

Addendum #1



Capital Project Committee

Project Information

Project Name:	Post Go-Live Support of Enterprise Resource Planning (ERP) System - Oracle
Bid Number:	FD20-10-144
Date:	November 3, 2020
Project Manager:	Scott Magerfleisch

Addendum Items

Item 1	Due to the corona-virus, the City is requiring the following for submitting proposals: see attached instructions for submittal of proposals
Item 2	Please list the specific modules implemented in Cloud Procurement. were Self-service procurement, sourcing and supplier portal part of the implementation? Yes. Finance modules are: Financials Cloud, Automated Invoice Processing, WebCenter Forms, Expenses, Procurement, Sourcing, Supplier Portal, Self-Service Procurement, Project Financials, Grants Management, Maintenance Cloud. We also purchased a third party cashiering suite from Can/Am Software called Teller. Additional modules: Planning and Budgeting (we will be transitioning this to API interfaces with Questica), Enterprise Performance Reporting Cloud, and Oracle Autonomous Analytics Cloud,
Item 3	Please list the specific modules implemented in Cloud ERP (Financials). were Collections, IExpenses, and Invoice Imaging part of the implementation? See above
Item 4	Please list the specific modules implemented in Cloud HCM? HCM Cloud Base, Recruiting Cloud, Performance Management, Workforce Compensation, Time and Labor, Payroll, Workforce Health & Safety, Learning Cloud (not implemented yet)
Item 5	Please provide the count of Active Employees by LE in HCM 834
Item 6	Was Cloud HCM Payroll deployed? It's not clear in the RFP.

Yes

Item 7	List of ALL Inbound and Outbound Integrations into to ERP, HCM and Procurement? We have about 11 integrations into G/L and A/R via web services from our various 3rd party point of sales systems. Additionally we have Staples integrated for our "punch-out" process.
Item 8	Are the Integrations manual or automated? Do any Inbound Integrations into Cloud use Web Services Integration? At this time 2 will be manual. The rest are being done by Oracle Integration Cloud via the Web Services Integration.
Item 9	Please provide the number of bank integrations. Three.
Item 10	Please identify the approximate number of custom reports by module developed as part of the implementation. 10 Custom Reports 5 Budget Reports
Item 11	Do we have the functional specifications and Technical design documents for all the Custom Reports and Interfaces? No.
Item 12	Do we have any User Manuals / documentation of the exiting Reports covering scheduling process, Delivery Options? No
Item 13	Any PBL transformation Fast Formulas need to be converted to HDL as Oracle going stop the support for PBL Unknown.
Item 14	What is the scope of the Planning and Budgeting implementation? Budgeting will be utilizing Questica and interfacing with Oracle via the Web API and/or File Loader.
Item 15	How many years of historical data converted as part of data conversion in ERP and HCM? Current employee data. G/L Balances from 2018. Open POs
Item 16	Please provide a list of any outstanding issues by module. Many, but currently still in UAT. Unknown what would be left by contract signing.
Item 17	Please provide an outstanding enhancement list or 2021 objectives by module you would like to consider included as part of the support agreement. Performance management utilization (we are using our old system for 2020 reviews). Learning management. Health and Safety. These systems, while "live", will not be utilized and need further work. Budget integration to Questica should be supported on the Oracle side, Questica will handle the other end. OAC implementation.
Item 18	Have you implemented Oracle Analytics Cloud (OAC) or do you own a custom data warehouse? We have this but have not utilized it.
Item 19	Please provide high level architecture, Enterprise structure Need more clarification of what structure you are asking about.
Item 20	Is there a system integrator supporting current implementation activities and if so, who? Yes, Sierra-Cedar
Item 21	Do we have the functional configuration guides for all modules implemented? Yes.
Item 22	Is the use of offshore technical support resources managed by US based onshore functional and technical resources an acceptable model with the City? It is preferred that support resources would reside in a US timezone(s).
Item 23	Is the City of Greely using Oracle Apps? Only Oracle Integration Cloud
Item 24	Are there Plugins and Integrations involved? Only integrations.
Item 25	How large is the database? This is a cloud instance of ERP/HCM. Database size isn't really applicable here versus instance size. We have around 834 employees if that gives a ballpark of data.
Item 26	Are there currently multiple Oracle DB's for different use cases?

There are TEST, PROD, and DEV instances.

Item 27	What was their primary need that Oracle was the best fit to serve? Needed to improve operational excellence with a "modern" system and consolidate our HR and Finance systems.
Item 28	Several of our Oracle customers saved 30% to 40% in licensing costs by migrating to Googles BigQuery and Googles Bare Metal Solution. Would Greeley be interested in this option? No, not at all.
Item 29	Can the City provide the Oracle Cloud Bill of Materials? Oracle Financials Cloud Service Oracle Automated Invoice Processing Cloud Service Oracle WebCenter Forms Recognition Cloud Service Oracle Expenses Cloud Service Oracle Purchasing Cloud Service Oracle Procurement Contracts Cloud Service Oracle Sourcing Cloud Service Oracle Supplier Portal Cloud Service Oracle Self Service Procurement Cloud Service Oracle Project Financials Cloud Service Oracle Project Contract Billing Cloud Service Oracle Grants Management Cloud Service Oracle Maintenance Cloud (Inventory Management Cloud Service) Oracle HCM Cloud Base Cloud Service Oracle Recruiting Cloud Service Oracle Performance Management Cloud Service Oracle Workforce Compensation Cloud Service Oracle Time & Labor Cloud Service Oracle Payroll Cloud Service Oracle Workforce Health & Safety Cloud Service Oracle Learning Cloud Service Planning and Budgeting Cloud Service Enterprise Performance Reporting Cloud Service Oracle Autonomous Analytics Cloud - Standard Additional Test Environment for Oracle Cloud Service Oracle Cloud Infrastructure Oracle Integration Cloud Can/Am Teller Cashiering
Item 30	Are there any PaaS customizations? No
Item 31	Is there any middleware used for the interface or are all interfaces by OIC? All via OIC
Item 32	Please clarify if the proposal must be submitted electronically or as a hard copy. Electronic submission only as per attached instructinos
Item 33	Although we have support staff in the US, we also have nearshore (Canada) and offshore staff. Is the City open to working with nearshore or offshore staff? US/nearshore are preferred.
Item 34	Does the City utilize Oracle Integration Cloud Service or some other tool for interface integration? YES OIC
Item 35	Does the integration tool include maintenance of the interfaces? Not sure what this is asking, but IT created the integrations and is currently maintaining them.
Item 36	Will "all users" or just "power users" need access to vendors ITSM tool to enter support tickets?

Just "power users"

Item 37	Discrepancy - Electronic submission only - see attached instructions
Item 38	Section III-D., on page 8, states (regarding insurance coverage) "Successful contractor will be required. . ." The verbiage here indicates that the certificate of insurance will be required at some future date. However, we would like to clarify-- will we be given the opportunity to secure and provide such a certificate, after being selected/awarded? Or does the City expect the appropriate certificate of insurance, included with our proposals immediately, in order to be responsive? Certificate of Insurance is to be provided only by the selected/ awarded vendor not at the time of proposal submission.
Item 39	Section V-E - Evaluation Criteria #1 - Company/Personnel Qualifications, #2- requests "At a minimum: 1) company name, 2) contact name, 3) phone number, 4) fax number, 5) email address, 6) brief description of project scope and value, 7) status of project." However, some of our clients do not provide all avenues of contact, for the purposes of references. Specifically, many do not offer fax #'s for contact, or may only provide either phone or email, not both. Is a proposal considered responsive without all 7 of the "minimum" information points above, so long as contact with our referenced clients is made possible? Yes, provide as is available
Item 40	Can you name the current vendor deploying Oracle Cloud for the City? Sierra Cedar
Item 41	Please provide a list of all Oracle pods being deployed across HCM and financials. TEST, DEV, PROD
Item 42	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? YES
Item 43	Please describe the planned post-live stabilization window with your current system implementor. 30 Day post go-live
Item 44	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. Functional development team from all subject areas, steering committee, and support. 20 FTEs supporting the system and strategic decisions.
Item 45	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. YES, DIRECT.
Item 46	Please advise whether the selected provider is expected to provide support for release management related to the quarterly Oracle Cloud releases. NO. They will support only first time yearly activity plus 30 days post go-live.
Item 47	Please advise whether the selected provider is expected to provide support for integration monitoring. NO
Item 48	How many full-time employees supporting Finance Plus/Superion does the City have today? 20
Item 49	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? YES
Item 50	In RFP Section II.A, you state a requirement for "after hours support". What after-hours support do you require? And what hours are you expecting support to be available? 8-5pm MST M-F. After hours support for updates or downtime.
Item 51	How many transactions have been enabled for each of the following self-service categories: MSS (Manager Self Service), ESS (Employee Self Service) and HRSS (HR Self Service)?

Unknown

Item 52	Has the core Oracle Cloud system been configured primarily using out of the box functionality or have page/role customizations been used? If functionality has been customized, please describe the scope of the customizations. Out of the box with very minimal customization.
Item 53	Please describe the employee scheduling capabilities that are being implemented with Oracle Cloud. Managers can schedule work hours for employees.
Item 54	What period do you use (e.g., weekly, bi-weekly) for employee time entry? Bi-weekly
Item 55	Please provide the number of annual job postings. 198
Item 56	Please provide the number of annual hires (external and internal). 489
Item 57	How many benefit programs have been configured? Benefits Enrollment, Retiree Enrollment, Savings and Beneficiary
Item 58	How many benefits plan types and plans do you have? Provide a list of plan types and count of plans by plan type. Roughly 45.
Item 59	Are you using self-service for benefit enrollments? If so, for what life events? Yes for five life events. If you need more detail on this let us know, but wanted to give you a quick response.
Item 60	How many life events are being configured? Five
Item 61	Is your benefit plan year calendar year or fiscal year? Calendar
Item 62	Do you use flex credits? No
Item 63	What type of action items/certifications are configured? (e.g. dependent validation, evidence of insurability, etc.) Marriage/legal union validation, dependent validation
Item 64	Do you plan to use Oracle functionality or a 3rd party to prepare and submit ACA reporting? Oracle
Item 65	Are you managing COBRA in Oracle Cloud? We have a TPA who does the billing, notification, but yes we keep them active in Oracle for OE issues
Item 66	Please provide the number of benefits extracts. Are you using the seeded Benefits Extracts or have configured custom extracts? Currently using BenefiX but have 10 extracts with them. So one extract to BenefiX who then disburses enrollment, dependent, demographic information. BenefiX does not due reports for contributions to the various benefit providers. Currently it will be through developed reports.
Item 67	Are you using Employee Wellness or Total Compensation Statements? Wellness - not yet, and Total Comp would be a goal
Item 68	The Oracle ERP Financial Cloud service includes the following modules: General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, Expenses. Is Greeley planning to go live with all of these Finance modules? Yes
Item 69	Are you utilizing Oracle Cloud for Procurement, Procurement Self-service, and automated invoice matching? Yes
Item 70	Please provide a list of all third-party interfaces, inbound and outbound, to the Oracle Cloud by module/pod. We currently have 11 integrations to DEV and will with PROD. These are interfacing to G/L and A/R utilizing OIC
Item 71	Please provide the number of reports in scope.

10 custom

Item 72	What reporting tool(s) are being used and what is the overall mix of tools being used? OBDI and standard reports
Item 73	How is Oracle Integration Cloud (OIC) being used? What integrations, if any, are using OIC? All integrations using this.
Item 74	Are the interfaces using Oracle REST APIs or any other API framework? Yes, G/L API and Misc Receipts API
Item 75	Will selected provider be responsible for OIC management (i.e. security administration, disaster recovery, monitoring, and patching), only OIC development, or both? Both with assistance to build/support IT learning path.
Item 76	Will selected provider be responsible for administration and management of BI Publisher? Initially yes. Ideally build/support IT learning path.
Item 77	What tooling/process will be used to support ongoing integration monitoring? Unknown.

**ONLY ELECTRONIC RFP RESPONSES WILL BE ACCEPTED DURING THE
COVID-19 EVENT**

Instructions for electronic submittal.

Email your RFP Response to purchasing@greeleygov.com. Submit your RFP response to this email only – please do not email to multiple people. Only email's sent to purchasing@greeleygov.com will be considered as responsive to the request for proposals. Emails sent to other City emails may be considered as non-responsive and may not be reviewed.

Proposals shall be submitted in a single Microsoft Word or PDF file under 20MB

The RFP number and Project name **must be noted** in the subject line, otherwise the proposal may be considered as non-responsive to the RFP.

Electronic submittals will be held, un-opened, until the time and date noted in the RFP documents or posted addenda.