



649-2024 ADDENDUM 4

IMPLEMENTATION SERVICES FOR ORACLE WORK AND ASSET MANAGEMENT UPGRADE

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
BID/PROPOSAL**

ISSUED: October 25, 2024
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**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE BID/PROPOSAL AND SHALL FORM
A PART OF THE CONTRACT DOCUMENTS**

Template Version: Add 2024-02-01

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Bid/Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Bid/Proposal may render your Bid/Proposal non-responsive.

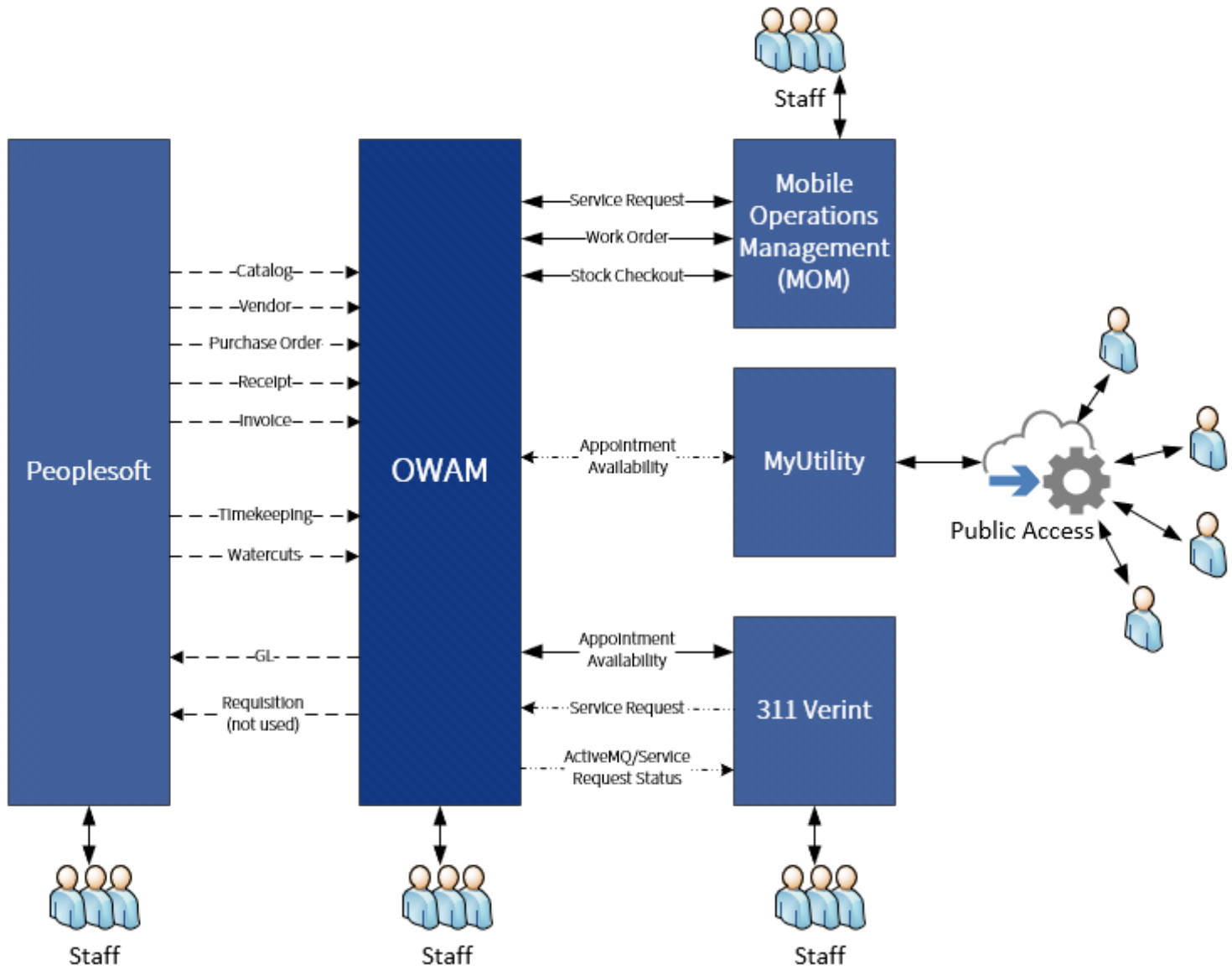
APPENDICES

Replace:

In Appendix A, within the Current State Assessment section and the Integrations sub-section (page 22 of 90), please replace the existing diagram with the one provided below.

The changes made to the diagram are:

- Removed ActiveMQ between OWAM and 311 Verint
- Updated bi-directional arrow for Service Request to be one-way communication from 311 to WAM
- Updated bi-directional arrow for Service Request Status to be one-way communication from WAM to 311 via ActiveMQ



Legend

- Batch Interface written by Oracle
- BI-directional web service/stored procedure written by City/Oracle
- Web service bridge written by Oracle

QUESTIONS AND ANSWERS

Q1: Could you please confirm that: Service Request Create – This is a one-way interface for Creation of a Service Request from 311 to WAM?

A1: This is a one-way communication from 311 to WAM via webservice.

Q2: Could you please confirm that: Service Request Completion/Status update – This is a one-way interface for status update of SR from WAM to 311?

A2: This is a one-way communication from WAM to 311 via ActiveMQ.

Q3: Is there an Appointment integration between 311 and WAM currently?

A3: Yes, there is an appointment integration between 311 and WAM. There is also appointment integration between 311 to MOM (which integrates with WAM) but that is not within the scope of this project.

Q4: What do you do with the appointments in WAM? Where are you storing the data? Can you briefly explain the process?

A4: The data is stored in a custom table, which serves as a calendar containing appointment slots. Each time a requested date on a Service Request aligns with a specific day, the available slots for that day are reduced. This logic is applicable only to certain types of Service Requests and designated problem codes.