



St. Johns River

Water Management District

Ann B. Shortelle, Ph.D., Executive Director

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On the internet at www.sjrwmd.com.

DATE: June 7, 2019

TO: Interested Firms

FROM: Wendy Cox, Procurement Director
Office of Financial Services

SUBJECT: Invitation for Bids 34465, Addendum 3
Oracle Product Technical Support

The District has received additional inquiries regarding the above referenced solicitation. Please refer to the inquiries and corresponding response to each below.

1) **Question:** What is your EBS version?

Answer: On page 39, E-Business Suite is mentioned as a product the District uses. This is currently a legacy system and should not have been included in that paragraph. The District does not expect any support for this product.

2) **Question:** What are modules that are been currently used?

Answer: Time and Labor, Payroll and Human Resources

3) **Question:** Do you have Oracle support License?

Answer: The District does not have a current support contract with Oracle.

4) **Question:** Are you using any Oracle Cluster Notes?

Answer: Yes, the District uses a three node RAC installation for production databases. Note, this answer assumes the question should have stated "nodes" instead of "notes".

5) Also, please let us know if the proposal submission gets extended because we cannot access any addendums.

Answer: No changes have been made to the original response due date (see page 2 of this addendum). All addenda and the original solicitation documents can be obtained through the District's solicitation portals (Demandstar, Vendor Registry or by contacting the District directly).

6) **Question:** Are you looking for DBA level support or also functional and technical support. For Eg do you need only DBA level support for BI, like Admin support (DBA kind) or do you also need BI reports and dashboards need to be developed or supported?

Answer: The District is seeking technical support, not functional support.

7) **Question:** Do just need ECM Support at admin level or full support?

Answer: Similar to question 1, the District is seeking technical support. The respondent to this solicitation should have knowledge, understanding and experience with the products.

8) **Question:** Can you give the volume of support in terms of a number of tickets per month/week? As per our understanding, the table on page-39 is only the number listed for SR raised with Oracle ATS. Can you let us know the expected support volume covered under this RFP?

Answer: The table on page 39 of the solicitation is intended to demonstrate the volume of support requests expected based on past experience.

9) **Question:** It mentions that you have 14 administrators and developers currently. Is this RFP to provide support over and above current staff of 14-member team.

Answer: The sentence referencing 14 staff members is intended to provide context and scale to the District's situation concerning support needs.

10) **Question:** Expected team size for support?

Answer: There is no expectation regarding team size.

11) **Question:** Would you continue to have Oracle Annual Technical Support (ATS) or are you planning to discontinue the ATS in replacement to this support?

Answer: None of the District's licensed products are under a current Oracle Support contract.

12) **Question:** You have also mentioned upgrades; are upgrades part of this scope?

Answer: Over the next three years, the District anticipates upgrading WebCenter and Oracle Database; other products will likely continue to remain at the versions listed in the solicitation. Although, District staff is generally able to perform and support software upgrades, the awarded contractor will be expected to provide support and guidance, if needed, as indicated on page 39 of the solicitation document.

13) **Question:** Do you have any kind of DR environment, if yes, please provide the complete architecture?

Answer: Disaster recovery is not part of the scope of this solicitation. However, in the event of a disaster, the awarded contractor for this solicitation will be expected to provide technical support, if needed.

The time and date for the submittal of responses remains the same: 2:00 p.m., June 20, 2019.

NOTE: Please acknowledge receipt of this Addendum in your submittal. If you have any questions regarding this addendum, contact Wendy Cox at (386) 329-4118 or via email at wcox@sjrwmd.com.