



Questions and Answers

ADMS System Integration Services

RFP Specification No. **PI24-0256F**

All interested parties had the opportunity to submit questions in writing by email to Brittany Riolo, Senior Buyer by date questions were due. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org: Navigate to [Current Contracting Opportunities / Services Solicitations](#), and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

1. **Question:** The RFP is about providing system integration services for OSI ADMS implementation. One of the minimum requirement criteria reads that -

Successful implementation of OSI systems to at least 3 utilities based in North America, and

- a. These utilities must be of similar size, or larger, than Tacoma Power and Utilities, and
- b. The services must have been provided within the past 5 years, and
- c. A total annual revenue from systems integration consulting services of at least \$5M.

As this is System integration services requirement, which will be making sure that all application being integrated with OSI ADMS work flawlessly when TPU moves away from CGI OMS to OSI OMS by end of phase 1. As this is not OSI ADMS implementation proposal, requirement to have 3 OSI implementations done for participating in System Integration Services proposal does not seem right. For example, a SAP ISU implementation will have integration requirement, which does not need SAP ISU implementation experience. I request you to modify the requirement to have "System Integration services" experience (meeting all the sub-bullets criteria) and provide references for wherever vendor has integrated ESRI GIS, SAP CIS and other systems.

Answer: In this RFP, Tacoma assumed that "implementation" included "integration". To meet the requirements of the "minimum requirement criteria" vendors must have experience helping customers successfully launch an OSI ADMS, including the integrations with other systems. If a vendor only has experience installing OSI and not completing the end-to-end implementation by helping integrate with other services, they will not meet this requirement.

2. **Question:** Does the sample Requirements Deliverability Matrix for Requirement count towards the 60-page limit?

Answer: Yes. We increased our page count to account for these document sample requests.



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3. **Question:** Do the sample documents needed to meet Requirements 6, 17, 18, 27, 29, and 30 count towards the 60-page limit?

Answer: Yes. Please see response to Question 2.

4. **Question:** Can we fix the numbering of "Section 9.7 – Credit Card Acceptance" and "Section 9.8 Contract Exceptions" so they are "Section 9.8 – Credit Card Acceptance" and "Section 9.9 Contract Exceptions" (there are now two 9.7s)?

Answer: [NOTE: The discrepancy this question addresses exists in the table in Section 8. EVALUATION CRITERIA. The actual sections listed above are correct in Section 9. CONTENT TO BE SUBMITTED.] Please see Addendum 1.

5. **Question:** Please confirm that the Price should be quoted on “Not to Exceed” time & material basis?

Answer: We want the Price quoted to be a Fixed Price, not a “Not to Exceed” T&M price. However, please include your hourly rates as a data point.

6. **Question:** Regarding Section 9.6 – Equity in Contracting, do national certifications apply or are they required to be Washington state specific?

Answer: The requirement is to be certified with the Washington State’s Office of Minority & Women’s Business Enterprises.

7. **Question:** Specifically, does the national certification by Southern California Minority Supplier Development Council (NAICS Code 541611) qualify with respect to Section 9.6 – Equity in Contracting?

Answer: No.

8. **Question:** To what extent are the distribution devices integrated into the production SCADA?

Answer: For the majority of circuits SCADA does not go beyond the feeder breaker. We do have some monitoring/control capability of line reclosers and sectionalizers on some circuits. We plan on adding more devices in 2025 (approximately 15 Intellirupters, Vipers, Cap Banks) and ramping deployment of field devices in parallel with ADMS phase 2 for 2026 and beyond.

9. **Question:** For Task 1 – Requirements Analysis:

- a. Will the current state business processes or as-is design documentation (and/or SOPs) be available at the start of the project?
- b. Will the SI be responsible for leading the requirements analysis?



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- c. The RACI indicates that the SI is responsible for Developing Requirements. Section 9.3 Task 1 indicates that we should only analyze the requirements and enshrine them in statements of work. How should we understand these two items?

Answer: Our expectation is that we will have the as-is business designs ready before the SI and ADMS vendor kick off. We expect the SI to lead the requirements analysis. The OCM vendor (along with ADMS vendor and TPU resources) will be available as a resource during this time to contribute knowledge from the business process documentation.

10. Question: For Task 2 – System Design:

- a. Phase 0 mentions that the PDS system will be built, but when are the builds QAs and Prod planned?
- b. The scope (Section 9.3, Task 2) calls for the ADMS SI to contribute to system design. Is the SI responsible for leading the system design?
- c. Is the ADMS SI required to provide Solution Architect or is this role provided by Tacoma Power?
- d. Please confirm which portions of the Planning Phase are expected to be included in the scope of this proposal for Phases 0 and 1?

Answer: Our plan is to use a virtualized infrastructure to build the environments. We will have all of the servers available at the beginning of the project. When each environment is ready will be part of the planning discussions with SI and other vendors. We expect the SI to lead the system design. We have groups that will explain our environment structure and have proposed architecture solutions, but we will need Solution Architect expertise and any other domain knowledge necessary for the end-to-end implementation. All of work in the Planning Portion (Task 1 and 2) should be included. We want to separate those tasks in to a separate Statement of Work, but will be part of this overall contract.

11. Question: For Task 3 – Project Management:

- a. Please advise if the ADMS SI will be expected to align and deliver services with the Tacoma Power PMO methodology, processes, and templates?
- b. Are there any expected “change freezes” time periods during the project (e.g., when systems cannot be put into production)?
- c. Are there any additional infrastructure or business drivers to consider regarding the overall implementation of this project (infrastructure end of life, application end of support, budget constraints, etc.)?
- d. Will ADMS SI be expected to use their own Project Tools for Schedules, Managing Vendor defects, etc., or will they be provided tools by the TPU PMO (i.e., Microsoft Project, Jira, Monday, Smartsheet, Git, ClearCase, etc.)?

Answer: Tacoma Power will work with the SI on the methodology, processes and templates, we do not have strict requirements. We generally do not allow production releases to fall within our “storm season” which goes from late September through February. But exceptions can be made. The current OMS system is reaching end of life, so replacement of OMS without advanced features for ADMS is top priority. Tacoma Power will provide project tools and access to them. We use Jira and Sharepoint.



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12. Question: For Task 4 – Integration Planning and Implementation:

- a. Please provide a list of applications the new ADMS system will integrate with. Are any of these systems currently undergoing an upgrade/replacement?
- b. Is there a current integration architecture design already created that can be used for review and analysis by the SI?
- c. What messaging bus/middleware is Tacoma Power planning to use?
- d. The D-SCADA implementation is mentioned as Phase 2 scope, is there a requirement for integration of ADMS with the existing SCADA in Phase 1?

Answer:

- a. We have determined the following applications are in scope for Phase 1. There is a possibility that other integrations may be needed and will be determined after Requirements and System Design tasks are complete.

Customer Information System (CIS), SAP
Interactive Voice Response (IVR), ATOS
Advanced Metering Information (AMI), Sensus
Energy Management System (EMS), AspenTech
Geographic Information System (GIS), ESRI EUN
Data Warehouse (DW), AWS/Snowflake
Data Historian (HIST), OSIsoft
Customer Engagement Portal (CEP), Milestone
Outage Map (OM), Milestone/ESRI
Automated Vehicle Location (AVL), GPS insight
Mobile Workforce Management System (MWFM), Clevest

- b. We have a basic integration design that we will provide the SI at the beginning of the project.
- c. We use middleware for some of our services, but are migrating off of some of them. As part of the Design tasks we will determine with the SI and our internal teams the best way to establish integrations.
- d. No. We are interested in partnering to learn more about value/opportunity for some SCADA integration in Phase 1 but the focus for Phase 1 is replacing our existing OMS. Any SCADA integration should complement that effort or at least not adversely impact the OMS release schedule.

13. Question: For Task 5 – Custom Functionality:

- a. Our understanding is that OSI monarch platform does not support custom functionality. Desired functionality is achieved via system configurations. Please provide a list of applications that the ADMS SI is requested to design and develop custom functionality for.
- b. The ADMS SI is expected to design and develop any other functionality required by Tacoma Power and not delivered by ADMS vendor. Please provide a list of the functionalities that require development.



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Answer: Tacoma Power plans on using industry-standard processes using the established functionality provided by OSI. There isn't currently any plan for Custom Functionality, but that could change during our Requirements and Design tasks.

14. Question: For Task 6 – System Configuration:

- a. Please indicate number and complexity of custom displays that need to be built by the ADMS Vendor.
- b. The RACI indicates that the SI will be responsible for implementing software customizations on each environment. Typically, this is a product vendor responsibility. Please confirm what levels of customizations will be expected from the SI.

Answer: See answer to Question 13.

15. Question: For Task 11 – Post-Implementation Support:

- a. What is the duration of expected post-implementation support to be provided by the ADMS SI?
- b. With regards to “Regular maintenance and updates to ensure optimal performance of the ADMS”, does this cover ADMS administration support for updates and patching or should it also cover operational support such as network model update, communication issues troubleshooting, etc.?
- c. Please confirm that Tacoma has OSI maintenance and support and what is expected from the SI for the duration of the post-cutover support.

Answer: Tacoma Power would like the vendor to propose the duration of expected post-implementation support based on your experience on previous projects. Tacoma Power has resources for “post implementation” support once the project team has completed implementation. We would like the SI to be responsible for updates, patching and troubleshooting of the Aspen Tech platform during the project period. This may include altering integrations if external systems are patched during the project. We also expect documentation for transferring those responsibilities to internal staff when SI completes the engagement. Tacoma Power will have a maintenance and support agreement with Aspen Tech during the project period.

16. Question: “Exhibit C – Change Request Sample form” was not included in the RFP. Can Tacoma provide this?

Answer: Please see Addendum 1.

17. Question: For the Appendix D RACI, please confirm that the scope of services subject to this RFP applies only to the following role defined in the RACI: "External System Integrator Vendors: ADMS System Integrator Vendor."

Answer: That is correct. Although during negotiations we may discuss minor modifications as it relates to integrations with other vendor systems.



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18. Question: Please clarify Phase 0 scope regarding implementation of the PDS and "Training Simulator for DOs", and the Phase 1 "completion of dispatcher training simulator? The implication is that the initial PDS will be partially functional, perhaps not having full integration with GIS maps and/or business data such as customer information.

Answer: That is correct. The initial PDS will have limited integration and should allow operators to have access to get used to the system. Full functionality should be available by the end of Phase 1.

19. Question: Please clarify expectations for interaction between the SI and the ADMS Vendor.

Answer: The ADMS Vendor is responsible for installing their system on our servers and successfully passing "Factory Acceptance Testing". After that, the SI will be responsible for delivering the configurations and other tasks as laid out in the RFP. Tacoma Power will provide a Program Manager and Project Managers to assist in coordination between the SI and the ADMS Vendor, but we also expect the SI to be able to directly communicate with ADMS Vendor to resolve issues during implementation.

20. Question: We have successful OMS implementations at two utility companies, not 3. We just installed Aspentech (OSI) at a large utility this year. Can we still participate?

Answer: Thank you for asking. Our minimum requirements were set to enable Tacoma to have the highest likelihood of success, understanding our own experience and limitations so we need to enforce the minimum of 3 implementations as laid out in the RFP.

21. Question: What version of OSI does Tacoma Public Utilities plan to install?

Answer: We will be using a term-license for the latest version of OSI software. Currently that is Monarch 13, but we could ultimately install Monarch 14 if it releases during project.

22. Question: Is the \$3.75M estimate for implementation only? (e.g. does not include software costs)

Answer: This value is the budget for implementation for Phase 0 and 1 of the entire program. It does not include Hardware or Software costs.

23. Question: What is TPU's EAI (Enterprise Application Interface) standard?

Answer: We do not have a consistent standard that will be used.

24. Question: Testing – Is End to End testing and Performance Testing required to be waterfall (in series) or in parallel with multiple environments available?

Answer: This is to be determined.



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25. Question: What is TPU's Messaging Bus standard protocol?

Answer: We do not have a standard. Please see answer to Question 12.

26. Question: Has TPU verified that the ADMS vendor can support automated vehicle location (AVL) and integrated voice response (IVR)?

Answer: Yes. It was a requirement for selection for our ADMS vendor.

27. Question: Is the OCM vendor already selected?

Answer: Yes. They were selected as a result of the PI23-0149F RFP.

28. Question: Would TPU require the SI to provide regular maintenance and updates post implementation?

Answer: See the answers to Question 15.

29. Question: Per section 9.7, it is stated references of projects completed within 2 years but in section 2, Minimum Requirements, it is stated 5 years, which one is to be followed?

Answer: We will accept references for projects completed in the past 5 years.

30. Question: Is TPU willing to modify the RACI? Example: ADMS vendor should have more areas of responsibility in the build and testing.

Answer: Please provide your alternative suggestions, but for the scope and cost in your response, assume the RACI, as published, stands.

31. Question: [Document Reference: PI24-0256F: SCOPE OF SERVICES AND DELIVERABLES: 5] This Section (SCOPE OF SERVICES AND DELIVERABLES) indicates that TPU plans to start "Planning Phase" SOW first. "These tasks will provide the Solutions Integrator time with Tacoma Power and our ADMS software vendor to establish requirements and designs that will be used to create the subsequent statements of work that will encompass the bulk of the implementation and integration of Phase 0 and Phase 1 of the program". However, it's also mentioned that "The scope for this RFP shall be contained to only the Planning Phase and Phase 0 and Phase 1 of the overall ADMS program." This seems to be contradictory. What should be used as base requirements for estimation for Phase 0 & 1 for this RFP? Please share.

Answer: The entire scope of this RFP includes the planning and implementation through Phase 1. Separate the time and cost of the "planning phase" within the response, but it is a subset of the overall scope.



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32. Question: [Document Reference: PI24-0256F: Implementation Portion: 15] Please share the ADMS/OMS functional requirement details related to ADMS/OMS Phase 1 implementation.

Answer: Please see Attachment A to the ADMS Vendor RFP here:
https://cms.cityoftacoma.org/Purchasing/FormalBids/PT23-0091F_AttachmentA.xlsx

33. Question: [Document Reference: PI24-0256F: Task 4: Integration Planning and Implementation: 16] Which product TPU is using as messaging bus for Enterprise level integration?

Answer: Please see the answer to Question 12.

34. Question: [Document Reference: PI24-0256F: APPENDIX D: 69] What duration vendor has to consider for Hypercare post go-live support?

Answer: See the answers to Question 15

35. Question: [Document Reference: General] Are there any restrictions to access the project environment from outside the US?

Answer: There are no restrictions, but Tacoma Power would prefer vendor resources in a time zone within 3 hours ahead or behind Pacific Standard Time. There will separate requirements for regulatory compliance in order for a resource to access systems behind a network-gap area that will have a specific set of restrictions.

36. Question: [Document Reference: PI24-0256F: Task 5: Custom Functionality D: 17] Regarding custom functionality requirement, can we address this through change management process, as scope will be determined during planning and requirement analysis phase only.

Answer: Please see the answer to Questions 13 and 14.

37. Question: [Document Reference: PI24-0256F: Task 4: Integration Planning and Implementation D: 16] We assume that all the required edge system remediation for the integration requirements will be out of scope of System Integrator and will be performed by respective vendors or support teams. SI vendor is responsible for coordination and tracking with these vendors. Please confirm.

Answer: To the extent that systems need to be altered to allow interface with the OMS system, Tacoma Power teams (or vendors) will perform those changes. The SI will be responsible for coordinating and tracking.

38. Question: There are sections of the RFP that speak to the Planning Phase being in scope and some that do not. Please confirm whether "Planning Phase: Hardware Procurement and Requirements Analysis and Systems Design" is part of the project.



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Answer: Please see the answer to Question 10.

39. Question: Has all the software been purchased from AspenTech? Is AspenTech providing the implementation and hardware as part of their deliverables? What is the scope of the AspenTech delivery?

a. What is the scope of the delivery for other unnamed vendors such as AMI/AVL/IVR?

Answer: We have secured the licensing for the software from Aspen Tech. Aspen Tech will also be contracted to provide the implementation of their platform, and be available for support during the implementation. Tacoma Power is securing the hardware. Please see the answer to Question 37 as well.

40. Question: What is in scope of hardware procurement (e.g. servers, workstation, field devices, etc.) for the project and is this funded out of separate RFP(s)?

Answer: There is no requirement for the SI to purchase any hardware. Tacoma Power will procure the hardware. Please see the answer to Question 10 as well.

41. Question: Will TPU be making payments via credit card?

Answer: Generally, no. City of Tacoma's preferred method of payment is via ACH.

42. Question: [Requirement Description: Task 3: Provide a sample agenda and expected participants (by role or specialty) involved in the kickoff meeting] Has Tacoma established a project Governance organization? Can the org chart be shared?

Answer: We are working on creating that and will provide it as soon as possible after successful contract negotiation.

43. Question: [Requirement Description: Task 3: Provide a sample agenda, frequency and expected participants (by role or specialty) involved in the stakeholder project update meetings] Has Tacoma established a project Governance organization? Can the org chart be shared?

Answer: Please see Question 42

44. Question: [Requirement Description: Task 3: Explain how you prefer to track defects during implementation and testing and how you prefer to address them during the project. For example: Do you prefer to batch them together and address in groups?] What tool is planned to be used internal to TPU for requirements and defect tracking (ADO, Jira, other)? Has TPU negotiated access to vendor's Jira environment or will defect logging management be performed in separate systems?

Answer: Please see the answer to Question 11.



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45. Question: [Requirement Description: Task 4: Explain how you will conduct system level and end-to-end integration testing. Include any assumptions or expectations as well as approximate time commitment from Tacoma Power or vendors in this process.] What test tools does TPU presently use (esp. re: loading of system with outage calls and SCADA events to support (performance) testing)?

Answer: We are currently using proprietary tools from CGI to test system loading on the current OMS.

46. Question: [Requirement Description: Task 5: Provide a narrative that explains an example of the types of customization you have made to ADMS systems for other clients; or, in lieu of that, explain how you helped the client adapt previously-customized processes to use out-of-the-box functionality] Does Tacoma wish to maintain a more standard, out of box approach to ADMS, realizing custom development requires additional down the road maintenance costs, especially during future upgrades?

Answer: Yes. Please see answer to Question 13.

47. Question: [Requirement Description: Task 9: Explain how you envision the transfer of necessary information for training to the OCM vendor. Provide any sample documents you may have showing an example.] Does the OCM have detailed knowledge of ADMS application? What training will the ADMS vendor be accountable for?

Answer: The OCM vendor has deep experience with the ADMS application as well as operational control room experience. The OCM vendor will be responsible for all training, utilizing the ADMS Vendor standard information and the configurations the SI will do to create and present the training material to our end users. Our users will also have access to the ADMS Vendor's web training and manuals.