

Questions for RFP #251-23-379 – Oracle Production Support

Reference	Vendor Question	Answers
Letter of Instruction, page 8	Will WCPSS consider extending the deadline for submittal of proposals to March 17, 2023. (one week)?	In order to meet internal deadlines for Board approval, we are unable to extend the deadline. Proposals should be received no later than 2 pm ET March 10.
Definitions, page 1	Production Support – please confirm WCPSS will continue to maintain their EBS support contract with Oracle to support Oracle Service Requests and download of patches.	Yes, WCPSS will continue to maintain our EBS support contract with Oracle.
Definitions, page 1	Please clarify scope related to Database support if any.	No database support is required as part of this RFP.
Definitions, page 1	Please clarify scope related to operating system if any.	Vendor must be proficient with the appropriate operating system to support the SLA.
Software support matrix page 6	Please provide details on scope for discoverer. Are newly discover reports included as part of support or just support of existing content? Please elaborate in this area.	Support of both existing and new reports will be required as part of this RFP as we continue the use of Discoverer.
Vendor responsibilities, page 4 (item 11)	Please elaborate on archiving expectations. We will assume archiving activities will be limited to archiving functionality within EBS and will not require any customizations that require direct table updates to Oracle tables.	Archiving activities will be limited to archiving functionality within EBS.
Exhibit B page 10	Volume question – How many hours of new development is typically required per year? The RFP states any enhancements 80 hours or less would be included. We need to know how many 80-hour enhancements are typical.	Please reference the SLA for service requirements. For purposes of this RFP, approximately eight enhancements are handled in a typical year.
Volume question	How many support FTEs are currently utilized for production support by module? How many DBAs and developer FTEs were utilized over the last two years on an annual basis?	Four FTE's to support Oracle production, one DBA and two contracted developers have been utilized.
Timing	When would production support begin?	If award is made via this bid, expectation would be for production support services to start April 1.
Timing	When would WCPSS expect to start the upgrade from 12.1 to 12.2?	Upgrade will start soon after the contract is awarded.
WCPSS SLA Exhibit A – Customizations, page 8	Can WCPSS providing a more specific listing of custom objects by object type? (i.e., pl/sql, forms, reports, views, tables, etc.... Are there any custom objects written in a technology not included in the File Naming Standards	Not at this time.

File Naming Standards, page 4	Are there any custom objects written in a technology not included in the File Naming Standards. For example, are there any OA Framework extensions or any java extensions? Is there an expectation to provide support for customizations in OA Framework or Java?	N/A
Terminology, page 6	"Major application upgrades are included as part of this support, when and as determined by WCPSS." Could you please elaborate on Major application Upgrades?	These types of upgrades are performed to remain in compliance with Oracle.
Validity of the RFP	For how many years is the RFP valid after it is awarded?	Contract term is for up to five years, renewed annually. As an educational entity, WCPSS is funded on an annual basis and must renew each year.
	What is the size and composition (roles) of the current Oracle Production Support Team? Please list out the numbers of Functional Consultants, Business Analysts and Technical Consultants, DBAs etc. Also please provided the team composition for WCPSS resources on the support project.	Current Oracle Production Support Team is a combination of individuals from both inside the district as well as contract personnel from multiple contracts. Total FTE count will not be provided.
	Can we get a historical (at least one year) ticket volume of Oracle Production Support along with the ticket classification (Category)?	Current average of 15 tickets per week.
SLA - Exhibit A – Customizations, page 8	Number of CEMLI's? a. # of Inbound Integration? b. # of Outbound Integrations?	10 inbound, 19 outbound
Background and Project Objectives, page 5	Does your internal EBS environment(s) require SSL?	Yes.
General Question	How many monthly clones/environment refreshes is required?	Not applicable for the scope of this RFP. Clones/Refreshes are performed by the DBA team.
General Question	What is the average concurrent requests per day?	3,500
General Question	Is one or more tax packages used?	Vertex is used.
General Question	What is your current E-Business Suite architecture topology? If available, please attach a Visio/PDF.	Please see attached topology diagram.
General Question	Is the system currently meeting your performance requirements?	Yes.
General Question	Currently, how many SR's are opened with Oracle Support? Are they functional or technical in nature?	Two technical SR's are currently open.
General Question	What third-party applications are used currently (ex: Salesforce)?	None to note.

General Question	Are there plans to implement additional third-party applications over the next 6-12 months?	No.
General Question	Does your organization currently have a business continuity/disaster recovery plan?	Yes.
General Question	If yes to above disaster recovery question: What type of disaster recovery solution do you currently have in place (i.e., hot, cold, etc.)? What are your RTO & RPO's (e.g. 3 days/24 hours)?	Hot and Cold. WCPSS current RPO is three days.
	If no to above disaster recovery question: Are there any plans to implement a disaster recovery solution over the next 6-12 months?	N/A
Background and Project Objectives, page 5	Please list out the database size, and How many prod and non-prod environments in total for the EBS upgrade and Managed Support?	Database Size: 1.4TB Prod Environments: 1 Non-Prod Environments: 7
General Question	How often the oracle patches go into production? Example Quarterly, Bi-Annual.	Bi-Annual
General Question	What is the number of Employees and split up of the person types (W2, 1099, Retirees etc.)?	Approximately 22,000 active FTEs
General Question	How many employees use Employee Self-Service?	25,000 which would include contract staff and subs
General Question	Will WCPSS continue to use Discoverer tool for reporting?	Yes, until the application upgrade to 12.2.x or if an alternative product is determined to be a better solution.
SLA – Exhibit A – Customizations, page 8	What is the level of complexity of customization in areas like Position Management, advanced Benefits, Absence, Payroll, and time-entry?	The level of complexity is a case-by-case basis for each area. Some are seeded and some customizations are needed.
Scope/Background, pages 5-6	Does Wake County anticipate for onsite visit by the Support team? If yes, for which Business functions/typical service request (like month end closure) and on what frequency?	Yes. WCPSS requires onsite support as needs arise. A calendar of events was included as Exhibit C to the bid to help illustrate possible business times throughout the year.
Scope/Background, pages 5-6	Based on the experience, can you please provide the average tickets per month /week category (P1, P2, P3) wise?	60 tickets/month
Scope/Background, pages 5-6	Can you please list the existing integrations to EBS R12.1.3?	WCPSS will provide this information to the awarded vendor.
Scope/Background, pages 5-6	Can you describe the staffing model that is being used by the incumbent? If possible, by percentage – US based off-site/work onsite/Offshore?	WCPSS does not have this information to share.

General Question	To expedite the contracting process and subject to WCPSS approval, could vendors utilize state term contracts e.g., State Contract 204X -IT Infrastructure Solutions, for these services - subject to approval from WCPSS?	State Contract 204X is not a valid option for this type of service. State Contract 208A Oracle Software and Maintenance Products would be the only possible option for Oracle value-added services and Mythics, Inc. is the only authorized vendor. State contracts are convenience contracts for non-State agencies and WCPSS does not intend to utilize 208A for these services. Services will be awarded under this bid via an executed contract direct with the chosen vendor.
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