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## **QUESTIONS**

- 1) **Due to the nature of Spinnaker Supports business model (third-party support) while accepted by Oracle as an alternative to their annual support, we are also considered a competitor and therefore we do not carry the Oracle Business Partner moniker. Does this exclude us from proposing?**

Answer:

CCWA requires that all proposers be an Oracle Certified Business Partner

- 2) **What are other associated technologies which will also need support?**

Answer:

We would expect that proposers would be well versed in our platform – Windows/SQL and Weblogic running virtualized on VMWare on Cisco UCS hardware

- 3) **Can you elaborate on the specified development activities?**

Answer:

We have had various development activities over the years, would be difficult to pinpoint.

- 4) **Are you expecting only one resource onsite for the initial transition phase or all the team consisting of primary contact, functional consultants, CNC, technical?**


Answer:

CCWA is not estimating a specific number– we expect Proposer to detail what they think makes sense based on their experience with other clients that are similar to CCWA.

- 5) **Will the Upgrade Support also be part of Guaranteed hours a month?**

Answer:

CCWA has listed what the minimum requirements are. It is up to the Proposers to decide what options they wish to offer to best enhance their offering.

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- 6) **Will CCWA provide detailed project requirements, understanding and based on which the vendor will provide a separate scope of work and cost estimate for the Upgrade Support?**

Answer:

See answer to #5 above

- 7) **For the Upgrade Support, will this be tools upgrade or functional upgrade?**

Answer:

Over the course of this agreement – minimum 3 years, possibly 5 years, we would expect it to be one or the other, or both.

- 8) **If tools or functional upgrade, what will be the frequency?**

Answer:

See Answer to # 7 above.

- 9) **If tools or functional upgrade, what will be the Proposer's roll.**

Answer:

If part of proposal, the Proposer's role would be to manage the technical environment, and to participate/lead in functional areas as appropriate.

- 10) **Will the Upgrade Support's hours be included in the monthly support or will it be calculated separately?**

Answer:

See answer to #5 above.

- 11) **Will the Workshop Support also be part of the Guaranteed hours a month?**


Answer:

See answer to #5 above.

- 12) **What will be the approximate number of workshops that you expect to conduct during a month / year?**

Answer:

We would only have workshop if needed – we've not had any to date.

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- 13) How many approximate average numbers of users will participate in the Workshop?**

Answer:

See answer to #12 above.

- 14) Will CCWA provide detailed workshop requirements based on which the vendor will provide a separate scope of work and cost estimate for the same?**

Answer:

See answer to #5 above.

- 15) Will CCWA share the workshop schedule at the beginning of the project?**

Answer:

See answer to #12 above.

- 16) What will be the approximate duration of the workshop and will it be the same/fixed for all workshops?**

Answer:

See answer to #12 above.

- 17) In Division 1, Section 2: 2.10 Special Provisions, we need to understand the detailed Scope of Managed Services what all it will include?**


Answer:

CCWA does not know how to respond to this question, other than to say to review the scope for managed services as defined in the RFP. No further information can be given on this topic."

- 18) Who is incumbent?**

Answer:

- ERP Suites
- GSI, Inc.

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**19) Can you please provide your current SLA's?**

Answer:

We are operating under the same SLA's as detailed in this RFP.

**20) CNC services required are expected to be full FTE work or would you prefer us to propose a certain number of hours based on the scope of CNC activities?**

Answer:

See answer to #5 above.

**21) Can you please provide us current ticket volumes by functional module (e.g. Finance, Distribution, HR.)**

Answer:

CCWA did not include this as part of the current award, therefore do not have volumes. In addition, we are now on new version with new functionality, cannot predict what volumes will be.

**22) Can you please provide us current ticket volumes by urgency / severity (e.g. Critical, High, Medium, Low etc.)?**

Answer:

We average about 25 tickets per month total (now that we are 6 months past go live). Most are Low/Medium, only average 1-2 critical tickets a month. We have not contracted for outside functional help, therefore not really part of this count.

**23) Can you please provide us current ticket volumes by type of issues (e.g. technical, CNC, Report, bug, functional configuration, new development etc.)?**


Answer:

See answer to #22 above.

**24) Can you please provide us current ticket volumes per month?**

Answer:

See answer to #22 above.

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**25) Can you please provide us current ticket volumes by location (if multiple locations)?**

Answer:

See answer to #22 above.

**26) What is the level of customization you have done to your current system?**

Answer:

As part of our upgrade, it was assessed that CCWA has a low level of complexity on customizations.

**27) Are all the resources required to be physically located in US can we deliver the support using offshore resources?**

Answer:

No, they are not all required to be located in the US. Please read the Objective in Division 1, Section 2:2.1

**28) What is your expectation of resources being onsite? Can we provide support completely offsite?**


Answer:

During the past 5 years, all resources have been offsite.

**29) The CNC resources are required to be onsite within 24 hours for resolving critical issues as per the RFP. Is this an absolute must, or would a 48-hour window be acceptable to report onsite, while still supporting from offsite until resource reports to onsite? (Confirmation on this option will reduce substantial cost).**

Answer:

CCWA desires a 24-hour response.

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- 30) Whenever our resources travel to onsite, will the expenses such as air fare, car rental, hotel accommodation and per diem be paid? (assuming US based resources).**

Answer:

Per the RFP, Proposers are to submit as an all-inclusive rate for the services they list that will be delivered.

- 31) Will you be paying expenses for our offshore resources, if they are required to travel to onsite? This may be required during the initial knowledge transition phase.**

Answer:

See answer to #30 above.

- 32) Do you need a dedicated functional team for Finance, Distribution, CAM, HR, Payroll?**

Answer:

No, does not need to be dedicated, but resources from various disciplines need to be available.

- 33) Standard Onsite Support – We believe this onsite support is required only for CNC. Is it also required (onsite) for Functional and Technical resources?**

Answer:

Correct, CNC only

- 34) Emergency Support – We believe this onsite support is required only for CNC. Is it also required (onsite) for Functional and Technical resources?**


Answer:

Correct, CNC only

- 35) When not in an upgrade mode, how many Update Builds and ESUs do you apply on average per month or per quarter?**

Answer:

4 per quarter

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- 36) When not in an upgrade mode, how many data refreshes do you request on average per month or per quarter?**

Answer:

4 per quarter

- 37) What is your expectation of the selected provider for doing JDE Security activities? Is this something you rely on your current provider for, or do you keep security tasks in house?**

Answer:

We keep JDE Security in house.

- 38) If the provider will be doing JDE Security, please describe the type and amount of CNC Security related tasks on average per month or per quarter, i.e. user adds/deletes.**

Answer:

See answer to #37.

- 39) Will you require more in depth JDE Security support such as SODs, role design/creation, audit compliance, etc.**

Answer:

See answer to #37.

- 40) Will part of the CNC support include system reboots and restart of services? How often do you perform these?**


Answer:

Yes, CNC does this, JAS services bounced nightly before doing system check.

- 41) Could you give a best estimate as to the number of functional hours you think you will need on average per month or per quarter?**

Answer:

CCWA is not estimating a specific number– we expect Proposer to detail what they think makes sense based on their experience with other clients that are similar to CCWA.

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- 42) Assuming you'll continue with your Maintenance agreement with Oracle through the 5-year term as described in the RFP, will the Oracle Partnership be a strict requirement? Knowing that your maintenance agreement should grant you everything you'd also receive from a partner of Oracle, the chosen proposer would work on your behalf and under your relationship with Oracle, thus a partnership may not be required?**

Answer:

See answer to #1 above.

- 43) Please list all non-JDE applications for which support (updates, troubleshooting, administration) is expected.**

Answer:

Vertex

- 44) Please provide a list of scheduled CNC tasks and their schedule.**

Answer:

- Nightly JAS services restart/system health checks
- Tue./Thur. overnight PY/DV package build requests
- Friday overnight PD package build requests
- Monthly restart (2<sup>nd</sup> or 3<sup>rd</sup> weekend of the month)
- Monthly DB refresh

- 45) Other than the routine/scheduled CNC tasks, can you provide an estimate of monthly support needs tickets (or hours) that may be required?**


Answer:

See answer to #41 above.

- 46) Can you provide an estimate of the monthly support hours that would cover each of the areas of your combined support needs for CNC for routine/scheduled tasks as well as technical support?**

Answer:

See answer to #41 above.

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- 47) Can you provide an estimate of the monthly support hours that would cover each of the areas of your combined support needs for functional support hours?**

Answer:

See answer to #41 above.

- 48) Can you provide an estimate of the monthly support hours that would cover each of the areas of your combined support needs for development hours?**

Answer:

See answer to #41 above.

- 49) Can you provide the list of 20+ interfaces you are using? And any special requirements for each?**

Answer:

The major interfaces are:

- A/P interface – customer refund checks (2 way)
- Billing interface with CIS
- JDE – Cityworks (2way Orchestration) – multiple orchestration
- Anthem FMLA

- 50) Regarding the functional support you require, what level of customizations do you have in your current JDE environment?**


Answer:

See answer to #26 above.

- 51) And what areas of the JDE application have the heaviest customizations?**

Answer:

Work orders – version level overrides

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**52) Are these customizations documented?**

Answer:

There is documentation, not extensive

**53) Are you expecting respondents to red line the MSA included in the RFP document and return as part of our RFP response submission?**

Answer:

Any and all exceptions to our MSA should be outlined on your firm's proposal response for further consideration by CCWA.

**54) Do you expect Functional Support hours to be handled as part of Managed Services or separate in a time-and-materials SOW?**

Answer:

CCWA expects that Functional Support would be included as part of Managed Service hours.

**55) If in-scope for Managed Services, what are SLA expectations and what type of activities are your expectations?**

Answer:

SLA and activities would be similar to what is proposed for CNC work.

**56) In Section 2.1, is CCWA requesting for managed services for CNC and DBA skillset only or do you also request functional managed services support?**


Answer:

We expect all skillsets as detailed in the RFP for managed services, which includes functional

**57) If so, is there a listing of the volume type of issue (training, bug, data, etc.) and functional areas involved?**

Answer:

No, there is not a listing of that type available.

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- 58) If the responding vendor has performed successful services engagements with CCWA in the past, would CCWA be an acceptable reference or should the response include references from outside organizations only?**

Answer:

No, we would not consider CCWA as an acceptable reference, even having done business with us in the past.

- 59) Section 1.1 Proposal to remove “graphic designs” from technical services since vendor does not provide “graphic designs” in its engagements.**

Answer:

Any and all exceptions to our MSA should be outlined on your firm’s proposal response for further consideration by CCWA.

- 60) Section 5.6 Proposals to include that changes to a scope of service will be documented with a Change Request and shall be mutually agreed upon by both parties.**

Answer:

See answer to #53 above

- 61) Section 6.3 Proposal to alternative language to provide CCWA prior notice when removing resources from an engagement instead of obtaining consent to do so.**

Answer:


See answer to #53 above

- 62) Section 6.7 Proposal to protect GSI resources in the event that engagements are taking place on the premises of CCWAs. In addition, a request to ensure the safety of workers and protect against hostile work environments.**

Answer:

See answer to #53 above

- 63) Section 7.2 Proposal to include that GSI retains rights to their preexisting IP as well as a third-party IP that may be used at the time of engagement.**

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**Furthermore, CCWA will have ownership of work product pursuant to full compensation for services rendered.**

Answer:

See answer to #53 above

- 64) Section 9.3.1. Proposal to include that SOWs should be terminated based on the terms and conditions within a given SOW. For example, AppCare SOWs require a 90-day notice termination clause due to the nature of the engagement. GSI proposes to consider the terms and conditions to individual SOWs since it may require more time to receive notice for particular engagements.**

Answer:

See answer to #53 above

<b><i>Acknowledgment of receipt of this addendum must be signed and included in your proposal response.</i></b>	
COMPANY NAME	
SIGNATURE	
DATE	