	JDE EOne Managed Services	
CLAYTON COUNTY **Water AUTHORITY** 1600 Battle Creek Road, Morrow, GA 30260	**ADDENDUM # 1**	
	DATE	Friday, May 24, 2024
	RFP NUMBER	2024-IT-14
	RFP OPENING DATE	Thursday, May 30, 2024 at 2:00 p.m. local time
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REVISION:

1. **Replace pages 1-2.3 through 1-2.5 of the original RFP documents with revised pages 1-2.3-R through 1-2.5-R provided with this Addendum.**

   Revision relates to the SQL servers, which are all currently running SQL 2019 and Windows Server 2019.

CLARIFICATION:

Proposers are not required to be registered in Georgia if they will not be physically working within the state. If their service originates from their established place of business, verification of the business through the Secretary of State of their respective state is sufficient. CCWA will mandate verification upon award.

QUESTIONS:

1. **What is the budget for this Project?**

   Answer: The Authority retains the discretion to withhold budget information during the solicitation process.

2. **Will the Authority be answering questions as you have answers or holding answers and publishing them after the deadline to ask questions?**

   Answer: The Authority may issue multiple addenda, at its sole discretion, and anticipates issuing the last addendum no later than Friday, May 24, 2024.

3. **Frequently answers to questions create new questions. Will the Authority allow for "follow-up questions" to answers published by the Authority if the Authority's answer is not published until after the deadline to ask questions in the last Addendum on May 24?**

   Answer: Refer to answer for Question 1 above.

4. **On page 1-2.1 in Section 2.1 Objective, it says: "CCWA reserves the right to award the Managed Services as well as Development and Support work to**

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multiple proposers; however, there should be no expectation of equal distribution of work by any proposer." This sentence implies that Managed Services might be separate from Development and/or Support, please clarify is the Authority looking for separate proposals for each of these three (3) types of support (i.e., CNC, Development, Functional)?

Answer: We do not need submissions for each of the different areas of support. We are looking for a provider who offers CNC, development, and functional support services. If a single provider is not found to provide all services adequate to our needs, then we reserve the right to split the services up and award separately and based on the needs of our environment.

5. **On page 1-2.2 in Section 2.3 it says "One (1) original, five (5) bound copies and one (1) electronic submission." Is the Authority asking that the Original be unbound? Are you expecting six (6) hard copies, five (5) bound and one (1) unbound?**

Answer: The Authority requests a total of 6 hard copies, including an original. The original must be marked "Original" and can be bound like the five (5) copies.

6. **Further on page 1-2.2 in the footnote it says: "1 One original paper copy of the Cost Proposal Form must be submitted in a separate sealed envelope and placed within the sealed submittal package." Does the Authority only want a hard copy of the Cost Proposal and not an electronic copy?**

Answer: That is correct.

7. **On page 1-2.7 in Section 2, Item 14 it says "Reporting: Please describe the different types of reporting or portals that you will be providing CCWA. Please attach samples of the reports or provide an URL to view." This section seems to have a mix of CNC and Functional support, what type of reporting is the Authority looking for (e.g., Status Reporting, CNC scheduled services, CNC monitoring, Functional process changes, Development status, etc.)?**

Answer: The Authority is requesting a description of the proposed communication channel each provider offers. Administrative portals for change requests, problem submissions, incident tracking etc. Daily health checks, monitoring reports, alert

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notifications/response/resolution. Change Requests status including progress, approval, and resolution. Patching updates, problems/progress/resolution. This description should be outlined, and examples provided.

8. **On page 1-2.8 in Section 2, Item E. 1. It says: "For certain projects it is anticipated that CCWA may request a scope of work and cost estimate from all contractors to determine which firm to award the project." Does the Authority anticipate that the Managed Services will be primarily periodic / regular process needs (e.g., Package Builds, Security changes, etc.) and "projects" (e.g., upgrade to the latest Application or Tools release) would be handled by requesting a "scope of work"?**

   Answer: That is correct. The service provider will be solely responsible for periodic/regular process needs, and the expectation of SOW submissions would be for any required for any 'project' type work, such as upgrade/updates.

9. **On page 1-2.12, Section 2, Item 5 it says: "Include the most recent two years of financial data, including: A. Audited Financial Statement." We are not a large organization and do not have Audited Financial Statement, is that a requirement to respond to the Authority's RFP?**

   Answer: No. Audited Financial Statements are not obligatory for RFP submission; however, their absence could impact the scoring on the Financial Viability evaluation criteria.

10. **If we provide unaudited financial statements, will that be acceptable?**

    Answer: If Audited Financial Statements are not available, you may alternatively provide financial statements that have been reviewed and compiled by a CPA. Client prepared Financial Statements are not acceptable.

11. **On page 1-2.14, Section 1, Item 2 it says: "Unless it is otherwise stated in the proposal documents, it shall be the responsibility of the proposer to inform itself as to all conditions of the work site and to make and take account thereof in calculating and submitting its proposal." Please clarify what the Authority is asking of the Proposer:**

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a. **Are you asking that the proposer budget time in our RFP response to keep our team aware of anything other team members find at the Authority?**

Answer: Question is not clear; therefore, an answer is not available.

b. **Is this in response to a "scope of work" request?**

Answer: Question is not clear; therefore, an answer is not available.

12. **On page 2-1, Section 1, Item 6 it says in part: "Proposal Forms must be signed in ink." Will the Authority accept electronic signatures?**

Answer: No.

13. **Will the Authority accept scanned signatures?**

Answer: No.

14. **Must signatures be only in ink?**

Answer: Yes.

15. **Must the signature on the five (5) bound copies be in ink, or can those be copies from the Original?**

Answer: No. Copies can be made from the Original, which requires signatures in ink.

16. **On page 2-1.2, Section 1, Item 7 it says in part: "If made by a Corporation, the person or persons signing the proposal must show the name of the State under the laws of which the Corporation is chartered and his, or their, authority for signing same. The names, titles and addresses of the President, Secretary and the Treasurer and the corporate authority for doing business in this state shall be listed and returned with the Proposal Form." Please clarify what the Authority requires to confirm Proposer has the "authority for doing business in this state."**

Answer: If your company is a Corporation, it must be registered with the State under which laws the Corporation is founded. You may provide a copy of your corresponding Secretary of State webpage showing the information requested on

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page 2-1.2 of the RFP documents. If the officers' information is not included in the webpage, provide a copy of your company's corporate resolutions showing the name(s) and title(s) of the officers with authority to sign contracts on behalf of your company.

17. **On page 2-1.3, Section 1, Item 12 it says in part: "Bids for public works whose price exceeds $100,000.00 must be accompanied by a certified check, cashier's check, or acceptable bid bond in an amount not less than five percent (5%) of the amount bid." Please confirm that this does not apply to this RFP and the Authority is not looking for any sort of bond?**

    Answer: No bonds apply to this RFP.

18. **On page 2-1.5, Section 1, Item 24 it says in part: "The Proposer must employ such methods and means in carrying out the work as will not cause any interruption of or interference with any other Proposer." Please clarify this request. Is the Authority asking that if multiple Proposers are awarded contracts with the Authority for this RFP that a Proposer would not interrupt another Proposer's activities?**

    Answer: That is correct. Item 24 reads: "*The Proposer must employ such methods and means in carrying out the work as will not cause any interruption of or interference with any other Proposer*".

19. **On page 2-1.5, Section 1, Item 28 it says in part: "Any Contract and Contract Bonds shall be executed in duplicate." Please confirm that the Authority is not looking to have Proposer provide a Bond?**

    Answer: Refer to above answer to question 17.

20. **Which DWS products is the Authority using? Swiftest, Focus, Tempo, Load Test?**

    Answer: We are not using any DWS products.

21. **Are they also using DWS' Services?**

    Answer: No.

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22. **If yes, would the Proposer's team be working with DWS or how does the Authority envision the joint effort?**

Answer: N/A

23. **How many Swiftest Scripts does the Authority have today?**

Answer: None.

24. **Which functional areas are these Scripts supporting?**

Answer: None.

25. **Does the Authority use the Swift Test Scripts on a regular basis?**

Answer: No.

26. **Does the Authority have test data to use with the scripts?**

Answer: No.

27. **Is the test data kept up to date?**

Answer: No.

28. **If no, will that be the responsibility for the Proposer to update test data?**

Answer: N/A.

29. **Does the Authority expect that they will need additional Test Scripts or other development within the term of the support agreement?**

Answer: No.

30. **Does the Authority have an existing agreement with a DWS service provider to do DWS product work?**

Answer: No.

31. **If yes, how will that impact the Proposer's team working with the Authority?**

Answer: N/A

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32. **Regarding section 2.3.A.15 - Use of DWS Global Suite of products:**

a) **Who will be responsible for maintaining the current scripts?**

Answer: N/A

b) **Are the scripts currently up to date?**

Answer: N/A

c) **Who will be responsible for test execution?**

Answer: N/A

33. **Does the Authority have in-house CNC and JDE Functional (super users) who will be working with the Proposer?**

Answer: We do not have an in-house CNC. We have Developers and Business Analysts who will serve as points of contact.

34. **Does the Authority have any available historical statistics on hours of support for CNC-related tasks during the last year?**

Answer: No, we have no presentable report of hours spent on CNC specific work.

35. **Per the RFP, it appears that all servers that are currently utilized are either Windows 2012 or Windows 2016. Does the Authority have plans to upgrade these to an Oracle-supported operating system release?**

Answer: Refer to Revision 1 above.

36. **If yes, will that be part of the Proposer's scope in this agreement?**

Answer: Refer to Revision 1 above.

37. **Current Database Server is listed as SQL 2016, which is out of mainstream support (July 2021) and extended support is scheduled to end in July of 2026. Does the Authority have extended support for this, and are there any plans to upgrade this to a more current and supported version?**

Answer: Refer to Revision 1 above.

38. **If yes, will that be part of the Proposer's scope in this agreement?**

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Answer: Refer to Revision 1 above.

39. **Does the Authority have DBA and Server Support personnel that will be supporting these platforms, or is this support to be included as part of the proposal?**

Answer: Yes, the Authority has in house support staff to work as points of contact.

40. **If so, please describe expected support criteria?**

Answer: The maintenance and health of the servers and databases associated with the JDE environments will be primarily the responsibility of the managed service provider.

41. **Is the Authority planning to perform an update of the JDE application and/or Tools?**

Answer: The expectation will be to bring the application and tools release current once a year.

42. **Current Tools Release that is in use is no longer supported by Oracle, does the Authority have any on-going issues that might drive this effort?**

Answer: We are currently running Tools Release 9.2.7.3 and it is currently supported.

43. **Has the Authority installed any Tools Release specific POC (Proof of Concept) fixes?**

Answer: Yes, our current service provider installed this for us.

44. **Would the Authority consider their system to be stable?**

Answer: Yes. The environment is stable.

a. **Servers?**

Answer: Yes, no known issues.

b. **Performance?**

Answer: Yes, no known issues.

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    c. **On-going developments?**

Answer: There are a few applications in development at the moment.

    1. **How many package builds per day/week by environment?**

Answer: We average 1-2 package builds per week requests to our current service provider.

45. **Section 2.2, the RFP has asked about experience levels and details with the "Installation of Configuration Manager".   We are not familiar with this tool. Is this Configuration Assistant, Change Assistant, or another tool?**

Answer: CCWA does not use "Configuration Manager", but "Change Assistant".

46. **Our firm is registered in Dallas (TX). Can we deliver these services from our offshore location to leverage lower project costs?**

Answer: No. Per the RFP: "All management personnel of proposers to be assigned to these tasks must be physically located within the Continental United States."

47. **Can we submit our "Form - 1065" in place of the Audited Financial Statement?**

Answer: See answers for questions #9 and #10 above.

48. **Who is your current managed services provider?**

Answer: Server Suites, LLC dba ERP Suites.

49. **Are you happy with your current managed services provider?**

Answer: Yes, we are happy with our current support services.

50. **What are some of the biggest concerns regarding your current JDE support?**

Answer: We don't have any issues with the current JDE support. The current contract will expire soon; therefore, it is time to advertise the contract.

51. **Printed copies for RFP responses does not follow our companies green initiatives. Is it possible to send our responses and electronic only?**

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Answer: No.

52. We see IOT on the list of servers. Are you able to please explain in greater detail how those servers interact directly with JDE?

Answer: The IOT server is no longer in the environment. Refer to the revised pages provided with this Addendum for information on our current servers.

Acknowledgment of receipt of this addendum must be signed and included in your RFP response.	
COMPANY NAME	
SIGNATURE	
DATE	

Division 1   **Project Description**
Section 2: General Overview

Please describe or attach your standard process for full package build and deployment, data dictionary and vocabulary changes, promotion to production and ESU/ASU installation.

Provide the full name and address of the organization and the branch or office that will perform the work. Include telephone number, point of contact and official signature of an authorized company representative. Indicate whether you operate as a single proprietorship, partnership, or corporation. Include the State(s) in which you are incorporated and/or licensed to operate.

2.   Qualifications/Experience/Service Level

Please describe your experience with regards to the following, including the number of clients in the last two years and their platform where you have gained that experience:

A.   Functional modules supported and work that you have done

B.   Server Manager Installation/Upgrade and monitoring set-ups

C.   Change Assistant

D.   Configuring AIS

E.   Working with Orchestrations

F.   Upgrading to Tools Release 9.2.7 or above

G.   Code Current Activities

H.   Other relevant new E1 components or integrations that you have done.

I.   Development work that you have done within JD Edwards

Using the CCWA Fact Sheet (shown below) and the initiatives listed above, please propose a service plan for Managed Services, Support and CNC for CCWA:

CCWA JDE Version	EnterpriseOne 9.2 Update 7 \ Tools Release 9.2.7.3
CCWA # JDE Users	125 +
CCWA # Fat Client	6
Went Live	Initial 2001, 9.0 February 2012, 9.2.2 October 2018, 9.2.7 September
Archiving	Have never archived

==1-2.3-R==

Division 1   **Project Description**

Section 2:   General Overview

Modules we are currently running	- Budgeting - Accounts Payable - Accounts Receivable - General Ledger - Equipment Maintenance - Fixed Assets - Human Resources, including ESS - Inventory and Purchasing (supply chain management) - Work Orders - Payroll - Health and Safety - Contract Management - Condition-Based Maintenance
Enterprise Server	- All Cisco UCS - All Running VmWare 7.0 - All servers running Windows 2019 • Production Servers: • Dev/Test Servers:

Production Servers:

Name	Guest OS	Memory Size	CPUs
JDE-PROD-AISM	Microsoft Windows Server 2019 (64-bit)	12 GB	1
JDE-PROD-DB	Microsoft Windows Server 2019 (64-bit)	36 GB	12
JDE-PROD-ENT	Microsoft Windows Server 2019 (64-bit)	32 GB	8
JDE-PROD-MOBJ	Microsoft Windows Server 2019 (64-bit)	16 GB	4
JDE-PROD-WEB01	Microsoft Windows Server 2019 (64-bit)	16 GB	4
JDE-PROD-WEB02	Microsoft Windows Server 2019 (64-bit)	16 GB	4
JDE-PROD-WEB03	Microsoft Windows Server 2019 (64-bit)	16 GB	4

Dev/Test Servers:

Name	Guest OS	Memory Size	CPUs
JDE-DEV-AISM	Microsoft Windows Server 2019 (64-bit)	16 GB	2
JDE-DEV-DSI78	Microsoft Windows Server 2019 (64-bit)	8 GB	2
JDE-DEV-ENT	Microsoft Windows Server 2019 (64-bit)	16 GB	4
JDE-DEV-WEB01	Microsoft Windows Server 2019 (64-bit)	16 GB	4
JDE-DEV-DB	Microsoft Windows Server 2019 (64-bit)	36 GB	8
JDE-DEV-DEP	Microsoft Windows Server 2019 (64-bit)	16 GB	4
JDE-DEV-WEB02	Microsoft Windows Server 2019 (64-bit)	24 GB	4

Division 1   **Project Description**

Section 2:   General Overview

Load Balancing	No Load Balancing
Web Server	Running Weblogic 12.2.1.4.0
Deployment Server	Details in Enterprise Servers
Databases	SQL 2019
Database Size	• 150GB per database • 1 Production and 5 Test databases (DEV, TRN, SB, PY)
Interfaces	5+ Interfaces
Modification	Several modifications, not high volume.
Security	• Single Security Server

3. Project Understanding and Approach

The following are **minimum** requirements for external CNC Support to be provided to CCWA. To illustrate their appreciation of the type of CNC Services offered and needed, proposers are encouraged to include any additional options to enhance their offering.

A. Tier-1 Support – CNC, Technical and Functional

There must be Tier-1 level support for CCWA. Tier-1 will provide the critical support for CCWA and enable proficient response times with live specialists. Tier-1 also provides support for daily maintenance routines with a live specialist on a 'call back' basis.

1. **Initial Dedicated Onsite Support:** Per CCWA's request, the primary resource will be onsite for the transition phase if needed. Please provide an estimate of the duration of this phase.

2. **Guarantee of xx hours a month (or per quarter):** Of offsite/onsite support throughout term, which you will specify the number of guaranteed hours proposed, and the number of unused hours that roll over into subsequent time periods.