

Addendum #2



Project Information

Project Name:	Oracle 2.0 Post Go-Live Support & System Refinement Services
Bid Number:	FS21-12-192
Date:	01/14/2022
Project Manager:	John Karner

Addendum Questions

Question #1	Are all in-scope external systems Oracle products and/or have mature API interfaces? If not, does the City of Greeley have a preferred ETL integration platform?
Answer	Oracle Cloud Integration Platform
Question #2	Does the City of Greeley have an existing Dashboard Reporting platform?
Answer	Microsoft Power BI(Not Utilized)
Question #3	Will Oracle 2.0 Project involve Oracle ERP/HCM core structural alignment/changes?
Answer	The HCM module will be included with other modules listed as part of the projects review for gap analysis in functionality and potential configuration changes to better align with City business operations.
Question #4	Will Oracle 2.0 Project involve design and process changes?
Answer	Yes
Question #5	Can you share some statistics on resolving outstanding system errors, inconsistencies, and configuration challenges?
Answer	Average 85% resolved rate – Last quarter there were 785 tickets created and 673 tickets resolved within the City's IT ticket system related to Oracle issues.
Question #6	On average, how many Work Orders/Support Tickets get created monthly?
Answer	Average 85% resolved rate – Last quarter there were 785 tickets created and 673 tickets resolved within the City's IT ticket system related to Oracle issues.
Question #7	Goal number 2 states you need auditing and reconciliation - are you current on your reconciliations across modules? If not, can you provide a brief on the state of your reconciliations?
Answer	2021 was our first year using Oracle, we are in the process of year end now and are aware that some clean up activities of financials will be required. Contractor will support reconciling and auditing of system data.
Question #8	Goal number 3 is for GAPS - do you have a list of gaps documented that need to be addressed?
Answer	Contractor will be required to identify system gaps as part of the Task 2.
Question #9	Goal number 5 - which reporting tool, if any, do you use? Are the list of reports that are needed identified?
Answer	Cognos – Not currently using reporting
Question #10	Goal number 7 - do you have the list of manual data exchanges identified that need to be automated?
Answer	We estimate 15-20 however expect this to be finalized as part of task 2.
Question #11	Task 2 lists out the business processes - can you provide the complete list of Oracle modules implemented to address these business processes?
Answer	See attachment listing Oracle modules purchased by City.

Question #12	Task 2 also states that the contractor will have to consider the 'licensing'. Please explain what is expected on this from the contractor.
Answer	Contractor shall support the City's reconciliation of current licensing strategy across users, providing input on best practice for ensuring the City is efficient in their licensing purchases for users by ensuring proper use of reporting functionality and users roles are appropriately established. Contractor shall provide expertise advice on how user roles interact with licensing to ensure efficient licensing purchases.
Question #13	Do you foresee any custom development to address the current gaps, or do you expect the implementation of better processes and reporting solutions to resolve the gaps?
Answer	We are open to both custom development and or the implementation of better processes and reporting to resolve the gaps; with the desire to minimize any customization of the system. We would rely on the expertise of the proposers to recommend a solution.
Question #14	Does City of Greeley require specific on-site presence, or do we consider that 'as-needed' for now?
Answer	We consider on-site presence 'as-needed' for now, but would require it if deemed necessary.
Question #15	What is the current version of Oracle Cloud application?
Answer	21D
Question #16	Is Oracle Integration Cloud getting used for data exchanges?
Answer	Yes
Question #17	Where in our response would you like us to include the Debarment/Suspension Certification Statement?
Answer	Either before or after the Certificate of Insurance
Question #18	Can you clarify the following which modules: <ul style="list-style-type: none"> ▪ Are owned ▪ Are implemented ▪ Will be implemented in this project
Answer	See attachment listing Oracle modules purchased by City.
Question #19	Can you list the number of individuals and their roles that will be interviewed for the Business Requirements and Gap Analysis?
Answer	Contractor should propose an outreach plan and strategy that aligns with best practice for ERP. We anticipate this will include at a minimum outreach and meetings/interviews with representatives from each City department.
Question #20	Can Task 1, System Assessment and Project Plan be proposed for a fixed fee and Tasks 1 – 7 be proposed as Time and Materials with a do not exceed amount? The scope of later tasks will be determined by previous tasks in the project.
Answer	Task #1 - Fixed Price Task #2 - Fixed Price Task #3 - Not to Exceed Task #4 - Not to Exceed Task #5 - Not to Exceed Task #6 - Fixed Price Task #7 - Fixed Price
Question #21	Is the organization that performed stabilization work for the City, Meta Formers, permitted to bid on this RFP?
Answer	This RFP is open to all qualified bidders.

Question #22	Can additional information outlining the issues with the implementation discovered during the stabilization project be provided? Lists of errors, inconsistencies, configuration challenges, etc. will be useful in determining scope.
Answer	Contractor will be required to identify system gaps as part of the Task 2.
Question #23	What is the target budget for this project?
Answer	To be determined
Question #24	Would you be open to alternative approaches to meeting your objectives more cost-effectively than the 7 prescriptive sections you have provided?
Answer	We would rely on the expertise of the proposers to recommend a solution.
Question #25	Due to the recent holidays many of our employees have been on PTO, would the City consider a 2 week extension of the due date to February 9, 2022?
Answer	The schedule has been adjusted per Addendum #1
Question #26	Proposers shall provide at least two (2) but not more than four (4) project references to substantiate the stated experience. Q. Would you be accepting references from the public as well as commercial entities?
Answer	We would be open to this
Question #27	Gap analysis shall incorporate core system functionality, external system interface and integration, as well as current reporting gaps required to support business operations. Q. What are the other applications and interfaces that are integrated to the oracle cloud application?
Answer	Innoprise(Harris), Trakit(CentralSquare), Cityworks(Trimble), RecTrac/GolfTrac (Vermont Systems), ShoWare(Accesso), EMS, Faster, FullCourt, Parking(Passport), CommunityPLUS(CentralSquare)
Question #28	The go-live entailed transitioning the City's existing human resource systems and financial systems (except budget development) into the corresponding Oracle cloud modules. Q. Are there any major concerns on the transition completed? If so, could you kindly elaborate on the concerns?
Answer	Contractor will be required to identify system gaps as part of the Task 2.
Question #29	Payroll Administration/Vendor management & PtP interfaces/Leave administration. Q. How many Payrolls are setup in the current state?
Answer	There are 26 payroll periods
Question #30	Contractor shall develop approved reports, interfaces, and/or dashboards that are approved by City of Greeley as part of Task 3 design approval. Q. Kindly share the frequency of reports required?
Answer	Reports and frequency of reports will be determined as part of the gap analysis and business requirement tasks.
Question #31	Q. What is the number of users who can view/download all advanced/custom reports?
Answer	Reports and frequency of reports will be determined as part of the gap analysis and business requirement tasks.
Question #31	Provide ongoing operations maintenance and support of the solution throughout the contract term. Q. Could you provide some monthly statistics on support, maintenance, and enhancements over the last 12 months?
Answer	Average 85% resolved rate – Last quarter there were 785 tickets created and 673 tickets resolved within the City's IT ticket system related to Oracle issues.
Question #32	Cutover plan for moving configuration changes to production environment, change management plan including associated communications plan, training plan, along with training documentation and/other training materials to be used as part of training plan execution. Q. Can the vendor utilize a train-the-trainer approach, or is training required for all end users?

Answer	Training will be required for all end users. We are open to best approach to providing training base on best practice although anticipate contractor supporting the training development and development of super users to lead the training.
Question #33	Catalog and Build out the automation of manual data exchanges and support operations by natively connecting to other core City enterprise systems. Q. Could you specify what are the other core City enterprise systems to be integrated and for automating data exchange and support?
Answer	Beyond mentioned in #27. TeamBudget and FullCourt
Question #34	Q. Kindly share the current architecture of data exchange to other core City enterprise systems
Answer	Contractor will be required to identify system gaps as part of the Task 2.
Question #35	Provide a primary project manager that is the point of contact and point of escalation. Q. Is the City of Greeley looking for technical resources for each module for handling the ERP-support work or needs only Key personnel like the Project Manager to handle the project?
Answer	We would rely on the expertise of the proposers to recommend a solution although do anticipate resources with expertise in the primary modules implamented by the City.
Question #36	Q. Is there any Key Personnel from the City of Greeley assigned to this project?
Answer	Yes there is a dedicated Oracle 2.0 Team from Finance, HR, and IT.
Question #37	Does the City have a budget for this project? If so, Can the city share the budget?
Answer	Still to be determined
Question #38	Does the City use any issue tracker for managing post-production issues and can the list be shared?
Answer	Contractor will be required to identify system gaps as part of the Task 2.
Question #39	Does the city have requirements documents and Requirements Traceability Matrix from the time of implementation?
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #40	Please list all the implemented modules.
Answer	See attachment listing Oracle modules purchased by City.
Question #41	What tool does the City use for the integration between systems?
Answer	Oracle integration cloud
Question #42	Can the City please share the current systems landscape?
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #43	Are there any specific instructions to be followed for formatting like font type, size, etc.?
Answer	Proposals shall be submitted in a single Microsoft Word or PDF file under 20MB. Page limit is 20 total pages (10 front and back) 12pt font Times New Roman
Question #44	What is the total number of users currently? Are they likely to change (increase or decrease)?
Answer	1164, slight increase expected, potentially additional seasonal
Question #45	Is there any page limit for the response?
Answer	Proposals shall be submitted in a single Microsoft Word or PDF file under 20MB. Page limit is 20 total pages (10 front and back) 12pt font Times New Roman
Question #46	Is there any Incumbent for this RFP? If yes, please specify details and the contract end date with the incumbent
Answer	Highstreet IT, Metaformix
Question #47	Please specify how long is the Period of Performance?
Answer	We have requested all tasks be copmleted by March 31, 2023; with the details determined by the selected contractors project plan and schedule.
Question #48	Due to COVID restrictions, will the City of Greeley consider performing this project duties remotely?
Answer	See answer to Question #14
Question #49	Do you have any escalation matrix the contractor can follow?
Answer	Project team will define escalation matrix, resource plan for internal City staff is being developed.

Question #50	Pricing: Will the city be ok with Time and Material contract, as the scope is fluid at this time.
Answer	Task #1 - Fixed Price Task #2 - Fixed Price Task #3 - Not to Exceed Task #4 - Not to Exceed Task #5 - Not to Exceed Task #6 - Fixed Price Task #7 - Fixed Price
Question #51	Does the City need end user and system administration documentation services along with the training services?
Answer	Task 7&8 are the services requested for operational support.
Question #52	Could the City please share key qualification and experience, certifications that the Offeror Project Manager is required to possess?
Answer	Implementations of multiple large ERPs, experience with government city/state entities, preference for technical and functional implementations
Question #53	Does the City have an Oracle Cloud Managed Services Provider? If so, please elaborate on the organization name and current contract expiry date.
Answer	Highstreet IT
Question #54	We understand that the City went live with Oracle Cloud ERP solution on Jan 1st, 2021. Could the City please share who implemented / who was the implementation partner for the said Oracle Cloud ERP Solution?
Answer	SierraCedar
Question #55	Could the City please share its anticipated / ballpark budget for its Oracle 2.0 Project?
Answer	Still to be determined
Question #56	Which labor categories / Key personnel the City expect to be an essential part of the professional services team?
Answer	Finance, HR, IT
Question #57	Will the City accept hybrid onshore and offshore delivery model for project execution? Will the City accept all offshore delivery model for project execution?
Answer	We are requiring primary onshore delivery model for project execution; with potential for offshort support of technical development.
Question #58	What is the City's anticipated timeline / schedule for the system refinement services?
Answer	We have requested all tasks be copmleted by March 31, 2023; with the details determined by the selected contractors project plan and schedule.
Question #59	How many man days does the City envision for training services? Will the City accept the Train-the-trainer mode for training delivery and execution?
Answer	Training will be requiried for all end users. We are open to best approach to providing training base on best practice althought anticpate contractor supporting the training develompent and development of super users to lead the training.
Question #60	Does the City have support requirement post implementation? If so, how many weeks? Also, could the City please elaborate if the support can be remote?
Answer	Post go live support can be provided remotely
Question #61	Does the Project Manager and implementation team require to be present onsite?
Answer	We have a preference for a component of onsite work by the consultants with potential mix of on site / off site work pending COVID enviroment and contractors proposal.
Question #62	Could the City please grant an extension by 1 week to the respondents?
Answer	The schedule has been adjusted per Addendum #1
Question #63	Could the City please elaborate the anticipated go-live date for the Oracle 2.0 project? What is the City's anticipated implementation timeline / period of performance for the Oracle 2.0 project?

Answer	We have requested all tasks be completed by March 31, 2023; with the details determined by the selected contractors project plan and schedule.
Question #64	Will the City accept references from private/commercial sector to substantiate the stated experience?
Answer	We would be open to this
Question #65	Do the project managers and implementation team require security clearance, if onsite?
Answer	No
Question #66	Does the City need back up at onsite?
Answer	System backups are provide by Oracle
Question #67	Could the City please elaborate on the modules that are included in the scope of work?
Answer	See attachment listing Oracle modules purchased by City.
Question #68	Could the City please elaborate on the scope of the required change management services?
Answer	Training of staff and communication tools/plans of any configuration changes completed.
Question #69	Does the Project Team need to be onsite?
Answer	We have a preference for a component of onsite work by the consultants with potential mix of on site / off site work pending COVID enviroment and contractors proposal.
Question #70	Could the City please elaborate if budget development is included in the scope of work?
Answer	Still to be determined
Question #71	Could the City please elaborate on the Oracle Cloud ERP Implementation cost incurred?
Answer	No
Question #72	Have you been in contact with ERP Implementation vendors prior to the release of this RFP? If so please list.
Answer	Yes
Question #73	What type of trainings are required to be given? Administrator training? End user training? Super user training?
Answer	Admin, end user and super user
Question #74	How many users does the City envision to be trained?
Answer	Training plan and execution should include training for all Oracle users understanding that training will be targeted based on adminstratr , superuser, or end users function.
Question #75	Is there a provision to deliver the Oracle 2.0 Project entirely from offshore center?
Answer	No
Question #76	Does the City have an existing integration platform for ERP application integration? If so, should the software licensing include integration solution also?
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #77	Is there a BOM that we can refer to for software Licensing? Can the City provide the Oracle Cloud Bill of Materials?
Answer	See attachment listing Oracle modules purchased by City.
Question #78	Could the City please share its current ERP system landscape or architecture document? What external and internal applications need to be integrated with the system?
Answer	Current integrations. Innoprise(Harris), Trakit(CentralSquare), Cityworks(Trimble), RecTrac/GolfTrac (Vermont Systems), ShoWare(Accesso), EMS, Faster, FullCourt, Parking(Passport), CommunityPLUS(CentralSquare) – To be done, Team Budget
Question #79	What solution support and helpdesk support SLAs are being provided by your current Cloud ERP System implementation partner and MSP?
Answer	Service Request Ticket Engagement Guidelines Priority Time to Respond P1 - Critical 15 Minutes P2 – High 120 Minutes P3 – Moderate 12 Business Hours P4 – Low 24 Business Hours
Question #80	Does the City envision data migration services under this contract?

Answer	We do not antipace data migration services as we are currently live with Oracle. Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #81	What is the volume of data migration/conversion? Does the City need pricing for the data migration in the cost proposals?
Answer	We do not antipace data migration services as we are currently live with Oracle. Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #82	Could the City please confirm if they intend to procure services in a continuous basis or on an as needed basis?
Answer	Project may lead to continous support. City will follow all procurement requirements and policy for future ongoing support post this project.
Question #83	Please provide details of current Enterprise Structure like Ledger Primary/Secondary/Reporting, Legal Entities, Business Units. Also, what are the target areas related to improving this structure?
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #84	Are you using Fund Accounting with you Chart of Accounts. Any pain areas?
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #85	What is the scope of reporting requirements within the Oracle 2.0 project?
Answer	To be determined as part of business requirements and gap analysis tasks
Question #86	What are City's business needs and solution objectives under the Oracle 2.0 project?
Answer	<ul style="list-style-type: none"> •Payroll Processing •Benefit Processing •Projects •Financial Reporting •Accounts Payable •Purchasing •Performance Management •P-Card and Expense Reporting •Budget Development and Tracking •Reporting •Time and Attendance
Question #87	What are the City's current pain point / blockers particularly considering the complexities and interrelated components of the HR and employee lifecycle.
Answer	See attachment with concerns.
Question #88	Please list the specific modules implemented in Cloud HCM
Answer	See attachment with modules purchased.
Question #89	Please list the specific modules implemented in Cloud ERP (Financials).
Answer	See attachment with modules purchased.
Question #90	Please list ALL Inbound and Outbound Integrations into to ERP, HCM and Procurement?
Answer	Innoprise(Harris), Trakit(CentralSquare), Cityworks(Trimble), RecTrac/GolfTrac (Vermont Systems), ShoWare(Accesso), EMS, Faster, FullCourt, Parking(Passport), CommunityPLUS(CentralSquare), Bank-Visa
Question #91	Are the Integrations manual or automated? Do any Inbound Integrations into Cloud use Web Services Integration?
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #92	Please identify the approximate number of custom reports by module developed as part of the implementation?
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #93	Please provide a list of any outstanding issues by module.
Answer	See attachment with concerns.
Question #94	Is there a system integrator supporting current implementation activities and if so, who?
Answer	The City has used a selection of vendors for stablization efforts.

Question #95	Are there Plugins and Integrations involved?
Answer	Integrations
Question #96	Can the City provide the Oracle Cloud Bill of Materials?
Answer	See answer to Question #77
Question #97	Are there any iPaaS customizations?
Answer	No
Question #98	Is there any middleware used for the interface or are all interfaces by OIC?
Answer	Most through OIC
Question #99	Please provide a list of all Oracle pods being deployed across HCM and financials.
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #100	Would the City be open to considering a support model leveraging a mix of on-shore and offshore resources to help reduce cost, with the City only interacting with our on-shore resources?
Answer	Yes
Question #101	Please provide details of the planned post-live/ongoing support staff at the City supporting Oracle applications. Please specify the number of FTEs and job titles/functions expected that are not power users.
Answer	Application support from a technical level is planned to be done via IT and 2-3 FTE's. Operational support is from functional teams with in business units. City is also looking for input from contractor on best practice on long term operational maintenance specifically under task 7.
Question #102	Please confirm that access to the Oracle pods, Oracle Integration Cloud (if applicable) and other tools will be direct over the internet and not requiring use of VDI or other (e.g. Citrix) brokered connectivity solutions.
Answer	Yes
Question #103	Please advise whether the selected provider is expected to provide support for integration monitoring.
Answer	No, once operational. If an integration is developed by the provider, it should be monitored until live and provided to internal technical team.
Question #104	To reduce costs, is the City open to having the work performed virtually, with the option for inperson support with travel and expense passed through to the City?
Answer	We would rely on the expertise of the proposers to recommend a solution. If travel is needed, we need an itemized cost breakout per trip with a not to exceed price for each trip.
Question #105	Does the City require any after-hours support? And what hours are you expecting support to be available?
Answer	Yes for implementation from Dev/Test to Prod. Post work day hours for any change control.
Question #106	Please describe the employee scheduling capabilities that are being implemented with Oracle Cloud.
Answer	Timecard management/shifts/PTO/etc
Question #107	What period do you use (e.g., weekly, bi-weekly) for employee time entry?
Answer	Bi-weekly
Question #108	How many benefits plan types and plans do you have? Provide a list of plan types and count of plans by plan type.
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #109	Please provide a list of all third-party interfaces, inbound and outbound, to the Oracle Cloud by module/pod.
Answer	See #90
Question #110	What reporting tool(s) are being used and what is the overall mix of tools being used?
Answer	Cognos
Question #111	Could the City please List the high level pain point by business flows as mentioned in Task 2. (from Task 1 of scope it is clear that proposer will need to do system assessment and build the issue inventory still if we have this information this will help us to create realistic estimates)

Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #112	Could the City please describe its pain points for all the modules under the scope of work in the Oracle 2.0 project?
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #113	Could the City please share its Existing application foot-print, components/ modules implemented and in use. Is any PaaS, IaaS, DevOps and Mobile applications are being used ?
Answer	#67
Question #114	Please share the list of on premise systems, Cloud software services in use for day to day functions other than Oracle Fusion Cloud.
Answer	Integrations list will provide applications that interface with Oracle. Other than that we use GoAnywhere for SFTP of bank receipts.
Question #115	Are this systems (in 64 above) integrated with Oracle SaaS? If yes what is the middleware used for integration?
Answer	Oracle Integrations Cloud
Question #116	Could the City please provide a List of Business Units, Departments/ Cost Centre
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #117	Could the City please provide the Number of employees and average employee turnover (On boarding and Separations per Month)
Answer	City has 1100-1400 including partime and seasonal employees.
Question #118	Could the City please provide the Number of internal/ disbursement bank and bank accounts
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.
Question #119	Could the City please describe if all banks integrated with Oracle SaaS for payment and bank reconciliation?
Answer	Current bank integration is processed via GoAnywhere SFTP
Question #120	Could the City please provide Number of active supplier records. No of Purchase Orders, AP invoices during last 12 months
Answer	Supplier Records = ~4150 Purchase Orders = ~3400 Invoices = ~19,000
Question #121	Could the City please provide the Number of active Projects, Grants
Answer	Contractor will be required to identify requirements and system gaps as part of the Task 2.

UPDATE: Change in Completion Date

The completion date has changed from December 31, 2022 to March 31st, 2023. Please see page 8, section *B. Period of Award*, of the revised RFP document. Please click the link below to access this document.

<https://nextcloud.greeleygov.com/index.php/s/Zcw2An4M53By7Ad>

INFORMATION: Please click the link below to access the Oracle contract

<https://nextcloud.greeleygov.com/index.php/s/R9bTYdtwjeH5eWE>

Please click the link below to access the Revised Firm Fixed Price table

<https://nextcloud.greeleygov.com/index.php/s/foYCBekZmQgHoXi>