role Based. IQ03
- AMI Functionality, AMS, AMCG, AMICAG. IQ03- AMI Data.
- Display device location class to display characteristics to display lat/long or power and water meters.
- Rate data tab displays water meter and module. IQ03

Question 183: Is Bdex just mashup for Service Cloud? or any customization cases needs an automatic case generation?

Answer 183: Bdex is an ABAP addon to handle the BPEM cases. Custom cases and auto generation are done via other processes.

Question 184: Tacoma has ECC integration with ARIBA. Are we using the custom role for ARIBA integration in ECC which will be required to update for S4HANA?

Answer 184: Yes, A custom role is ECC was built and is being used for ARIBA to ECC integration.

Question 185: Is a Mobile device solution (RF) being used in warehouse management?

Answer 185: No

Question 186: Do you currently use FOP profiles? If so, are they the same in existing profiles?

Answer 186: Currently, we create Front Office Processes and assign them to CIC profiles. FOP's can be assigned to multiple CIC profiles when applicable.

Question 187: Do you want customer contacts creation to be bidirectional between S4HANA and Service Cloud?

Answer 187: Yes. Contacts will still be created in S/4HANA and notes will be created Service Cloud and these will need to be shared between users within the organization. Users in S/4HANA should be able to see notes created in Service Cloud for specific customers/premises and Service Cloud users should be able to see contacts created in S/4HANA.

Question 188: Are you expecting to have screen pops for each number?

Answer 188: We currently have screen pop functionality in CIC. We are looking to have similar functionality in Service Cloud.

Question 189: How many users by area will require training?

Answer 189: While over 800 users will be experiencing some change in the CIC and GL areas and require training, we anticipate utilizing a train the trainer model primarily and therefore the number of end users should not greatly impact the vendor.

Question 190: Is remote training acceptable? Will onside face-to-face training be required?

Answer 190: Remote training is acceptable in most instances. We may require some face-to-face training for Service Cloud but we can discuss the approach as the City better understands the impact to the users.

Question 191: Training Approach? Train the trainer or Train all users?

Answer 191: The Vendor will play a crucial role in upskilling our subject matter experts (SMEs) to prepare them for training material development and, in some cases, live instruction. This approach prioritizes eLearning as the primary training modality, ensuring just-in-time accessibility for both existing and future employees. While initial rollouts may incorporate in-person training components featuring our newly upskilled SMEs, the ongoing training strategy will prioritize evergreen content and sustainable delivery methods through Docebo, our learning management system. The City's dedicated training manager will collaborate closely with the Vendor to develop a comprehensive upskilling program and ensure seamless integration of the program's outcomes into Docebo.

Question 192: What project management structure and governance model do you envision for this initiative?

Answer 192: We expect vendors to propose a governance structure for the successful completion of the Project. The city commonly uses standard PMI constructs for governing projects that include Sponsors, a Steering Committee, a Project Manager, a Change Manager, a Training Manager, and a Core Team as appropriate to the size and scope of the project.

Question 193: What are the key goals for your change management strategy, especially in terms of ensuring successful user adoption and training?

Answer 193: The main goals for OCM are to migrate with minimal interruption to end users work, communicate early and often during the project to reduce uncertainty, anxiety, and resistance, and to work proactively with process owners to ensure the user voices are being adequately heard. Of course, effective, timely and sustainable training will also be crucial to overall success.

Question 194: ***"Integration of Enable Now to the 3rd party learning management system, Docebo."***
- Do you have a direct integration between uPerform and Docebo today? If so, what is the nature?
- For Docebo integration with SAP Enable Now, does the integration just involve exchanging learner IDs, names, and completion status between systems? Or are you seeking to
- Docebo Connect does not list integration capability with SAP Enable Now

via a connector or web hook. Should a standard integration not be possible, will you involve Docebo in any required customizations?

Answer 194: We do not have an integration between uPerform and Docebo today. In terms of integration between Docebo and Enable Now, we are seeking recommendations from vendors on the best way to utilize Docebo in conjunction with Enable Now. This includes guidance on the necessary level of integration between the two systems. Ideally, this integration should ensure that Docebo maintains an accurate and comprehensive record of each user's training completion, encompassing content from both systems.

Question 195: We observed that in 2023, users referenced 321 unique uPerform help documents out of 860 total documents. For content migration to support SAP GUI in S/4HANA, are you comfortable with a hybrid approach that re-creates critical content with Enable Now and retains PDF of work instructions for the rest?

Answer 195: Yes. We are open to different approaches.

Question 196: In today's learning culture, how is new process and new hire training conducted with back/front office users? What roles do tools like uPerform and the docebo LMS play?

Answer 196: Currently, we utilize Docebo, our Learning Management System (LMS), to deliver a structured set of courses tailored to new hires' specific roles and functional needs in front and back-office positions. uPerform is not actively part of our delivery at this time. We are using the SAP standard in-app context sensitive help called 'Performance Assistant' on SAP GUI. We want to replace that with Enable Now as part of this effort. Moving forward, new process training will rely on various methods, including change communications, initial live instruction sessions, Standard Operating Procedure (SOP) resources, Enable Now, and ongoing coursework accessible through Docebo.

Question 197: In terms of the City's Change personnel, will there be a communications resource assigned to the project?

Answer 197: City change managers perform this function in our organization and will be assigned to the project.

Question 198: Relating to the scope of the Project, where do you see the biggest people challenges to successfully managing this transformation? That is, based on the future state, what and where do you see the biggest focus for OCM activity? Which stakeholder groups do you foresee needing the most engagement?

Answer 198: OCM is a challenge at the City. The finance and contact center users will need the most engagement. We want to be very clear and communicate frequently and clearly with those users as their daily job will change, especially the contact center agents. That is 90%+ of their job today. Cascading information often falls apart. So, we have to find a way to be able to communicate directly with the users in the way that they will be impacted.

Question 199: "Business leaders will champion this mindset [continuous improvement] and find ways to help their organizations embrace the changes." Please describe your Business Leaders experience in applying structured Change Management techniques to leading their teams through change.

Answer 199: Our organization is most familiar with the Prosci approach to change management. Leaders understand the importance of their role in creating sponsor coalitions across the organization and mindful of the preferred sender of messages. However, this is realized through proactive change managers that organize this information for executive consumption. They rely on these recommendations for their approach

Question 200: To what extent do you need vendor to provide change management and training manager?

Answer 200: Sections 2.5.3 and 2.5.4 of the RFP provide clarity on this question. We expect the vendor to supply a Change Manager and Training Lead. Expectations for each are listed in the RFP

NOTE: Acknowledge receipt of this addendum by initialing the corresponding space as indicated on the signature page. Vendors who have already submitted their bid/proposal may contact the Purchasing Division at 253-502-8468 and request return of their bid/proposal for acknowledgment and re-submittal. Or, a letter acknowledging receipt of this addendum may be submitted in an envelope marked Request for Proposals Specification No. IT23-0327F Addendum No. 3. The City reserves the right to reject any and all bids, including, in certain circumstances, for failure to appropriately acknowledge this addendum.

cc: Desiree Hochstein / Information Technology Department

SUBMITTAL CHECK LIST

This checklist identifies items to be included with your submittal. Any submittal received without these required items may be deemed non-responsive and not be considered for award.

Submittals must be received by the City of Tacoma Purchasing Division by the date and time specified in the Request for Proposal page.

The following items make up your submittal package:	☑
One electronic copy emailed to sendbid@cityoftacoma.org of your complete submittal package, a maximum of 50 single sided pages for the sections identified below. The following sections should be included:	
Section 1: Signature Page	
Section 2: Prior/existing relationships with City of Tacoma	
Section 3: Executive Summary *(included in page limit)*	
Section 4: Company Experience *(included in page limit)*	
Section 5: Project Team & Qualifications *(included in page limit, except for resumes)*	
Section 6: Project Methodology & Approach *(included in page limit)*	
Section 7: Functional Requirements	
Section 8: Technical Requirements Spreadsheet	
Section 9: Cost	
Section 10: Client Reference	
Section 11: Sustainability	
Section 12: Equity in Contracting	
Section 13: Credit Card Acceptance	
Section 14: Contract Exceptions	
Section 15: SAP Subject Matter Experts	
Section 16: Supporting Documents	

EASD Functional/Technical Document (FTD)

*Business Process ID# and Title	
Business Sub-Process ID# and Title	

*Part A: Content Version

Date	Created/ Changed By	iSTAR Project ID Number	Description of Change	Section(s)
			Initial Version	**N/A**

*Part B: Name and Purpose

Enter name (development ID) and the purpose of the development.	
Name:	
Purpose:	

*Part C: Statement of Requirement

Provide a brief description of the development and/or any functional background that would assist in understanding the development.

Part D: Functional Requirements Design

Any fields in the Functional Requirements Design section that are not needed for this development may be left blank or deleted from this form.

Requirement Details *State the details of the requirement.*

Role Create/Change Information *Is new role being created or does the existing role need to change or be deleted?*	**Role Form Attached** ☐

Master Data *List or describe master data requirements.*

EASD Functional/Technical Document (FTD)

***Business Process ID# and Title**	
Business Sub-Process ID# and Title	

Prototyping/Mock-Ups *Provide a visual illustration of the end product.*

Additional Comments *This section is used for any additional information the analyst wishes to include for any reason.*

Training/Communication *Address any training needs or communication to end users.*

Part E: Related Documents

Document Reference *List other documents that apply to the iSTAR project.*

Part F: Requirements Sign-Off

(This section is optional. It can be used when sign-off on the requirements is requested prior to the project start.)

Completed By		**Date**	
End User Agreement		**Date**	
Comments			

EASD Functional/Technical Document (FTD)

*Business Process ID# and Title	
Business Sub-Process ID# and Title	

Part G: Technical Requirements Design – Any fields in the Technical Requirements Design section that are not needed for this development may be left blank or deleted from this form.

DOCUMENT TYPE *– Enter # of applicable TR docs.*

Report	*Forms*	*Enhancement*	*Interface*	*Workflow*	*GuiXT*

If more than 1 technical requirements document is needed for this development, you can add elements below for the second TR and indicate more than one TR in the section above.

Type of Development <development id>
Development Name:

Transaction Name
List transaction(s) required.

Process Flow
Describe in detail the process flow of the development.

Data/Processing Requirements
How many records are expected, how long do we need to retain this data, what is the expected frequency, timing, etc.?

Define Fields
Provide field names, field descriptions, definitions of fields, which fields are mandatory, default values, field validation, possible values/value lists, etc.

Field Name	Description	Field Type	Length

Define Layout/Output

EASD Functional/Technical Document (FTD)

*Business Process ID# and Title	
Business Sub-Process ID# and Title	

How should the output be formatted?

Define Tables

Provide table name, name of fields, etc.

Table Name	Field Name	Data Element

Event Trigger

Provide a full description of triggering event(s) involved in initiating this development.

File Format Details

Provide details of the filename and file format (example: .txt or .csv) for this interface. If more than one file is involved, duplicate the table rows below and describe each file separately. Duplicate the Incoming and Outgoing File Contents rows as many times as needed.
Provide any other details pertinent to the file(s).
Below is just an example. Use the fields below, and add any other pertinent information/fields as needed. The fields below are not required.

Filename	
File Format	
Description	

Incoming File Content: ***(Identify and describe incoming data)***

Field Name	Description	Field Type	Length	Mandatory?

Outgoing File Content: ***(Identify and describe outgoing data)***

Field Name	Description	Field Type	Length	Mandatory?

Printing Details

Give as many details specific to printing as possible.

EASD Functional/Technical Document (FTD)

*Business Process ID# and Title	
Business Sub-Process ID# and Title	

Repairs

If a repair is being made, provide details here. Include things like: What is the issue? What are the steps and data to recreate the issue? What are the expected results of the repair?

SAP Menu

Provide a sample screen capture of the menu to be added. It should include the exact position and text required on the menu; include any icon name to be added.

Screen Layout

List relevant screens and fields to be used, how they should look and work, screen shots, etc.

Selection Parameters

Provide the required user input parameter(s)or selection field(s) that should appear on the SAP selection screen.

Field Name	Field Description	Field Type	Mandatory?
Note: For field type, please enter radio button, checkbox, parameter, select option, etc.			

Special Characteristics

Provide any special characteristics or notes, e.g., can be printed even with all fields blank, mandatory fields and exceptions, business rules or guidelines, special presentation style for specific fields, etc.

Validation

Validation is performed within SAP when importing data from an external interface.

*Business Process ID# and Title	
Business Sub-Process ID# and Title	

Exception Handling *Define error and exception handling.*

Additional Comments *This section is for any other information deemed important by the analyst who is preparing this document.*

Part H: Configuration (FOR IT USE ONLY)

* H.1 Configuration Information *Was configuration performed as part of this requirement?*	Yes ☐	No ☐

H.2 IMG Path (optional) *Enter date and screen shot or written path of IMG nodes changed.*	
Date	**IMG Path**

Technical Specification <TITLE> Reference: XTS-XX000 Business Process: X-XX000 Process Title: <Process Title> Area : <Area> Modules Affected: <Module Name> Functional Owner: <Owner Name>	Priority: N/A Due Date: 00/00/0000

DEVELOPMENT DESCRIPTION:

Please use a Technical Requirements Template for documenting functional/technical requirements. This document is exclusively for the technical design.

CONTACTS

Contact	Contact Person
Functional Architect (SAP)	
Technical Architect (SAP)	
Technical Team Lead	

Development Change History

Any subsequent changes to this technical specification document after the official document approval shall be summarized in the following table.

Date	Changed By:	Project ID:	CR Number(s)	Description of Change
				Initial Version

RELATED FUNCTIONAL / TECHNICAL SPECIFICATIONS

Specification	Description

PART A – DESCRIPTION

DEVELOPMENT NAME: *Title or Name of Development*

PURPOSE: *Description and objective of development, including the business requirement.*

BUSINESS REASON: *State the Business Process ID related to the development and/or business requirement/s and justification/s.*

OWNER / DEPARTMENT: *Owner of development or main user/s e.g. Customer Service Department etc.*

PART B - TECHNICAL DESIGN

OBJECT INFORMATION

Object List		
List each custom object that is part of this solution e.g. programs, function modules, tables, BOR objects/methods etc		
Object Name	**Object Type**	**Description**

Table/Structure name:							
Table/Structure description:							
Table/Structure layout:							
Field Name	**Field Description**	**Data Element**	**Field Type**	**Length**	**Key Field (Y/N)**	**Foreign Key (Table Name)**	**Comments (e.g. referential integrity)**
MANDT	Client	MANDT	CLNT	3	Y		

SAP Development Attributes	
Development Class:	
Transport Number:	
Message Class:	

DESIGN SPECIFICATION

Processing type	*(batch, dialog)*
Table update method	*(BDC, direct insert, direct update)*
Interface/job frequency	*(real-time, on-demand, daily, business days only, weekly, etc.)*
Volume of data	*(hourly or daily transaction volumes)*
Time dependencies	*(execute after midnight, must complete before 6:00 AM, etc.)*
Job dependencies	*(identify jobs/processes that must complete before/after program is run)*
Affected by upgrade?	*(yes, no, maybe)*

Technical Architecture Approach (brief overview):

Provide a description of the program's design/structure flow

Logic/Flow:

Provide a concise description and/or pseudocode for each report/program, function module, workflow etc and supplement with a flow diagram where appropriate

Program ZXXXXX
…

(Delete the attachment below if this is not a Workflow specification document)

Detailed Workflow Specification

Microsoft Word Document

Table Access Diagram:

Provide table access diagram with primary key relationships

Screen Layout:

Provide captures of selections screens and Screen Painter dialogs used

User Exits/Business Add-ins:

List user exits or BADIs used with brief descriptions

Error Handling:

Provide error handling logic for each step and/or flow diagram

Authorizations / Security Control: *Authorization objects and/or other security related information*

Issues/Assumptions/Notes:

Signoff	
This Technical Specification document has been verified and accepted as meeting all the input and output requirements with buy-in from affected business units.	
________________________ **Tech Team Lead**	________________________ **Functional Team Lead**

PART C – UNIT TEST PLAN

Normal Functionality - test cases that ensure the program functions as it should. (e.g. updates fields correctly, processes all records)

Function	Test Case - Include Test Data Used	Expected Result	Actual Result	Q/A
1.				
2.				

Exception - special logic or exceptions (e.g. do not process some types of customers)

Function	Test Case - Include Test Data Used	Expected Result	Actual Result	Q/A
1.				
2.				

Error Handling - functionality in case of errors (e.g. Customer not found, Record already exists)

Function	Test Case - Include Test Data Used	Expected Result	Actual Result	Q/A
1.				
2.				

Production/Support - functionality to help data center (e.g. restart logic, processing statistics, abnormal termination)

Function	Test Case - Include Test Data Used	Expected Result	Actual Result	Q/A
1.				
2.				

UTP Approvals – signature should be obtained prior to technical design sign-off.

Name	Signature	Date
<Functional Architect (SAP)>		
<Functional Architect (Legacy)>		

UTP Execution Results Approvals – signature indicates the UTP results were reviewed and approved.

Name	Signature	Date
<Functional Architect (SAP)>		
<Functional Architect (Legacy)>		

P-PM001	Tree Trimming	Process for managing Power's tree trimming program
P-PM002	Expert Designer (ED4)	Line Engineering process within Expert Designer V4 - Power creates/modifies P5 Notifications and TP05 Work Orders using an interface between Bentley – Open Utility Designer (OUD) and SAP through the PI. Note: This vendor has changed names several times. was Expert Designer (ED3/ED4); then Bentley BUD, Open Utility Designer (OUD)
P-PM003	Pole Inspections	Specific Inspections for poles
P-PM004	FERC Tracking	Process for tracking FERC required submittals
P-PM005	Internal-External Maintenance Process	Preventative/Corrective Maintenance
P-PM006	Internal-External Equipment Installation Process	New installation of equipment
P-PM008	Switching and Tagging	Work Clearance permits within SAP
P-PM009	New Service Requests	New service and customer construction project routing and construction
P-PM010	Security Light Install-Remove-Relocate-Change	Process for the installation, removal, relocation and change of a security light after a notification is received by a designer.
P-PM013	Permit and Easement Acquisitions	Property management process for easement and permit aquisitioon from external sources
P-PM014	Pole Attachment Management	Process for tracking other utilities' attachments to power poles.
P-PM015	Engineering Request for Service	Generation process for tracking requests for engineering services
P-PM016	Right of Way Use Permits	Property management process for granting easement and permits to external sources
P-PM017	Master Permit Process	Process for processing permits and associated inspections.
P-PM019	Utility Locates (One Call)	Process for handling utility locates from the One Call Center
P-PM020	As-Built Process	Process for maintaining data in SAP/GIS/Design drawings to reflect construction.
P-PM021	Serialized Equipment	Reciept of equipment which are materials.
P-PM024	Energy Audits & Inspections	Coordinate & perform energy audits at customer facilities
P-PM025	Outage Management	Process to record outages and create an order to track charges. This process was never finished at go-live and never has been a legitimate process. It never should have been added to this list. Current Outage Mgmt system is included in two current processes - PM501 & PM530.
P-PM026	Drop Service	Service is removed without meter reading taken
P-PM032	Damage Claims	Process for Property damaged caused by City
P-PM198	Commissioning	This process is used to prepare a new asset/equipment prior to placing in service. A new asset/unit of equipment has been procured. During this process, all in-service work and modifications are determined and performed. Additionally, required warranty, maintenance plans, and an internal order are created, as needed.

P-PM199	Decommissioning	This process is used to decommission an asset/unit of equipment when it has been identified for decommissioning. Decommissioning the asset/equipment will result in selling the asset/equipment through a public auction process, a City bid process, selling directly to another municipality or public gency if an interlocal agreement exists, or via donation to another public agency with propoer approvals.
P-PM201	Asset Equipment Life Cycle Management	This is a high level process to identify the main areas of an asset (equipment or functional location) life cycle from procurement to decommissioning. This includes the budgeting and planning for the replacement of existing equipment and additional equipment, determination of asset life, assignment to the customer, maintenance through the life of the asset, collection of replacement $'s, billing for various services identified to the asset, declaration of surplus, and sale of asset.
P-PM202	Corrective Maintenance (for GS-TPU-Fire Fleet, GS-PWR Facilities, T&D)	Flow of the corrective maintenance process from notification to order close.
P-PM203	Preventive Maintenance Order	This describes the process to set-up preventive maintenance for any type of Equipment or Functional Location. The process covers the system ability to create the preventive maintenance based on time and/or performance.
P-PM204	Warranty Management	This is a process for handling warranty repair. A manufacturer warranty repair is identified for a piece of equipment or functional location. A decision is made to perform required warranty repair work in-house, if authorized, based on workload, cost factors, and customer input, or to send the work to an authorized dealer.
P-PM205	Capital (In-Service)	This process will be used prior to and during the procurement of a capitalized asset/equipment for capturing the work involved in providing the design and specifications for the asset/equipment. This process will also be used during the commissioning process to capture labor and material costs for modifications to place the asset/equipment in-service.
P-PM206	Work Confirmations	Work performed on an order needs to be confirmed for internal labor, technical information, onsite contractors, measurement readings, and external services. These confirmations can take place in SAP by various transactions or through MWFM.
P-PM207	Resource Management	An employee is hired, transferred to another department/job, or the employee retires or is terminated. A new machine is purchased or an existing machine is transferred or retired/surplused. The work center must be created, updated or deleted as appropriate.
P-PM208	Billing	This is the process for billing internal and external business partners for services and materials.
P-PM209	Fleet Data Management	This process will be used to upload external fuel and external car wash electronic data into SAP. Fuel data is available from reports, receipts, and electronic files external to SAP.
P-PM210	Accident and Vandalism Maintenance	This is a process for accident and vandalism repair and potential reimbursement for 3rd party involvement.

P-PM212	Telcom Billing	This is the process for billing Plant Maintenance internal and external customers for monthly fixed costs (equipment fixed and variable costs) and services and/or materials. For an internal organization, order settlement or journal entries are used to debit and credit expense to different work orders. For external customers (external to the city organization), resource related billing and sales orders will be used to invoice the business partner and to debit their account.
P-PM501	Corrective Maintenance (for Water, S&G, ES, & Click!)	Corrective Maintenance includes the processes of creation of notification, orders and the peripheral processes of stock and non-stock material reservation, follow-up maintenance, maintenance across city departments, etc.
P-PM502	Code Enforcement	This is the process for Code Enforcements (CE) tracking of Nuisance cases and billing customers for Abatements. Additionally, as part of this process, Code Enforcement's K5 Notifications are created by office staff, CE inspectors, and T&L Compliance Officers, from citizen complaints received via email, phone, walk-ins to the lobby, or self.
P-PM503	Code Enforcement Table Maintenance	Business unit will update/maintain three custom tables created for the Automated K5 Notification project
P-PM505	Maintenance with External Service	Maintenance where a standard service is required, e.g. the refurbishment of a pump at a fixed price by an external vendor.
P-PM507	Maintenance Requiring PRT	Use of PRT's in Work Orders
P-PM508	SAP Permits	The process of Permit handling (SAP permits e.g. confined space)
P-PM515	Response Time Monitoring	This is the process of managing tasks that has a specific response profile that needs to be adhered to and reported on.
P-PM516	Inspection (Non-Maintenance) Processing	This will cover all quality inspections where defects are captured and recorded in Notifications.
P-PM517	Quotation for Services	The situation where a Service is quoted for, and a deposit is received up front. The rest of the billing process continues without re-invoicing the customer for the amount paid initially.
P-PM520	Internal Settlement	The process of settling cost by using a costing sheet to account for overheads and other mark-ups.
P-PM523	Technical Object Create, Maintain, & Retire	Process includes the life cycle of technical objects from construction or purchase to disposal of objects.
P-PM525	Preventive Maintenance Plan	The process starts with the question of whether a preventive maintenance plan exists for a technical object and then goes through the processes of creating a strategy or cycle set (a group of frequencies at which maintenance could be set up), creating a task list (a list of operations which needs to be executed at specified frequencies), and then creating the maintenance plan, which combines the technical object, task list and strategy/cycle set into one mechanism for scheduling orders.
P-PM530	Notification Life Cycle	Create new notification type, assignment of notification types to order types, user status and profiles, and task codes maintenance
P-PM531	Confirmation Proces (CATS)	The process of entering time worked by maintenance personnel on work orders. It could be centrally by a time entry clerk or individually be technicians.

P-PM537	Crew Scheduling	This process includes the scheduling of crews to perform maintenance. Sub-processes under this process have been put in place to provide the ability to report on daily crew assignments, overtime used, and personnel availiability.
P-PM538	Shutdown Notification	Process of notifying Bunsiness Partner of a pending shutdown or notification of work.
P-PM601	Online Permitting Inspection	Request, update or cancel an Electrical Inspection permit via the web
P-PM602	Permitting IVR (24 Hour Inspection Line)	Process for customers to call in and schedule inspections on permits.
P-PM603	Online Permitting	LoAnn is working on the process for paying for permits Online, I gave her this process number - SP
P-PM710	MWFM/GIS Interface	The GIS system used to assign & dispatch MWFM jobs
P-PM780	Work Center Validation Table	(was PM700Z1) SAP custom table containing Work Centers that are enabled to use the Mobile Solution
P-PM781	Notification Job Code Validation Table	(was PM700z2) SAP custom table containing Job Codes by Notification type that are enabled to use the Mobile Solution
P-PM782	Work Order Job Code Validation Table	(was PM700Z3) SAP custom table containing Job Codes by SAP Work Order type that are enabled to use the Mobile Solution
P-PM788	Back End Completion Process	(was PM700z9) SAP custom table containing Activity (completion) Codes by their correlating Job Codes, that are enabled to use the Mobile Solution
P-PM791	TacomaFIRST311	Integrate TacomaFIRST311 with SAP
P-PM900	MWFM	Process that captures all the tools used by MWFM.
P-PM901	MWFM - Locates	Process that captures the call before you dig process In MWFM
P-PM904	MWFM - Maintenance	Process that captures the process of Maintenance work for all businesses
P-PM908	MWFM - Service Inspection	Process that captures the process of service work for all businesses

BUSINESS PROCESS	SAP	ARIBA	NOTES
MM001 - Create Change Material Master Record	X		
MM003 - Delete Material Master Record	X		
MM004 - Stock MRP Process	X		
MM005 - Stock Manual Procurement Process	X		
MM006 - Material Returned to Vendor	X	X	
MM008 - Material Inspection -GR blocked status	X	X	
MM013 - Overall Procurement Process	X	X	
MM014 - Informal Bid	X		
MM017 - Material Requirements Planning (MRP) Processing Process	X		
MM018 - PO Correction and Rework Process	X	X	
MM019 - Goods Issue Process	X		
MM020 - Reversal of Goods Issue Process	X		
MM021 - Reclaim Process	X		
MM023 - Core Charges Process	X		
MM024 - Physical Inventory Process (IM)	X		
MM025 - Warehouse Physical Inventory Process (WM)	X		
MM026 - Emergency Purchase	X	X	
MM028 - Purchase Requisition Approvals	X	X	Application specific
MM029 - Purchasing Contracts Process	X	X	Application specific
MM032 - Small Works Roster	X		
MM033 - Transfer Posting Plant to Plant	X		
MM034 - Transfer Posting Sloc to Sloc	X		
MM035 - Transfer Between Bins in WM	X		
MM036 - Vendor Evaluation	X		
MM037 - Purchasing Source List	X		
MM038 - Service Master Creation and Maintenance	X		
MM047 - Receiving Process	X	X	
MM050 - Goods Issue to Scrap	X		
MM051 - Material Price Change	X		
MM052 - Contract Purchase Order Process	X	X	
MM053 - Storage Bins	X		
MM054 - Close Period	X		
MM055 - New Procurement Card Setup Process	X	X	
MM056 - Create PO Using Procurement Card	X	X	
MM057 - Department Purchasing Card Approval	X		
MM058 - GR IR Maintenance	X		
AP001_Invoice Entry Ref a PO	X	X	
AP002_Invoice Entry Without a PO	X	X	
AP003_Payment Process	X		
AP004_Vendor Lein-Transfer Processing	X		
AP005 Employee Reimbursement	X		
AP006_Vendor Maintenance	X	X	
AP012_Claims Checks Reversals	X		
AP013_Reversals and Reworks	X	X	
AP015_Sales Tax Rate Maintenance	X	X	Application specific

AP016_Recurring Payments	X		
AP017_1099 Reporting	X		
AP018_AP Interfaces	X		
AP021_Credit Memos & Refunds	X	X	
AP022_Power Management	X		
AP023_AP Barcode Process	X		
AP024_AP Reports	X		
AP028_Unclaimed Property	X		
PR100_Ariba Procure to Pay		X	
PR110_Ariba Master Data		X	
PR120_Ariba Purchasing		X	
PR130_Ariba Payables		X	
PR140_Ariba P-Card		X	
PR150_Ariba Accounting	X	X	

Question 181

Dunning job runs at 1AM to create the disc doc for all types of meters

<u>Accounts with AMI Remote disconnect/reconnect capable power meters</u>

1. Batch job runs at 7:AM to assign a time for each disconnection document (electric AMI remote capable meters only) up to a maximum of 280-disc doc's.
   - Order status is set from 0 to 13
   - Each designated time slot has a max of 35-disc docs (controlled by a custom t-code)
   - Time slots are in 30-minute increments
   - Disconnect time slots begin at 9 AM and end at 3PM -there are no disconnects during 11AM through 12:30PM (resumes at 1PM)
   - Disconnect time slot of 10AM is for service disconnects
   - Disconnects beyond the 280 are queued and will be assigned a disconnection time for the next day (typically these should be assigned to the first time slots of the day before any new disc documents)

2. Batch job runs just before the designated time slot to set the order status from 13 to 26 immediately thereafter, the call is made to the MDM to disconnect service
3. Response is received back that service is disconnected- order status changes from 26 to 27

<u>Accounts with AMI remote disconnect/reconnect capable power meter and AMI and mechanical non remote disconnect/reconnect water meters:</u>

- Notification is created for water meter with start date of tomorrow (prevents power and water from being disconnected on same day)
- The power meter is disconnected first (unless exception occurs such as no outstanding power balance, supply guarantee, meter serves multiple units)
- If power meter is disconnected- disc doc entry for the water meter is reversed and notification is closed with special completion code- (custom code that does this piece)
- Workflow kicks off in background with a wait period of 7 days (if conditions are met new notification is created to disconnect water meter by field personnel otherwise the workflow takes no action and is completed)

Custom t-code is used to capture the disconnection exceptions so they may be worked manually by the business office

<u>Accounts with AMI non-remote disconnect/reconnect and mechanical meters</u>

- SAP Notifications are created for all metered services at the same time for the same day
- The power meter is disconnected first (unless exception occurs such as supply guarantee, meter serves multiple units- field personnel will leave a timed paper notice) the field personnel uses a special completion code which kicks off a workflow to create a follow up notification after the time has expired
- If power meter is disconnected- disc doc entry for the water meter is reversed and notification is closed with special completion code- (custom code that does this piece)
- Workflow kicks off in background with a wait period of 7 days (if conditions are met new notification is created to disconnect water meter by field personnel otherwise the workflow takes no action and is completed)