

# Central Arkansas Water (CAW) RFQ 20-17

## Outage Notification Application

### Questions and Answers Posted 9/25/2020

1. **Please describe intent of the interface with Cayenta. Is this only to send the results from trace analysis in the Water Outage app? Or will it also need to keep edits in the GIS (e.g. new or deleted features) in sync with Cayenta?**
  - The main goal is to have an application where outages can be created (Planned and Unplanned) and trace information (meter/service information) can be selected and passed to Cayenta for notification. It would be nice to track historical outages in the GIS.
2. **Section 1.11 – A and C page 6 - Given the current global health climate, will CAW accept a digital submission of the RFQ response in place of the hard copy submission?**
  - Answer: Electronic copy will be accepted.
3. **Section 1.11 – C.1.d page 6 - If digital submissions are not allowed, will CAW grant leniency towards the 24-hour deadline for additionally requested copies of the response?**
  - Answer: N/A
4. **Section 6 – 3 page 6 - Can the Response Signature Page and Addenda be electronically signed, or must signatures be wet signatures?**
  - Answer: Electronical signature accepted
5. **Section 1.8 – page 5 & Section 6 part 18 on page 25 - We would like to discuss the possibility of negotiating some of the mandatory terms. Would CAW be open to receiving some suggested changes to these terms in our response?**
  - Answer: Any terms that you would like to discuss will be submitted to our legal counsel for review and response
6. **Section 2.1 – page 11 - Is an upgrade of CAW's ArcGIS 10.5.1 environment intended to be part of this project?**
  - Answer: Yes.
7. **Section 1.1 – page 4 & Section 2.2 page 11 - Is it CAW's intent that the vendor provides the upgrade support as part of this project? If yes, for which CAW environments would this include?**
  - Answer: Yes we are very open to this. ArcGIS Enterprise and ArcMap
8. **Section 2.1 – page 11 - To what version does CAW intend to upgrade the ArcGIS environment to?**
  - Answer: Between ArcGIS Enterprise 10.6.1 and 10.7. We have a CMMS in place that we upgraded to a version that is supported up to 10.7. Upgrading past 10.7 would require another upgrade of that CMMS which we are not ready to do.

9. **Section 2.2 – page 11 - Can CAW further explain the envisioned one-way integration with Cayenta Utilities CIS?**
- Answer: Outage boundary is defined in Outage Solution. A trace is performed and meters are selected. These are then exported out as a .CSV file and uploaded into Cayenta. Using that meter information the accounts in Cayenta are flagged with having an outage. Notification is then sent to customers affected.
  - **What information will be passed from ArcGIS to Cayenta?**
    1. Answer: CService, Connection\_ID, Location\_NO, Meter\_Number, Outage\_ID
  - **What is the production version of Cayenta CIS at CAW?**
    1. Answer: Just did an upgrade to 9.01.014
10. **Section 2.2 – page 11 - Which workflows, of the Esri Water Outage Solution does CAW intend to be included as part of this project? If just one for example, I.e. Run an Isolation Trace, will be the app be deployed? For Reference: The Esri Water Outage Solution portions include: Report a leak / Assign Leak Investigation / Validate Leak / Run an Isolation Trace / Manage Water Outage**
- Answer: Run an Isolation Trace and Manage Water Outage
11. **Section 2.2 – page 11 - Will the Water Outage Solution be configured to work with ArcGIS Enterprise Portal or ArcGIS Online?**
- Answer: ArcGIS Online
12. **Section 2.2 – page 11 - Is CAW open to a solution that also sends out messages to customers in addition to performing the Water Outage workflows?**
- Answer: Yes, we want the solution to send messages out to customers when they are affected by an outage.
13. **Section 2.2 – page 11 - How does CAW envision messaging customers? Via existing notification software? If yes, can CAW share information on the notification software or system?**
- Answer: CAW will be using Twilio and would likely need the Outage Notification program to be able to connect to Twilio to put out text messages. We are open to other options in the program such as text to voice, automated voicemails if the customer chooses that preference over text, and email notifications if the customer chooses that option.